

Key product information



This Key product information sheet provides full details of the accounts available to you, so please read it carefully together with the Savings Terms and Conditions, to choose the account that is right for you.

If you have any questions, just talk to us at your local Virgin Money Store or you can call us on **0345 600 1568***.

Summary box						
Account names	Fixed Rate Cash E-ISA Issue 183					
What are the interest rates?	Issue	Annual interest		Monthly interest		Maturity date
		% Tax-free ¹	% AER ²	% Tax-free ¹	% AER ²	
	183	1.30	1.30	1.29	1.30	24 July 2017
	<ul style="list-style-type: none"> Rates correct as at 06 July 2016. Where the balance falls below £1, interest will be earned at the prevailing basic savings rate, currently 0.10% tax-free¹ p.a. Annual interest is paid on 5 August, and will be available the next business day. Monthly interest is paid on the last day of the month, and will be available the next business day. Interest can be added to your account, transferred into any Virgin Money 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. Following your final interest payment on your Fixed Rate Cash E-ISA, any additional interest earned after this date will be added to the capital balance and paid on closure of the account. 					
Can Virgin Money change the interest rate?	<ul style="list-style-type: none"> Rates are fixed until the maturity date. After this your account will become a variable rate Cash E-ISA. This means we may increase or decrease interest rates at any time. When we increase interest rates we will inform you of any change at the earliest opportunity. When we decrease interest rates we will give you at least two months notice of the reduction. Please refer to Condition 12 within the Savings Terms and Conditions for details. 					
What would the estimated balance be after 12 months based on £1,000 deposit?	Issue	Fixed term	Projected balance			
			12 months	End of fixed term		
	Fixed Rate Cash E-ISA Issue 183	1 Year	£1,013.00	£1,013.00		
	This projection is provided for illustrative purposes only. It is based on no withdrawals or further deposits being made and interest being added to the account. The projected balance is based on the annual interest rate.					
How do I open and manage my account?	<ul style="list-style-type: none"> Minimum to open £1. Minimum additional deposit £1. Each tax year you can pay in up to your annual tax-free allowance (subject to the Terms and Conditions of your account), which is £15,240 in the 2016-2017 tax year. In addition to this you can also transfer previous tax years' Cash ISA and Stocks and Shares ISA subscriptions. To ensure money is accepted into your new account we must receive all money within 30 days from your account opening date. Any deposits received after 30 days may be returned to the source. This includes any money transferred in from existing ISAs, therefore please ensure that you initiate any ISA transfers in as soon as you receive your new Cash E-ISA details. After the 30 day period you may not be able to make any additional deposits into this Cash E-ISA. If you wish to add to your Cash E-ISA every tax year this product will not be suitable. Each customer can save up to a total of £2 million with Virgin Money, across all accounts held. Please note, we are required to confirm the identity of all customers who open an account. You may not be required to send proof of identity with your application as we may be able to verify your identity using our electronic identification system. However, you may be asked to supply identification at a later date. <ul style="list-style-type: none"> > This account can be opened by UK residents aged 16 years and over > You can only open an account individually – joint accounts are not allowed > Accounts can be opened by an attorney under a valid Power of Attorney or, for a customer in England and Wales who lacks mental capacity, by an order of the court or a court appointed deputy; or by the parent, guardian, spouse, civil partner, son or daughter of a customer in Scotland or Northern Ireland suffering from a mental disorder (please see 'Applying for an ISA on behalf of someone else') > 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 a Cash ISA > By opening a Cash ISA you limit the amount of tax-free savings you can make in a Stocks and Shares ISA > You can only subscribe to one Cash ISA in each tax year, up to the current tax-free savings allowance of £15,240 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 > This is a limited issue account Deposits can be made by: <ul style="list-style-type: none"> > Transferring an existing Cash ISA or a Stocks and Shares ISA from another provider. > Arranging an electronic transfer (BACS, CHAPS, Faster Payment Service or standing order) from your bank or building society account: <ul style="list-style-type: none"> The following details need to be quoted for a BACS, Faster Payment Service transfer or standing order: <ul style="list-style-type: none"> – Virgin Money sort code: 08-60-64 – Account number: your Virgin Money account number 					

