

# All the finer points

Savings Terms

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## Can I get this in a different format?

Of course. If you need this in another format (e.g. braille, large print or audio) please just let us know:

By email: [disability.awareness@virginmoney.com](mailto:disability.awareness@virginmoney.com)

By phone: **0191 279 5300\***

## Finding things tough to get your head around?

Don't worry, we're happy to take a bit more time to explain things if that would help. Just call us on 0345 850 2315\* and chat to one of our team.

\*We are here from 8am to 8pm Monday to Friday, 8am to 4pm on Saturdays and 10am to 3pm on Sundays.

Calls to 03 numbers cost the same as calls to 01 or 02 numbers and they are included in inclusive minutes and discount schemes in the same way. Calls may be monitored and recorded.

## 1. Who we are

We're **Clydesdale Bank PLC (trading as Virgin Money)**.

- You can find out more information about us on **virginmoney.com**.
- Our Main Office is 30 St Vincent Place, Glasgow, G1 2HL.
- Our phone number is **0345 600 7301\***. It's **+44 191 279 4405** if you're abroad.

## 2. Your Account Terms

Your Account Terms are made up of these Savings Terms and your KPIS.

When we talk about your KPIS, we mean your "Key product information sheet with Summary box" or, for some online accounts, your "Summary Box".

If your account is a Cash ISA, your KPIS includes your ISA Key Facts.

Your KPIS contains information about your savings account (like your interest rate). There might be information in these Savings Terms that is different from the information in your KPIS. If that happens, you should rely on the information in your KPIS.

Your Account Terms last until your account is closed. If you need another copy just get in touch.

## 3. Opening your account

The KPIS will tell you how old you have to be to open the account and if there are any other requirements.

You can't open this savings account if:

- the account is for a business, charity, club or association.
- you don't live in the UK for tax purposes. If it's a joint account, you all have to live in the UK for tax purposes.

As long as your account is a Store or postal account and isn't a Cash ISA, you can use it as a simple trust account for a child. You can't use it for any other types of trusts or settlements though.

## 4. Paying money in

All payments into your account need to be in pounds and pence. Your KPIS tells you which of the following ways you can pay money into your account:

Payment type	How do I pay in?	When will the money start earning interest and be ready to withdraw?
<b>Payments from another bank account (including a Virgin Money account)</b>	You'll need to give your account details to the bank and ask them to make the payment.	As soon as we receive it.
<b>Cash</b>	At some of our Stores <sup>1</sup> .	As soon as we receive it.
<b>Cheque</b>	At any of our Stores or posting the cheque to Jubilee House, Gosforth, Newcastle upon Tyne, NE3 4PL. If you're posting it, please include a signed letter with your name and account number.	<p>The time it takes the cheque to earn interest, be available to withdraw and for the money to definitely be yours will depend on the system that we use to process your cheque. The system we use will change gradually from the '<b>2-4-6</b>' system to the '<b>cheque imaging</b>' system. If you're not sure which system applies, you can ask us in Store or by calling us.</p> <p><b>If the cheque is processed using the '2-4-6' system</b></p> <p>If we receive the cheque before 3pm on a working day, we'll sort it that day. The cheque will start to earn interest <b>two</b> working days after that. After <b>four</b> working days, you'll be able to withdraw the money, but there is still a chance the cheque could bounce. After <b>six</b> working days, you can be sure the money's yours and that it won't bounce.</p> <p>If we receive the cheque after 3pm or on a Saturday, Sunday or a bank holiday, we'll treat it as though we received it on the next working day.</p> <p><b>If the cheque is processed using the 'cheque imaging' system</b></p> <p>If we receive the cheque before 4.30pm on a working day, we'll sort it that day. You can withdraw the money and be sure it's yours by the end of the next working day. It'll start to earn interest then too.</p> <p>If we receive the cheque after 4.30pm or on a Saturday, Sunday or a bank holiday, we'll treat it as though we received it on the next working day.</p>

<sup>1</sup> Not all our Stores can offer a full banking service. Any service which isn't available, excluding cash deposits and general cash transactions, can be processed at Jubilee House, Gosforth, Newcastle upon Tyne, NE3 4PL.

