

Cybersave Account – No longer available to open

Terms and Conditions

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Virgin Money Cybersave Account
– previously Clydesdale Bank
Cybersave Account

Virgin Money Cybersave Account
– previously Yorkshire Bank
Cybersave Account

“Business Day” means any full day (excluding Saturdays, Sundays and bank holidays) on which banks generally are open in the City of London for the transaction of normal banking business. We may be able to process some payments on a non-Business Day. Please ask us if you would like further details;

“Card” (if applicable) means a card issued by us which may be used to withdraw cash from an ATM or to pay for goods or services (or a combination of these) and which is linked to the Account. It does not include credit cards, pre-paid cards or charge cards;

“Cardholder” means any person to whom we issue a Card;

“Cardholder Not Present Transaction” means a Card Transaction requested by mail, telephone or over the internet or by any other means when the Cardholder is not present at the point of sale;

“Card Transaction” means each transaction, whereby cash, goods or services are obtained by the use of a Card and/or, if applicable, the Debit Card Number (this includes Recurring Payments where they are allowed);

“Cut-Off Time” means:

- for payment instructions we receive through the Telephone or Internet Banking Service, the time, after the end of the Business Day, by which we must receive payment instructions if they are to be shown on your Account as being processed that Business Day rather than the next Business Day, as described in Condition 3.5.3; or
- for payment instructions made in any other way, the time towards the end of the Business Day, by which we must receive payment instructions if they are to be processed that day.

You can ask us for the Cut-Off Times which apply to your payments and find them on our website and in your Tariff;

“Debit Card Number” means the number or numbers shown on your Card which enables it to be used to make or authorise payments, including by telephone or over the internet, or to Suppliers participating in the relevant debit card scheme;

“EEA” means the countries in the European Union plus Norway, Iceland and Liechtenstein;

“Payment Item” means any cash withdrawal, Card Transaction, or other payment instruction where applicable to your Account;

“PIN” in relation to a Card means the personal identification number we have supplied to or approved for a Cardholder to enable the Cardholder to make a Card Transaction;

“Recurring Payments” means a regular payment (other than a Direct Debit or standing order) collected from a customer’s Account by an originator, in line with the customer’s instruction using the Debit Card Number. Recurring Payments are not covered by the Direct Debit Guarantee Scheme;

“Security Details” means your PIN, password or other security information relating to your Account and/or Card;

“Supplier” means any person (including a retailer or a bank) who agrees to accept a Card and/or, if applicable the Debit Card Number as payment for goods, services or cash;

“Tariff” means the applicable Virgin Money Savings Account tariff for personal customers in force from time to time. Copies of the up-to-date Tariff are available in all our Stores;

“Telephone/Internet Banking Service” (if applicable) means the service we offer customers to provide 24 hour telephone banking or, as the case may be, transactional internet banking;

“Virgin Money” means Clydesdale Bank PLC trading as Virgin Money; and

“Your Store” means the Store at which your Account is held.

SECTION 1

1. Introduction

These Conditions cover the Cybersave Account detailed in Section 5 of these Conditions. Please refer to the Product Specific Conditions which apply to the Cybersave Account. The Definitions and the Universal Conditions apply, unless otherwise indicated, to the Account.

We recommend that you speak to your parent, guardian or grandparent if you need help.

SECTION 2

2. Definitions

In these Conditions:

“Account” means a Cybersave Account specified in Section 5 of these Terms and Conditions maintained by the Account Holder with us and if applicable which is operated in conjunction with the Card;

“Account Holder”, “you”, “your”, “yours” means the person in whose name the Account is opened;

“Adult” means parent, guardian or grandparent who may operate the Account on behalf of the Account Holder;

“Agreement” means the agreement between us and you relating to the maintenance of the Account or as the case may be to the use of the Card (if applicable). It comprises these Conditions and any application form you completed when you applied for the Account or Card. These Conditions may be altered from time to time – see Condition 3.6;

“ATM” means any automated teller machine or cash dispenser authorised to accept the Card or any third party that we authorise to dispense cash from the Account;

“Available Funds” means funds from a cheque or other order paid into your Account that are available to be drawn on;

“Bank”, “we”, “us”, “our” means Clydesdale Bank PLC (which trades as Virgin Money, Clydesdale Bank and Yorkshire Bank);

SECTION 3

3. Universal Conditions

3.1 Operation of the Account

- 3.1.1 An Account is available only to personal customers up to and including 16 years of age who meet the reasonable requirements set down by us from time to time.
- 3.1.2 These Conditions govern the banking relationship between you and the Bank in relation to the Account. These Conditions set out how you can pay money into your Account and how you can make withdrawals, your and our rights and obligations which apply to the Account and any particular terms which apply to each type of Account. Where additional services are provided to you these may be subject to further conditions which will take priority over these Conditions where there is a conflict with these Conditions. You can ask us for a copy of these Conditions at any time.
- 3.1.3 You may close your Account at any time by giving written notice to us. The closure will take effect on the last to occur (as relevant) of the following:
- 3.1.3.1 on receipt by us of all Cards (if applicable to the Account) or your confirmation that you have destroyed them;
- 3.1.3.2 when all outstanding transactions are completed.
- 3.1.4 We may refuse without reason to open an Account. We may close your Account (or Accounts) and end any service under it:
- 3.1.4.1 after giving you two months written notice, if we close your account, we'll try to send the money in your account to you, together with any interest or
- 3.1.4.2 immediately if you seriously or persistently break these Conditions, act fraudulently or become bankrupt.
- 3.1.5 It's important to keep using your account. If you don't, we can also close your account in any of the following situations.
- 3.1.5.1 Immediately and without having to give you any additional notice, if your balance is £0 for at least 12 months.
- 3.1.5.2 With two months' notice if your balance is £10 or less for at least 24 months. We'll donate any unclaimed money in your account to a charity of our choice but we'll always give it back to you if you ask.
- 3.1.5.3 With two months' notice if you haven't paid money in or taken money out or we haven't heard from you about your account for at least 15 years. We'll move your money to the Reclaim Fund Limited but you'll still be able to get your money back if you ask us.
- 3.1.6 If either you or we close your Account we will repay to you any regular charges where you have paid them in advance on a pro rata basis according to the period which has elapsed since we last made the charge.
- 3.1.7 We may take up references or take other action in order to verify the identity of an Account Holder or an applicant for an Account. You must provide us with the information about you that we may require from you for these purposes.
- 3.1.8 If you change your name, address or telephone number you must immediately inform the Bank in writing. All correspondence will be sent to the last mailing address you gave the Bank.
- 3.1.9 Where there are transactions on your Account, we will send statements containing details about your Account free of charge at least monthly, unless otherwise agreed with you. If you require further information about your Account or any payments on the Account please contact Your Store. Additional Statements can also be issued on request subject to payment of any (reasonable) charge which may be in force at the time. Details of these charges are set out in the Tariff. You must check your statements carefully. You must tell us as soon as reasonably practicable if you notice any payment on your Account which is unauthorised or which appears to have been processed incorrectly. If you fail to tell us this may affect your rights to a refund under this Agreement.
- 3.1.10 We will contact you, or the Adult if the Account is still held in trust, before your 17th birthday as a reminder that eligibility for the Account will cease and to provide you, or the Adult, with details of our alternative products. If we do not receive instructions within 30 days of contacting you or the Adult as to how to deal with your investment, it will be reinvested into an Instant Savings Account in your name. The terms and conditions of that account will be provided to you, or the Adult, prior to its opening.

