



FirstSave - General Terms and Conditions ("Terms and Conditions")

In these Terms and Conditions 'we' and 'us' means FirstSave and 'you' and 'your' means the person(s) in whose name(s) the account is opened.

These Terms and Conditions cover the opening and operation of your online account(s) and our FirstSave products. The available product range may not always be as extensive as indicated within these Terms and Conditions. Up to date descriptions of all our products are contained on our website at www.firstsave.co.uk.

FirstSave only offers products and services via the internet. These Terms and Conditions form the basis of the contract between you and us. Each product will also have its own specific features and terms and conditions. These specific terms and conditions will also form part of the contract between you and us.

FirstSave is a registered trade name of FirstBank UK Limited, which is authorised by the Prudential Regulation Authority ("PRA") and regulated by the Financial Conduct Authority ("FCA") and the PRA (Firm Reference Number 216772). You can access the Financial Services Register at www.fca.org.uk/register. FirstBank UK Limited, London EC2M 7DT is incorporated in England and Wales under company registration number 4459383. Its VAT registration number is 365490238. The correspondence address in relation to FirstSave products is Freepost RUGA-GZSJ-LEJJ, FirstSave, PO Box 966, 1 Cobalt Park Way, Wallsend, NE28 5FB. References to FirstSave are to FirstBank UK Limited.

By completing an online application, you confirm that you have read and agree to accept these Terms and Conditions.

Please note the restriction at Section 7 (Withdrawing money from you FirstSave Account, paragraph 7.5 below).

In these Terms and Conditions, the following terms have particular meaning:

Account Holder(s) means the individual(s) named in a FirstSave account application form.

Business Day(s) means any day (other than a Saturday or Sunday or a bank holiday in England and Wales) on which banks are generally open in London.

Nominated Account means a UK Bank Account that we link to your FirstSave account, it must be in your name or joint names if the account you hold with us is joint. This is the account which you must use to transfer funds to or from your FirstSave account.

Non-Payment Account means an account held in the name of one or more persons which is not used for the execution of payment transactions, for example a Fixed Term Deposit, Notice Account and Easy Access Account.

Easy Access Account means a type of account in the name of one or more persons which allows you to deposit and withdraw your money whenever you need it, without incurring any charges.

Notice Account means a type of savings account in the name of one or more persons where you will

have to notify FirstSave a specific number of days before withdrawing.

1. Internet Banking with FirstSave

- a) You will be entitled to access and use the FirstSave website in accordance with these Terms and Conditions once we have confirmed that your account is ready for use. The FirstSave website is found at: www.firstsave.co.uk.
- b) Once your online application has been approved, we will set up your account and notify you of your user ID via a letter which you will require to operate your account. We will ask you security questions prior to issuing you with a new password. Until you receive such new password, you will not be able to operate your account online and will need to contact us by phone or post. You must advise us if you know or suspect that someone else has access to your account security details or password. You should also contact us if you have forgotten your password. You can reach us on 0345 6012211.
- c) You should notify us promptly if there has been any delay in or failure of a transaction to be credited or debited to your account or if you have identified any error in your account. It is in your interest to notify us as soon as possible in these circumstances. You should report any such problems to us on 0345 6012211.
- d) We will not be liable to you if we do not act on your instructions for reasons beyond our control including but not limited to: failure of an communications system or the internet, material industrial disputes, civil disobedience, riots, rebellions, explosions, acts of God, acts of a public enemy, orders of government, sabotage, pestilence, terrorism, electromagnetic disturbances, brown-outs or blackouts, earthquakes, storms, floods, fires or other analogous cause.
- e) You must contact us immediately on 0345 601 2211 if you suspect any fraudulent activity has taken place on your account. We will not accept liability for any fraudulent activity if you do not advise us of your suspicions. Until you notify us of any suspected breach in security, you will be responsible for any transactions carried out on your account using your password or memorable data, unless you can provide satisfactory evidence that you did not authorise such transaction and you have taken reasonable care to safeguard your username, password and/or security details and not acted fraudulently or negligently. We consider that you have acted without reasonable care if you have not observed the security obligations referred to in these Terms and Conditions.
- f) Once you have notified us of a potential breach in security you will not be responsible for future transactions on your account that relate to that notification unless we can show that you have acted fraudulently or been negligent.
- g) If you believe that someone has fraudulently used your account, we may ask you to report the matter to the police and obtain a crime reference number. You agree that we may give the police any information they need during an investigation without obtaining consent from you.
- h) In the following circumstances, we may suspend the online service available to you if we have reasonable grounds to believe that:
 - 1. you are not adhering to these Terms and Conditions;
 - 2. someone else is trying to access or use your online account;
 - 3. your username, password and/or security details may be known to or used by someone

else.

If we do this, we will tell you as soon as possible by telephone and/or e-mail.