Things to remember about paying in cheques:

- **Future cheques.** You can't pay a cheque in if it's dated in the future.
- **Old cheques.** You shouldn't pay cheques in that are more than six months old. If you do, we might not accept the cheque or it might bounce. We'll let you know if there are any issues.
- **Bouncing cheques.** 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.
- **Switching.** A cheque from someone who has recently switched their bank account can take up to an extra two days to process if the cheque is from their old bank.

### **Payments into your account by mistake**

Sometimes money might appear in your account by mistake. The other bank might then ask us to return that money. If they do, we'll let you know and we'll usually send the money back to them.

If we can't send the money back, we might have to give some of your information to the other bank.

We'll always try to let you know first.

If we can't, we will let you know as soon as possible afterwards.

### **For example**

**Ben wants to send £250 to Daisy but accidentally types the wrong sort code or account number. Instead of sending the money to Daisy, he sends it to you.**

**If that happens, we can take the money out of your account and send it back to Ben's bank. If we can't send the money back, we can give your information to the other bank to help Ben get the money back another way.**

### **If something goes wrong paying money into your account**

If you notice money hasn't been paid into your account in the way you were expecting, just let us know when you spot there's a problem.

If money isn't paid into your account correctly (for example, it takes too long or a debit card payment you were told was successful doesn't arrive in your savings account), we'll put it right. We'll also refund any charges you've paid and pay you any interest you've missed out on as result.

If the other bank didn't send the money to us, you'll need to speak to them instead. You can sometimes ask us to try and trace the payment. We'll do it straightaway and we won't charge you. We'll tell you as soon as we know what's happened.

## 5. Taking money out

All payments out of your account need to be in pounds and pence. You can only take money out if you have enough money in your account. We know it's obvious, but we have to say it.

Your KPIS tells you which of the following ways you can take money out of your account. It also says whether you need to tell us beforehand.

	How do I take money out?	When will the money leave my account?
<b>Sending money within the UK to another bank account</b>	<p>Ask us in Store. You'll just need to sign a form. You'll also need the right identification and (if your account has one) your passbook.</p> <p>Please go to <a href="http://virginmoney.com">virginmoney.com</a> for information on the identification we accept.</p>	<p>If you ask us on a Monday to Friday before 5pm, the money will leave your account that day. Otherwise your money will leave the next working day.</p> <p>If you visit a Store at the weekend or on a bank holiday, you can arrange to send money to another bank account on a day in the future but you can't send money at the weekend.</p>
	<p>Send a signed letter to Jubilee House, Gosforth, Newcastle upon Tyne, NE3 4PL, telling us where to send the money.</p>	<p>The same day we process your request.</p>
	<p>If you have an online account, you can send money to your nominated account online.</p> <p>If your account is also a payment account, you can also ask us to make payments by giving us instructions through a permitted third party provider. (Your KPIS will say if your account is a payment account.)</p> <p>In both cases you'll need your password and security details.</p>	<p>Straightaway.</p>
<b>Sending money within the UK to another Virgin Money account</b>	<p>Ask in Store or write to us at Jubilee House, Gosforth, Newcastle upon Tyne, NE3 4PL.</p> <p>If you want to send the money to a new Virgin Money account, you can also give us a call.</p>	<p>See 'Sending money within the UK to another bank account'.</p>
<b>Cash withdrawal in pounds in the UK</b>	<p>At some of our Stores<sup>1</sup>. If you want to withdraw more than £2,000 in a day, you'll need to get in touch with the Store beforehand. You'll need the right identification and (if your account has one) your passbook.</p>	<p>Straightaway.</p>
<b>Cashier cheque (a cheque we produce for you)</b>	<p>Under £500,000: Ask us in Store. You'll need the right identification and (if your account has one) your passbook.</p> <p>No limit: Send a signed letter to Jubilee House, Gosforth, Newcastle upon Tyne, NE3 4PL, telling us who you want the cheque payable to.</p>	<p>Straightaway in Store.</p> <p>The same day we process your request at Jubilee House, Gosforth, Newcastle upon Tyne, NE3 4PL.</p>

When you're sending money to another bank account, you can tell us if you want the money to leave your account on a day in the future. You'll be able to cancel the payment up to 5pm on the working day before the money is due to leave your account.