3.2 Interest

- 3.2.1 Interest rates applicable to the Account are published in the Tariff. Copies of the up-to-date Tariff are available in Stores and up-to-date interest rates are available via our helpline and website.
- 3.2.2 The rate of interest payable on the Account may be varied by the Bank in accordance with Condition 3.6.

Credit interest

- 3.2.3 Tiered interest rates may apply to the Account. The appropriate rate of interest shall apply automatically and will be established by reference to the balance on your Account at the relevant time. Refer to the Product Specific Conditions (see Section 5) for details particular to your Account.
- 3.2.4 Interest will be credited to the Account and paid gross. Gross interest is the interest payable without taking account of any tax payable. From 6 April 2016 we will no longer deduct tax from the interest earned on your savings, following the introduction of a Personal Savings Allowance.
- If you earn interest over your Personal Savings Allowance you will be required to pay any tax due yourself directly to HM Revenue and Customs. If you would like to read more about your Personal Savings Allowance, please visit the Government website www.gov.uk.

3.3 Bank Charges

- 3.3.1 Charges applicable to the Account are published in the Tariff. Copies of the up-to-date Tariff are available in Stores and up-to-date charges are available via our helpline and website.
- 3.3.2 Charges for additional services will be advised at the time you request the service or when you ask. For your information, some of the more common charges for additional services are published in the Tariff. These are correct at the time of publication. If there are any additional charges for receiving or making a payment in a currency other than sterling they are set out in our Tariff or we will tell you when you ask us to make the payment. For Card Transactions see Condition 4.4.3.
- 3.3.3 Charges for the use of the Card will be contained in the Tariff and/or in any other document containing Card charges which we may send to you. Charges for additional services will be advised at the time you request the service or when you ask us.

3.4 Credits to your Account

- 3.4.1 How you pay money into your Account is important as it determines how long it'll take until the money is available for you to use and how any interest is calculated on it.
- 3.4.2 We will accept for credit to your Account cash or cheques drawn on a UK bank and other appropriate items (for example, BACS, CHAPS and Faster Payments) payable to you. We may refuse to accept any items which are not payable to you or which come from a country with a high risk of fraud or financial crime. If you ask us to accept cheques or other items drawn on a non-UK bank we may agree this, but we will explain to you at the time the process which will apply, how long the funds will take to reach your Account and the charges you will be required to pay.
- 3.4.3 Cash (that is, sterling only) paid into your Account at any Store of Virgin Money will be credited to your Account immediately on receipt by the Bank. Cash will be available to be drawn on immediately and start earning interest from that day. Cash paid into your Account at any other bank will be credited to your Account on the day of receipt by us and may take time to reach us as described in Condition 3.4.5. There are limits to how much cash you can pay into your Account. See your Tariff for details.
- 3.4.4 In relation to cheques paid into your Account, there will be two clearing cycles running in parallel until the end of 2018 – "2-4-6" cycle and the Image-based Clearing System (ICS) cycle. ICS will clear both cheques and Bank Giro Credits and will replace the "2-4-6" cycle. For details on what clearing cycle is applicable to you please refer to our website or contact your Store. More information on both schemes can be found at www.chequeandcredit.co.uk.
- Our tables tell you:
- how long it takes for interest to be payable on the cheque;
 - when you will be able to withdraw the funds; and
 - when you can be certain that the cheque won't bounce

"2-4-6" cycle:

Day 0	Day 2	Day 4	Day 6
Cheque deposited	Interest payable	Funds can be withdrawn	Funds certain
Mon	Wed	Fri	Tues
Tues	Thurs	Mon	Wed
Wed	Fri	Tues	Thurs
Thurs	Mon	Wed	Fri
Fri	Tues	Thurs	Mon

"ICS" cycle:

Day 1	By the end of Day 2
Cheque deposited	Interest payable, funds can be withdrawn and funds certain
Mon	Tues
Tues	Wed
Wed	Thurs
Thurs	Fri
Fri	Mon

These tables show you that:

	2-4-6	ICS
(a)	A cheque drawn on a bank within the UK in sterling will be shown as being credited to your Account on the Business Day of receipt of the cheque by us.	A cheque drawn on a bank within the UK in sterling will be shown as being credited to your Account on the Business Day of receipt of the cheque by us.
(b)	Such funds normally take three Business Days to clear for withdrawal and will not therefore be available for you to use until the fourth Business Day after the Business Day on which the cheque is paid in.	Such funds will be available for you to use by the end of the next Business Day after the Business Day on which the cheque is paid in.
(c)	When calculating interest, these funds will be counted in your balance two Business Days after the Business Day on which the cheque is paid in. Where the cheque is drawn on and paid into the same Store, we will pay interest from the day on which the cheque is paid in. Where a cheque is returned unpaid the amount of it will be debited to your Account, and we will tell you about this. This can take place up to six Business Days after the cheque is paid in. You can be certain from the end of the sixth Business Day that we will not debit these funds without your permission (unless you are a knowing party to fraud).	When calculating interest, these funds will be counted in your balance by the end of the next Business Day after the Business Day on which the cheque is paid in. Where immediate value is given on the cheque, we will pay interest from the day on which the cheque is paid in. Where a cheque is returned unpaid the amount of it will be debited to your Account, and we will tell you about this. Unless you are a knowing party to fraud then we will not debit these funds without your permission.
(d)	Where we are able to accept cheques or other items drawn on a non-UK bank we will explain to you at the time the process which will apply, how long the funds may take to reach your Account and the fees you will be required to pay. If you pay a non-sterling cheque into your Account we will have to send the cheque to the bank on which it is drawn and so the payment may take time to reach your Account.	Where we are able to accept cheques or other items drawn on a non-UK bank we will explain to you at the time the process which will apply, how long the funds may take to reach your Account and the fees you will be required to pay. If you pay a non-sterling cheque into your Account we will have to send the cheque to the bank on which it is drawn and so the payment may take time to reach your Account.

