

# DIVE INTO THE DETAIL

Your M Account  
and M Saver Terms

**MONEY**  
*Virgin*



## First things first...

### What you'll get with your account:



A debit card you can use at home and abroad - Apple Pay and Google Pay ready.



Lots of ways to bank – in app, online, in Store or over the phone.

### You can't use this account...



As a business account.



To hold money for someone else (sometimes called a trust account).



If you can open another personal current account with us.

So far, so good? Let's get going...

# What's inside

Further info including how to get in touch.

## Your M Account and M Saver

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## Further info

Take a look at your Tariff for details of the fees and interest for your accounts. You'll also need to sign up to some extra Terms if you want to bank online, in app or over the phone. We'll give these to you when you're setting up.

Take a look at the M Saver Summary Box for more information on that account .

Need another copy? Just ask or visit the website.

### **Talk to us**

0800 121 7365

+44 141 221 7300 if you're abroad

(standard international rates will apply)

### **Write to us**

The team at Virgin Money

Timor House

Mariner Court

8 South Avenue

Clydebank

G81 2NR

### **Contact us online**

Speak to us in app or by secure message.

### **Or see us in Store**

We'll help you or we'll find you a Store that can.

# Your account

From paying in to taking out.  
Here's what it's all about.

# 1. Paying money in

## Receiving money

- You or someone else can send money to your M Account and M Saver.
- You can spend your money as soon as it arrives.

## Cash

- Pay it in at some Stores.
  - Unless we say otherwise, you can take it out straightaway.
- Pay it in at the Post Office (you'll need your card or Bank Giro Credit slip).
  - You can take your money out as soon as it's made its way to us.

## Cheque

- For those who prefer to do it old-school, we're always happy to accept cheques.
- Pay your cheques in at a Store or simply scan them using our app. If you haven't paid in a cheque from home in your pyjamas, you haven't lived.
  - If you do it on a working day (Monday to Friday and not a bank holiday), it'll start to earn interest the next working day. The money's then yours to keep and spend.
  - If you pay it in on a weekend or bank holiday, it'll be two working days before the money starts to earn interest and you can spend it.
- Or pay it in at the Post Office (you'll need your Bank Giro Credit slip).
  - It'll take an extra working day to get your money and earn interest.
- If a cheque bounces, we'll let you know. If it's already been paid into your account, we'll take the money back. You won't earn interest on that money.

Sorry, M Account doesn't come with a cheque book.

## What's a Bank Giro Credit slip?

Get them from a Store or your paying-in book (if you have one).

bank giro credit

Bank VIRGIN MONEY

Store

Paid in by MR and MRS AB Sample

CREDIT A/C

00-00-00 12345678 00

⑈000000 ⑈ 00⑈0000⑈ 12345678 00 ⑈

## 2. Taking money out

It's a piece of cake to access the money in your M Account. And to get money out of your M Saver, just send it to your M Account or (sometimes) another account with us.

Make sure your M Account has enough money at the end of the day for anything that's coming out, like Direct Debits. If there isn't enough money, the payment usually won't go through. If it does go through, we'll want the money back asap!

### Keen to know more...

The Borrowing Money section gives you more details on when payments might go through.

### Using your card

- There are plenty of ways to use your card:
  - Enter your PIN.
  - Go contactless.
  - Add your card to Apple Pay or Google Pay.
  - Shop online using your card details.
  - Or you may be asked to sign for it.
- We may text to check it's really you making the payment.
- It normally takes between one day and a week for the money to leave your account. It depends on when the person or company you're paying asks us for the money and whether they're based in the UK or abroad.
- You can let a company reserve some money in your account before a payment goes ahead (like when you're at a hotel or hiring a car). If that happens, you won't be able to spend the money if the payment goes ahead or until it's been cancelled.

**Changed your mind?** Ah, we can't stop card payments once you've given the go-ahead.

## **Sending money within the UK to another account**

- Give us the okay online, in app, over the phone or in Store (depending what you've registered for).
- You'll need to give us the account number and sort code. We might ask for the name too but we won't double-check it matches the other details.
  - If the person you're sending the money to has moved accounts through the Current Account Switch Service (CASS) we'll send the money to their new one.
- If you ask us before the end of the working day (see your Tariff for the cut-off time), the money will leave straightaway. If it's after that, although it'll look like the money has left your account, it might not have. We'll do our best to send it straightaway but if we can't we'll send it the next working day.
- The person you're sending the money to will usually get it pretty quickly and definitely by the end of the next working day.

**Changed your mind?** Get in touch and we'll see what we can do, as long as the money hasn't already left your account. No promises though.