If you ask us to send money straightaway instead, you can't change your mind and cancel the payment.

For your security we may get in touch to confirm details before releasing the money.

A **permitted third party provider** is an account information or payment initiation service provider that's authorised to provide the service in the UK. There are two types of permitted third party provider. They can't do anything with your account before you register with them and give them permission.

An **account information service provider** can combine information about your savings account with information about your other accounts and put this in one place for you to see (but only if you ask them to).

A **payment initiation service provider** can send money to your nominated account for you so you don't have to do it through Online Service (but only if you ask them to).

We can stop a third party provider from accessing your account if we don't think their request is genuine. If this happens, we'll let you know as soon as possible by calling or writing to you (unless the law means we can't).



You can send up to £100,000 a day free of charge by asking in Store or writing to us at Jubilee House, Gosforth, Newcastle upon Tyne, NE3 4PL. You can also send up to £200,000 a day free of charge to your

nominated account online. If you want to send more money in one go or you want the money to be guaranteed to arrive the same day, you can choose to send your payment by CHAPS.

### CHAPS

CHAPS is a way to send money to another bank account in the UK. The money is guaranteed to arrive on the same day as long as you ask us to send the money before 5pm on a working day. You need to send at least £250 though to send money by CHAPS.

There's a £30 charge for sending money by CHAPS. We'll take the charge straight from your account or you can pay it by cheque. If there's not enough money in your account, we won't make the payment and we'll let you know.



### Don't forget

You can always ask how long your payment will take and if there's a charge.

### Refusing to make a payment for you

If we refuse to make a payment, we'll call or write to you as soon as possible. If the law allows, we'll explain why and whether you can do anything to solve the problem.

We won't make a make a payment for you if we believe:

- > You didn't tell us to make the payment (or, if your account is an online payment account, a permitted third party provider didn't tell us to make the payment for you).
- > The instructions weren't clear or the sort code and/or account number for the other account are wrong.
- > Sending the money might cause us to break the law or your account is being used for illegal activity.

### If a payment from your account goes wrong

Always check the details (like the account number and sort code) are right before you ask us to make a payment, so your money gets to where you want it to go. If you give

the wrong details, we won't be responsible for any money lost, but if you ask us, we'll give as much information as we're allowed to help get your money back.

If you give us the right details to send the money to but it isn't paid into the right account or it arrives late:

- If the other bank hasn't received the money yet, we'll refund it to your account as soon as you tell us about the problem. We'll also refund any charges you have paid and pay you any interest you've missed out on so that it's like the money never left your account.
- If the other bank has received the money but they haven't paid it into the right account, you can ask us to try to trace the payment. We'll do it straightaway and we won't charge you. We'll tell you as soon as we know what's happened.
- If the money arrives late, you can ask us to tell the other bank to change the amount of interest that they pay so it's like the money was received on the right date.

## 6. If money leaves your account without your permission

If you think money has been taken from your account without permission, don't worry. Just get in touch when you spot there's a problem so we can put things right.

We'll usually refund the money, any charges you've paid and any interest you've missed out on. So it's like the money never left your account. We'll do this by the end of the next working day after you tell us about the problem. If we think you've acted fraudulently, we might need a little longer.

We won't refund the money if you've deliberately shared your security or account details (for example, you've told someone else your security details) or you've been very careless with them unless:

- the payment took place before you received your security details or passbook.

- the payment took place after you told us about the loss, theft or misuse of your security details or passbook.
- we didn't give you a suitable way to tell us about the problem.
- we didn't ask for the kind of identification that we are required to ask for by law before making the payment.
- (in some circumstances) the payment was for goods or services and you didn't meet the supplier face-to-face.

We won't refund the money to you if we have good reason to think you've acted fraudulently. We may give information to the police.

## 7. Interest

Your KPIS tells you when we pay interest and what your interest rate is.

To see your current interest rate, visit **virginmoney.com**, go into one of our Stores, call us or write to Jubilee House, Gosforth, Newcastle upon Tyne, NE3 4PL.