For automated credits paid into your Account, you can contact us to find out when a payment will be available for use and when it will start to calculate interest. This will depend on, for example, the currency of the payment.

- 3.4.5 When you use another bank to make a payment into your Account by means of a Bank Giro Credit slip, the payment should reach us on the next Business Day after the Business Day you deposit the Bank Giro Credit slip at the other bank for those processed through ICS or two Business Days after the Business Day you deposit the Bank Giro Credit slip at the other bank for all others. During this time any cheques that you have deposited in the same transaction will be processed in the timescales in the tables above.
 - 3.4.6 Some payments can be made from and received into Accounts on non-Business Days. This may mean that the Account receiving the funds shows them as being available to be drawn on and the Account from which the funds have been paid will show them as no longer being available.
 - 3.4.7 If we are informed by the payer or another bank that a sum of money has been paid into your Account by mistake, we can take that sum of money from your Account without your express consent. We will only do this, however, if we accept there are reasonable grounds to suspect that the payment was paid into your Account in error and so long as we have been notified of the mistaken payment within a reasonable timescale. We will notify you as soon as we have done this and give you the opportunity to explain to us your version of events. After a reasonable time has elapsed and you have failed to satisfy us that you are entitled to the money, we will return the payment back to the payer or paying bank. We will act reasonably at all times and try to minimise any inconvenience to you.
 - 3.4.8 Where we are unable to recover money from you that has been paid into your Account by mistake we are obliged by law to co-operate with the payer's bank in its efforts to recover the money from you, in particular by providing the payer's bank with all relevant information that we have for the collection of funds (which may include information about you such as your personal details).
- 3.5 Payments from your Account**
- 3.5.1 You can give us instructions in the following ways:
 - (a) in writing (by letter);
 - (b) in person in a Store;
 - (c) over the phone (although you cannot give us a payment instruction over the phone unless you have registered for Telephone Banking);
 - (d) using Internet Banking or mobile banking;
 - (e) using the Card we give to you, which can be through digital wallet apps. (sometimes you will also need to use the PIN for the card);
 - (f) through a payment initiation service (by following the procedures required by the payment initiation service provider to confirm the payment instruction).

A payment initiation service is where you authorise another business to give payment instructions to us relating to your accounts (rather than you giving those instructions to us directly by, for example, Telephone Banking).
 - 3.5.2 Payments will be made from your Account provided:
 - 3.5.2.1 they are given in the manner set out above or in a way otherwise agreed between you and us;
 - 3.5.2.2 there are sufficient Available Funds; and
 - 3.5.2.3 they can be made through the Faster Payment Service, where relevant. Payments can be made in a number of different ways depending on the type of Account you have. Where you are giving us an instruction to make a payment to another account you must tell us the account number and the sort-code for that account (where the account is in the UK) and any other information we may ask you for so that we can make the payment. You must ensure that the account number and sort code of the account you instruct us to pay funds to are correct. We might ask you to provide the account name too. We may be able to check the name matches the other details. If the details don't match, you'll need to check them and consider whether you still want to make the payment.
 - 3.5.3 If you ask us to make a payment before the relevant Cut-Off Time on any Business Day, we will process it on that Business Day unless you have asked us to make it on a future date set out in the payment

instruction. We will debit the payment from your Account when the payment is made. If the payment is made after the Cut-Off Time, your Account will not show the payment as being processed until the next Business Day. Where you have set out a future date the payment will be processed on the date specified which must be a Business Day. Payment instructions received after the Cut-Off Time or on a non-Business Day will be processed on the next Business Day.

Please see Condition 3.4.6 for details of how payments may be processed on non-Business Days.

- 3.5.4 If you ask us to make a payment in sterling to a person with an account at a bank in the UK, then we will get the money to the bank holding that account no later than the end of the Business Day after you ask us to make the payment. In most cases we will use the Faster Payment Service (apart from certain payments such as payments using Bank Giro Credit slips (see Condition 3.4.5)). Most payments sent using the Faster Payments Service will be sent on the same Business Day that you give us the instruction or where you have asked us to make a payment out on a future date, that Business Day. However, in certain circumstances the payment may not be made until the next Business Day, for example, if we want to check certain details about the payment instruction with you. We can only use the Faster Payment Service if the person you are sending the payment to has an account which can receive payments through the Faster Payment Service. When you give us the payment instruction we will tell you if we can make the payment using the Faster Payment Service. If we cannot we will tell you we are unable to make the payment and you can contact us to discuss alternative ways to make the payment. For payments in other currencies please see Condition 3.5.8.

We can refuse to make a payment under Condition 3.5.9.

- 3.5.5 If you use a Bank Giro Credit slip to make a payment to someone else in one of our Stores, the payment will usually reach the payee's bank on the next Business Day after the Business Day you deposit the Bank Giro Credit slip with us for those processed through ICS or two Business Days after the Business Day you deposit the Bank Giro Credit slip with us for all others, if we can process the payment before the Cut-Off Time.

- 3.5.6 Withdrawals of an amount up to the balance in your Account can be made at Your Store. If you have a Card on your Account we may levy an administration charge for over the counter transactions and the charge is also detailed in our Tariff.

- 3.5.7 You cannot cancel a payment made with a Card.

- 3.5.8 If you want to make an international payment, which will include a payment to a bank in another country or a payment in a currency other than sterling, (other than where your Card allows you to do this) please contact us and we will tell you whether you can make an international payment using your Account and the terms which will apply to that payment.

- 3.5.9 We may refuse to make a payment from your Account where you have given us a payment instruction if:

- 3.5.9.1 you do not have sufficient Available Funds;
- 3.5.9.2 you have not provided us with the correct details for making the payment;
- 3.5.9.3 we reasonably believe that your Account or any service we provide you is being used illegally or fraudulently by you or anyone else;
- 3.5.9.4 we reasonably believe that someone else may have rights over the funds in your Account;
- 3.5.9.5 you will be over the daily limit we have set for the type of payment instruction you have given to us (these are limits that we apply to protect your Account and us);
- 3.5.9.6 your payment is to a country with a high risk of fraud or financial crime;
- 3.5.9.7 we've asked you for information about you or your Account and you haven't provided it; or
- 3.5.9.8 it involves trading in Cryptocurrency.

