

Key product information

This Key product information sheet, with summary box provides full details of the account available to you. 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 name	Help to Buy: ISA Issue 4				
What is the interest rate?	Issue	Annual interest		Monthly interest	
		% Tax-free ¹	% AER ²	% Tax-free ¹	% AER ²
	4	2.50	2.50	2.47	2.50
	<ul style="list-style-type: none"> Annual interest is paid on 11 March, and will be available the next working day. Monthly interest is paid on the last day of the month, and will be available the next working day. 				
Can Virgin Money change the interest rate?	<ul style="list-style-type: none"> Rates are variable. This means we may increase or decrease interest rates at any time. When we decrease interest rates we will give you at least 14 days' notice before the rate reduces. Please refer to section 10 within the Savings terms and conditions. 				
What would the estimated balance be after 12 months based on a £1,200 deposit?	Issue	Projected balance			
	Help to Buy: ISA Issue 4	£1,230.00			
	<p>This projection is provided for illustrative purposes only and does not take into account your individual circumstances. This 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.</p>				
How do I open and manage my account?	<ul style="list-style-type: none"> This account can be opened online by UK residents aged 16 years and over, who do not, and have not previously owned their own home. <ul style="list-style-type: none"> > If you are opening this account with the intention of claiming the 25% government bonus, please ensure that you meet all of the eligibility criteria set out at www.helptobuy.gov.uk/isa. > You can only open an account in the name of one person – joint accounts are not allowed. > The account holder must have a National Insurance number. Minimum to open £1. For your initial deposit you are able to pay money in with your debit card. Any money paid in will receive interest immediately but cannot be withdrawn for six working days. Minimum additional deposit £1. There is no obligation to add to your Help to Buy: ISA each month. Minimum operating balance £1. Each tax year you can pay in up to the sum of your monthly tax-free allowances (subject to the terms and conditions of your account). The monthly allowance is currently £200 per calendar month, plus in the first calendar month of your Help to Buy: ISA you can subscribe an additional £1,000. Each customer can save up to a total of £2 million with Virgin Money, across all accounts held. Only one Help to Buy: ISA can be opened per person. If a deposit results in your account going over the maximum deposit limit we will return the additional money to you. This does not include any interest you have asked to be added direct to your account. Deposits and instructions can be made by: <ul style="list-style-type: none"> > Cash – Store[†] only. > Cheque. > Electronic transfer. > Transfer from an existing Virgin Money account, subject to the terms and conditions of that account. There are limits on the amounts you can deposit each calendar month but access to your funds is not restricted. An ISA may become void if invalid contributions are made and we may transfer the account to a non-ISA which may not pay the same interest rate as the current ISA. This account will also no longer be eligible for the Help to Buy: ISA Scheme. 				
Can I withdraw money?	<ul style="list-style-type: none"> Minimum withdrawal amount is £1 (or less if closing). If you withdraw money from your Help to Buy: ISA you cannot pay money back in to your account beyond the £200 per calendar month deposit limit. This could impact how quickly you can save for your first home and/or the amount of bonus you can claim. You can have access to your money whenever you need it. Simply log into your account and arrange to take money in the following ways: <ul style="list-style-type: none"> > Transfer to another Virgin Money account, subject to the terms and conditions of that account. > By electronic transfer: payments up to £100,000 will be sent by Faster Payments. Payments that are more than £100,000 will be sent by CHAPS free of charge. 				

Additional information

- This account is a non-payment account.
- Each month that there is a transaction on your account (other than an interest payment), we may email you at least once to let you know a statement is available to view online. You can view your transactions online at any time.
- Interest payments will not be counted towards the maximum £200 monthly deposit.
- When you close your account we will send you a closing document that you will need to provide to your solicitor or licensed conveyancer.
- We will contact you each year to remind you of the eligibility criteria of a Help to Buy: ISA. However, this information can be found at anytime by visiting www.help2obuy.gov.uk/isa.
- Please also remember the tax advantages depend on your individual circumstances and the tax treatment of ISAs may change in the future.
- No bonus payment will be paid by Virgin Money.
- By opening a Help to Buy: ISA you limit the amount of tax-free savings you can make in a Stocks and Shares ISA, an Innovative Finance ISA and a Lifetime ISA.
- Participation in the scheme will not result in an eligible customer qualifying for any other financial product or service, or any other HTB scheme or similar offered by Her Majesty's Government.

