

# Online E-ISA

## Key product information

northern  
rock

works for me

### Tax-free interest and no-notice online access to your money

Here is some important information about Online E-ISA to help you decide whether this account is right for you. You should read this sheet carefully together with the full Savings Terms and Conditions and keep it safe, so you can check it again if you need to. If you have any questions, just talk to us at your local Northern Rock branch or call us on **0845 600 1568\***.

#### Key product information for our Savings Account

<b>Account Name</b>	Online E-ISA						
<b>Interest rates (AERs)</b>	<p>Rates effective from 5 August 2011 on balances of £1+</p> <table><thead><tr><th colspan="2">Annual interest</th></tr><tr><th>% Tax-free<sup>6</sup></th><th>% AER<sup>2</sup></th></tr></thead><tbody><tr><td>3.05</td><td>3.05</td></tr></tbody></table> <ul style="list-style-type: none"><li>▪ Rates are variable.</li><li>▪ Deposits are accepted for any amount from £1 up to the maximum investment, currently £5,340, which is the annual ISA allowance for this tax year. This does not include Cash ISA subscriptions transferred in from other providers or an existing Northern Rock Cash ISA, which are allowed. Subscriptions are not allowed to any other Cash ISAs in the same tax year that you subscribe to this Cash ISA.</li><li>▪ Where the balance falls below £1, interest will be earned at the prevailing basic savings rate, currently 0.10% tax-free<sup>6</sup> p.a.</li></ul>	Annual interest		% Tax-free <sup>6</sup>	% AER <sup>2</sup>	3.05	3.05
Annual interest							
% Tax-free <sup>6</sup>	% AER <sup>2</sup>						
3.05	3.05						
<b>Tax status</b>	Interest will be paid tax-free <sup>6</sup> .						
<b>Conditions for bonus payment</b>	Not applicable.						
<b>Withdrawal arrangements</b>	<ul style="list-style-type: none"><li>▪ No notice online access.</li><li>▪ Minimum withdrawal amount of £1 (or less if closing) via FPS (free of charge) and £250 via CHAPS (£35 per transfer).</li></ul>						
<b>Access</b>	Online.						

### Important savings information

keyfacts<sup>®</sup>

This document provides you with key information about Cash ISAs so that you can make an informed and confident choice about saving with a Northern Rock ISA. This forms your Key Facts Document.

#### What is a Cash ISA?

The Individual Savings Account (ISA) is an account for savings and investments whereby any income and capital growth is free from UK personal Income and Capital Gains Tax. ISAs were first introduced by the government on 6 April 1999 and replaced the Tax Exempt Special Savings Account (TESSA) and Personal Equity Plans (PEPs). The interest, income or profit received on an ISA are tax-free (this favourable tax treatment may not be maintained on the account depending on government regulation).

Your allowance can be spread across two types of ISA, Cash ISAs and Stocks and Shares ISAs. You may have a different provider for each component within the same tax year.

#### Types of ISA

There are two basic types of ISA available: Cash ISA and Stocks and Shares ISA.

Currently up to £5,340 per tax year can be invested into a Cash ISA and up to £10,680 into a Stocks and Shares ISA. For example, you can invest:

- £5,340 into a Cash ISA and £5,340 into a Stocks and Shares ISA; or
- £0 into a Cash ISA and £10,680 into a Stocks and Shares ISA; or
- £2,000 into a Cash ISA and £8,680 into a Stocks and Shares ISA.

In any tax year you can only subscribe to one Cash ISA and one Stocks and Shares ISA. However, Northern Rock only offer Cash ISAs and do not offer Stocks and Shares ISAs.

#### How much can I save?

**Minimum to open:** £1

**Minimum additional deposit:** £1

**Maximum deposit limit:** Each year you can pay in up to your annual tax-free allowance, which is currently £5,340.

In addition to this you can also transfer previous Cash ISA subscriptions.

