



## Further information on operating your account

### Who can open an account?

A maximum of two trustees can be named on an account and all must be UK residents. All trustees must provide a signature when requesting a withdrawal. Only one child can be named on the Young Saver, alongside a suitable adult, who must be named on the account as a trustee. However, different trustees can open separate accounts for the same child.

### When can I start using my account?

We need to confirm the identity of all customers who open an account before you can start using it. In most cases we can do this electronically using our systems. However, if we aren't able to do this we may need to ask you to supply identification.

### How is my interest paid?

Interest can be:

> Added to your account.

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.

### Is there anything else I need to know?

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.

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 please visit the HMRC website or contact your accountant for advice.

There are special rules in place with HMRC if the savings have been given by a parent. If gifts from a parent produce more than £100 gross income in a tax year, the whole of the income from the gift is normally taxed as the parent's income. The parent will have to pay tax on all the interest if it's above their own Personal Savings Allowance.

The £100 rule applies separately to each parent.

The £100 rule applies as long as income is over £100 in any one tax year for any one child from one parent.

For example, if a parent gives a child £2,000, which earns £98 interest, the interest belongs to the child for tax purposes. But if the £98 is added to the account, leading to £101 interest being earned in year 2, the interest has now exceeded the £100 annual limit. This means it now belongs to the parent for tax purposes.

On 5 April, following the child's 16th birthday, the account will be automatically transferred into an appropriate adult savings account. We will contact you prior to this date to advise that this will be happening.

### 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](mailto: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](http://virginmoney.com/fscs).

For further information about the compensation provided by the FSCS, refer to the FSCS website at [www.FSCS.org.uk](http://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](mailto: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.