Some accounts let you choose whether your interest is paid annually or monthly. It's not always possible to change your mind, so pick carefully. We pay interest on the day it's due.

We work out how much interest you have earned based on the money in your account at the end of each day. This means your money will still earn interest up to the day before it leaves your account. If we produce a cashier cheque for you, the cheque will stop earning interest that day. You'll start to earn interest on that money again if the cheque expires before you pay it into another account or you pay it back into your savings account.

When we pay interest, we'll include any interest you've earned that day. If you ask, we'll provide a full explanation of how we work out interest.

You can ask us to pay your interest into another account (as long as it's not a Virgin Money ISA). We'll only do this if the interest is



more than £1. We'll pay any smaller interest payments straight into your savings account.

We pay interest 'gross', which means we don't take off income tax. We don't issue certificates of interest automatically. If you ask us for a certificate, we'll be happy to send you one.

## 8. Keeping in touch

Where we have your email address we'll contact you by email in the first instance. But, we may still contact you by phone or letter. If we need to tell you about any fraud issues or security worries we have, we'll phone or send a letter (unless there's a legal reason which means we can't). We'll only ever write to you in English.

We'll only use the contact details you give us. If they change, you need to tell us as soon as you can. If you don't, we'll keep using your old details. That means that we might not be able to contact you or we might send confidential information to your old address.

We'll write to you at least once a year with details about our variable rate savings accounts.

Here's how we'll update you on your savings:

### Store or postal account (with passbook)

- We'll update your passbook when you pay money in or take it out in Store.
- You can update your passbook anytime in Store or by posting it to Jubilee House, Gosforth, Newcastle upon Tyne, NE3 4PL.
- Unless you ask us not to, we'll send a letter when your passbook needs to be updated.

### Store or postal account (without a passbook)

- We'll send you a statement every month when money is paid in or taken out of your account.
- We'll post a statement to you once a year.

## Online account

- You can view and download your transactions online anytime.
- Unless you ask us not to, we'll email to remind you to check your online statement every month that you pay money in or take it out. We won't email you if the only transactions that month are interest payments.



## Don't forget

Check your passbook or statements. If there's anything wrong, get in touch with us so we can put it right.

Just let us know if you want another paper copy of your statement. There's a £10 charge for each extra copy. If your account is online, it's free to print one off any time.

## 9. Keeping your account safe

You should always treat your account details, passbook, security details and passwords as carefully as possible. You can only share them with a permitted third party provider so that they can provide their services to you. You shouldn't share them with anyone else.

You must tell us straightaway if you think:

- any of these are lost or stolen.
- you think they may be misused by someone.
- someone else (other than a permitted third party provider) knows your passwords or security information.

Call us anytime on **0800 012 1440** (free of charge) or tell us in Store. If you're abroad, you can call us on **+44 191 279 4405**.

If you don't use your account or get in touch with us about it for three years, we'll ask you to confirm your identity again the next time you use it. If your account is a fixed rate account, we'll start counting the three years from the end of the fixed rate period.

## 10. Making changes to your account

Here's what we can change about your account and when. We'll only make a change if it's reasonably necessary to make one. We'll make sure the change itself is reasonable too.