If a deposit results in your account going over this limit we will return the additional funds to you. This does not include any interest you have asked to be added direct to your account.

Each customer can save up to a total of £2 million with Northern Rock.

## Opening your account

Please note, we are required to confirm the identity of all customers who open an account. If you are opening your account online you will not be required to send proof of identity with your application as we can verify your identity using our electronic identification system. However, you may be asked to supply identification at a later date.

- This account can be opened by permanent UK residents aged 16 years and over
- Crown employees serving overseas and those married to, or in a civil partnership with a Crown employee serving overseas are also able to invest in an ISA
- By opening a Cash ISA you limit the amount of tax-free savings you can make in Stocks and Shares ISAs
- You can only open an account individually – joint accounts are not allowed
- Only one account can be opened per customer per issue
- You can only subscribe to one Cash ISA in each tax year, up to the current tax-free savings allowance of £5,340 per tax year
- If you open your account by cheque and this cheque is returned unpaid, we may have to close your account and ask you to fill in a new application form. Any unpaid cheques will not count towards your subscription limit in that tax year
- Add to your account at any time up to your annual tax-free allowance
- You can apply for an Online E-ISA online at [northernrock.co.uk](http://northernrock.co.uk)

## How often is interest paid?

Interest is paid annually on 11 March. If this is not a business day, it will be available the next business day. It can be added to your Online E-ISA, transferred into any Northern Rock account (except Cash ISAs or, if your existing terms and conditions do not allow) or paid into an account with another bank or building society.

As interest is paid tax-free, no Tax Deduction Certificate can be provided, although we can confirm the amount of interest paid on request.

## Adding to your account

You can make a deposit to your account by:

- cheque (in the interests of security, please make your cheque payable to Northern Rock, for the account of [insert account holder(s) name(s)]" and crossed "A/c Payee only"). Cheques drawn in foreign currency or drawn on a foreign address cannot be accepted;
- transfer from an existing Cash ISA with another provider; or
- once we provide you with your account number you can arrange an electronic transfer (BACS, CHAPS, FPS or Standing Order) from your bank or building society account.

The following details need to be quoted for a BACS, FPS transfer and Standing Order:

- Northern Rock sort code: 08-60-64
- Account number: your Northern Rock account number

The following details need to be quoted for a CHAPS transfer:

- Northern Rock sort code: 08-02-65
- Account number: 50048407
- Reference: your Northern Rock account number and your name; or

- transfer from an existing Northern Rock account, subject to the terms and conditions of that account.

There are limits on the amounts you can invest each tax year but access to your funds is not restricted except as detailed in this information. An ISA may become void if invalid contributions are made and we may transfer the account to a non-ISA account which may not pay the same interest rate as the current ISA.

Once you have reached your maximum investment limit for any tax year you will not be able to deposit more money after making withdrawals.

Under HMRC regulations if you do not make any deposits into a Cash ISA for a full tax-year (break in subscriptions), we are required to obtain a new application form from you before any additional deposits can be accepted.

Subscriptions are not allowed to any other Cash ISAs in the same tax year(s) that you subscribe to this Cash ISA, even if you have not used your full annual allowance(s).

## Taking money out

On your written instructions and within a time stipulated by you, all or part of your Cash ISA funds and any earned interest can be transferred or paid to you (please refer to the Savings Terms and Conditions for further information).

You have no-notice access to your money with no limits on the amount of withdrawals.

Simply log onto your account and arrange to transfer money to your nominated account or to another Northern Rock account (subject to the terms and conditions of that account).

- electronic transfer – if possible, we will send your payment by FPS, meaning that we will debit your account the same day or on any future date for which you authorised the payment. The payment should reach your nominated account within a few hours but no later than the end of the next business day;
- if you request a CHAPS withdrawal and we receive your authority and full instructions before 1pm on a business day, the money should be credited to your nominated bank or building society account the same day. A charge will be made for this type of transfer, please refer to Condition 11 within your Savings Terms and Conditions for details.