†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 Jubilee House, Gosforth, Newcastle upon Tyne, NE3 4PL. 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.

Important savings information

The Financial Conduct Authority is a financial services regulator. It requires us, Virgin Money, 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 Help to Buy: ISA?

Help to Buy: ISA is a government Scheme that is available through banks and building societies. The Scheme has been designed to help first time buyers save for their first home. If a first time buyer chooses to save through a Help to Buy: ISA they may be eligible for a government bonus of 25% of the amount saved, up to a maximum of £3,000 subject to eligibility criteria and acceptance of the Scheme Rules. Please note, to be eligible for the 25% bonus you must save a minimum of £1,600 in your Help to Buy: ISA. The bonus will be calculated and paid to your appointed solicitor or licensed conveyancer when you buy your first home. They will add these funds to pay towards your property on completion of your purchase. The bonus cannot be used when exchanging contracts, to pay for solicitor fees, estate agent charges or any other indirect costs associated with buying a home. Accounts are limited to one per person rather than one per home so those buying together can each claim a bonus.

The value of the home that can be purchased is up to £450,000 if it is within an eligible London borough or up to £250,000 anywhere else in the UK. Customers are only eligible to claim for a bonus if they are buying their first home with a mortgage.

Accounts can remain open and continue to be funded until you purchase your first home or until the government Scheme ends, whichever happens sooner. We will notify you of the bonus claim deadline at least 12 months in advance of the Scheme ending.

Full details of the Scheme and the Scheme Rules are available at www.helptobuy.gov.uk/isa

What is a Cash ISA?

A Help to Buy: ISA is a form of a Cash ISA, therefore you can't subscribe to a Help to Buy: ISA in the same tax year as another 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 Help to Buy: ISA?

Individuals who are UK residents and aged 16 and over, who do not, and have not previously owned their own home can invest in a Help to Buy: 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 a Help to Buy: ISA. When you open a Help to Buy: 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. But remember, to receive the 25% government bonus you must be a UK resident or Crown employee, purchasing a home in the

UK. Participation in the scheme will not result in an eligible customer qualifying for any other financial product or service, or any other HTB scheme or similar offered by Her Majesty's Government.

Types of ISA

Currently up to £20,000 can be invested into a Cash ISA in the 2019-2020 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.

Withdrawing from your Cash ISA

On your instructions and within a time stipulated by you, all or part of your Cash ISA money and any interest earned can be transferred or paid to you. Please remember, you will lose the ISA tax-free status on any money withdrawn or transferred to an account that is not an ISA.

Transferring your existing Help to Buy: ISA

If you choose to transfer a Help to Buy: ISA, you can deposit the maximum monthly amount of funds in to your existing Help to Buy: ISA prior to the transfer, or to your new Help to Buy: ISA, but not to both in the same calendar month.

Transfers into Virgin Money

To transfer your existing Help to Buy: ISA from another provider to a Virgin Money Help to Buy: ISA, please open a Help to Buy: ISA online and complete a Help to Buy: ISA Transfer Authority Form. Once completed, please post this to us at Virgin Money, Jubilee House, Gosforth, Newcastle upon Tyne, NE3 4PL. 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 Help to Buy: ISA).

On receipt of the transfer from your existing provider we will credit the funds to your new Help to Buy: ISA within three business days of the date of receipt. Interest will be earned from the date of the cheque, from the date the funds were 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 Help to Buy: ISA.

Your existing Help to Buy: ISA provider must transfer the funds in full to your Virgin Money Help to Buy: ISA. We do not accept transfers of other Cash ISAs held with other providers in to your Virgin Money Help to Buy: ISA. Your Help to Buy: ISA must be transferred in full.

