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 Charity 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	Charity Deposit Account Issue 6
What is the interest rate?	<table><tr><th>Issue</th><th colspan="2">Half yearly interest</th></tr><tr><td></td><td>% Gross[1]</td><td>% AER[2]</td></tr><tr><td>6</td><td>0.75</td><td>0.75</td></tr></table> • Interest is paid half yearly on 31 May and 30 November and will be available the next working day.
Can Virgin Money change the interest rate?	• 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 two months' notice before the rate reduces. Please refer to section 10 within the Charity terms and conditions for details.
What would the estimated balance be after 12 months based on a £1,000 deposit?	<table><tr><th>Issue</th><th>Projected balance</th></tr><tr><td>Charity Deposit Account Issue 6</td><td>£1,007.51</td></tr></table> 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 half yearly interest rate.
How do I open and manage my account?	• This account can be opened by post by a minimum of two trustees (and no more than three trustees) who must be UK residents over 18 years of age. • Only one account can be opened per customer per issue. • Minimum to open £1. • Minimum additional deposit £1. • Minimum operating balance £1. • Maximum deposit limit £500,000. • 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. • Each customer can save up to a total of £2 million with Virgin Money, across all accounts held. • Deposits and instructions can be made by: > Cash – Store† only. > Arranging an electronic transfer. > Cheque. > BACS/CHAPS. > Transfer from an existing Virgin Money account, subject to the terms and conditions of that account.
Can I withdraw money?	• You can have access to your money whenever you need it. • Minimum withdrawal amount £1 (or less if closing). • We require a minimum of two signatory signatures to withdraw money from the account. Simply send your instructions to Savings Operations, Virgin Money, Jubilee House, NE3 4PL or you can take money out in the following ways: > Cash – Store† only. > Cheque – simply complete a Transaction Slip and a cheque will be sent promptly to your correspondence address. > Electronic transfer. > CHAPS. >Transfer to another Virgin Money account, subject to the terms and conditions of that account.
Additional information	• This account is a payment account. • We pay interest without deducting income tax, unless HMRC/the law requires otherwise. We do not issue Certificates of interest paid and tax deducted automatically. However, once you have requested and received a Certificate of interest paid and tax deducted we will provide further certificates in April each subsequent year that the account remains open and, for closed accounts, in the tax year the account is closed. • You will receive a passbook with this account. Once the account is open, we will issue a passbook with your account number and opening balance. This must be presented for every transaction in a Store. You can visit any Virgin Money Store and we will update your passbook to show details of your transactions and any interest added to your account. We will also send you a letter each month there are any payments on your account (other than an interest payment) if regulations and guidance from our regulator require us to do so and unless otherwise agreed with you. • Please note, the tax treatment will depend on the individual circumstances of each customer and may change in the future.

†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. Gross is the rate of interest paid without the deduction of 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.

Further information on operating your account

Who can open an account?

The account can be opened and operated by between 2–3 trustees.

Opening your account

Please note, we are required to confirm the identity of all trustees registered on a Charity Deposit Account. Each trustee will need to provide two documents to prove their identity.

How is my interest paid?

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.

Where the balance falls below £1, interest will be earned at the prevailing basic savings rate, currently 0.10% gross p.a.

How do I pay money into my account?

In addition to the information provided in the summary box, please use the below information if making a payment electronically:

> Faster Payments Service, BACS and standing order. You will need to quote the following details:
– Virgin Money sort code: 08-61-15
– Account number: 00000515
– Reference: your Virgin Money account number

> CHAPS. You will need to quote the following details:
– Virgin Money sort code: 08-02-65
– Account number: 50048407
– Reference: your Virgin Money account number.

How do I take money out of my account?

In addition to the information provided in the summary box, to make a withdrawal by electronic transfer you will need to give us the following details:
– Virgin Money account number
– Amount of transfer
– Name of bank or building society where the money is to be transferred
– Valid sort code
– Account number
– Reference number (where applicable)
– Authority to debit the CHAPS transfer charge (where applicable)

What if I change my mind after opening the account?

If you are not happy with your choice of account within 14 days of opening it, we will help you switch accounts. Just contact Savings Operations, Virgin Money, Jubilee House, Gosforth, Newcastle upon Tyne NE3 4PL or visit any Virgin Money Store.

Remember

This is the Key product information sheet as referred to in the Charity terms and conditions.

Please ensure that you have read the Charity terms and conditions before you open an account.

We have to tell HM Revenue & Customs how much interest each saver receives. That is why it is important to include the amount of interest paid on your annual income tax return, if you complete one. If, however, you are unsure of your tax liability visit contact the HMRC website or contact your accountant for advice. Please note, the tax treatment and rate of interest payable depend on the individual circumstances of each customer and may change in the future.

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**.

How does Virgin Money handle questions and complaints?

We recognise sometimes things go wrong, so if you are unhappy with something please let us know so we can look into the issue. You can contact us in the following ways: email customerrelations@virginmoney.com; visit your local Store; call us; or write to us at: Customer Relations Team, Virgin Money, Jubilee House, Gosforth, Newcastle upon Tyne NE3 4PL.

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.

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