2. Internet Banking - General Responsibilities

2.1. Your responsibilities

- a. You are responsible for the security of the computer you use to access our website and to ensure that it is protected from external attempts to gain access to your account information. We strongly recommend that you use fully up to date virus checking software and personal firewall software on your computer.
- b. When you apply to open your account, we will ask you to provide answers to certain questions requiring memorable data and to set your initial password. You are required to keep these answers and password always secure. Do not select answers that could easily be guessed by a third party or write them down or save them on a computer or mobile telephone.
- c. You must take all reasonable precautions to keep safe and prevent fraudulent use of your account security details and password. These precautions include, but are not limited to, all of the following:
 - ensure that your computer hardware, mobile device and modem connection and software comply with the standard and requirements we communicate to you from time to time;
 - carry out your own regular virus checks and use up-to-date anti-virus and spyware software and a personal firewall;
 - do not choose security details that may be easy to guess and do use a complex password (incorporating random combinations of upper and lower case letters, and numbers);
 - take care to ensure that no one hears or sees your security details when you use them;
 - keep your security details unique to your products with us;
 - keep your account security details and password secret - do not allow anyone else to have or use your account security details and password and do not disclose them to anyone, including the police and us, except when registering for or resetting your security details (but even then, do not disclose them in full – we will never ask for your full online banking security information);
 - keep information about your account containing personal details (such as statements) safe and dispose of them safely. People who commit fraud use many methods such as searching in dustbins to obtain this type of information. You should take simple precautions such as shredding paper containing such information;
 - change your security details immediately and tell us as soon as possible if you know, or even suspect, that someone else knows any of those details, or if we ask you to;
 - never record any password or other security details on any software which

retains it automatically (for example, any computer screen prompts or 'save password' feature or the line on your internet browser);

- once you have logged on to FirstSave, do not leave the device from which you have accessed it or let anyone else use that device until you have logged off.

If any account security details or your password are lost or stolen, or you suspect that someone has used or tried to use them, you must tell us without delay by calling us on the following number: 0345 601 2211. This line is available between the hours of 9am to 5pm Monday to Friday (excluding Bank Holidays).

Any other queries may be sent (i) by post: Freepost RUGA-GZSJ-LEJJ, FirstSave, PO Box 966, 1 Cobalt Park Way, Wallsend, NE28 5FB; or (ii) by email to the following email address: customerservice@firstsave.co.uk.

- d. When you use your account, you must ensure that your computer and modem comply with any requirements we tell you about from time to time. You must also follow any procedures and instructions contained in any user guide that we give to you or that are from time to time contained on our Internet website.
- e. You will be responsible for all charges from your internet service provider incurred in accessing the website and your account details.
- f. You must use a valid and current personal email address to open and operate your account. You should not use an email address which you may not be entitled to use for this purpose, such as your employer's email address.
- g. Our online service is secure but disconnection from the internet does not mean that you have logged off from the website. You should always log off when you have finished viewing your account or carrying out any activities on our website.
- h. You undertake not to interrupt or interfere with the working of our website in any way whatsoever; this includes hacking into the site, tampering with security or any other disruption.
- i. If we provide you with any software to help you use your account, you must not change it or allow anyone else to copy or use it. You must carry out your own virus checks.
- j. For technical or other reasons there may be times when you are not able to access our website. We cannot always guarantee its availability.
- k. You should never leave your computer unattended if you are logged on to our website. If you are logged on for a prolonged period of time and have not used the site, we reserve the right to automatically log the account off as a security control.
- l. We recommend that you do not access your account from a public computer, e.g. in a library or an internet café. When accessing our website, if you leave your computer unattended, you must lock your computer to prevent unauthorised access to your account.

- m. Accessing our internet service from another country may be an offence in that country. You agree that use of our internet service outside the UK will be at your own risk.
- n. Links provided from our website to other external websites are there solely for your information and you accept to use them at your own risk. We can accept no responsibility whatsoever for any such external websites that are not operated or maintained by us.

2.2. Our Responsibilities

- 1. We will operate your FirstSave account with reasonable care, skill and diligence.
- 2. We will take reasonable care to ensure that any information provided to you through the FirstSave portal is an accurate reflection of the information contained in our computer systems or, where the information is provided by a third party, accurately reflects the information we receive from that third party. Where information provided on the FirstSave portal is beyond our reasonable control (for example, it is provided by a third party), we do not comment upon or guarantee that it is accurate or error free.

3. Opening a FirstSave Account

- 3.1. You should check the current interest rates applicable before submitting your application. The current interest rates are displayed on our website: www.firstsave.co.uk.
- 3.2. The Account Holder(s) will be the person(s) named in the application. Maximum two Account Holders are allowed per application.
- 3.3. We will only accept applications from private individuals who are resident in the United Kingdom, each aged 18 years or over.
- 3.4. The accounts are not available to corporate bodies, trustees, clubs, charities or other organisations.
- 3.5. Your account can be opened online and funded by transferring money electronically or by cheque (subject to the minimum deposit and conditions relevant to the product you have selected) from a personal UK Nominated Account or an existing FirstSave account. The Nominated Account must be in the same name or names as the person or persons opening a FirstSave account. Funds received from accounts other than the Nominated Account will be returned to source. We will usually open your account on the Business Day that the application is received by us provided that all account opening criteria have been met. If the account opening criteria have not been met, we will contact you to confirm our requirements.
- 3.6. We will ask you for information which helps us maintain security on your account. When you contact us to give instructions on your account, we will ask you for some of this information. We will only accept this information from you. (In the case of joint Account Holders, we will accept and act upon security information from any one of the Account Holders. Please refer to Section 4, Joint Accounts, paragraph 4.4 below for more details.)
- 3.7. Interest will start to be earned immediately on the initial deposit when received by electronic funds transfer or, if received by cheque, from the day the cheque clears (please see Section 5 Interest below).
- 3.8. You must not deposit any monies in any account with us, which are derived from or otherwise connected to any illegal activity.
- 3.9. We reserve the right to refuse to open an account if, in our opinion, account opening criteria

have not been completed to our satisfaction or to refuse to accept deposits or to make any payment, at our absolute discretion without giving any reason. We will not enter into correspondence in these circumstances.