Unless the law prevents it, we will tell you that we have refused to make the payment as soon as possible (and in any case not later than the time the payment should have arrived with the bank of the person receiving the payment). You can contact us if you would like more information about why the payment was refused.

- 3.5.10 Where we deny an account information service provider or payment initiation service provider that you appoint access to your Account we will tell you by SMS, a call or a letter that we have denied them access (where we are able to identify them) and the reason for the denial of access before we deny access (where possible) or immediately afterwards (unless telling you would compromise reasonably justified security reasons or is unlawful). Account information services are services that allow you to see your accounts with different providers in one place.

- 3.5.11 You should let us know if you think there is an unauthorised or incorrect payment on your Account, even if a payment initiation service provider is involved in making the payment.

- 3.5.12 If we make a payment to an account at another bank and the beneficiary then tells their bank that the payment has not been received, we will as soon as possible refund the payment and any charges you've paid or pay to you any interest you've missed out on. We will not provide a refund if:

- (a) your payment instruction was incorrect; or
- (b) we can show that the payment was actually received by the other bank (in which case they are liable).

- 3.5.13 If we receive a payment to you from another bank but don't credit it to your Account straight away, we will immediately make available the amount of the payment to you and credit the corresponding amount to your Account with us and refund you any charges you have incurred due to our failure. We will also pay any interest to you so that it is as if you received the payment when you should have done.

- 3.5.14 If you ask us to make a payment to someone else in the UK and the beneficiary's bank receives it later than the end of the next Business Day after we received your instruction, you can ask us and we'll contact the other bank and ask them to correct the amount of interest on the account with their customer (so that it is as if the payment was received on time).

- 3.5.15 We will, if you ask us to, immediately and without charge make efforts to trace any incorrectly executed payment and we will notify you of the outcome.

- 3.5.16 Where your payment instruction was incorrect, we will take reasonable steps to recover your money if the payment has gone missing and we may charge you a reasonable fee. Where we are unable to get the money back, you can send us a written request and we'll then provide all the relevant information we can in order for you to claim repayment of the funds. We'll only provide you with information that we are allowed to provide to you by law.

- 3.5.17 If you think you've been the victim of an Authorised Push Payment (APP) scam, get in touch so we can help.

Once we can confirm you've been scammed, you'll usually get your money back within five working days. Our investigations could take up to 35 days if it's a complex case. Don't worry, we'll keep you updated with our progress.

You're protected for up to £85,000 if you contact us within 13 months of the last payment. If your claim is over this amount, or you made your last payment more than 13 months ago, we'll still look into it. Just get in touch ASAP and we'll see what we can do.

Just so you know, there are times where we may have to reject your claim. For details, and more information about APP scams, visit virginmoney.com/scamprotection.

- 3.5.18 If you tell us that a payment from your Account wasn't properly authorised (for example, someone else made it without your consent), you can ask us for a refund. You must do this as soon as you can after the payments appear on your Account. We will refund you as soon as is practicable (and in any event by the end of the following Business Day) – including paying back the money, refunding any fees you have paid, and paying any credit interest in the normal way. You won't have any further claim against us. If we later find you aren't entitled to a refund, we will take back from your Account the amount we refunded, and re-charge any fees or interest (or both) you owe us, and we will also not give a refund if we have evidence which indicates that you have acted fraudulently.

- 3.5.19 Unless we believe you have acted fraudulently, we will always refund you in full for all unauthorised payments arising from the use of lost or stolen Security Details:

- (a) arising after you have told us in the agreed manner that your Security Details have been lost or stolen or of the unauthorised use of your Security Details;

- (b) if we failed to give you contact details to allow you to report the loss, theft or unauthorised use of your Security Details; or
- (c) where your Security Details have been used to buy something at a distance when you did not need to be physically present (such as online, telephone or mail order shopping).

We will not give you a refund and you will be liable for all losses you incur arising out of unauthorised payments if you acted fraudulently.

3.5.20 We will not give you a refund and you will be liable for all losses you incur arising out of unauthorised payments up until the time you notify us of the loss, theft or unauthorised use of your Security Details if:

- (a) you gave someone else permission to use your Security Details (other than an account information service provider or a payment initiation service provider which requires the details to provide services to you); or
- (b) you deliberately or with gross negligence failed to (i) use your Security Details in accordance with these Conditions; (ii) notify us without undue delay on becoming aware of the loss, theft or unauthorised use of your Security Details, or (iii) take all reasonable steps to keep safe your Security Details.

3.6 Making changes to this Agreement

3.6.1 There is no expiry date on your Account and we hope that you will be a customer for a long time. This means that we may need to make changes to your Account and these terms.

Changes to interest rates and charges

3.6.2 Some accounts have fixed interest rates (including some that are fixed for a defined period and then become variable after that), but otherwise there are two types of variable interest rate:

- (a) tracker rates, which follow the Bank of England Base Rate; and
- (b) managed rates, which we can set and change.

What we may do	How you can find out	When you can find out
Change tracker rates in line with changes to the Bank of England Base Rate. We will change the rate to follow the change in Bank of England Base Rate no later than the next Business Day. Change a managed rate if it is more favourable to you.	We will put the information on our website, in Stores, and you can get it from us on the telephone.	No later than three Business Days after we make the change.
Change a managed rate which is not favourable to you. Change the margin between a tracker rate and the Bank of England Base Rate. Change or introduce charges (including introducing a charge for a new service).	We'll write to you to tell you about these changes (which could include electronic communications).	At least two months before we make the change.

Changes to other terms

3.6.3 Where we're changing any other terms, we will write to you (which could include electronic communications) to tell you at least two months before the change comes into effect, unless we have to make the change sooner to follow a legal or regulatory requirement, in which case we will tell you as soon as we can.

3.6.4 We can improve our services or upgrade your Account as long as the new account is suitable for you and there is no increase in your monthly maintenance fee (if applicable).

Why we can change interest rates, charges or these terms

3.6.5 We will change tracker rates in line with Bank of England Base Rate as set out above. We will not make any other changes to interest rates, charges or these terms unless one of the following reasons or Condition 3.6.6 applies:

- (a) the change is favourable to you;
- (b) our costs for providing your Account have gone up, or we expect them to;

- (c) we are introducing a new service, feature or benefit;
- (d) the change would make the terms easier to understand or fairer to you, or we are correcting a mistake in the printed or electronic versions of these terms;
- (e) we will be making reasonable changes to managing your Account following changes in the banking and financial system, technology or the systems used to run the banking business (by us or by banks generally);
- (f) we withdraw or replace a service; or
- (g) we need to make a change to reflect a change in law, regulation, or industry codes of practice (including where we have a good reason to expect a change), or a decision by a court, regulator or ombudsman.