To make a withdrawal via CHAPS please provide us with the following details:

- Northern Rock account number
- Amount to transfer
- Name of bank or building society where funds are to be transferred
- Valid sort code
- Account number
- Reference number (where applicable)
- Authority to debit the CHAPS transfer charge; or

- transfer to another Northern Rock account, subject to the terms and conditions of that account.

On occasion we may need to verify your identity in order to carry out any instructions.

Any money withdrawn from a Cash ISA will lose its tax-free status. To ensure that you retain this tax-free status, ISA funds must be transferred to another ISA, either with another provider or a Northern Rock Cash ISA.

## Transferring your existing Cash ISA

### From another provider

If you wish to transfer to Northern Rock, all you need to do is complete the online application and include your new E-ISA account number on the Cash ISA transfer authority form. We will then contact your current provider within five business days of the date of receipt and give our confirmation that we will accept the transfer and proceed to arrange the transfer of your funds (subject to the terms and conditions of your existing ISA). On receipt of the transfer from your existing provider we will credit the cheque to your new Northern Rock ISA within three business days of the date of receipt. Interest will be earned from the date of the cheque or day 16 of the transfer process if earlier. Please note, however, under the ISA Regulations it can take up to 15 business days to complete your request to transfer your Cash ISA.

Subscriptions to a Cash ISA can be transferred to another Cash ISA, or to a Stocks and Shares ISA, but subscriptions to a Stocks and Shares ISA can only be transferred to another Stocks and Shares ISA.

Your existing ISA provider must transfer the funds directly into an account with us.

### From another Northern Rock ISA

These transfers will be processed at our Head Office normally within five business days.

### To another provider

On your written instructions and within a time stipulated by you, your Cash ISA (partial transfers are permitted from previous tax year subscriptions but your current tax year subscriptions must be transferred in its entirety), with all its rights and obligations, can be transferred to another ISA provider or manager in accordance with ISA regulations relating to transfers. If you request an immediate transfer we will arrange the transfer within five business days of the date of receipt of both your instructions and confirmation from the new ISA manager they are prepared to accept the transfer. If you give notice we will arrange the transfer within five business days of the end of the notice period. Please note, however, under the ISA Regulations it can take up to 15 business days to complete your request to transfer your Cash ISA. There is no charge for the transfer but, if your existing ISA has a notice period and you haven't given us the required notice of withdrawal, it will be subject to the notice charge for your specific product.

## Can I cancel my Cash ISA?

If you are not happy with your choice of account within 14 days of opening it, we will help you close your account and you will not lose your right to invest in another Cash ISA or Stocks and Shares ISA for that tax year. If you wish to take advantage of this 14-day rule, we must be advised in writing when you close your account and we will ensure that our reports to HM Revenue & Customs reflect the correct position. If you do cancel your account, the full amount of your investment, together with any interest earned will be returned to you.

## Keeping you informed

You will be able to view your E-ISA statement by logging into your account. These online statements will show the balance, details of any transactions and interest added to your account.

## General Cash ISA information

### ISA regulations

We will notify you if, by reason of any failure to satisfy the provisions of the ISA Regulations, an ISA is or will become void.

We will operate your account in accordance with the ISA Regulations and may do anything necessary to comply with these, including changing your terms and conditions. If you die, tax will be due on any interest earned after the date of death and we may also have to transfer the account to a non ISA which may not pay the same interest rate. You must notify us of any change to residency, which will affect your ability to subscribe to the Cash ISA.

You will be and will remain the beneficial owner of the money in your Cash ISA account. You may not use your Cash ISA account as security for a loan. Your Cash ISA account may not be transferred from one person to another, held in trust or opened in the name of more than one person.

### Power of Attorney

We may accept an application form (or a transfer application where an ISA is being transferred) completed and signed by someone legally appointed or authorised to act on behalf of a customer if the customer is not able to complete the application form by reason of:

- Mental disorder or incapacity; or
- Physical disability, illness or infirmity.

