



Welcome to your Loyalty Regular Saver

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We're glad to have you on board. Here at Coventry Building Society, we're clear that life is better when we work together. We're rewarding loyal customers by offering this new savings account.

If you're aiming to build up a pot of savings - whether it's for something special or just for the future - a Loyalty Regular Saver account is a great way to do it.



It's a straightforward account which lets you put aside up to £250 a month over the course of a year. And you can pay in as many times as you like, as long as you don't go over that £250 monthly limit.

You'll be able to access your savings if you really need to, although there'll be a small charge for this.

You can only open and be named on one Loyalty Regular Saver at any one time.

We'll pay your interest once a year, on the anniversary of the date you opened the account. The interest rate's variable - so it can go up or down - but you can find the current rate by looking at the savings page on our website.

We're all for a simpler life...

We want to make it as simple as possible for you to understand how your account works. We don't believe in using complicated small print. So we're proud to be the first savings provider to be awarded the Clear & Simple mark by Fairer Finance for our Terms and Conditions.

A good tip



If you haven't already registered for Online Services, go to our website and register now. It's easy to use and a quick way to keep an eye on your account.

Let's keep in touch

You're always welcome to contact us if you've any questions about your account. We'd also like to make sure we can touch base with you sometimes – whether it's to do with your Loyalty Regular Saver, or whether we've got news or other interesting things we'd like to share. If you've opted in to being sent marketing information from us, you'll get access to our updates by email. So if you haven't done so already, please let us have an email address that we can use to stay in touch.

You'll need to make sure we've got up-to-date contact numbers(s) for you too, as you'll sometimes get automated security calls or text messages to confirm it's you when you log in to Online Services.

If your address, phone number or email change, please tell us. The easiest way to update some of your contact details is by logging into Online Services. You can change your email address and phone number there, and download a change of address form or send us a secure message.

The 'Useful Forms' section of our website also has all the information and forms you need. Visit www.coventrybuildingsociety.co.uk/useful-forms

Ways to contact us

 **Online at**
thecoventry.co.uk

 **By phone**
0800 121 8899

 **Write to us at**
Oakfield House, PO Box 600, Binley, Coventry CV3 9YR.

A quick reminder of how to use your account

- Paying money in
- Taking money out
- What happens after 12 months?
- Accessing your account - your Security Details
- Checking your account
- What about tax?
- If you change your mind
- If you have a complaint



We can also send you this leaflet in large print, Braille or on audio CD. Call us on **0800 121 8899** and we'll be happy to help.

Paying money in

There are plenty of ways to pay money in, up to a limit of £250 a month.

Setting up a transfer from another organisation might be the quickest and easiest way to pay money in.

The details you'll need:

Sort code: 40-63-01

Account number: Sometimes you might find we use 9 digits to display your account number. If so, just leave off the first digit.

You can also send money from another account you have with us, pay in cash or cheques at a branch, or post cheques to us at: **FREEPOST CBS CUSTOMER SERVICES**. You don't need a stamp.

Cheques should be payable to you. You'll need to write the account number of your Loyalty Regular Saver on the back of the cheque.

It's all about the timing

When you pay money in, it'll need to arrive by the end of the Deposit month to be included in that month's £250 allowance. Wondering what we mean by 'Deposit month'? Well, for example, if you opened your Loyalty Regular Saver on the 15th of December, your Deposit month will always start on the 15th of every month (and end on the 14th of the following month).

Any money that arrives too late will be counted as part of the next month's saving allowance. And any payment that takes you over the monthly £250 limit will be sent back to you. That's why, if you've set up a regular transfer, it's worth making sure the money always arrives at least a few days before your account month ends. That way, we can allow for delays due to weekends or bank holidays.



Taking money out

As you've been one of our customers for some time, this account is our way of giving something back to you. Because your Loyalty Regular Saver is there to help you build up a pot of savings over a year, it's not really meant for dipping into. That said, if you do need to access your savings, you can. But there's a small charge for this - we'll take a sum equivalent to 30 days' interest on the amount you withdraw.