	<p>The following details need to be quoted for a CHAPS transfer:</p> <ul style="list-style-type: none"> – Virgin Money sort code: 08-02-65 – Account number: 50048407 – Reference: your Virgin Money account number and your name <p>> Cheque (in the interests of security, please make your cheque payable to “Virgin Money, 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. Simply send your cheque to Savings Operations, Virgin Money, Jubilee House, Gosforth, Newcastle upon Tyne, NE3 4PL or pop along to your local Store[†]. Any unpaid cheques will not count towards your subscription limit in that tax year.</p> <p>> Cash – Store[†] only.</p> <p>> Transfer from an existing Virgin Money account, subject to the Terms and Conditions of that account.</p> <ul style="list-style-type: none"> • If a deposit results in your account going over the maximum deposit limit or the HMRC annual allowance we will return the excess money to you. This does not include any interest you have asked to be added direct to your account. • Once you have your account number you can make a deposit immediately and then further deposits within 30 days of opening your account. • If you would like to talk to us about your account you can contact us at your local Virgin Money Store or call us on 0345 600 1568*.
Can I withdraw money?	<ul style="list-style-type: none"> • You can withdraw money from your account but you cannot put money back in. Any withdrawals made within the fixed rate period are subject to a charge equivalent to 60 days’ loss of interest on the amount withdrawn. • Minimum withdrawal amount is £1 (or less if closing). • Simply log into your account and arrange to transfer money to your nominated account or to another Virgin Money account (subject to the terms and conditions of that account). • If you want to transfer your Fixed Rate Cash E-ISA to another provider, please contact them and they will be able to arrange this on your behalf. Please remember, you will lose the ISA tax-free status on any money withdrawn or transferred to an account that is not an ISA. If you want to transfer to a Virgin Money Cash ISA please contact us. • After the fixed rate period your account will become a variable rate Cash E-ISA. However, we will write to you before the end of the fixed rate period to let you know the options available to you, as well as advising you of the interest rate currently payable on the variable rate account. • You can take money out in the following ways: <ul style="list-style-type: none"> > Electronic transfer – if possible, we will send your payment by Faster Payment Service, 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 4pm on a business day, the money should be credited to your nominated bank or building society account the same day. Withdrawal instructions received after 4pm will not be processed until the next business day and the money should be credited to your nominated bank or building society account on that day. A charge of £30 will be made for this type of transfer. The minimum you can withdraw by CHAPS is £250 up to the account balance. <p>To make a withdrawal by Faster Payment Service or by CHAPS please provide us with the following details:</p> <ul style="list-style-type: none"> – Virgin Money account number – Amount to transfer – Name of bank or building society where money is to be transferred – Valid sort code – Account number – Reference number (where applicable) – Authority to debit the CHAPS transfer charge <p>CHAPS and Faster Payments cannot be cancelled unless you have requested a future dated payment at a Store or by post, and the cancellation must be done at least one business day before the payment is due. Visit a Store, contact us by telephone or send written instructions to us to let us know.</p> > Transfer to another Virgin Money account, subject to the Terms and Conditions of that account.
Additional information	<ul style="list-style-type: none"> • 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. • <u>Please also remember the tax advantages depend on your individual circumstances and the tax treatment of ISAs may change in the future.</u> • Fixed Rate Cash E-ISAs are not suitable for regular deposits.



Important savings information

The Financial Conduct Authority is a financial services regulator. It requires us, Virgin Money 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 keyfacts with the terms and conditions, which contain more information about how your ISA will work.

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. 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 different types of ISAs. You may have a different provider for each component within the same tax year.

Who can open a Cash ISA?

Individuals who are UK residents and aged 16 and over can invest in a Cash ISA. Crown employees serving overseas and those married to, or in civil partnership with, a Crown employee serving overseas are also able to invest in an ISA. When you open an ISA it must be in the name of one person as joint accounts are not allowed.

Accounts can be opened by an attorney under a valid Power of Attorney or, for a customer in England and Wales who lacks mental capacity, by an order of the court or a court appointed deputy; or by the parent, guardian, spouse, civil partner, son or daughter of a

customer in Scotland or Northern Ireland suffering from a mental disorder (please see 'Applying for an ISA on behalf of someone else').

If you are a UK resident but subsequently move abroad, your account can remain open and retain tax-free status. You can also continue to make subscriptions for the rest of the tax year. In later years, however, you cannot make further subscriptions unless you are a Crown employee or married to, or in civil partnership with, such a person.

Types of ISA

Currently up to £15,240 can be invested into a Cash ISA in the 2016-2017 tax year.

Flexible ISAs

Flexible ISAs include all of our Easy Access Cash ISAs which have no restrictions on withdrawals. For flexible ISAs, from 6 April 2016 new rules mean you can now withdraw money from your account and put it back in without it counting towards your annual ISA allowance. This money must be paid into the account in the same tax year as the withdrawal or you will lose the ability to replace it. Your ISA allowance is unchanged so you can only pay in new money in the current tax year up to your ISA allowance.

Should you choose to close a flexible ISA, this type of ISA cannot be re-opened. This means you will lose your flexibility.

Non flexible ISAs

Non flexible ISAs include all of our Fixed Rate Cash ISAs, Defined Access Cash ISAs, Notice ISAs, Help to Buy: ISAs and any Additional Permitted Subscription ISAs. Any money withdrawn from these accounts cannot be replaced.

Transferring your existing ISA

From another provider

If you wish to transfer to Virgin Money, all you need to do is complete and send an 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 money (subject to the terms and conditions of your existing ISA). On receipt of the transfer from your existing provider we will credit the money to your new Virgin Money Cash ISA within three business days of the date of receipt. For Cash ISA transfers, interest will be earned from the date of the cheque, from the date the money was sent to us by your existing ISA provider, 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.

Your existing ISA provider must transfer the money directly into an ISA with us. Current year subscriptions must be transferred in whole, i.e. part transfers are not permitted.