- 3.10** You may make an initial deposit into a new account by electronic funds transfer or personal cheque. For security reasons, you should make any cheque payable to FirstBank UK Limited and reference your name and application or account number. Cash or other forms of deposit are not acceptable. After the initial deposit, all funding of your Easy Access or Notice Account must be made electronically or by cheque. Your FirstSave account can only be funded from the registered personal UK Nominated Account or an existing FirstSave account, the Nominated Account must be in the same name or names as the person or persons opening a FirstSave account. Funds received from accounts other than the Nominated Account will be returned to source.
- 3.11** If you send us a cheque or funds to open your account before we have successfully completed our verification of your identity and residence; we will bank your cheque and deposit any funds into a suspense account, but we will not credit the proceeds to your new FirstSave customer account immediately. Once your identity has been verified, the funds will then be applied to your customer account and interest will be earned from the date your deposit qualified to earn interest, as detailed in section 5 Interest below.

If we cannot verify your identity within 30 days then, subject to compliance with applicable law and regulation, we will return the funds payable to the bank/drawer and the account number of the source funds only. This means that the funds can only be paid back to the originating source, and we will not change this under any circumstances.

Your initial deposit must be made within 10 Business Days of the date your account is opened; this is the date by which your user ID and welcome pack should have been delivered and received by you. We will assume that your welcome pack is received by you, two Business Days after we have posted it to you. If you do not receive your welcome pack within this time frame, please contact us by telephone on 0345 601 2211 (this line is available between the hours of 9am to 5pm Monday to Friday (excluding Bank Holidays)). If your initial deposit is not received within this time your account may be closed.

- 3.12** We only offer Non-Payment Accounts to customers.

The following are the Non-payment Accounts we offer:

- Notice Account (30 Day, 60 Day, 90 Day or such other period as may be offered by the Bank);
- Easy Access Account;
- Fixed Rate Bonds.

4. Joint Accounts

- 4.1.** The Nominated Account, which is used to transfer funds out of a FirstSave joint account, must be held in the same joint names as the FirstSave account.
- 4.2.** Either of you may make transactions on your account or give us instructions regarding it.
- 4.3.** Joint Account Holders are individually and jointly responsible for their accounts even when only one of you has given the instruction. This means that we may hold one or other, or both of you fully responsible for any breaches of these Terms and Conditions and pursue one or other or both of you for any amounts owed by you to us. If a joint Account Holder transfers funds out of

the account, that money will no longer be available to either Account Holder, even if both Account Holders had not agreed to the transfer. This applies even if your relationship breaks down or, if applicable, you divorce (subject to paragraph 4.4).

- 4.4. In the event of any disputes arising between you, one or both of you should contact us in writing. On receipt of such notice, we will only accept future instructions from you which have been authorised by both of you in accordance with paragraph 4.7 below. We will not be responsible for any transactions made or instructions given by either of you prior to receipt, and our validation, of any such instructions regarding the operation of your account.
- 4.5. Provided that both of you agree in writing, a joint account can be transferred into the name of just one of you. If this happens it may be necessary to change the Nominated Account which is used to transfer funds from your FirstSave account.
- 4.6. We will send all correspondence to the address of the first-named Account Holder (where two addresses are given). This will apply to all Account Holders unless you specifically ask us to send correspondence to the address of the second Account Holder or to both of you.
- 4.7. We will act on the instruction of either of you (and this includes instructions to close the account and withdrawal of the whole balance of any account), unless one or both of you has asked us in writing to accept only those instructions signed by both of you, in which case the account may only be transacted by post.
- 4.8. In the event of conflicting instructions from joint Account Holders we reserve the right to refuse to carry out any transactions or further instructions until the instructions are clarified and confirmed by both of you.

5. Interest

- 5.1. The interest rate for Easy Access Accounts and Notice Accounts is variable and may change (see paragraph 5.22 below). Our current interest rates are set out on our website <https://www.firstsave.co.uk/>.
- 5.2. For any variable rate accounts where the interest rate is linked to the [Bank of England Base Rate](#), if it is necessary to do so, we will apply the new interest rate to those accounts within 10 Business Days of an announcement of a Bank of England Base Rate change by the Bank of England to meet the guaranteed obligations given in respect of those accounts.
- 5.3. The interest rate for a Fixed Rate Bond will not change during the term of the Bond.
- 5.4. Interest will be calculated on the qualifying balance of your account on a daily basis and paid annually unless you have selected a monthly interest payment option (minimum balance requirements may apply). We are happy to give you an explanation of how interest is calculated, please contact us by telephone: 0345 601 2211 (this line is available between the hours of 9am to 5pm Monday to Friday (excluding Bank Holidays), by post: Freepost RUGA-GZSJ-LEJJ, FirstSave, PO Box 966, 1 Cobalt Park Way, Wallsend, NE28 5FB; or by email to the following email address: customerservice@firstsave.co.uk .
- 5.5. If the balance of an account falls to below the specified minimum for that type of account, no interest will be paid until such time as the account balance returns to or exceeds the minimum permitted.