When we can make a change	What can Virgin Money change?		
	Your Account Terms	Our charges	Reducing our interest rates (variable accounts only)
<p><b>To allow for any changes in technology or the systems we use.</b></p> <p>For example, this could apply if:</p> <ul style="list-style-type: none"> <li>➤ we start using a new system to support online banking.</li> <li>➤ we merge with another bank or we take over another bank's savings accounts.</li> </ul>	✓	✓	✓
<p><b>To meet our legal and regulatory duties.</b></p> <p>For example, this could apply if:</p> <ul style="list-style-type: none"> <li>➤ there's a change in the law.</li> <li>➤ our regulators introduce new guidance.</li> <li>➤ there's a decision made by an Ombudsman.</li> <li>➤ there's a new industry code of practice.</li> </ul>	✓	✓	✓
<p><b>To make them clearer or fairer, or to correct errors.</b></p> <p>For example, this could apply if:</p> <ul style="list-style-type: none"> <li>➤ we spot a mistake or think we could say something more clearly.</li> <li>➤ we want to remove a charge.</li> </ul>	✓	✓	
<p><b>To introduce or remove any account services or features</b></p>	✓	✓	
<p><b>To manage our business well (including making a reasonable profit) because of a change in our costs.</b></p> <p>For example, this could apply if:</p> <ul style="list-style-type: none"> <li>➤ the costs of providing your account and accounts like it change or we have good reason to think they are going to change.</li> <li>➤ (for changes to interest rates) there's a change in the cost of the money we lend to our borrowers or in money market interest rates (which are the rates used when banks and other similar organisations buy and sell money from each other).</li> </ul>		✓	✓
<p><b>To make sure our business stays competitive because of a change outside of our control.</b></p> <p>For example, this could apply if:</p> <ul style="list-style-type: none"> <li>➤ the Bank of England Base Rate (or any other rate that replaces it) changes.</li> <li>➤ the interest rates for other savings accounts provided by other banks change.</li> </ul>			✓

## Telling you about a change to your Account Terms or charges

Here's when we'll tell you about a change to your Account Terms or charges. We'll assume you're happy with the change but, if

you're not, the table tells you when you can close or transfer your account. You can find your account type on your KPIS.

When will you tell me about a change and what can I do if I'm not happy with it?		
Account type	Changing your Account Terms	Changing our charges (including introducing new charges)
<b>Payment account</b>	Two months beforehand. You can close or transfer your account anytime, without charge.	Two months beforehand. You can close or transfer your account anytime, without charge.
<b>Non-payment account without a notice period</b>	Two months beforehand. You can close or transfer your account anytime, without charge.	If we're introducing a new charge or increasing an existing charge, we'll let you know at least 30 days before we make any changes. You can close or transfer your account anytime, without charge.  We won't always tell you if we're reducing or removing a charge but you can find out any time by going online, calling us or visiting one of our Stores.
<b>Non-payment account with a notice period</b>	Two months beforehand. If the change is to your disadvantage, you can close or transfer your account anytime without paying anything during this two month period.  If the change is to your advantage, you can close or transfer your account without charge as long as you give us your usual notice period.	If we're introducing a new charge or increasing an existing charge, we'll let you know at least 30 days before we make any changes. You can close or transfer your account anytime, without charge during this period.  We won't always tell you if we're reducing or removing a charge but you can find out any time by going online, calling us or visiting one of our Stores.

## Telling you about a change to your interest rate

Here's when we'll tell you about a change to your interest rate. If we don't hear from you by the date we tell you, we'll assume you're happy with the change.

### Fixed rate accounts

We won't decrease your interest rate during the fixed rate period.

### Reference rate or 'tracker' accounts

If the reference rate changes, we'll change your interest rate 30 days after that date.

### Variable rate accounts (where the interest rate can go up and down)

We might increase your interest rate without telling you first so you get the higher rate more quickly. We'll tell you about it as soon as possible either by:

- writing to you (or emailing you, if you have an online account).
- including a message on your statement.
- displaying a poster in our Stores.
- putting the information on our website.
- any other appropriate method.

We can also decrease the interest rate. When we tell you will depend on the type of variable rate account you have.

If you have a payment account, we'll tell you two months beforehand. You can close or transfer your account anytime, without charge.

If you have a non-payment account without a notice period, we'll tell you at least 14 days beforehand. You can close or transfer your account within 30 days of us letting you know, without charge.

If you have a non-payment account with a notice period, we'll tell you at least 14 days beforehand on top of your account's notice period. Some of these accounts let you close them or take money out without giving your full notice period. If your account does, you can close or take money out without giving the full notice period. If you do, you will lose the interest equivalent to the notice period on the amount you are taking out. If we have already paid that interest, we'll take that amount from your balance. Please see your KPIS for details.

## 11. Using money in your savings account to pay back money you owe us

We can use the money in your savings account to reduce or repay money you owe us. This is sometimes known as "set-off". We can do this even if one or both of the accounts are in joint names.

We'll always let you know first.

