

PREMIER INSTANT

Terms & Conditions

Summary Box Key Product Information for our Savings Account	
Account Name	Premier Instant
Interest Rates (AER)	<ul style="list-style-type: none">• Variable tiered rate• Refer to 'Investment Rates' leaflet, branches or www.ibs.co.uk• Interest calculated on a daily basis• Half yearly interest on 1 June and 1 December
Tax Status	Interest paid net of basic rate tax, depending on your status
Conditions for Bonus Payments	Not applicable
Withdrawal Arrangements	Instant access
Access	Post or branch

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

How much can I invest?

The minimum amount is £10. Once the account is open you can pay in any amount no matter how small. The maximum investment in a Premier Instant is £250,000. These limits do not change even if the account is opened in more than one name.

Can I make withdrawals?

Yes. You can make a withdrawal from Premier Instant at any time. Notice is not required and there is no penalty for withdrawals, nor is there any restriction on the number of withdrawals you can make in a year.

How much can I withdraw?

You may withdraw up to £500 in cash or £100,000 by cheque each day from one of our Branches. For withdrawals in excess of these limits, notice may be required. Your balance in this account can not fall below £10.

How is interest calculated?

Interest is calculated on a daily basis from the date we receive your investment up to the close of business the day before withdrawal. The interest rates paid are all variable.

When your balance moves into the higher interest rate tier you will receive interest on the whole balance at that higher rate. If you make a withdrawal that takes you into a lower tier, the lower tier rate is paid on the whole balance.

When is interest paid?

Interest is paid twice a year on 1 June and 1 December. The interest earned will be added to the account.

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 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.

IPSWICH BUILDING SOCIETY SAVINGS PREMIER INSTANT