5.6. Interest Earned

i You may choose whether interest earned on your Easy Access Account is added to your Easy Access Account or paid into your Nominated Account.

ii You may choose whether interest earned on your Notice Account is added to your Notice Account or paid into your Nominated Account.

5.7. Annual Interest earned on your Fixed Rate Bond may be added to your Fixed Rate Bond account or paid into your Nominated Account.

5.8. Monthly interest earned on your Fixed Rate Bond may be added to your Fixed Rate Bond account or paid into your Nominated Account.

5.9. If you have asked for annual interest to be paid to your Nominated Account, this will be done on the anniversary of the account opening date unless this falls on a day that is not a Business Day, in which case it will be paid on the next Business Day.

5.10 If you have selected a monthly interest payment option in your application, interest will be paid on the last day of the month or the next Business Day if the due day is not a Business Day.

5.11. Where you choose to have annual or monthly interest added to a FirstSave account, this will be added on the due date, irrespective of whether this is a Business Day.

5.12. For Fixed Rate Bonds up to one year, interest will be paid on maturity, unless you have selected a monthly interest option in your application in which case it will be paid on the last day of the month or the next business day if the due day is not a Business Day.

5.13. For Fixed Rate Bonds with terms greater than one year, interest will be paid to you annually on each anniversary of the opening of the account or the next Business Day if the due day is not a Business Day. If you have selected a monthly interest option in your application interest will be paid on the last day of the month or the next Business Day if the due day is not a Business Day.

5.14. Following investment into a Fixed Rate Bond, no further deposits or withdrawals are permitted during the fixed rate term. Any additional deposit must be placed in a new Fixed Rate Bond and will be subject to the minimum investment amount criteria for that product.

5.15. You may be liable for other taxes and costs which are not payable through us.

5.16. If required under any UK legislation, we will deduct any necessary withholding tax.

5.17. It is your responsibility to pay any tax due on interest that is paid to you, based on your own individual circumstances.

5.18. If you are liable to pay tax in a country other than the UK or in addition to a UK tax liability, we may provide details of your accounts with us to the tax authorities of these other countries if applicable legislation or regulation requires us to do so.

5.19. If you make a deposit by cheque, you will begin earning interest from the day the cheque clears.

5.20. When you pay money into an account electronically you will earn interest from the date of receipt into the account.

5.21. Details of our current and historic interest rates are available from our website or by contacting us by post or phone.

5.22. We may change interest rates for any of the following reasons:

- any changes in the Bank of England interest rates;
- any changes in our costs;
- any changes in general market conditions;
- to take into account any requirements of any law or regulation;
- for reasons of good and prudent business practice; or
- where we have a valid reason for doing so.

We will notify you of changes in rates.

5.23. When our interest rates increase, we will tell you within 30 days of the change, by post, e-mail or phone unless the rate on the account is directly linked to a given index, e.g. Bank of England Base Rate which shall be applied immediately and in which case we will notify of you this as soon as practicable. Within three Business Days of our interest rate change we will update the information on our phone helpline and website (to help you compare rates more easily, information will show clearly the old and new rates).

5.24. If we reduce the interest rate for Notice Accounts, we'll notify you 14 days plus the notice period on your account, ahead of the change. We will also provide a reminder of the rate decrease closer to the effective date for 60 days' and 90 days' Notice Accounts. For Easy Access Account we'll notify 14 days ahead of the change.

6. Using your FirstSave Account

6.1. We will accept instructions online (over our secure internet website, by email or email secure message) or where specified in these terms or otherwise agreed or required by us, by post provided you are able to satisfy the appropriate identification checks and/or security measures that are in place in each instance. Our contact details are:

Freepost RUGA-GZSJ-LEJJ, FirstSave, PO Box 966, 1 Cobalt Park Way, Wallsend, NE28 5FB

Telephone: 0345 601 2211 Email: customerservice@firstsave.co.uk

Website: www.firstsave.co.uk

We may record and monitor any communications between us.