## Welcome to the world of 'open banking'

Using open banking, one type of company (sometimes called a **payment initiation service provider**) can tell us to send money from your M Account to another account. This means you don't have to tell us directly.

Another type of company can bring together info about your M Account and M Saver with info about your accounts with other banks. This is sometimes called an **account information service provider**.

Together, these companies are sometimes called **third party providers** or **TPPs**.

They can only do these things when you've signed up with them and given them a thumbs-up to do it.

We can stop them if we don't think their request is genuine. If we know who they are, we'll update you as soon as possible by calling, writing or texting (unless the law means we can't or it wouldn't be safe).

## Sending money to another account using 'open banking'

- You don't have to come to us to send money. Ask a **third party provider** to do the hard work – they'll tell you what to do.
- The timings work the same as asking us to send the money.
- If the payment goes wrong, you should still come to us first so we can try to help you out.

## **Making regular payments and planning ahead**

There are three ways to make regular payments from your account:

### **1. Direct Debit**

Normally used to pay bills. Set these up directly with the company you need to pay.

### **2. Standing orders or payments set for future dates**

Set these up with us or using a third party provider (remember those?). They work the same as sending money to another account, but you get to choose when the money's sent and how often.

### **3. Regular payments using your card**

Pretty essential if you like streaming music and films. You'll need to give your card details.

Make sure you have enough money in your account by 3pm (or 5am that day if you set up the payment through Telephone Banking). If you don't, the money won't go and you'll be charged a fee (check the Tariff). We'll tell you if the deadlines change.

Oh, and if your regular payment is due to go out on a non-working day, it'll be sent the next working day.

**Changed your mind?** That's fine, just tell us the day before the money's due to leave your account (before 4pm on a working day). But you can't just cancel one payment – you have to cancel the future ones too.

## Cash

- Sometimes you just need cold, hard cash. You can take it out at a cash machine, in some Stores or at the Post Office. You'll just need your card and PIN.
- Some shops will also let you take out cash at the tills using your card.

### Bank Giro Credit slip

Remember these from page 5? You can also use them to pay bills. You'll need the slip from the person or company you're trying to pay. Sometimes they're at the bottom of bills (like from your energy company) or statements (like for your credit card).

- You'll need to fill it in and take it to a Store or a Post Office, along with a way to pay.
- If you pay before the cut-off time, the money will be sent to the account you're paying by the end of the next working day. So if you pay on a Monday, it'll be there on a Tuesday.

### 3. Using different currencies

Any international payments will show as pounds on your statement. How many pounds depends on the exchange rate.

Here's an example:

<b>If £1 is worth €1.20</b>	If you send £500 to your sister in Spain, she'll get €600. If your sister sends €1,200 back to you, you'll get £1,000.
<b>If £1 is worth \$1.50</b>	If you send £100 to your friend in the US, they'll get \$150. If your friend sends \$300 back to you, you'll get £200.

The exchange rate will always show on your statement (and you can also ask us).

#### Receiving money from outside the UK

You can pay money into your account in another currency or from a bank outside the UK. We accept foreign cheques and cash too (merci).

It could take longer than usual for you to get your money though. The exchange rate changes all the time and we won't update you when it does. You may also need to pay us an Inward Foreign Payment Fee (snappy name, we know).

#### Sending money outside the UK

Want to send money to someone with a bank account in another country? Just get in touch and we'll tell you what's possible. You'll need to agree to some separate T&Cs.

#### Making a debit card payment in a foreign currency

You can use your card abroad (don't forget to send us a postcard). And to shop for things online in other currencies.

We'll change any debit card payment in a foreign currency into pounds. The exchange rate we use will usually be from the date you use your card, although sometimes it might be later. If you get a refund, it'll be changed back to pounds at the exchange rate on the day it's added to your account.

You can find out how the exchange rate compares with the European Central Bank's exchange rate at [virginmoney.com/currency-converter](http://virginmoney.com/currency-converter)

Tip – your Tariff tells you the max you can spend in a foreign currency on your card in a day. It also tells you any fees you'll need to pay.

#### What is the European Central Bank's exchange rate?

The European Central Bank is the central bank for all countries that use the Euro. They publish exchange rates every day for currencies all around the world.

## 4. If things go wrong

The key thing is not to stress. Just get in touch if you spot a problem, so we can help.

### Problems with money in

#### Money in by mistake

Sometimes someone might send money to your account by mistake –perhaps because they've accidentally typed the wrong account number in. If that happens:

- We'll send the money back to them if we can – if we're pretty confident it couldn't be yours, for example. We'll usually double-check with you first but not always. We can send it back even if it means using your arranged overdraft.
- If we can't send the money back, we'll give your name, address and other details to the other bank involved if they ask us to. They can pass these to their customer to help them claim their money back from you.