### For example

**If you have a mortgage with us, we can use money in your savings accounts to pay your mortgage if you don't make payments on your mortgage.**

**If your joint account holder has a mortgage with us, we can use money in your joint savings accounts to pay their mortgage if they don't make payments on their mortgage.**

## 12. Joint accounts

### Telling us what to do

You can choose whether account holders can make decisions without each other or not.

If you decide that you can all make decisions, we won't check with the other account holders first if one of you asks us to do something (like take money out or close the account).

If you decide that you need to make decisions together or we find out there is a dispute between you, we'll only follow instructions when you tell us in writing and all of you have signed them. If you have an online account, all of the account holders will need to send us a secure message to make a payment.

### You're jointly responsible for sticking to the Account Terms

You're all also responsible for any charges (like CHAPS charges) even if you weren't the one to give us the instruction.

### Keeping in touch

We'll only send letters and emails to the main postal and email addresses you give us. If you live at different addresses and have a Store or postal account without a passbook, we can send statements to each of you – just let us know.

### Changing the account holders

If you add a new account holder, they will be able to access information dating back to when the account was opened. If you want to change a joint account to an account in just one name, or change the account holders, you all need to agree the changes. We might need to close the account and open a new one with the name of the new account holder(s).

### If a joint account holder dies

The account will normally be transferred to the other account holder(s). This will depend on any rights we, or anyone else, have (for example, we have evidence it wasn't what the deceased wanted).

We'll also wait until we have evidence of death before we make any payments or close the account. If all the joint account holders have died, the money will belong to the estate of the person who died last.

### 13. Allowing someone else to access or manage your account

Sometimes you might need someone else to access your account for you.

We'll ask you to complete a "third party mandate" form first. Subject to our checks, we'll give them limited access to your account. There are some things that they won't be able to do (ask us for more details).

We'll also allow someone else to manage your account under a power of attorney, a court order or similar (like a continuing power in Scotland). They'll be able to do everything that you can, apart from access your account online.

### 14. Closing your account

#### When we can close your account

We can close your account immediately if we can't confirm your identity or we have good reason to think that:

- you've been abusive or threatening to our team.
- you were never entitled to open the account.
- you're no longer eligible for the account.
- the security of the account has been compromised.
- you've given us false or incomplete information in connection with the account.
- your account is being or has been used illegally.
- you've repeatedly broken your Account Terms or you've broken them in a serious way.

We can also stop you from using your account if any of the above apply or if the law

tells us we need to. We'll tell you when you can start using your account again.

We can close your account without telling you if your balance is £0 for at least 180 days. We can also close your account without telling you if your balance is less than £1 for at least 365 days. We'll donate any money in your account to our charity of the year but we'll always give it back to you if you ask.

We can close your account 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. You will still be able to get your money back if you ask us.

As long as we write to you or email you to let you know two months beforehand, we can close your account.

If we close your account, we'll send the money in your account to you together with any interest. Passbooks are our property so, if we ask, you have to return your passbook to us.

#### When we can open a new account for you

We can change your account to a different type of account. We might do this if we stop offering your account. We'll write to you or email you at least two months beforehand. You'll be able to close your account without charge if you're not happy. If your account is no longer secure, we can close it and open a new account for you to use instead.

#### When you can close your account

If you change your mind, you can close your account without charge within the first 14 days of opening it. If you do change your mind, all you need to do is write to Jubilee House, Gosforth, Newcastle upon Tyne, NE3 4PL, or visit one of our Stores. If your account is not a postal account, you can also call us on **0345 600 7301\***. Best of all, we'll still pay you any interest earned. You can't change your mind if your account is a Fixed Rate Bond.

After the first 14 days, you can close your account at any time unless your KPIS says otherwise.

## 15. The (important) small print

We won't always take steps (like closing your account) if you don't stick to your Account Terms. Just because we don't do anything once though doesn't mean we can't the next time.

Sometimes, we might not be able to keep to your Account Terms so that we can comply with our legal duties. If that's the case, we're also not responsible for loss.

If we don't keep to your Account Terms, we're not responsible for any loss caused by something unusual or unforeseeable that we can't control or avoid. Like power failures, freak weather, zombie apocalypses – that kind of thing.