- 6.2.** When you send us a written change of instruction by post or by email using the addresses in paragraph 6.1 above, we will acknowledge receipt of it by email to your email address registered to us or, if requested, to your last known address. If you do not receive an acknowledgement from us within seven Business Days, please contact us on the number in paragraph 6.1 above.
- 6.3.** We reserve the right to limit the maximum investment you hold with us for any account or in aggregate to £2 million. Please contact us should you wish to invest more than this amount.
- 6.4.** We may refuse to carry out any instruction or to follow any procedure described in these Terms and Conditions if we reasonably believe it could break the law or regulations, if a regulatory or law enforcement authority asks us to act differently, or if we suspect something is wrong, such as:
- The instruction may not be authorised by you.
 - The instruction might be illegal or linked to a scam.
 - The instruction is unclear or incomplete.
 - Following the instruction would lead to a breach of law or regulation we need to comply with.
 - The instruction seems unusual, and we need to investigate further.
 - The instruction breaches our terms and conditions or other agreements.
- If we refuse your instruction, we will try to explain why, unless we're legally or security-bound not to.
- 6.5.** When you contact us to give instructions on your account, we will always ask you to confirm some of the security information you have previously provided to us.
- 6.6.** If you change your address, you must notify us immediately.
- 6.7.** If you change any other details (such as your name, e-mail address or bank account details) please notify us as soon as possible. You may be able to make some of the changes yourself online. For some types of changes, we may require documentary evidence to be provided.
- 6.8.** We will contact you by email, e-mail secure message or post. All post will be sent to the correspondence address supplied on your application form. We will deem post to have reached you two Business Days after we send it to you.
- 6.9.** Provided your account has not been closed, you can review your recent account transactions online, statements will be available online for a minimum of 2 years. [All Transactions and Section 975 (S975) tax certificates [for tax year 2015/16 and earlier years] can be viewed and printed when you are logged into your online account.] We strongly recommend that you check the transactions made regularly. If there are ever any transactions that you do not recognise or agree please contact our help line immediately on 0345 601 2211.
- 6.10.** If a cheque is returned to us unpaid by your bank, we will debit the amount from your account. An administration charge will also be applied, as detailed in our Tariff of Charges. We will notify you in writing of the amount of charges debited.
- 6.11.** Our current Tariff of Charges is available online. We may make charges for nonstandard services provided on your account. We will notify you of these in advance. We may change our Tariff of Charges in order to reflect changes in overheads and costs. We will give you at least 30 days' notice if we increase the charges contained within the Tariff and we will send you a

revised copy.

7. Withdrawing money from your FirstSave Account

- 7.1.** The clearing cycle for cheques is the time taken for payments to or from your account to be added or deducted. During this time, we check the instructions in order to confirm that we can accept responsibility for the payment. The "central clearing cycle" takes two Business Days. This is the time most financial institutions take to clear cheques between accounts held with a different financial institution. In addition to the central clearing cycle, time must be allowed for physical delivery of instruments of transfer, so you should allow two Business Days for cheques drawn in sterling to clear when being paid into or from your FirstSave account, provided there are no exceptional circumstances associated with the payment.
- 7.2.** Only when a cheque has cleared will you be able to draw against it, where permitted. We are not a member of APACS, the UK payments association. Member banks can clear cheques directly themselves, and in accordance with the central clearing cycle, allowing payment of interest from the next Business Day after receipt of a cheque.
- 7.3.** Funds deposited electronically by you will be available for withdrawal same day subject to paragraph 7.4.
- 7.4.** We will only pay withdrawals from your FirstSave account(s) directly to your Nominated Account. If we receive your withdrawal request by 1 pm on a Business Day, we will send the money to your Nominated Account on the same day. If we receive your withdrawal request after 1 pm or on a non-business day, we will send the money to your Nominated Account on the next Business Day.
- 7.5.** Please note that withdrawals to an account outside the UK are not permitted.
- 7.6.** You will continue to earn interest until the day prior to (but not including) withdrawal.
- 7.7.** There is no limit to the number of withdrawals you may make from an Easy Access Account or Notice Account.
- 7.8.** You may not withdraw money from a Fixed Rate Bond before the specified maturity date.
- 7.9.** Withdrawals from Notice Accounts require you to give us notice of 30 days, 60 days or 90 days according to the type of account before withdrawing any money from the account. Withdrawals without giving the required notice period may be permitted but will incur a fee. The fee is calculated on the amount of the withdrawal, at the gross rate of interest applicable to the account on the day of withdrawal and for a period of 30 days, 60 days or 90 days according to the type of account.

8. Authorised Push Payment (APP) Fraud

8.1. What is APP Fraud?

Authorised Push Payment (APP) fraud occurs when fraudsters trick you into sending money to an account controlled by the fraudster, by providing a convincing but false or misleading reason for the payment. This can occur through methods, such as impersonation scams or fraudulent invoices.

8.2 Your Right to Reimbursement

From October 7th, 2024, under the new APP Reimbursement rules, if you make a payment via Faster Payment Scheme (FPS) or Clearing House Automated Payment Scheme (CHAPS), within the UK and fall victim to APP fraud, you may be eligible for a refund.

You have the right to:

1. **Prompt and fair Investigation** into the circumstances surrounding the APP fraud.
2. **Fair Assessment** of your case, where we consider whether reasonable care was taken.
3. **Regular Updates** throughout the investigation process, keeping you informed with clear communication at every stage.
4. **Reimbursement of funds**, if your claim is valid. If a refund is not possible, we will provide a full explanation.

8.3 Exclusions from Reimbursement

In certain cases, claims won't qualify for reimbursement, including:

- Fraud by the claimant.
- Gross negligence by the claimant.
- Payments made before 7th October 2024, or more than 13 months after the final fraudulent transaction.
- Transactions outside the UK, or in non-GBP currencies.
- Payments via non-bank systems, like cheques or cash.
- Payments to an account you control.
- Civil disputes.
- Payments through credit unions, municipal banks or national savings banks.