We might stop you using the money while we look into it.

### Something else wrong

If the money isn't paid into your account in the way it should be (like it takes too long), we'll put it right. We'll also pay back any charges or interest you've paid and pay you any interest you've missed out on.

## Problems with money out

### If we got it wrong

If the money hasn't arrived where you told us to send it, we'll put it back in your account and sort any interest or charges (and ask for forgiveness).

If the money takes longer than it should, we'll ask the other bank to try to help us out. They'll make sure their customer is treated like it arrived at the right time. So no one loses out.

You can ask us to track down the payment. We'll let you know how we get on and won't charge you a penny.

### If another bank got it wrong

You (or rather the person you sent the money to) will need to speak with them. We'll point you in the right direction to help you find the money.

### If you got the details wrong

You can write to ask us to play detective and hunt the money down for you. If we can't, we'll give you all the info we can to help you track it down. We may charge you a fee to do this – don't worry, it'll be reasonable and we'll let you know first.

## If the person you're paying got it wrong

If more money leaves your account than you were expecting, we'll refund it (along with any charges and interest). We'll do this as long as all of these things have happened:

- The payment was made in the UK or the European Economic Area. (A quick Google search will tell you where this is.)
- You didn't know exactly how much the bill would be when you agreed to the payment. Sometimes this happens when you're using your card to rent a car or book a hotel.
- The payment was for more money than you reasonably expected.
- You tell us about it within eight weeks of the money leaving your account.
- You give us any info about it that we ask for.

## 5. Earning money on your money

We work out how much interest to pay you based on the money in your account at the end of each day. Find your rates on your Tariff.

### **M Account**

- We'll add any interest on the last working day of the month.

### **M Saver**

- We'll add any interest on the last working day in March, June, September and December.

We pay interest 'gross', which means we don't take off income tax. Depending on the amount of interest you earn, you might have to pay tax directly to the taxman (HMRC).

### **Making the most of your money**

If you have any extra money in your M Account, why not move it into your M Saver where you'll earn more interest. You can even start saving for something special... a holiday, a new car? Yes please!

## 6. Borrowing money

If you don't have enough money in your account but try to make a payment we'll always try to stop it first. Sometimes we can't. If that happens we'll give you a temporary unarranged overdraft to cover it.

This can happen in any of these situations:

- When you use your card but the shop doesn't check you have enough money in your account.
- When you use your card to book a hotel or car hire, but it ends up costing more than you planned.
- When you use your card abroad and the exchange rate changes before your payment goes through.

If we've given you a temporary unarranged overdraft you need to repay it asap. If you don't, we'll be in touch to discuss how to pay it back.



## 7. Taking money from your account to repay what you owe us ('set-off')

We can use money in your M Account and M Saver to pay back money you've borrowed from us (like a credit card or mortgage). We won't do this lightly and we'll always let you know at least two weeks beforehand.

Here's how it works, depending on whether the accounts are just in your name or in joint names. Let's pretend you've got accounts with Ali and Ben (or feel free to make up your own names)...

Name(s) on current or savings account	Name(s) on borrowing account (e.g. credit card or mortgage)	Can we use the money in your current or savings account to pay back the money you owe us?
You	You	✓
You	You and Ali	✓
You and Ben	You and Ben	✓
You and Ben	You	✗
You and Ben	Ben	✗
You and Ben	You and Ali	✗

## 8. Joint accounts

### Having each other's backs

You're all responsible for the accounts, including any borrowing, interest and fees. And you're all responsible for keeping to these Terms.

### Making decisions

If one of you tells us to do something, we'll do it without checking with the others first.

If that doesn't work for you, you can ask us not to follow any instructions until we've heard from everyone. But you won't be able to use Online Banking. If we find out you've fallen out with each other, we'll also wait until we've had instructions from everyone.

### Statements

We'll send you statements in the way you asked. If you want a spare copy sent somewhere else, let us know.

### If one of you dies

The account stays open in the names of the other account holder(s) and the money will be theirs.

### Trust exercises

Molly and Ted have a joint account with a balance of £5000.

They have been saving to replace their boiler.

Molly has a bad week at work and decides to blow all their savings on a girl's holiday. This leaves no money in their joint account.

Although Ted has not been part of this decision, (and is furious!) he can't do anything to stop this. Either he or Molly can tell us to do something and we can do so without checking with the other.

# Staying safe

Looking after your pennies.  
Taking care of your pounds.

