

# DIAMOND PLUS 8

## Terms & Conditions

<b>Summary Box</b> Key Product Information for our Savings Account	
Account Name	Diamond Plus 8 (exclusively for investors aged over 60)
Interest Rates (AER)	<ul style="list-style-type: none"><li>• Variable rate</li><li>• Refer to 'Investment Rates' leaflet, branches or <a href="http://www.ibs.co.uk">www.ibs.co.uk</a></li><li>• Interest calculated on a daily basis</li><li>• Annual interest on 1 December or monthly option for balances over £25,000</li></ul>
Tax Status	Interest paid net of basic rate tax, depending on your status
Conditions for Bonus Payments	Not applicable
Withdrawal Arrangements	60 days' notice or 60 days' loss of interest on amount withdrawn
Access	Post or branch

This leaflet represents the Terms and Conditions for Diamond Plus 8 and should be read in conjunction with our General Investment Terms & Conditions and our Customer Information booklet.

### Who is the account for?

Diamond Plus is for investors aged 60 years and over. Accounts can be opened in joint names but both account holders must be aged over 60 years. We reserve the right to request proof of date of birth. An individual is only allowed to be the sole or first named account holder on one Diamond Plus account. However, you can also be the second named account holder on one joint account.

### How much can I invest?

The minimum amount to open an account is £1,000. The overall maximum investment is £100,000. Once you have opened an account, further investments may be made at any time, as long as the total amount invested does not exceed the £100,000 limit.

### Can I make withdrawals?

Yes. Full or partial withdrawals can be made by giving 60 days' notice or immediately with a 60 day interest penalty on the amount withdrawn. After a partial withdrawal, the balance in this account cannot fall below £1,000. No penalty is charged if the closure is due to the death of the account holder.

### When is interest paid?

Interest is paid annually, or, for balances of £25,000 or over, the interest can be paid monthly.

Annual interest will be added to the account on 1 December.

Monthly interest is paid on the first day of each month and can be transferred to another Ipswich Building Society account or paid direct to your bank account.

### How is interest calculated?

Interest is calculated on a daily basis from the date of investment up to the close of business the day before withdrawal. The interest rates are variable. If you are a non-taxpayer the interest on your account may be paid without deduction of tax if the appropriate form is completed. Please ask for details.

### How can I open an account?

Please complete an Investment Application Form and send or take it to any of our branches. To open an account, you will be asked to provide proof of your identity. This is to reduce the risk of fraud and is in line with anti-money laundering legislation. Acceptable forms of identification are detailed in our 'Proving your name and address' leaflet. Alternatively our staff will give you full details. You do have 14 days to change your mind. If you are not happy with this account within 14 days of opening it, we will help you switch accounts or return your savings with interest.

## General Information

### Customer complaints

Although we do all we can at Ipswich Building Society to provide a first class customer service, sadly from time to time things do go wrong.

We are keen to be aware of your concerns as they help us to identify ways in which we can improve the quality of service and possible training needs.

We are committed to ensuring all complaints are fully and fairly addressed.

If you have a complaint you should visit or contact your local branch, or any Society office, or call our central telephone number 0845 230 8686. We will try to resolve the problem speedily.

A leaflet is available detailing our complaint procedure. You can request a copy of this at any time.

### Changes to interest rates

Any changes in interest rates will be communicated in accordance with our General Investment Terms & Conditions.

### Changes to these terms

Any changes in terms will be displayed in our branch offices. At least 30 days' notice will be given of any changes to your disadvantage.

### Financial Services Compensation Scheme

Ipswich Building Society participates in the Financial Services Compensation Scheme. For full details please ask our staff.

### Retail Banking Conduct of Business

Ipswich Building Society complies with the FSA's Retail Banking Conduct of Business which set standards of good practice for building societies and banks.

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# IPSWICH BUILDING SOCIETY SAVINGS DIAMOND PLUS 8