3.6.6 As we cannot predict all of the reasons why we might need to change these terms while you are a customer, in addition to the reasons in Condition 3.6.5 we can also make a change to interest rates, charges or any other terms as long as we have a reasonable justification. If we rely on this provision we will tell you when we give you two months' notice of the change.

3.6.7 We will tell you about changes in writing, which could include electronic communications. If you don't want to accept a change you will be able to close or switch your Account without having to pay a fee for doing so, at any time before the change takes effect. If you do not tell us before the change takes effect that you want to close or switch your Account, we will treat you as having accepted the change.

3.6.8 When we tell you about a change by post, we will write to the most recent address we hold for you (unless we have a good reason to think that this would put your Account at risk of fraud or other financial crime).

Changes to additional benefits

3.6.9 If your Account has additional benefits with their own conditions, we will give you 30 days' notice if we are making any changes or withdrawing the benefit.

Changes to exchange rates

3.6.10 We can change the reference exchange rates that we use under Condition 3.4.3 immediately and without letting you know in advance. This reflects the way that foreign exchange markets change on a regular basis, but Condition 3.4.3 tells you how you can find our reference exchange rates.

Copy of the Conditions/Summary of changes

3.6.11 If we have made a major change or a lot of minor changes in any one year, we will give you a copy of the new Conditions or a summary of the changes and tell you where you can find a copy of the full terms and conditions.

Closing/Moving Stores

3.6.12 If we close or move Your Store we will notify you by writing to you 12 weeks before Your Store is closed or moved. If we close or move Your Store we will always also tell you how we will continue to provide services to you. If we significantly change the opening hours for Your Store, we will give you at least 12 weeks prior notice.

3.7 General

3.7.1 By agreeing to these Conditions you are confirming to us that the money in your Account is, and whilst in your Account will remain, yours at all times. We may ask you to confirm in writing that the money in your Account belongs to you and will remain so. Assignment of the balance by way of security or otherwise is not allowed unless agreed by us.

3.7.2 We will not be liable if we are unable to perform our obligations under the Agreement due (directly or indirectly) to:

- (a) the failure of any machine, data processing system or transmission link provided that such failures or events are abnormal and unforeseeable circumstances, the consequences of which would have been unavoidable despite all efforts to the contrary; or
- (b) our compliance with a requirement of any applicable law.

3.7.3 The Bank may at any time assign all or part of the Bank's rights under these Conditions (which includes our right to payment of any sums due to us by you). Your rights under these Conditions (or any part of it) and your legal rights will not be affected. You may not assign your rights under these Conditions unless agreed by us.

- 3.7.4 There may be other external taxes or costs which exist that are not paid through us or imposed by us. For example, you may have a liability to higher rate tax dependent on your individual circumstances.
- 3.7.5 These Conditions are governed by the law of the country in which Your Store is situated and subject to the non-exclusive jurisdiction of the courts of that country.
- 3.7.6 These Conditions are written and available only in English and we undertake to communicate to you in English when communicating with you regarding the Account.
- 3.7.7 Our failure to insist on our strict rights under these Conditions will not prevent us from enforcing these or any other rights.
- 3.7.8 We'll contact you by SMS, a call or a letter if there are suspected or actual fraud or security threats relating to your Account.
- 3.7.9 We'll write to you at least once a year with details about our range of savings accounts.

3.8 Use of Personal Information

All of the up to date information about how your personal data will be gathered, created, shared and looked after can be found in the Fair Processing Notice at: virginmoney.com/privacy Where we need your consent to use personal information we will highlight this to you in the application process and ask for your consent separately.

3.9 Cancellation Right

You can cancel the Agreement by using the contact details which were provided to you when you opened your Account, within 14 days of conclusion of the Agreement, which is the date upon which your Account is opened. Your right to cancel will lapse on the expiry of this period. If you exercise this cancellation right, we will give you all of your money back with any interest due to you within 30 days of the date you cancel, less any charge which we are entitled to make for any service which we have provided. Where you have incurred any overdraft and/or any debit interest and/or any charges in relation to the Account before you cancel the Agreement, you will have to pay us within 30 days of the date you cancel all such outstanding amounts incurred, together with any further debit interest which will continue to accrue in accordance with these Conditions relating to the Account until full repayment is made. The debit interest rate and charges are set out in the Tariff.

3.10 Good Banking

We are fully committed to high standards of service, treating our customers fairly, helping our customers understand how their accounts operate and giving them a better understanding of banking services and maintaining confidence in the security and integrity of banks. For further information please refer to our website or contact Your Store or relationship manager.

3.11 Resolving Your Complaint

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, without any charge to you for raising your complaint directly with us. You can ask us for more information about how we handle complaints through any of our channels.

You may not be satisfied with our complaint decision/resolution letter, or we may not have provided it within timescales required by the Financial Conduct Authority.

If so, you may be able to ask the Financial Ombudsman Service (FOS) to look at your complaint.

You need to do this before six months from the date of our complaint decision/ resolution letter.

FOS is a free, independent organisation which can help to settle disputes between customers and financial services firms. More details can be found on their website: www.financial-ombudsman.org.uk.

3.12 Telephone Calls and Security

We draw to your attention that we may record or monitor telephone calls in order to ensure security for our customers and our staff and to help maintain service quality. We may also use CCTV in or around our premises for the prevention and detection of crime. Further information can be found in our Fair Processing Notice at: virginmoney.com/privacy

SECTION 4

4. Card Terms and Conditions

These Conditions cover the use of plastic cards issued by us for withdrawing cash and obtaining other services at ATMs and paying for goods and services direct from your Cybersave Account. They do not cover credit, pre-paid or charge cards issued by us or any other facilities granted to you by us. Please refer to the Card Specific Conditions which apply only to the type of Card you have. The Definitions (set out in Section 2), the Universal Conditions (set out in section 3) and the Card Universal Conditions apply, unless otherwise indicated, to all Cards covered by these Conditions.

4.1 Functions Provided by the Cards We Issue

The Cards we issue enable the Cardholder to do one or more of the following:

- withdraw cash and obtain other services from an ATM;
- make payment to Suppliers for goods or services.

Not all Cards have every one of these functions. The functions applicable to the Card issued to you, will be confirmed when the Card is issued. If the Card can be used to obtain cash from an ATM read Condition 4.2.1. If the Card can be used to make payment for goods and services read Condition 4.2.2.

All the other Conditions apply whatever the type of Card unless otherwise indicated.