The person appointed to act on behalf of the incapable person may be:

- An attorney appointed under an Enduring Power of Attorney (created before 1 October 2007), or Lasting Power of Attorney for property affairs;
- A receiver or deputy appointed by the Court of Protection;
- Someone acting under a court order;
- Someone appointed by a sheriff under an intervention order; or
- A guardian.

The person appointed will have to produce to us a suitable formal document as evidence of their authority.

We accept the following as evidence that the customer is suffering from a mental disorder or incapacity or physical incapacity:

- The registered Enduring Power of Attorney or Lasting Power of Attorney documents or a certified copy of such;
- The appropriate court order; or
- A form BF57 for appointees.

These documents will be reviewed and recorded on our records.

An application form may also be completed and signed by the parent guardian, spouse, civil partner, son or daughter of a customer who is suffering from a mental disorder.

In these cases we will:

- Request confirmation in writing that the customer is suffering from a mental disorder and the nature of their relationship with the customer (for example mother or wife) and;
- Request documentation to show that the customer is suffering from a mental disorder. Documentation would include letters or payment books that prove that customer is entitled to disability living allowance, severe disablement allowance or Employment and Support Allowance.

Please note that accounts operated as a Power of Attorney cannot be administered or opened online. All transactions and enquiries must be made via post.

### Additional information

Whilst our ISAs offer attractive features, they are not based on Stakeholder Standards. Stakeholder Standards are benchmarks that have been set up by the Government to help customers identify simple and low-cost savings e.g. a minimum opening deposit of £10 and unlimited withdrawals.

Please also remember the tax advantages depend on your individual circumstances and the tax treatment of Cash ISAs may change in the future.

We are not able to give you advice on whether or not this product is suitable for you. If you need advice, you should contact a financial adviser.

### Remember

This is the key product information sheet as referred to in the Savings Terms and Conditions.

Please ensure that you have read the Savings Terms and Conditions before you open an account.

This account is classed as a non-payment account, which means making payments in and out of your account may be restricted. For example, you may have to give notice before being able to make a withdrawal.

### Alternative format

If you require this in an alternative format such as Braille, large print, audio or require interpreter services, please call our Disability Awareness Team on 0191 279 5300. Lines are open 9am to 5pm business days and are charged at your service provider's prevailing rate. Alternatively, our text phone number is 0191 279 8505 or you can contact us at [disability.awareness@northernrock.co.uk](mailto:disability.awareness@northernrock.co.uk). These contact details should not be used for general enquiries relating to your account.

### Important information about compensation arrangements

We are covered by the Financial Services Compensation Scheme (FSCS). The FSCS can pay compensation to depositors if a bank is unable to meet its financial obligations. Most depositors – including most individuals and small businesses – are covered by the scheme.

In respect of deposits, an eligible depositor is entitled to claim up to £85,000. For joint accounts each account holder is treated as having a claim in respect of their share so, for a joint account held by two eligible depositors, the maximum amount that could be claimed would be £85,000 each (making a total of £170,000). The £85,000 limit relates to the **combined** amount in all the eligible depositor's accounts with the bank, including their share of any joint account, and not to each separate account.

For further information about the scheme (including the amounts covered and eligibility to claim) please ask at your local branch, refer to the FSCS website [www.FSCS.org.uk](http://www.FSCS.org.uk) or call 0800 678 1100 or 020 7741 4100

Please note, the telephone numbers quoted above should not be used for general enquiries relating to your account.

### Changing your account details

With our online accounts you have the facility to change some of your details by logging onto your account.

If you would like to change your nominated account details at anytime, log into your account and select 'view' then 'Amend nominated account details' from the menu which appears on the left. Once the details have been entered and accepted, a confirmation message will be displayed.