The only way of taking money out is by arranging a transfer to a Named Bank Account (which you can contact us to set up or change any time you like) or another Coventry Building Society account. You can't withdraw by cash or cheque, or in a branch.

The easiest way to set up a transfer is by logging in to Online Services. Otherwise, you're welcome to give us a call, making sure you've got your Security Details handy.

Whichever way you do it, be careful to double-check all the account details you give us. If any of them are wrong, the money might not reach the right place, and we might not be able to get it back.

What happens after 12 months?

On the first anniversary of your account opening, we'll move your savings into an Easy Access Saver. This account has a lower interest rate, but lets you take out your money as often as you like without any charges. Your account number will stay the same.

We'll write to you closer to the time to tell you what your new rate will be, but you can always check our website to see what it is at the moment. If you aren't happy with your new Easy Access Saver account, you have the option to close it if you like. If you want to carry on putting money aside regularly, if a Regular Saver account is available at the time of maturity, you can open a Regular Saver once you've reached the end of your 12 month fixed term.

Accessing your account - your Security Details

You'll need Online Security Details to operate your account online and separate Telephone Security Details to operate your account over the phone.

If you've already got Telephone Security Details for another account with us, you can use those. You can check any other accounts you hold with us, online, if you have up-to-date Online Security Details. If you don't, have a look on our website. You'll find all the information you need to set up new Security Details in the Online Services help section. If you aren't able to access our website, just give us a call.

Checking your account

We'll send you a statement within a month of any money leaving your account. Don't worry though - we know how annoying it is to get piles of unnecessary letters through the post, so we won't send you more than one statement a month.

At the Coventry, we aim to do the best for our people and our planet. If you use Online Services you can help us towards our goal by opting for paperless statements.

To check your balance you can also ask at a branch or call us, if you're registered for Telephone Services.

What about tax?

We pay your interest gross (i.e. before tax). It's down to you to pay any tax you owe on your savings interest.

If you're a basic rate taxpayer, you can earn up to £1,000 interest in total on your non-ISA accounts before you have to pay tax on it. For higher rate taxpayers, the limit is £500. Once you go over your limit, you'll need to tell HMRC.

For more information, go to www.gov.uk and search for 'personal savings allowance'.



If you change your mind

We hope you're happy with your Loyalty Regular Saver. But if for some reason you change your mind, you have a 14-day cooling off period after you open your account.

Day 1 starts from the day you open the account. This means if you opened your account on 1 December, your cooling off period would finish at the end of the day on 15 December. To close your account within the two week period, come and see us in a branch, call us or write to us.

After this, you can still close the account before the 12 month term is up, using Online Services, or by contacting us by phone, post or in a branch. However, there'll be a charge equivalent to 30 days' interest on your balance.

If you're not happy with our service

Please tell us. We pride ourselves in dealing with problems quickly, thoroughly and fairly - and our members' interests are at the heart of everything we do. If you're still not satisfied once we've finished our complaints procedure, you can take your complaint to the Financial Ombudsman Service (financial-ombudsman.org.uk)



Contact us

At a branch

For details of our opening hours, visit thecoventry.co.uk

Online thecoventry.co.uk

By phone 0800 121 8899

By post Oakfield House, PO Box 600, Binley, Coventry CV3 9YR.

Coventry Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority (www.fca.org.uk) and the Prudential Regulation Authority (firm reference number 150892).

The information in this leaflet is provided for your information only and should not be taken as advice. Legally binding terms and conditions can be found in the Specific Terms for Loyalty Regular Saver and our Saving Accounts Terms and Conditions. For more information, speak to our specialists by telephone.

Our Customer Service Centre is open Monday to Friday 8am–7pm and Saturday 9am–2pm.

Calls to 0800 numbers are free when made from the UK. You may be charged for calls to all other numbers; please contact your service provider for further details. We may monitor, record, store and use telephone calls to help improve our service and as a record of our conversation.

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