

## How can I open an account?

Ipswich Building Society staff will be delighted to open an account for you. Please complete a We-Care Account Application Form for the selected charity and send or take it to any of our Branches.

If you are happy to be contacted directly by your chosen charity, please tick the appropriate box on the application form and the Society will pass on your contact details to them. Your details will not be passed to any other third party.

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 'Customer Information' 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.

## Other Services

The Society offers a wide range of services. If you would like details of any of these services, please ask at your local branch. From time to time we circulate members with details of other products and services. Please indicate at the time you open your account if you do not want to receive such 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.

**Change of Interest Rates.** When rates change, we will advertise the new rates in our branches and display them on our website. For balances over £500, you will be notified at least once a year of the rate paid on your account.

**Other Changes.** Any other 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.

**The Banking Code.** Ipswich Building Society has agreed to conform to the Banking Code. If you would like written details please ask our staff.

### Head Office

P O Box 547 Ipswich IP3 9WZ  
Telephone 0845 230 8686  
E-mail: [enquiries@ibs.co.uk](mailto:enquiries@ibs.co.uk)  
Web Site: [www.ibs.co.uk](http://www.ibs.co.uk)



**IPSWICH**  
Building Society

*A great deal closer to home*

# WE-CARE

we care

Use your  
savings to  
help others.



**IPSWICH**  
Building Society

## About We-Care:

<b>Summary Box</b> Key Product Information for our Savings Account	
Account Name	We-Care
Interest Rates (AERs)	<ul style="list-style-type: none"><li>• Variable tiered rates. For balances £100 - £2,499 0.50% Gross/AER 0.40% Net</li><li>£2,500 - £50,000 1.00% Gross/AER 0.80% Net</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 Terms and Conditions
Withdrawal Arrangements	Three withdrawals allowed each account year without notice or penalty
Access	Post or branch

This leaflet provides you with the Terms and Conditions of the We-Care account and should be read in conjunction with our Investment Terms & Conditions within 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.

**We-Care is for investors who want to support one of our selected local charities.**

**The bonus of 1% is payable directly by Ipswich Building Society to your selected charity annually on 1 December.**

## 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.

## How much can I withdraw?

The limit for each withdrawal is £500 cash or £50,000 by cheque from one of our Branches. For withdrawals in excess of these limits, notice may be required. Your balance in this account cannot fall below £100.

**"Affinity accounts have proved an effective way for building societies and their members to contribute to charities as well as the local community."**

Building Societies Association

## 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.

## What is the interest rate?

The interest rates paid are all variable.

**£100 - £2,499 0.50% Gross/AER 0.40% Net**  
**£2,500 - £50,000 1.00% Gross/AER 0.80% Net**

Rates correct as at 28 February 2009.

Interest is calculated on a daily basis from the date of investment up to the date of withdrawal. 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 which takes you into the lower tier, the lower tier rate is paid on the whole balance. Interest is paid annually and will be added to your We-Care account on 1 December.

## 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 is to pay the bonus for a period of up to three years. 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?

At Ipswich Building Society 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.