If you would like to amend some of your personal details on your account this can be done by logging onto your homepage, choose your account and click on 'view'. Under the heading 'Account details' select 'Amend details'. You will then be able to amend your personal details.

Please note you are unable to amend your full name and date of birth online. You must contact us using the secure 'let's talk' facility to inform us of the change. Once you have logged onto your homepage, select the 'let's talk' option, then 'New' this will allow you to send us a secure message. We may require evidence of a change of name (e.g. original or certified copy of a marriage certificate) before we can amend our records.

### Locked out of your account

If your password has been entered incorrectly three times you will automatically be locked out of the system. In this event you will be prompted to answer three security questions and if you correctly answer all of them, a one-time password will automatically be sent out to you. If you answer one of the three security questions incorrectly, you will have to order a new one-time password by calling our helpline. Please refer to the Useful contacts section at the back of this Key product information sheet.

The one-time password will be sent to your correspondence address and may take between two and five business days to arrive, depending on your postal service. Once you have received this you will be able to log into your account and amend the security question that locked you out of your account. Please do not make any further attempts to enter your original password, even if you think you have remembered it, as this password will be deactivated.

If you are unable to remember your Customer ID, please refer to the Useful contacts section.

### Security information

Our online systems have been developed with security as a top priority. We have implemented several layers of security and provide a high level encryption to ensure that all our customers enjoy a safe and secure service.

However, to ensure that your details are safe, we also need your help. We recommend that you note the following tips on each section in order to help safeguard your account and personal information.

#### Online account

- Please be extremely vigilant when accessing your online accounts in public places such as an Internet Cafe or a library. Do not leave your PC unattended and ensure that no one is watching you type.
- Always take reasonable steps to keep your account details and other security information secure (such as shredding any unwanted printed material) and never give your details to anyone else or display your personal information.

- Keep your PC secure by using up to date anti-virus and spyware software, as well as a personal firewall.
- Treat emails you receive with caution and be wary of emails or calls asking you to reveal any security details.

### 'Phishing'

Some UK banks have become targets of fraudulent email scams, where customers have been requested to provide or confirm their online security details by email.

This is referred to as 'phishing'. Unfortunately, there is little that Northern Rock, or any other bank can do to stop these emails being sent.

Any email we send you will only contain links to features and information or promotions about Northern Rock's products and services. These links are for your convenience and you should always use our full website address directly in order to access your accounts.

If you do receive an email claiming to be from Northern Rock, asking you to confirm your security details online, it is very important that you do not respond to it. Please forward it, preferably as an attachment to the Phishing email address on the Useful contacts section of this Key product information sheet. We won't be able to reply individually, but we do investigate every email to ensure that any fraudulent sites are closed down as quickly as possible.

Neither the police nor Northern Rock will ever send emails asking you to provide, update or confirm personal or security information, like your account number, password or security details.

### Passwords

It is imperative that you keep your password, Customer ID and answers to security questions protected and do not disclose them to anyone else. Your passwords play an integral part in your account security.

To ensure added security, we recommend that you:

- Commit the information to memory;
- Do not record your security details anywhere that they can be discovered or viewed by another person;
- Change your password frequently.

### Technical information

You will need a computer with a currently supported operating system and a browser, such as Internet Explorer. This must support 128bit encryption with a display resolution of 800x600 or higher.

If you start experiencing technical difficulties please visit the technical help section of the website first.

If you have exhausted these suggestions, please refer to the Useful contacts section where you will find the email address to report your problem.

Be sure to include:

- Details of the problem including any error messages that are displayed;
  - Your PC specification (Processor Speed and Memory);
  - Your Operating System (Windows XP/Vista/MacOS10.5);
- (Please note that their respective suppliers may not support older operating systems, in these cases the amount of support we can offer is limited)
- The Internet Browser you are using (Internet Explorer, Firefox, Opera, Safari etc);
  - Any browser toolbars you are using such as Google Toolbar.