8.4 What To Do If You Fall Victim to APP Fraud?

1. **Report Immediately:** Contact us as soon as you suspect you have been a victim of APP fraud. Acting quickly improves the chances of recovering your funds. You must submit your reimbursement claim within 13 months of the final scam payment.
2. **Provide Transaction Details:** When reporting fraud, please provide all relevant transaction details and any communication with the fraudster, as this is essential to our investigation. You must

notify the police, or we can do so on your behalf if preferred. We may also need to share your details with the receiving PSP

3. **Stay Alert:** Be cautious of unexpected requests for payments or personal information. When in doubt, contact us to verify any unusual or unsolicited requests.

8.5 What You Can Expect from Us

We will assess your claim and if valid, reimburse you within five working days. In some cases, this may take up to 35 working days, depending on the complexity of the claim.

If you are unhappy with the outcome of your claim, you can complain through our existing complaints process, and this does not affect your right to contact the Financial Ombudsman Service.

8.6 Claim Limits

The maximum reimbursement limit per claim is up to £85,000. There may be an excess of up to £100 applied to your claim.

8.7 Special Considerations for Vulnerable Individuals

- If you are considered vulnerable and this affects your ability to protect yourself, the excess may not apply.
- We will also consider the financial impact of applying the excess.

All claims will be assessed based on your individual circumstances.

How to Contact Us

If you need to report APP fraud or have any questions about your rights to reimbursement, please contact us immediately.

- Phone: 0345 601 2211*
- Email: customerservice@firstsave.co.uk

We are dedicated to ensuring your safety and assisting you in recovering any funds lost to APP fraud. Thank you for your continued trust in FirstSave

For Independent Advice:

Action Fraud can provide independent advice, you can call 0300 123 2040 or visit their website [Action Fraud](#)

For advice on how to protect yourself from fraud, visit [Take Five](#) or [Stop Think Fraud](#)

9. Closing or Transferring your FirstSave Account

9.1. Upon closure of your account, we will pay the proceeds into your Nominated Account. We will not issue a cheque to any third party.

- 9.2.** You may close your Easy Access Account or Notice Account at any time. If there is a notice period on your account and the full notice is not given, then the full notice penalty will be applied (see Section 7 Withdrawing money from your FirstSave Account, paragraph 7.9).
- 9.3.** For Fixed Rate Bonds, early account closure is not permitted, save for where the Account Holder moves abroad (and, if requested, can provide satisfactory evidence to this effect).
- 9.4.** For Fixed Rate Bonds, we will contact you prior to maturity to advise you of the options open to you in respect of further investments offered at that time and request you inform us of your instructions for the proceeds of the account at maturity. If we do not receive an instruction from you before the maturity date of your Fixed Rate Bond, we will place the proceeds of your Fixed Rate Bond in an Easy Access Account, until we receive a withdrawal request from you to pay the funds to your valid Nominated Account or we receive your instruction to reinvest the funds in another available FirstSave product.
- 9.5.** Upon the death of an Account Holder, we must see the original or a certified copy of the death certificate for the account holder to disburse funds in accordance with a Will. For accounts held in a sole name a grant of probate or an administration of small estates form (if appropriate), will also be required. For joint accounts, the balance will pass to the surviving Account Holder(s).
- 9.6.** If you move abroad, we will close your account and return the balance to you (Please also see paragraph 9.3).
- 9.7.** You agree that we may close your account at any time after providing 30 days' notice thereof by post or e-mail or secure e-mail message to your last address shown in our records and that we may do this without giving you any reason.
- 9.8.** We may take action to close your account immediately in exceptional circumstances such as if we reasonably believe that:
- you are not eligible for an account;
 - you have given us any false information at any time;
 - you, or someone else, are using the account illegally or for criminal activity;
 - it is inappropriate for a person authorised to give instructions on your account to operate it;
 - your behaviour means that it is inappropriate for us to maintain your account;
 - by maintaining your account, we might break a law, regulation, code or other duty which applies to us;
 - by maintaining your account, we may damage our reputation;
 - you have been in serious or persistent breach of these terms and conditions or any additional conditions, which apply to an account.
- 9.9.** When your account is closed it is your responsibility to cancel any direct payments to or from your account. Where someone attempts to make a payment into an account, which has been closed, we will take reasonable steps to return the payment to the sender.
- 9.10.** If you are not happy with your choice of Easy Access Account or Notice Account (this does not apply to a Fixed Term Bond) and wish to cancel the agreement, you must inform us in writing within 14 days. The 14-day cooling off period begins with the later of either:
- the day the contract is entered into; or
 - the day on which you receive the contract Terms and Conditions and other information on paper or electronically.

We will give all your money back with any interest earned on a cancelled Easy Access or Notice Account. We will ignore any notice period and any extra charges.