Don't worry, nothing in your Account Terms is meant to limit your legal and consumer rights more than the law lets us.

If you live in Scotland, Scots law applies to your Account Terms and the Scottish courts will deal with any disputes. If you live in Northern Ireland, Northern Ireland law will apply and the Northern Irish courts will deal with any disputes. Otherwise, English law applies and the courts of England and Wales will deal with any disputes.

We are 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.

## 16. Making a complaint

**If you're not happy with something please let us know.**

### Store

Visit your local Store.

### Phone

Call us on **0345 600 7301\*** or **+44 191 279 4405** if phoning from abroad.

### Address

Write to us at Customer Relations Team, Virgin Money, Jubilee House, Gosforth, Newcastle upon Tyne NE3 4PL.

### Email

Email us at

**[customerrelations@virginmoney.com](mailto:customerrelations@virginmoney.com)**.

You can ask us for a copy of our Internal Complaints Procedures leaflet.

If we can't resolve your complaint, you can ask the Financial Ombudsman Service (FOS) to look into it. The FOS provides independent assessment of complaints.

### Address

Financial Ombudsman Service, Exchange Tower, London E14 9SR

### Phone

0800 023 4567

### Email

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

### Website

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

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)**.

Depending on how the UK leaves the European Union, this might change. But you'll still be able to submit a complaint to the FOS directly. Ask us in Store or call us if you're not sure.

## How we use your personal information

Here's a summary of how your information may be used and shared by Clydesdale Bank PLC (trading as Virgin Money).

For further details, including how your information may also be used by fraud prevention agencies and credit reference agencies together with your data protection rights, please see our website at [virginmoney.com/privacy](https://virginmoney.com/privacy) or visit any of our Stores.

## Using your information

The personal information you give us, or that we collect or create, will be used in a number of ways throughout the time you're a Virgin Money customer. We'll use it to:

- Check your identity and eligibility for this account.
- Manage your account and your relationship with us.
- Prevent financial crime and the funding of terrorism.
- Improve our services and computer systems.
- Identify other products and services that you may find useful. (But we'll only contact you if you're happy to hear from us.)
- Manage and organise our business.

The information we ask for when you apply for this account is used to:

- Check your identity and eligibility for this account.
- Manage your account and relationship with us.
- Prevent financial crime and the funding of terrorism.

You don't have to give us any of this information but if you don't provide all of it, we won't be able to deal with your application.

## Sharing your information

We'll regularly share your information with credit reference agencies. We do this to check your identity and eligibility for this account.

We'll also share your information with fraud prevention agencies who will use it to prevent and detect fraud and money-

laundering and to verify your identity. If fraud is detected, you could be refused certain services, finance, or employment. We and fraud prevention agencies may also allow law enforcement agencies to access and use your information to detect, investigate and prevent crime.

Both credit reference and fraud prevention agencies may link your information to the information of a joint applicant, spouse or other financial associates.

Where we need to, we'll share information with UK or overseas tax authorities. We may also share information within our group of companies or with our commercial partners. Some information will be held and used outside the European Economic Area (EEA).

For details of the credit reference and fraud prevention agencies we use and the companies within our group, please see our website at [virginmoney.com/privacy](https://virginmoney.com/privacy) or visit any of our Stores.

## Holding your information and your rights

We'll hold your information for as long as necessary to manage your relationship with us and to meet our legal and regulatory obligations.

You can always ask for a copy of any information we hold about you. And if you spot any errors, we'll correct them. You may also be able to ask us for some or all of your information to be deleted, or to limit the way we use it. Full details of all of your rights can be found on our website at [virginmoney.com/privacy](https://virginmoney.com/privacy) or by visiting any of our Stores.

If you're unhappy with the way we're using your information, please talk to us so we can try to sort it out. If this doesn't fix it, you can write to our Data Protection Officer at Virgin Money, Jubilee House, Gosforth, Newcastle upon Tyne, NE3 4PL or contact the Information Commissioners Office (ICO). The ICO is the UK's independent body set up to make sure organisations handle your information correctly. You'll find further details, including how to contact the ICO at [ico.org.uk](https://ico.org.uk)

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