From another Virgin Money ISA

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

To another provider

On your written instructions and within a time stipulated by you, all or part of your Cash ISA, with all its rights and obligations, can be transferred to another ISA provider in accordance with ISA regulations relating to transfers. Under the regulations subscriptions in the current year are treated differently from those in previous years. You may transfer any amount relating to previous year subscriptions. You do not have to transfer current year subscriptions as well, but if you do you must transfer the full amount. 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 provider 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 any transfers during the fixed rate period will be subject to a charge for loss of interest on

the amount withdrawn as detailed earlier for your specific chosen product.

Transferring your existing Stocks and Shares ISA

If you wish to transfer subscriptions from an existing Stocks and Shares ISA please complete an ISA Transfer Authority Form and we will make the necessary arrangements with your current provider. You can make this transfer as long as this issue is still available.

Can I cancel my Cash ISA?

If you are not happy with your choice of account within 14 days of making your first deposit, we will help you close your account and you will not lose your right to invest in another Cash ISA for that tax year. If you wish to take advantage of this 14 day rule you must send your cancellation in writing to Savings Operations, Virgin Money, Jubilee House, Gosforth, Newcastle upon Tyne, NE3 4PL. When you close your account 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.

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 may be due on any interest earned after the date of death and we will 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. You may not use your Cash ISA as security for a loan. Your Cash ISA may not be transferred from one person to another, held in trust or opened in the name of more than one person.

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.

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).

Applying for an ISA on behalf of someone else

We may accept an Application Form completed and signed by someone legally appointed to act on behalf of a customer.

The person appointed to act may be an attorney:

- In England and Wales, appointed under an Enduring Power of Attorney (created before 1 October 2007 and registered with the Office of the Public Guardian) or a Lasting Power of Attorney for property and financial affairs.
- In Scotland, under an equivalent registered authority, for example an Intervention Order or a Guardianship Order.
- In Northern Ireland, under an Enduring Power of Attorney registered with the High Court (Office of Care and Protection).
- Under a General Power of Attorney, where the customer is unable to sign because he or she is a member of the armed forces on active service in a war zone.

The person appointed will have to provide to us:

- The registered Enduring Power of Attorney or Lasting Power of Attorney or a certified copy of it.

- The registered Intervention Order or Guardianship Order.
- The General Power of Attorney.

These documents will be reviewed and copies kept for our records.

In England and Wales an application may also be made on a customer's behalf by the court, or by a court appointed deputy, for a customer who lacks mental capacity. We will require a copy of the order bearing the court's seal (or a certified copy of it).

An application may be completed by the parent, guardian, spouse, civil partner, son or daughter of a customer suffering from a mental disorder resident in Scotland or Northern Ireland.

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.
- Documentation to show the customer is suffering from a mental disorder, for example letters or payment books that show the customer is entitled to disability living allowance/personal independence payment, severe disablement allowance or incapacity benefit/employment and support allowance.

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.

All ISAs are classed as 'non-payment accounts', which means making payments in and out of your account may be restricted. For example, there is a limit on the amount you can invest.

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.

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@virginmoney.com. 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 are covered by the Scheme.

In respect of deposits, an eligible depositor is entitled to claim up to £75,000. 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 £75,000 each (making a total of £150,000). The £75,000 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 compensation provided by the FSCS (including the amounts covered and eligibility to claim) please call us on 0345 600 1568*, ask at your local Virgin Money Store, refer to the FSCS website www.FSCS.org.uk or call the FSCS on 0800 678 1100 or 020 7741 4100. Please note *only* compensation related queries should be directed to the FSCS.

Changing your account details

With our online accounts you have the facility to change some of your details by logging into 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 into 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 'Messages' facility to inform us of the change. Once you have logged onto your homepage, select the 'Messages' 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 Virgin Money, 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 Virgin Money'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 Virgin Money, 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 Virgin Money 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, Virgin Money plc, Gosforth, Newcastle upon Tyne NE3 4PL or email customerrelations@virginmoney.com. If we are not 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 would like a copy of our Internal Complaint Procedures leaflet, this is available on request.

Useful contacts

'Messages' Sign in online to your account and click 'Messages' 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) virginmoney.com

Password & Customer ID Enquiries 0345 607 6991* or 0191 285 7191

Report Phishing Email: report.phishing@virginmoney.com
Tel: 0345 607 6991* or 0191 285 7191

Technical Help Tel: 0345 607 6991* or 0191 285 7191

If you have a complaint Use the 'Messages' option or email: customerrelations@virginmoney.com

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 0345 600 7301* or (0191) 279 4405.

* Calls to 03 numbers cost the same as calls to 01 or 02 numbers and they are included in inclusive minutes and discount schemes in the same way. Calls may be monitored and recorded.

† Not all of our Stores can offer a full banking service. Any facility which is not available at your local Store, excluding cash deposits and general cash transactions, can be processed at our Main Office. Please refer to your local Store for further details.

1. The tax-free rate is the contractual rate of interest payable where interest is exempt from income tax.

2. 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.