### Complaints

If you have a complaint, please let us know as soon as possible so that we can look into it for you. You can write to the Customer Relations Team, Northern Rock plc, Gosforth, Newcastle upon Tyne NE3 4PL or email [customerrelations@northernrock.co.uk](mailto:customerrelations@northernrock.co.uk). If we aren't able to put things right to your satisfaction, you have the right to refer your complaint to the Financial Ombudsman Service for independent adjudication. If you'd like a copy of our Internal Complaint Procedures leaflet, this is available on request.

### Useful contacts

'Let's Talk'	Sign in online to your account and click 'let's talk' from here you will be able to communicate with us via email or arrange a call back. A call back will only be made during our opening times*.
Frequently Asked Questions (FAQs)	<a href="http://northernrock.co.uk">northernrock.co.uk</a>
Password & Customer ID Enquiries	0845 607 6991 or 0191 279 2055*
Report Phishing	Email: <a href="mailto:report.phishing@northernrock.co.uk">report.phishing@northernrock.co.uk</a> Tel: 0845 607 6991 or 0191 279 2055*
Technical Help	Email: <a href="mailto:technicalhelp@northernrock.co.uk">technicalhelp@northernrock.co.uk</a>
If you have a complaint	Use the 'let's talk' options or email: <a href="mailto:customerrelations@northernrock.co.uk">customerrelations@northernrock.co.uk</a>

### Lost and stolen account documentation

Please contact us if you suspect or discover that your details have been lost or stolen or you suspect fraud.

Call 0845 600 7301 or 0191 279 4405\*

**The Financial Services Authority is the independent financial services regulator. It requires us, Northern Rock plc, to give you this important information to help you decide whether our Cash ISA is right for you. You should read this document carefully so that you understand what you are buying and then keep it safe for future reference.**

**You should read these Key Features with the terms and conditions, which contain more detailed information about how your ISA will work.**

<sup>1</sup> Net is the annual rate of interest payable after deduction of basic rate income tax (currently 20%). Interest will be paid net or, if we receive the necessary declaration from you, gross. Where the tax deducted exceeds your tax liability (if any) you may make a repayment claim to HM Revenue & Customs. If your income falls within the basic rate band the tax deducted will match your tax liability on the interest and you will have nothing further to pay. If you are liable to tax at the higher rate(s) you will have an additional tax liability. For more information please visit [www.hmrc.gov.uk/individuals/babsi.htm](http://www.hmrc.gov.uk/individuals/babsi.htm).

<sup>2</sup> AER stands for Annual Equivalent Rate and shows what the interest rate would be if interest was paid and added to the capital balance each year.

<sup>3</sup> Not all of our branches can offer a full banking service. Any facility which is not available at your local branch, excluding cash deposits and general cash transactions, can be processed at our Head Office. Please refer to your local branch for further details.

<sup>4</sup> By Bank of England base rate, we mean the Bank of England's official dealing rate (the Official Bank Rate) as set by the Monetary Policy Committee.

<sup>5</sup> Provided you have sufficient cleared funds in your account (and up to any agreed overdraft limit).

<sup>6</sup> The tax-free rate is the contractual rate of interest payable where interest is exempt from income tax.

<sup>7</sup> This does not mean that the interest is tax-free, and you will have to report the income as part of your annual tax return.

<sup>8</sup> This tax deduction may not discharge your full tax liability and the interest and tax should be included in your annual tax return. Where the tax deducted exceeds an investor's liability (if any), a claim may be made to HM Revenue & Customs for repayment of tax.

\* Our UK-based contact centre is open 8am to 8pm business days, 8am to 4pm Saturday and 10am to 3pm Sunday. Calls are charged at your service provider's prevailing rate and may be monitored and recorded. Northern Rock plc – Registered in England and Wales (Company No. 6952311). Registered Office – Northern Rock House, Gosforth, Newcastle upon Tyne NE3 4PL. Authorised and regulated by the Financial Services Authority.