THE FINANCIAL SERVICES COMPENSATION SCHEME

Information sheet and Exclusions list
Clydesdale Bank PLC is covered by the Financial Services Compensation Scheme (FSCS). To help you understand the protection the scheme offers, this booklet contains details provided by the Prudential Regulation Authority. Please read the Information sheet on pages 2 and 3 carefully.

The scheme does have a small number of exclusions and these are listed on page 4.

## Information sheet

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<th>Basic information about the protection of your eligible deposits</th>
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<td>Eligible deposits in Clydesdale Bank PLC are protected by:</td>
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<td>Limit of protection:</td>
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| The following trading names are part of your bank/building society/credit union: | Clydesdale Bank  
Yorkshire Bank B  
Virgin Money |
| If you have more eligible deposits at the same bank/building society/credit union: | All your eligible deposits at the same bank/building society/credit union are “aggregated” and the total is subject to the limit of £85,000.² |
| If you have a joint account with other person(s):            | The limit of £85,000 applies to each depositor separately.³ |
| Reimbursement period in case of bank/building society/credit union’s failure: | 20 working days⁴ |
| Currency of reimbursement:                                  | Pound sterling (GBP, £) or, for branches of UK banks operating in other EEA Member States, the currency of that State. |
| To contact Virgin Money for enquiries relating to your account: | Virgin Money  
Jubilee House  
Gosforth  
Newcastle upon Tyne  
NE3 4PL  
Tel: 0345 600 7301* |
| To contact the FSCS for further information on compensation: | Financial Services Compensation Scheme  
10th Floor Beaufort House  
15 St Botolph Street  
London  
EC3A 7QU  
Tel: 0800 678 1100 or 020 7741 4100  
Email: ICT@fscs.org.uk |
| More information:                                           | http://www.fscs.org.uk |

¹ Information sheet

² Information sheet

³ Information sheet

⁴ Information sheet

² Information sheet

³ Information sheet

⁴ Information sheet
1. Scheme responsible for the protection of your eligible deposit
Your eligible deposit is covered by a statutory Deposit Guarantee Scheme. If insolvency of your bank, building society or credit union should occur, your eligible deposits would be repaid up to £85,000 by the Deposit Guarantee Scheme.

2. General limit of protection
If a covered deposit is unavailable because a bank, building society or credit union is unable to meet its financial obligations, depositors are repaid by a Deposit Guarantee Scheme. This repayment covers a maximum of £85,000 per bank, building society or credit union. This means that all eligible deposits at the same bank, building society or credit union are added up in order to determine the coverage level. If, for instance a depositor holds a savings account with £80,000 and a current account with £20,000, he or she will only be repaid £85,000.

This method will also be applied if a bank, building society or credit union operates under different trading names. Clydesdale Bank PLC also trades under Clydesdale Bank, Yorkshire Bank, B and Virgin Money. This means that all eligible deposits with one or more of these trading names are in total covered up to £85,000.

In some cases eligible deposits which are categorised as “temporary high balances” are protected above £85,000 for six months after the amount has been credited or from the moment when such eligible deposits become legally transferable. These are eligible deposits connected with certain events including:

(a) certain transactions relating to the depositor’s current or prospective only or main residence or dwelling;
(b) a death, or the depositor’s marriage or civil partnership, divorce, retirement, dismissal, redundancy or invalidity;
(c) the payment to the depositor of insurance benefits or compensation for criminal injuries or wrongful conviction.

More information can be obtained under http://www.fscs.org.uk

3. Limit of protection for joint accounts
In case of joint accounts, the limit of £85,000 applies to each depositor.

However, eligible deposits in an account to which two or more persons are entitled as members of a business partnership, association or grouping of a similar nature, without legal personality, are aggregated and treated as if made by a single depositor for the purpose of calculating the limit of £85,000.

4. Reimbursement
The responsible Deposit Guarantee Scheme is the Financial Services Compensation Scheme, 10th Floor Beaufort House, 15 St Botolph Street, London, EC3A 7QU, Tel: 0800 678 1100 or 020 7741 4100, Email: ICT@fscs.org.uk. It will repay your eligible deposits (up to £85,000) within 20 working days until 31 December 2018; within 15 working days from 1 January 2019 until 31 December 2020; within 10 working days from 1 January 2021 to 31 December 2023; and within 7 working days from 1 January 2024 onwards, save where specific exceptions apply.

Where the FSCS cannot make the repayable amount available within 7 working days, it will, from 1 June 2016 until 31 December 2023, ensure that you have access to an appropriate amount of your covered deposits to cover the cost of living (in the case of a depositor which is an individual) or to cover necessary business expenses or operating costs (in the case of a depositor which is not an individual or a large company) within 5 working days of a request.

If you have not been repaid within these deadlines, you should contact the Deposit Guarantee Scheme since the time to claim reimbursement may be barred after a certain time limit. Further information can be obtained under http://www.fscs.org.uk.

Other important information
In general, all retail depositors and businesses are covered by Deposit Guarantee Schemes. Exceptions for certain deposits are stated on the website of the responsible Deposit Guarantee Scheme. Your bank, building society or credit union will also inform you of any exclusions from protection which may apply. If deposits are eligible, the bank, building society or credit union shall also confirm this on the statement of account.
Exclusions list

A deposit is excluded from protection if:

1. The holder and any beneficial owner of the deposit have never been identified in accordance with money laundering requirements. For further information, contact your bank, building society or credit union.

2. The deposit arises out of transactions in connection with which there has been a criminal conviction for money laundering.

3. It is a deposit made by a depositor which is one of the following:
   • credit institution
   • financial institution
   • investment firm
   • insurance undertaking
   • reinsurance undertaking
   • collective investment undertaking
   • pension or retirement fund
   • public authority, other than a small local authority.

For further information about exclusions, refer to the FSCS website at www.FSCS.org.uk

1. Deposits by personal pension schemes, stakeholder pension schemes and occupational pension schemes of micro, small and medium sized enterprises are not excluded.

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’re happy to take a bit more time to explain things if that would help. Just call us on 0345 600 7301* and chat to one of our team.