

# **Vanquis Savings Product Information - Fixed Rate Bond**

# Product Information - Fixed Rate Bond

This document sets out the specific terms that apply to the Fixed Rate Bond you hold with us. They form part of our agreement with you, along with the General Terms and any other documents we say apply. If there are differences between this Product Information and any other terms that apply, this Product Information will take priority.

	<b>Key Information</b>	<b>Details</b>
<b>1</b>	<b>Who can have this account</b>	<p>You need to be at least 18 years old and a UK resident to open an account.</p> <p>You can hold the account in your own name, or as a joint account with one other person.</p> <p>The total balance of all savings accounts you hold with us must not exceed £250,000 plus any interest paid.</p>
<b>2</b>	<b>Term</b>	<p>The account is for a fixed period of time, which is set out in the Summary Box we gave you with this agreement.</p> <p>The fixed term will start on the day we receive your first payment into your account.</p>
<b>3</b>	<b>Interest rate</b>	<p>For details of the interest rate on this account, please see the Summary Box we gave you with this agreement.</p> <p>The interest rate for your account is fixed for the whole term. This means we can't change the interest rate during the fixed term.</p>
<b>4</b>	<b>Paying money into your account</b>	<p>You can deposit between £1,000 and £250,000 into this account.</p> <p>You must make your deposit within 30 days of your account opening.</p> <p>After we receive your first payment, you can make one or more further deposits up to the maximum account balance of £250,000 within 5 working days.</p> <p>After this, you can't make any more deposits.</p> <p>All payments must be made from the account you identified to us for the purpose of making payments in and out of this account. The account you identified is called your <b>'nominated account'</b>. It is the only account we can receive payments from.</p>

	<b>Key Information</b>	<b>Details</b>
<b>5</b>	<b>Taking money out</b>	<p>You can only withdraw money from your account by paying it into your nominated account:</p> <ul style="list-style-type: none"> <li>· on the last day of the fixed term, or</li> <li>· in exceptional circumstances.</li> </ul> <p>You can't withdraw any money from your account before the end of the fixed term. But if you need to do this, you will have to close your account. We'll only agree to this in exceptional circumstances, for example if:</p> <ul style="list-style-type: none"> <li>· you face significant financial hardship</li> <li>· you become bankrupt, or</li> <li>· you're diagnosed with a terminal illness.</li> </ul> <p>In such circumstances, you should call us on 0191 505 0033 or email us at <a href="mailto:customerservice@vanquissavings.co.uk">customerservice@vanquissavings.co.uk</a>. We may also ask you to give us supporting information in writing.</p> <p>Your account can also be closed early if you die. We would need to receive confirmation of your death and the necessary legal documents saying who is legally entitled to give us instructions. We'll then close the account and pay the money and any interest to your estate by cheque.</p>
<b>6</b>	<b>End of the fixed term</b>	<p>We'll write to you before the fixed term ends to ask what you would like to do with the money. We'll also tell you about other accounts that may be available to you and how to apply.</p> <p>If you don't ask us to reinvest your money into another account, we'll transfer your deposit to your nominated account. We'll separately transfer any interest to your nominated account on the same day.</p> <p>If your nominated account is no longer available, we'll put your money into an easy access savings account until we receive your instructions. Your money will earn interest at the rate available at the time. You can find details of this rate on our website. You won't be able to make further payments into this easy access savings account.</p> <p>You can ask us to send you your money by contacting us and giving us your new account details. We'll need to receive your instructions in writing. We'll handle all instructions in line with the General Terms.</p>

Call:

**0191 505 0033\***

Lines are open between 9am to 5pm Monday to Friday (excluding UK bank holidays)

Email us:

**customerservice@vanquissavings.co.uk\*\***

Write to us:

**Vanquis Bank Savings,  
Freepost RSGY-CKJA-BKCS,  
PO Box 1279,  
Newcastle upon Tyne,  
NE99 5BR**

Or visit us online:

**[www.vanquissavings.co.uk](http://www.vanquissavings.co.uk)**

\* Please note that we may record telephone calls for training, security and monitoring purposes

\*\* We will respond to your emails within 2 business days

Vanquis Bank Savings is issued by Vanquis Bank Limited registered in England & Wales with company number 02558509, with its registered office at No. 1 Godwin Street, Bradford, West Yorkshire, United Kingdom, BD1 2SU. Vanquis Bank Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority and is entered in the Financial Services Register under number 221156.

Details are correct as at time of print (May 2023). VAN010

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