4.2 Card Specific Conditions

4.2.1 If the Card can be used to make cash withdrawals and obtain other services at an ATM:

4.2.1.1 the Card and PIN can be used to obtain cash and other services from an ATM authorised to accept the Card, subject to any maximum amount for withdrawal which we (or any ATM provider authorised to accept the Card) may from time to time determine and notify to you.

4.2.1.2 in accordance with Condition 4.8.5, we may refuse to authorise an individual payment or payments representing a combination of channels and/or countries if we consider your Card has been or is likely to be misused, or for fraud prevention purposes.

4.2.2 If the Card can be used to pay for goods or services:

4.2.2.1 the Cardholder may use the Card or Debit Card Number to make or authorise payments to Suppliers subject to any maximum amount we may from time to time determine and notify to you. The Supplier will either ask the Cardholder to sign a voucher or to enter their PIN to authorise a Card Transaction (unless it is a Cardholder Not Present Transaction);

The signature on a voucher should be that of the Cardholder, made in the presence of a Supplier and correspond to the signature on the reverse of the Card;

4.2.2.2 where a Supplier has sought authorisation from us before completing a Card Transaction, the amount available for drawing on the Account shall be reduced by the amount of the Card Transaction so authorised even though that amount may not have been debited to the Account. It shall be at our discretion whether or not to authorise a Card Transaction. Where a Card Transaction in respect of which a Supplier has sought and received our authorisation is cancelled and the amount of such Card Transaction has not been debited to the Account, the amount of the cancelled Card Transaction will be added back to any remaining amount then available for drawing on the Account provided we have received proper notification of such cancellation from the Supplier in a form which is acceptable to us;

4.2.2.3 if your Card is used to make Recurring Payments under a continuous authority between the Cardholder and Supplier, then the Cardholder can ask us to cancel future payments to the Supplier. The Cardholder should also contact the Supplier to inform them that the Recurring Payments are being cancelled; and

4.2.2.4 in accordance with Condition 4.8.5, we may refuse to authorise an individual payment or payments representing a combination of channels and/or countries, if we consider your Card has been or is likely to be misused, or for fraud prevention purposes. For Card misuse prevention purposes

we may refer an authorisation request back to the Retailer for further information. This may result in you being asked to produce further identification.

4.3 Card Universal Conditions

Use and Security of Card

- 4.3.1 A Cardholder must sign the Card immediately upon receipt.
- 4.3.2 Each Card is our property and a Cardholder must return it if asked, cut up in the manner specified in Condition 4.6.8 where the card is withdrawn or returned in accordance with Condition 4.8.2. Only a Cardholder to whom a Card is issued may use that Card and any use of the Card and Debit Card Number is subject to these Conditions.
- 4.3.3 The Card must not be used:
- 4.3.3.1 after the expiry date stated on the Card;
- 4.3.3.2 after any notification by us of its cancellation, withdrawal or suspension;
- 4.3.3.3 after the termination of the Agreement; or
- 4.3.3.4 to carry out transactions for an illegal purpose.
- 4.3.4 We will renew or replace a Card as necessary unless the right to use the Card is terminated or a Card is cancelled or withdrawn or its use suspended. An expired or replaced or otherwise redundant Card must be destroyed by the Cardholder by cutting the Card up in the manner specified in Condition 4.6.8.
- 4.3.5 A PIN may be issued to a Cardholder which may be used only by that Cardholder to make a Card Transaction. A Cardholder may be able to change the PIN through an ATM (which in this context means an automated teller machine or cash dispenser) and we will tell the Cardholder how and when they can change the PIN when we issue the PIN.
- 4.3.6 The Card and PIN can also be used at the counter of any Virgin Money Store to pay bills, make deposits, withdraw cash or make Account enquiries where the Store has facilities to enable this.
- 4.3.7 The Cardholder must exercise all reasonable care to ensure that the Card is not lost or stolen and to prevent the PIN, password or other security information becoming known to any other person. This means that:
- 4.3.7.1 the Cardholder must not disclose the PIN, password or other security information to anyone (except for account information or payment initiation service providers where they require such information to provide their services) or use or record the PIN, password or other security information in a way which allows another person to discover it;
- 4.3.7.2 the Cardholder must never write the PIN, password or other security information on the Card or on anything usually kept with it;
- 4.3.7.3 the Cardholder should memorise or write the PIN down in a disguised manner promptly following receipt of the PIN notification and then destroy the PIN notification straight away.
- 4.3.8 The Cardholder must not disclose the Debit Card Number or give their Card to any third party except:
- 4.3.8.1 for the purpose and in the normal course of effecting a Card Transaction;
- 4.3.8.2 when reporting the loss or theft of the Card;
- 4.3.8.3 for the purposes of an agreement with a lost card notification agency approved by us.
- 4.3.9 Other than as set out in Condition 4.2.2.3, the Cardholder may not revoke a Card Transaction after giving consent to the Supplier e.g. by entering his PIN. However, there are circumstances when the Cardholder may request a refund via the Bank, provided the request is within the Card scheme rules.
- 4.3.10 We will normally debit Card Transactions to the Account in the order that we receive, whether from a Supplier or any other party, and process full Card Transaction data. It will normally take from 1 to 7 days for a Card Transaction to be debited to the Account although in some cases, such as those involving Card Transactions originating outside the United Kingdom, this can take longer. We will be entitled to debit Card Transactions to the Account in priority to all other debits.

4.3.11 Subject to Conditions 4.6 and 4.8 you will pay us the amount of all Card Transactions arising from the use of the Card or Debit Card Number (if applicable) by any Cardholder.

4.3.12 You can make a payment by agreeing that someone else can take money out of your Account without you knowing how much the payment is going to be.

Examples might include renting a car or booking a hotel room. If the amount of the payment was for more than you were expecting, you can ask us for a refund if:

- (a) you made the payment in the European Economic Area;
- (b) your authorisation didn't specify the exact amount;
- (c) the amount of the payment is more than you could reasonably have expected to pay; and
- (d) you ask for the refund within eight weeks of the date the money left your Account.

We may ask you for information which we reasonably consider necessary in order to investigate whether you are entitled to a refund. Within 10 Business Days of receiving your request for a refund or of us receiving any further information we have asked for to investigate, we will either refund you or refuse the refund and tell you why we're not refunding you (if we are able to tell you). If we provide you with a refund, we will always ensure that any refund of interest dates back to the day that the relevant amount was debited from your Account.

4.3.13 Sometimes an organisation will ask us to block a certain amount of money on your Account to make sure you've got enough money to pay for something. This is called "earmarking". Usually this happens where you don't know the cost at the time you authorise the payment (for example if you rent a car or stay in a hotel room).