10. Data Protection

10.1. To provide you with the products and services, we need to collect, use, share and store personal and financial information about you ("**your information**"). Your information may include personal data and sensitive personal data (as defined in the Data Protection Act 2018 (the "**Act**")). Our use of such information is governed by the Act and by the UK General Data Protection Regulation, and we, FirstBank UK Limited are the data controller in respect of such information. This includes information which we:

- (i) obtain from you or from third parties, such as employers, joint account holders, credit reference agencies (who may search the Electoral Register), fraud prevention agencies, intermediaries who refer you to us and who have collected your information from you as part of that referral process, intermediaries who facilitate communication of information relating to your account between us and you, or other organisations or other parties associated with you, when you apply for an account or any other product or service, or which you or they give to us at any other time;

Or

- (ii) learn from the way you use and manage your account(s), from the transactions you make such as the date, amount, currency and the name and type of supplier (e.g. supermarket services, medical services, retail services) and from the payments, which are made to your account.

10.2. You agree that should a member of the FirstBank Group be required by law or by agreement with tax authorities to provide information about you (including information regarding your account) to any tax authority whether in the UK or elsewhere, we may do so and irrespective of whether the tax authority in question requires the information for its own purposes or for the purposes of passing that information on to the tax authorities in another country where you may be subject to tax. Should we need any further information or documents from you to comply with our obligations or to answer any information requests received from a tax authority, you agree to provide us with any such information and documentation no later than 30 days from us sending a request to you.

10.3. We may also share your information with the FCA or any other statutory, governmental or regulatory body, as required by law or for other legitimate reasons.

10.4. Where you provide personal and financial information relating to others (e.g. dependants or joint account holders) for the purpose of opening or administering your account, you confirm that you have their consent or are otherwise entitled to provide this information to us and for us to use it in accordance with these terms and conditions.

10.5. We and other companies in the FirstBank Group will use your information to manage your account(s), give you statements, provide our services, use for assessment and analysis purposes (including credit and behaviour scoring and market and product analysis), prevent and detect fraud, money laundering and other criminal or prohibited activities, carry out regulatory checks, meet our obligations to any relevant regulatory authority and to develop and improve our services to you and other customers and protect our interests.

10.6. We and other members of the FirstBank Group may use your information to inform you by letter, telephone, e-mail and other electronic methods, about products and services (including those of others) which may be of interest to you. If you do not wish to receive such

information from us, please notify us by contacting us at FirstSave products via Freepost RUGA-GZSJ-LEJJ, FirstSave, PO Box 966, 1 Cobalt Park Way, Wallsend, NE28 5FB, telephone 0345 601 2211.

- 10.7.** In order to provide our services, collect and manage debts, and for ourselves and our third-party partners to carry out assessment and analysis on the services provided to you, we may share your information with other companies in the FirstBank Group, service providers, debt collection agencies and with our third party partners who have referred your business to us. To provide our services, we may also share information with third party intermediaries who facilitate communications between us and you in relation to your account, and with whom you have an existing relationship. We will only share the minimum amount of your information necessary for us to achieve these purposes.
- 10.8.** Other parties (including other companies in the FirstBank Group) with whom we may share information may be in countries that might not have equivalent laws in place to protect information relating to you.
- 10.9.** If we transfer your information in accordance with these Terms and Conditions to a person, office, branch or organisation located in another country, we will make sure that they agree to apply the same levels of protection as we are required to apply to your information.
- 10.10.** We and credit reference and fraud prevention agencies will share your information. We and other organisations may access and use this information to make credit assessments and to prevent and detect fraud, money laundering and other crimes.
- 10.11.** Information held about you by the credit reference agencies may already be linked to records relating to your partner or members of your household where a financial association has been created. Any enquiry we make at a credit reference agency may be assessed with reference to any associated records. This association will be considered for all future applications by either or both of you and shall continue until one of you applies to the credit reference agencies and is successful in filing a disassociation. Another person's record will be "associated" with yours when:
- (i) you make a joint application
 - (ii) you advise us of a financial association with another person
 - (iii) if a credit reference agency has existing linked or associated records.
- 10.12.** We do not give information about Fixed Rate Bonds to credit reference agencies.
- 10.13.** Even if you do not consent to us passing information to credit reference agencies, we may tell them if you default on a payment due to us, provided that we tell you 28 days in advance to allow you to make payment and prevent your information being passed in this way.
- 10.14.** We will retain information about you after the closure of your account, if the banking business relationship has terminated, or if your application is declined or abandoned for as long as permitted for legal, regulatory, fraud prevention and legitimate business purposes.
- 10.15.** If we are asked to give a banker's reference to a third party about your ability to undertake a financial commitment, we will request your written permission before we give the reference.

10.16. You can ask for a copy of the information we hold about you by writing to us. A fee will be charged for this service. We can also provide the contact details of credit reference agencies if you wish to find out what information they hold about you.

10.17. We will treat all of your information as confidential and will not use it for any purpose incompatible with those outlined in these Terms. Reasonable measures will also be taken to safeguard against unauthorised or unlawful processing and accidental loss or destruction or damage to your information.

10.18. Your express consent will have been sought to allow us to use your information for all purposes other than operating your account, passing details of default by you to credit reference agencies, dealing with law enforcement agencies and satisfying our legal obligations. If you wish to withdraw your consent, you may do so at any time by contacting the Data Protection Officer on 020 7920 4920 or writing to FirstBank UK Limited, 28 Finsbury Circus, London, EC2M 7DT.

