



myaccounts Terms and Conditions

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Call **0800 988 4857**
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NEWBURY
building society

These terms and conditions apply to the 'myaccounts' service, which enables you to open and transact on your online savings accounts and to view your Newbury Building Society branch accounts. 'myaccounts' Terms and Conditions combine with General Investment Terms and Conditions, to form a Framework Contract. In the event of conflict, Product Conditions take precedence over the Framework Contract.

1. Definitions

- 1.1 "Activation Key" means the code we send to you to enable first access to your account details using 'myaccounts' or when your use of 'myaccounts' is being reactivated.
"Business Day" means 9am-5pm on a Monday to Friday, not including bank holidays.
"Payment Order" means the way you request a funds transfer in 'myaccounts'.
"Security Details" means the information we ask you to provide to access and use 'myaccounts'.
"Society" means Newbury Building Society.
"User ID" means the unique number issued to each customer who registers to use 'myaccounts'.

2. Who can register for 'myaccounts'?

- 2.1 You can register for 'myaccounts' in your personal capacity (if you are aged 16 or more) or if you have authority to transact on behalf of a Limited Company.

3. Joint accounts

- 3.1 There is a maximum of two account holders on a personal online savings account and up to four signatories on a Limited Company online savings account.
- 3.2 Condition 4.2 of the General Investment Terms and Conditions is amended in as much that online savings withdrawals may be authorised by any one account holder or signatory and you cannot choose to change this.
- 3.3 Each account holder or signatory must register separately for access to 'myaccounts'.
- 3.4 Once an account is opened, you are not permitted to add new account holders.
- 3.5 Condition 4.5 of the General Investment Terms and Conditions is amended in as much that online savings accounts cannot be operated on a 'both to sign' basis. We may suspend the use of 'myaccounts' at any time if we have concerns over security or if there is a dispute between account holders. If it is deemed necessary to close online accounts to protect account holders, we may convert accounts to branch based accounts. We will require online savings accounts to be closed if you require them to be operated by a Power of Attorney or the Court of Protection, but we will be able to offer a branch operated account in such circumstances (Product Conditions will vary).

4. Security information

- 4.1 When you first request access to the 'myaccounts' system we will ask you to choose a password and a piece of memorable information. You will need to remember these to access 'myaccounts' and carry out transactions.
- 4.2 Once we have accepted your registration and confirmed your identity we will send you your User ID and Activation code. The Activation Key must be used within 28 days or it will expire.
- 4.3 You must keep your Security Details secret. Our staff will never ask you for your password or memorable data. In particular you must:
- Never make a record of your Security Details in a way that can be understood by someone else;
 - Never tell anyone else, including joint account holders or our staff, your Security Details;
 - Ensure you have fully logged off from 'myaccounts' when you are not using it;
 - Follow any instructions we give you from time to time regarding the safe-keeping and use of your Security Details or other matters relating to the security of your account.

- 4.4 If you fail to provide the correct Security Details six times consecutively, online access to 'myaccounts' will be suspended. You will be asked to follow the online instruction for 'forgotten my Security Details' to re-enable use of 'myaccounts'.
- 4.5 Conditions 5.2, 5.4 and 5.5 from the General Investment Terms and Conditions are amended in as much that online accounts do not have passbooks or paper statements (although you can request a paper statement). You should check your transactions in 'myaccounts' and must contact us immediately by calling 0800 988 4857 or by emailing us at myaccounts@newbury.co.uk if you discover or suspect that:
- Someone knows your Security Details; or
 - Someone is trying to access your account without your authority; or
 - An unauthorised transaction has taken place, within the last 13 months.

In these circumstances, we will suspend access to your accounts in 'myaccounts' and investigate your concern. We will provide you with new Security Details and where applicable refund the account. Unless you have acted fraudulently or with gross negligence (e.g. failed to take reasonable action to protect your personal Security Details) you will only be liable for the first £50 of unauthorised withdrawals. If your Security Details are misused after you have informed us and that it has been compromised, you will not be liable for unauthorised withdrawals and we will refund the amount transferred from your account.