The organisation won't be able to ask us to block an amount unless you agree to an exact amount being taken from your Account. Any amount we block will be released without delay as soon as we are aware of the actual cost. At the latest this will always be straight after the organisation asks us to make the payment.

4.3.14 If you tell us that a Card Transaction was unauthorised we will examine your Account and the circumstances of the Card Transaction.

We will refund the Card Transaction amount together with any interest and charges on that amount as soon as is practicable (and in any event no later than the end of the Business Day following the day on which we become aware of the unauthorised transaction) unless we have good reason to believe that you did authorise the Card Transaction or have acted fraudulently, and will have no further liability to you. In normal circumstances, we will only do this if you tell us as soon as you become aware of the unauthorised Card Transaction. If we subsequently discover that you were not entitled to a refund we may debit the amount of the Card Transaction to your Account. This will take effect from the original date the Card Transaction was added to your Account.

4.4 Debits

4.4.1 No delay or failure by us to debit the Account with the amount of any Card Transaction or part of a Card Transaction, or any other amount falling due, will affect our right to do so subsequently.

4.4.2 All Card Transactions once debited to the Account will be shown on the statement relating to the Account. You must notify us as soon as possible if a statement includes an item which appears to be incorrect.

4.4.3 We will convert into sterling the amount of a Card Transaction (or refund) made in a currency other than sterling at a reference exchange rate determined by Mastercard (the Mastercard Exchange Rate) at the time the Card Transaction (or refund) is charged to your Account. This may not be the date on which the Card Transaction (or refund) was carried out.

For Card Transactions you can find out this rate by calling the Bank (you will find our telephone number on your statement, on the back of your Card) or you can find the exchange rate at virginmoney.com/currency-converter. Your Tariff tells you the maximum you can spend in a foreign currency on your card in a day. It also tells you any fees you'll need to pay.

4.5 Payment

4.5.1 We will be entitled to settle the amount of Card Transactions or other liabilities you have arising under Condition 3.3 by debiting your Account with that amount.

- 4.5.2 You will still be liable to pay us all amounts due to us (including charges in relation to the Card) where there are insufficient funds in the Account to meet the relevant payment or we are unable to debit those amounts due to circumstances beyond our reasonable control.
- 4.5.3 If at any time you are or become a resident of a country and we are required by law to pay a tax or duty (including where you must pay, but we must collect such payment from you), we may debit your Account with such sums (as appropriately converted into sterling).
- 4.6 Loss of Card**
- 4.6.1 Should a Card be lost or stolen or the details of the Card (including the Debit Card Number where the Card has one) for any other reason be liable to misuse or should the PIN, password or other security information become known to a person other than the Cardholder to whom it was issued, the Cardholder must as soon as reasonably possible notify us by:
- For Virgin Money Cardholders Telephoning:
0800 121 7565 (+44 141 221 7300 from outside the UK) 7am-9pm
Monday to Saturdays and 10am-5pm Sundays or Writing to us at:
The team at Virgin Money, Sunderland SR43 4JB.**
- In addition, we may ask the Cardholder to provide written confirmation which the Cardholder must do within seven days. Effective notification will take place when we receive verbal notification provided, in those instances when we request written confirmation, we receive written confirmation within seven days.
- 4.6.2 Subject to the provisions of this Condition, until we receive effective notification, you will be liable for any use of the Card. Unless we believe you have acted fraudulently, we will always refund you in full for all unauthorised payments arising from the use of a lost or stolen Card or Security Details:
- (a) arising after you have told us in the agreed manner that your Card or Security Details have been lost or stolen or of the unauthorised use of your Card or Security Details;
- (b) if we failed to give you contact details to allow you to report the loss, theft or unauthorised use of your Card or Security Details; or
- (c) where your Card or Security Details have been used to buy something at a distance when you did not need to be physically present (such as online, telephone or mail order shopping).
- 4.6.3 We will not give you a refund and you will be liable for all losses you incur arising out of unauthorised payments if you acted fraudulently.
- 4.6.4 We will not give you a refund and you will be liable for all losses you incur arising out of unauthorised payments up until the time you notify us of the loss, theft or unauthorised use of your Card or Security Details if:
- (a) you have given someone else permission to use your Card; or
- (b) you deliberately or with gross negligence failed to (i) use your Card or Security Details in accordance with these Conditions; (ii) notify us without undue delay on becoming aware of the loss, theft or unauthorised use of your Card or Security Details, or (iii) take all reasonable steps to keep safe your Card and Security Details.
- 4.6.5 Nothing in this agreement limits our liability for acting fraudulently or very carelessly or otherwise excludes or limits our liability to the extent we are unable to exclude or limit it by law.
- 4.6.6 Failure to comply with any of the provisions of these Conditions which relate to security of the Card, Debit Card Number or Security Details may amount to acting with gross negligence.
- 4.6.7 Unless we can show that the Cardholder acted fraudulently or without reasonable care, you will not be liable if a Card is used by a third party before the Cardholder receives it.
- 4.6.8 If a Card is lost, stolen or misused, we may disclose any relevant information to the appropriate authorities. You must give us all information they have regarding the loss, theft or misuse of the Card or the disclosure of the Security Details. You must also take all reasonable steps to help us and the authorities to regain the Card. Should a Card which has been reported lost or stolen be retrieved, the Cardholder must not use the Card and the Card must be forwarded to the address set out in Condition 4.6.1. Before the Card is forwarded, the Cardholder must cut the Card vertically through the magnetic stripe on the Card and through any electronic chip on the Card. Notification of loss or theft may be given by you, the Cardholder or by a third party (such as a card notification agent) approved by us for this purpose. Notification by you to a third party shall not constitute notification to us. In the event of a Card being lost, stolen or mutilated we may issue a replacement Card.
- 4.7 Suppliers and ATMs**
- 4.7.1 We will have no liability for the refusal of a Supplier or ATM to accept any Card.
- If a Supplier becomes liable to make a refund, we will credit the Account with the amount of the refund when we receive a proper refund instruction in a form acceptable to us from the Supplier. Unless the law otherwise provides, no claim by any Cardholder against a Supplier may be the subject of set-off or counter-claim or other process against us.
- 4.8 Termination or Suspension**
- 4.8.1 You may terminate the Agreement at any time by notifying us and by returning each Card in the manner specified in Condition 4.6.8. Termination shall take effect when we receive the Cards.
- 4.8.2 We may terminate your right to use the Card at any time by giving you a minimum of 2 months' notice. We may also suspend the use of the Card where we reasonably consider it necessary:
- 4.8.2.1 to protect the security of the Card; or
- 4.8.2.2 because we suspect that there may be unauthorised or fraudulent use of the Card.
- If we do so we will tell you in advance where we are able to otherwise we will let you know immediately afterwards. We can make known any such withdrawal to anyone involved in a Card Transaction.
- 4.8.3 We may also terminate your right to use the Card with immediate effect, if:
- 4.8.3.1 you die;
- 4.8.3.2 you are made bankrupt or enter into a voluntary arrangement with your creditors;
- 4.8.3.3 you are in serious and persistent breach of these Conditions; or
- 4.8.3.4 the Account is closed.
- 4.8.4 We may also cancel, withdraw or suspend the use of any Card if any of the reasons set out in Condition 4.8.3 apply.
- 4.8.5 At any time we may refuse to authorise any Card Transaction if:
- 4.8.5.1 you have reported your Card as lost or stolen;
- 4.8.5.2 we reasonably consider it necessary to protect the security of your Card or Account;
- 4.8.5.3 we are required by law or by a court or other authority;
- 4.8.5.4 the Card Transaction seems unusual compared with other Card Transactions on your Account; or
- 4.8.5.5 we reasonably suspect fraud or illegality.
- Where appropriate any refusal to authorise a Card Transaction will be relayed to you via the Supplier concerned. You can contact us to find out why we have refused to authorise a Card Transaction and if there is anything you can do to put right the circumstances that led to our refusal.
- 4.8.6 Termination, withdrawal, cancellation or suspension of the use of any Card will not affect any liability you already have to us under these Conditions.
- 4.9 General**
- 4.9.1 You must (if not already opened) open and at all times maintain the Account and comply with the terms of the Account.
- 4.9.2 If the Account is in the names of more than one person you are all jointly and severally liable with each other for complying with the Agreement. This means that all of you are liable together and each of you is also liable individually for complying with the Agreement and paying all sums owing to the Bank on the Account.
- 4.9.3 Each Cardholder must immediately notify any change of their name, address, telephone number or other contact details in writing to the Virgin Money Store where the Account is held.
- 4.9.4 There may be other external taxes or costs relating to use of a Card that are not paid through us or imposed by us.

