

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 these terms

Any changes in terms will be displayed in our branch offices. At least thirty 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.

Information on Qualifying Time Deposits

Please note that as the terms and conditions for this account allow for the capital to be repaid to a third party on maturity, this account does not qualify as a time deposit.

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0845 230 8686
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IPSWICH BUILDING SOCIETY SAVINGS HERITAGE BOND



SUMMARY BOX

Key Product Information for our Savings Account

Account Name

Heritage Bond 33

Interest Rates (AER)

- Fixed rate of 2.75% Gross/AER (2.20% Net) for balances £1,000 - £19,999
- Fixed rate of 3.00% Gross/AER (2.40% Net) for balances £20,000 and over
- Fixed until 31 May 2011
- Interest calculated on a daily basis
- Annual Interest 31 May or monthly option for balances of £25,000 or over

Tax Status

Interest paid net of basic rate tax, depending on your status

Conditions for Bonus Payments

Not applicable

Withdrawal Arrangements

No withdrawals. Early closure subject to 90 days' interest penalty

Access

Post or branch

This leaflet represents the Terms and Conditions for Heritage Bond 33 and should be read in conjunction with our Investment Terms and Conditions and our Customer Information booklet.

Can I make withdrawals?

No withdrawals are allowed. The account can be closed during the fixed rate period subject to a penalty of 90 days' interest. No penalty is charged if the closure is due to the death of the account holder.

When is interest paid?

Interest will be added to the account on 31 May, or for balances of £25,000 or over, the interest can be paid monthly. **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. Interest is calculated on a daily basis from the date of investment up to the close of business the day before closure.

What happens at the end of the fixed rate period?

The final interest will be added to the account on 31 May 2011. Your savings will then be transferred to an appropriate account with the Society and you will be given full access to your funds for a specified period. We will write to you before this date providing details of the proposed account.

Are additional investments allowed?

No additional investments are allowed.

How can I open an account?

Our staff will be delighted to open an account for you. 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 identity' leaflet. Alternatively our staff will give you full details.

What is the fixed rate?

- Fixed rate of 2.75% Gross/AER (2.20% Net) for balances £1,000 - £19,999
- Fixed rate of 3.00% Gross/AER (2.40% Net) for balances £20,000 and over
- Fixed rate until 31 May 2011

How much can I invest?

The minimum amount to open an account is £1,000. The overall maximum investment is £250,000. Once an account is open no additional investments can be made. An individual is only allowed to be the sole or first named account holder on one Heritage Bond 33. However, you can also be the second named account holder on one joint account.