## 9. Keeping your account safe and sound

Keep everything to do with your account safe. That includes your card, card details, PIN, passwords, passcodes, security devices and cheque books. The lot.

Sign your card as soon as you get it and keep your PIN top secret. This means:

- Never tell it to anyone.
- Never write it down in a way that's obvious for others.
- If you change it, don't make it easy to guess.

Sometimes we'll give you an extra card so that someone else can access your account (like under a power of attorney). You need to make sure they follow these rules too.

Call us asap if you can't find your card, think it's been stolen, or think something else dodgy is going on with your account. Heads up – we may share what you tell us with the police, to help crack the case.

<b>The good</b>	<b>The bad</b>
<p>You get your new PIN in the post and think there's no way you can remember it.</p> <p>You pop to your nearest cash machine and change it to one you know you'll remember. You make sure it's not your date of birth, anniversary or one you've used before.</p>	<p>Your friend gets a new PIN in the post and thinks there's no way they'll remember it.</p> <p>They write it down and stick it to the back of their card. It falls off in a shop and they lose it. They tell you instead so you can remind them.</p>

## 10. If money leaves your account without your say-so

If you think some money's gone out that shouldn't have, don't panic. Just call us asap.

### **We've usually got you covered**

We'll give the money back to you asap and definitely by the end of the next working day. We'll sort out any interest and charges so it's like the money never left.

There's a big **but** though...

### **Sometimes we won't refund the money**

We won't usually refund the money if:

- You've been very careless with your card or security details.
- You've let someone else use your account when you shouldn't have.
- You didn't tell us quickly when you lost your card or security details, or when you thought they had been stolen.

That said, we will still refund you if:

- Our phone line wasn't working properly so you couldn't let us know about the problem.
- You've already told us about the problem – if we let any more dubious payments go through, that's on us.

- The money was part of an unarranged overdraft. We'll refund the bit that was part of it (unless the payment was because you let someone else use your account or card).
- Your card or security details were used to buy something online, over the phone or by post.
- We didn't check it was you in the way the law says we should before making the payment.

We won't refund the money if we have good reason to think you've acted fraudulently – like you've lied to us.

### **Take it back**

If we've already refunded the money and find out we shouldn't have, we'll take the money back.

# 11. Stopping payments

## We can say no to payments if:

- Making the payment means you'll go over the limit for that type of payment or payment method. For example, withdrawing more cash than your daily limit. You can find your limits in the Tariff.
- Making the payment means you'll use your overdraft. We'll only do this if we have good reason to think you won't be able to repay us.
- The details you've given us aren't quite right.
- We have good reason to think it wasn't you who asked us to do it. We might pause it until we've spoken to you first.
- We have good reason to think your account is being used for fraud or to break the law.

## We can say no to card payments for all the reasons opposite. We can also say no if:

- We have good reason to think we need to say no to keep your account safe.
- We have good reason to think something suspect is going on. For example, if your card isn't being used in the way you normally use it. This could mean it's being used in a different kind of shop or in another country when you haven't told us you're going away.
- We have to because of a law. Or because a court or another authority that can boss us about (like the police or HMRC) have asked us to.
- You've reported your card as lost or stolen.

We don't like saying no. When we do, we'll tell you what's happened and how to fix it. (But we won't tell you if it could get us in trouble with the law.)

# Making changes

What we can change  
and when we'll tell you.

## 12. Changing the interest we pay you on your money

Changing the interest we pay you on your money	Changing the interest we pay you on your money
<p><b>When it's good news...</b></p> <p>We can increase the amount of interest we pay you on your money whenever we like.</p> <p>Within three days of making the change, we'll put the info on our website and on signs in our Stores. We'll also get in touch to let you know within 30 days of making the change.</p>	<p><b>When it's good news...</b></p> <p>We can pay you less interest on your money when the amount it costs us to provide your account changes. Or we have good reason to think it will change. For example, the Bank of England Base Rate changes.</p> <p>We'll let you know about the change two months before it happens.</p>



## Any other changes to these Terms and Tariff

We can change these Terms and Tariff (including changing a fee or adding a new one) for any of these reasons.

- (1) We stop or replace a service.
- (2) We change how we manage your account because of a change to the systems we use or technology. For example, we start using a new system to support Online Banking or there's a change to the systems we use to send payments.
- (3) Our legal duties change. Or we have good reason to think they'll change. For example, there's a change in the law, there's an Ombudsman decision we have to follow, or there's a new industry code of practice.
- (4) If the amount it costs us to run your account changes. Or we have good reason to think it will change. For example, the Bank of England Base Rate changes – or any other rate that replaces it – or it costs us more money to send a payment for you.
- (5) We spot a typo in these Terms or the Tariff. Or we think we could say something more clearly.