5. Nominated Bank Account

- 5.1 The nominated bank account must be in the name of the account holder i.e. the individual (or the individual jointly with another person) or the Limited Company. In the case of joint accounts the nominated bank account can be in the name of either of the applicants or both jointly. This is a decision for the individual account holders in the context of the risk identified in 3.2 of these conditions.
- 5.2 You can change your nominated bank account but this must be evidenced by a recent original bank statement or a cheque. For Limited Company online saving's accounts with more than one signatory, this request would need to be supported by a letter signed by at least two signatories.

6. Deposits

- 6.1 Conditions 6.1 and 6.2 of the General Investment Terms and Conditions are amended in as much that deposits cannot be made in cash or at a branch.
- 6.2 The opening deposit for 'myaccounts' must be made by cheque from the nominated bank account. The cheque should be sent to our Head Office address. The cheque will be applied to the account on the Business Day we receive it and will be subject to normal clearance time.
- 6.3 Additional deposits may be made by Standing Order or Faster Payment to Sort Code 62 28 74 Account number 00000000. You should always include your online savings account number as a reference. We will apply the payment to your account as soon as our bank notifies us and interest is paid from that Business Day.

7. Withdrawals

- 7.1 Conditions 7.4, 7.5 and 7.6 of the General Investment Terms and Conditions are amended in as much that you cannot withdraw from an online savings account at a branch and you cannot withdraw by cash or cheque.
- 7.2 No withdrawals are allowed within 14 days of the opening deposit.
- 7.3 Withdrawals can only be made by electronic transfer to your nominated bank account or another Newbury Building Society online savings account in your name.
- 7.4 Withdrawals must be authorised by the account holder or signatory using the Payment Order in 'myaccounts'. You will be required to confirm the details of your withdrawal in 'myaccounts' by confirming your password or characters from your memorable data.

- 7.5 Withdrawals will only be processed on a Business Day. Transaction data on the site is not updated in real time. The Society encourages you to view your transactions on the following day and contact the Society if you have any concerns.
- 7.6 Payment Orders received before 2pm on a Business Day will be processed on that day and funds will be available in the destination account from the following Business Day. Payment Orders received after 2pm are deemed to have been received on the following Business Day and so funds will be available in the destination account from the Business Day after that.
- 7.7 You can cancel or amend your Payment Order in 'myaccounts' before 10am on the day that it will be processed.
- 7.8 We make no charges for electronic payments from an online account.

8. Notice of changes

- 8.1 Conditions 1.2, 10.7 and 11.2 of the General Investment Terms and Conditions are amended to provide longer electronic notice of changes to online savings accounts. When we make changes to terms and conditions or charges we will give you two months prior personal notice by e-mail or secure message. When we reduce interest rates we will give you two months prior personal notice by e-mail or secure message. When we increase interest rates we will tell you by e-mail or secure message.

9. Communications

- 9.1 Condition 12.1 of the General Investment Terms and Conditions is amended in as much that communications for online savings accounts will be predominantly by e-mail or secure message and there will be no branch notices relevant to online accounts.

10. Online Service Availability

- 10.1 Newbury Building Society will endeavour to have the 'myaccounts' website available for 24 hours a day. However, the Society cannot accept responsibility for any inconvenience caused if the service is unavailable at any time.
- 10.2 Newbury Building Society cannot warrant that this website is free of technical defects or viruses of any description and will not be responsible for any technical problems arising from the use of this website.
- 10.3 You are not permitted to download, reproduce, store or transmit any information on this website other than for your own personal use.

Head Office: 17 Bartholomew Street, Newbury, Berkshire RG14 5LY

Tel: 0800 988 4857 Email: myaccounts@newbury.co.uk