Transfers within Virgin Money

We will accept a full transfer from an existing Virgin Money Help to Buy: ISA into another Virgin Money Help to Buy: ISA. We will also accept transfers in from an existing Virgin Money Cash ISA into your

Virgin Money Help to Buy: ISA, as long as the transfer is within the Help to Buy: ISA deposit limits. These transfers will be processed normally within five business days. To request this you can contact us using the 'Messages' facility when you log in to your account.

Transfers out of Virgin Money

If you want to transfer your Cash ISA to another provider, please contact them to arrange this on your behalf.

On your written instructions and within a time stipulated by you, all or part of your Help to Buy: 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 are transferring out of a Virgin Money Help to Buy: ISA into another Help to Buy: ISA, you must transfer in full. Full transfers out of a Help to Buy: ISA will be treated as a closure. Please note, however, under the ISA Regulations it can take up to 15 business days to complete your request.

Closing your account

To close the account, please sign in to your account online and follow the closure steps. After your account has been closed we will send you a closing document. You will then need to provide this to your solicitor or licensed conveyancer to be eligible for the government bonus. Please remember in order to be eligible for the bonus you must close your account in full and your solicitor or licensed conveyancer must apply for the bonus within 12 months of the account closure date. Reducing your account balance to £0 does not class as an account closure. You can re-open a Help to Buy: ISA if your house purchase falls through (and this can be evidenced) within 12 months of closing your account. In these circumstances the lump sum withdrawn at the time of closure can be re-invested.

Can I cancel my Help to Buy: 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. Following the death of a Help to Buy: ISA holder, no other individual shall be entitled to make a claim for a Bonus in respect of funds held in the Help to Buy: ISA. 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 which may not pay the same interest rate as the current ISA.

Under HMRC regulations if you do not make any deposits into a Help to Buy: ISA for a full tax-year (break in subscriptions), we are required to obtain a new declaration 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 Help to Buy: 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 along with the Scheme rules before you open an account.

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.

Can I get this in a different format?

Of course. If you need this in another format (e.g. braille, large print or audio) please just let us know:

- > By email: disability.awareness@virginmoney.com
- > By phone: 0191 279 5300*

Finding things tough to get your head around?

Don't worry, we know it isn't easy. We're happy to take a bit more time to explain things if that would help. Just contact us on 0345 600 7301* and chat to one of our team.

Important information about compensation arrangements

We're covered by the Financial Services Compensation Scheme (FSCS). The scheme protects eligible deposits up to a certain limit if a UK bank or financial institution is unable to meet its financial obligations.

The limit applies to the **total amount** of any deposits you have with: Clydesdale Bank, Yorkshire Bank, B and Virgin Money. Any total deposits you hold above the limit between these brands are unlikely to be covered.

Full information about the compensation provided by the FSCS (including the current limits, amounts covered and eligibility to claim) can be found in our Financial Services Compensation Scheme booklet which contains an Information Sheet and Exclusion list. If you would like a copy, please call us on **0345 600 7301***, ask at your local Virgin Money Store or visit virginmoney.com/fscs.

For further information about the compensation provided by the FSCS, refer to the FSCS website at www.FSCS.org.uk.

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, 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

General Enquiries 0345 607 6991* or 0191 285 7191

Report Phishing Email: report.phishing@virginmoney.com

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

Lost and stolen account documentation

If your details have been lost or stolen or you suspect fraud on your account, please call us any time on 0800 012 1440 (free of charge) (+44 191 279 4405 if calling from abroad).

*We're here from 8am to 8pm Monday to Friday, 8am to 4pm Saturday and 10am to 3pm on Sundays. Calls may be monitored and recorded. Calls to 03 numbers cost the same as calls to 01 and 02 numbers and they are included in inclusive minutes and discount schemes in the same way. Calls to 0800 numbers are free from personal mobile phones and residential UK landlines.