SECTION 5

5. Product Specific Conditions

5.1 Virgin Money Cybersave Account – previously Clydesdale Bank Cybersave Account

On this Account:

- 5.1.1 the Account is a savings account for young people who have not yet reached 17 years of age;
- 5.1.2 where a child is under 7 years of age, an Adult must open the Account in trust for the child. Where a child is 7 years of age or over, the Account can either be opened in the name of an Adult in trust for the child or in the child's own name with the approval of and at the request of that Adult. If a child is 13 years of age or over the Account may be opened in the name of the child and operated by the child. The Account may also be opened by an Adult in trust for a child who is 13 years of age or over. Where an Account is originally opened by an Adult in trust for a child, with the approval of and at the request of that Adult, we will transfer the Account into the name of the child, and allow that child sole operation of the Account provided the child is 7 years of age or over;
- 5.1.3 if you are under the age of 7, the Account can only be opened in the name of a responsible Adult in trust for you;
- 5.1.4 if you are 7 years of age or over, the Account can either be opened in the name of a responsible Adult in trust for you, or in your own name. If the Account is to be opened in your own name your parent, guardian or grandparent needs to agree to this in writing;
- 5.1.5 if you are 13 years of age or over, the Account can be opened in your own name but your parent, guardian or grandparent's assistance may be needed to provide valid identification;
- 5.1.6 if an Account is opened in the name of a responsible Adult in trust for you, it can be transferred later into your own name to be operated by you. For this to happen you must be 7 years of age or older and the written agreement of the responsible Adult will be needed;
- 5.1.7 a Card to allow withdrawals from Cash Machines, or from Your Store and allowing payments to be made for goods and services, is available on request to customers aged 13 and over who operate the Account on their own (where the Account is not a trust account) and is subject to the conditions of the Card Agreement;
- 5.1.8 withdrawals of an amount up to the balance in the Account can be made at your Virgin Money Store;
- 5.1.9 the minimum deposit required to open and maintain this Account is £1;
- 5.1.10 joint accounts are not allowed;
- 5.1.11 we will not issue you with cheque books;
- 5.1.12 we will not allow standing orders or Direct Debits;

- 5.1.13 we will not agree to borrowing by overdraft or otherwise;
 - 5.1.14 tiered interest rates may apply to the Account. The appropriate rate of interest shall apply automatically to the whole balance, which will be established by reference to the balance on your Account at the relevant time; and
 - 5.1.15 interest on credit balances will be calculated on a daily basis at the prevailing rate applicable to your Account (as described in the Tariff) and credited to your Account on the last Business Day in March, June, September and December each year.
- #### 5.2 Virgin Money Cybersave Account – previously Yorkshire Bank Cybersave Account
- ##### On this Account:
- 5.2.1 the Account is a savings account for young people who have not yet reached 17 years of age;
 - 5.2.2 all Accounts will be opened in name of the child. Where a child is under 10 years of age, an Adult must operate the Account for the child. Where a child is 10 years of age or over the Account may be operated by the child but the Adult may be required to provide valid identification;
 - 5.2.3 if you are less than 10 years of age your parent, guardian or grandparent must operate the Account;
 - 5.2.4 if you are 10 years of age or over, you can operate the Account yourself, but your parent, guardian or grandparent's assistance may be needed when opening the Account to provide valid identification;
 - 5.2.5 a Card to allow withdrawals from Cash Machines, or from Your Store, and allowing payments to be made for goods and services, is available on request to customers aged 10 and over who operate the Account on their own;
 - 5.2.6 withdrawals of an amount up to the balance in the Account can be made at your Virgin Money Store;
 - 5.2.7 the minimum deposit required to open and maintain this Account is £1;
 - 5.2.8 joint accounts are not allowed;
 - 5.2.9 we will not issue you with cheque books;
 - 5.2.10 we will not allow standing orders or Direct Debits;
 - 5.2.11 we will not agree to borrowing by overdraft or otherwise; tiered interest rates may apply to the Account. The appropriate rate of interest shall apply automatically to the whole balance, which will be established by reference to the balance on your Account at the relevant time; and interest on credit balances will be calculated on a daily basis at the prevailing rate applicable to your Account (as described in the Tariff) and credited to your Account on the last Business Day in March, June, September and December each year.

This document is available in large print, Braille and audio.
Please speak to a member of staff for details.

virginmoney.com

Important information about compensation arrangements

Details on the protection of eligible deposits and deposits excluded from the scheme can be found on the FSCS website at www.FSCS.org.uk

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