

<b>Summary Box</b> Key Product Information for our Savings Account	
Account Name	We-Care
Interest Rates (AER)	<ul style="list-style-type: none"> <li>• Variable tiered rates</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</li> </ul>
Tax Status	Interest paid net of basic rate tax, depending on your status
Conditions for Bonus Payments	No bonus is payable to the account holder. A 1% bonus is paid directly to one of our selected charities, nominated by the holder, on 1 December annually. See 'How is the bonus paid?' section opposite
Withdrawal Arrangements	Three withdrawals allowed each account year without notice or penalty
Access	Post or branch

This leaflet represents the Terms and Conditions for We-Care and should be read in conjunction with our General Investment Terms & Conditions and our Customer Information booklet. We-Care is for investors who would like to support one of our selected local charities. The account holder nominates which charity they want to support from our selection.

### How much can I invest?

The minimum amount required to open We-Care is £100. The maximum investment is £50,000. Once you have opened We-Care, further investments may be made at any time, as long as the total amount invested does not exceed the £50,000 limit. This limit does not change even if the account is opened in more than one name.

An individual is only allowed to be the sole or first named account holder on one We-Care account for each of the selected charities. However, you can also be the second named account holder on one joint account. The second named account holder cannot nominate to support a different charity.

### Can I make withdrawals?

Three withdrawals may be made each year without notice or penalty. A year is the 12 month period from the date of opening the account and each subsequent anniversary. After a partial withdrawal, the balance in this account cannot fall below £100.

If the account is not closed on the third withdrawal in the account year, further withdrawals or closure cannot be actioned until the start of the next account year. No restrictions are made if the closure is due to the death of the account holder.

### Can I close the account?

The account can be closed without notice or penalty providing no more than two withdrawals have been made in the year. A year is the 12 month period from the date of opening the account and each subsequent anniversary.

### When is interest paid?

Interest is paid on 1 December. Interest earned will be added to the account.

### 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.

### How is the bonus paid?

The bonus of 1% is payable directly by Ipswich Building Society to the selected charity annually on 1 December. This is calculated as an average of the total balance in the account during the year. The agreement made by the Society with the selected charities in May 2008 is to pay the bonus for a period of three years to May 2011, after this point it will be reviewed. If there are any changes made to the bonus structure at any time that your account is open, we will write to you at least one month in advance.

### Why is the bonus paid?

We are keen to nurture links within the local community. Affinity accounts such as 'We-Care' provide an effective way to contribute to charities and benefit the local community.

### How can I open an account?

Please complete a We-Care Account Application Form for the selected charity 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.

# IPSWICH BUILDING SOCIETY SAVINGS WE-CARE