We'll tell you two months before the change happens.

## Important changes to your Store

Like your Store moving or closing, or the opening hours changing a lot. We'll tell you twelve weeks before it happens.

## Changing your Account

We can change your account to a different type of account if we've got a good reason to think that it will be better for you. We'll make our decision by looking at how you manage your money with us and elsewhere.

We'll write to you or email you about this at least two months beforehand. You can contact us to talk about this change or you'll be able to close your account without charge if you're not happy.

## For all changes

Whenever we make a change, we'll make sure it's fair. If we tell you about a change and you're not happy, you're free to close your accounts. If we don't hear from you, we'll go ahead and make the change.

We'll nearly always make a change for one of the good reasons we've told you about but we can't predict the future. So we might need to make a change for another good reason. We'll let you know about the change two months before it happens.

# Talking to us

We're always happy to chat things through with you.

## 13. Keeping in touch

We'll use the details you've given us to stay in touch. So it's important you keep them up to date. We'll contact you in English.

We'll send you a text, call you or write to tell you about any security worries we have.

At the very least, we'll give you a statement every month showing all of the payments into and out of your account. If the only payments are interest payments, you won't get a statement.

## 14. If you're not happy, we're not happy

We'd love to think we always get it right. But we're only human and sometimes we slip up. If we do, let us know and we'll try to fix it. You can ask us for more information about how we handle complaints. We have a leaflet too.

If you don't feel any happier after we've looked into it, you can ask the Financial Ombudsman Service (FOS) to take over. If they don't think we've handled it properly, they'll make sure we put it right.

If you opened your account online, you can send your complaint to the FOS using the European Online Dispute Resolution website at [ec.europa.eu/odr](http://ec.europa.eu/odr). (There's a chance Brexit may change this bit, but you'll still be able to ask FOS to take a look.)



### Write

Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR



### Email

[complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)



### Call

0800 023 4567 or 0300 123 9123



### Visit

[www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

If you want to take us to court, what you need to do depends on where you live:

If you live...	You'll have to sue us (and we'll have to sue you) in these courts, unless you've got a good reason to go elsewhere...	The decision will always be made using the law of...
In Scotland	Scotland	Scotland
In Northern Ireland	Northern Ireland	Northern Ireland
Anywhere else...	England	England

## There are a few other things you need to know:

- We're authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Our Financial Services Register number is 121873.
- We like to call ourselves Virgin Money. But our official name is Clydesdale Bank PLC. We're registered in Scotland at 30 St Vincent Place, Glasgow G1 2HL. Our company number is SC001111.
- We'll never shirk our legal responsibilities to you. But sometimes we might not be able to stick to everything we promise in these Terms. We can't be held responsible when we have to do certain things by law. For example, it might take us longer to pay money into your account because we're having to double check there's nothing suspicious happening. Or when something unusual or unexpected happens that we can't control or avoid. Like power failures, extreme weather, zombie apocalypses – that kind of thing.
- If you don't stick to these Terms, we won't always do something about it. But just because we don't do anything once it doesn't mean we won't or can't the next time.
- These Terms give us rights. For example, we can collect money you owe us. We can give all or some of those rights to another company. You can't give your rights to anyone else.

## 15. Closing your account

These Terms apply until your accounts are closed. If your M Account is closed, we'll close your M Saver at the same time. Or we'll move the money to a similar savings account.

When your M Account is closed, we'll send you something showing all your payments from the last five years. You can tell us if you don't want it. And if you change your mind, we'll hang on to it for at least five more years.

### **You can close your account whenever you like**

Just let us know if you want to close your M Account, or you can use the Current Account Switch Service (CASS). It's free to close but you need to make sure you've paid back any money you've borrowed. You won't be able to borrow more using your account.

You can also 'cancel' your account in the first fortnight of opening it, just by giving us a call. That's just a fancy term for closing it.

### **We can only close your M Account**

#### **immediately if:**

- You try to use it for illegal activity
- You give us inaccurate information at the time of your account application and we wouldn't have given you the account if you had given us the correct information
- You treat our staff in a way that could be a criminal offence.

#### **with 2 months' notice if:**

- There are no transactions on your account for 2 years
- You are not legally resident in the European Union
- You have another bank account that was opened after your M Account.

A large, stylized number '10' is rendered in a dark red color, serving as a background element for the page. The '1' is a simple vertical bar, and the '0' is a thick, rounded ring.

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