11. Power of Attorney

We may accept power of attorney applications in certain, exceptional circumstances and at our discretion. Please contact us by telephone: at 0345 601 2211 (this line is available between the hours of 9am to 5pm Monday to Friday (excluding Bank Holidays)), by post: Freepost RUGA-GZSJ-LEJJ, FirstSave, PO Box 966, 1 Cobalt Park Way, Wallsend, NE28 5FB; or (ii) by email to the following email address: customerservice@firstsave.co.uk.

12. Changes to these Terms and Conditions

12.1. We may change our terms and conditions (including our charges and interest rates) and introduce changes to and charges for our services (including any benefits or services provided as part of an account package) at any time. We may also upgrade your account or enhance the services we provide to you where you will incur no extra cost and we consider this is to your advantage. Changes will normally be caused by market conditions (including any change in base interest rates), changes in the cost of providing a service to you, predicted changes in legal or other regulatory requirements affecting us, or any system or product development, or any other good reason.

12.2. We will tell you about any changes which are to your disadvantage by:

(i) sending you written notice by post or electronic means

Or

(ii) putting messages on your statements.

12.3. We will tell you about any other changes using the above methods or by posting the information on our website.

12.4. We may introduce changes immediately and advise you within 30 days of the change if we reasonably consider the change is not to your disadvantage or if we consider they are necessary to take account of any legal or regulatory requirement (and this includes all changes to interest rates which will be dealt with in accordance with Section 5 Interest paragraphs 5.22, 5.23, 5.24). Where we make a major change or several minor changes, we will provide you with revised terms and conditions or a summary of the changes.

12.5. If we make any change to these terms and conditions that is to your disadvantage you may switch your account or close it without incurring extra charges or interest provided you do so within 60 days from the date of our notice of the change. This will not apply where interest

rates move to your detriment, unless we have changed the basis on which we apply interest.

13. Complaints and redress

- 13.1.** If you want to make a complaint, we will tell you how to do this and what to do if you are not happy with the outcome. Our staff will help you with any questions you have on 0345 601 2211 (this line is available between the hours of 9am to 5pm Monday to Friday (excluding Bank Holidays)).
- 13.2.** FirstBank UK Limited's UK activities are covered by the Financial Ombudsman Service (FOS). If you want to complain to the Ombudsman, you may do so in person, in writing, by post, fax, e-mail or by telephone. Details of our complaints handling procedures are available on request from our premises, by telephone or on www.firstsave.co.uk. If we do not resolve your complaint internally to your satisfaction, you may be able to refer it to the Financial Ombudsman Service, free of charge, but you must do so within six months of the date of our final response letter. If you do not refer your complaint in time, the FOS will not have our permission to consider your complaint and so will only be able to do so in very limited circumstances. You can contact the FOS at Exchange Tower, Harbour Exchange Square, London E14 9SR, telephone 0800 023 4567 / 0300 123 9123 or visit www.financial-ombudsman.org.uk.
- 13.3.** FirstBank UK Limited is a member of the Financial Services Compensation Scheme (the "Scheme"). In the event of our default or insolvency, you may be entitled to payments under the Scheme, which gives 100% protection for the first £85,000 of a depositor's total deposits. Customers with joint accounts may be entitled to claim up to £170,000. Most individuals are covered.
- 13.4.** The Scheme covers deposits made with the offices of FirstBank UK Limited within the European Economic Area and deposits denominated in all currencies are treated alike. For further information about the compensation provided by the FSCS scheme (including the amounts covered and eligibility to claim) please call us on 0345 601 2211 or refer to the FSCS website www.FSCS.org.uk or call the FSCS on 0800 678 1100 or 0207 7414100.

Please note only compensation related queries should be directed to the FSCS.

14. Miscellaneous

- 14.1.** In the absence of negligence, we will not be liable for any loss or damage incurred by you arising directly or indirectly out of us acting on telephone, email or facsimile instructions given to us by you (or your representative). You acknowledge that the giving of instructions in any of these ways is not secure and is vulnerable to abuse by other unauthorised parties.
- 14.2.** We always aim to provide a high level of service but cannot be held responsible for exceptional circumstances outside our control (including but not exclusively, network failures and industrial action) which mean that we must restrict or suspend withdrawals or not provide other aspects of our normal service.
- 14.3.** We have designed these accounts to be operated using the Internet. A telephone support line is available to assist you, but it is intended for occasional use only.
- 14.4.** Your account may become dormant if there has been no activity (and the account is not a Fixed Rate Bond) and/or contact from you for a period normally of 3 years. The account will always be your property or, upon your death, will become part of your estate, no matter how many years have passed.

- 14.5.** We will assist a customer to gain access to dormant account funds upon receipt of a written request and formal identification of the applicant's identity.
- 14.6.** In very exceptional circumstances and only to enable us to comply with legal requirements and maintain appropriate liquidity levels, we may temporarily cease or limit withdrawals from accounts for up to 60 days. This limitation on withdrawals will apply even if we have already received notice of a withdrawal from your account. Money in your account will still earn interest during any such period and we will follow any instructions received during the period of suspension once this period has finished.
- 14.7.** We do not have to recognise any non-account-holding third party's interest in the account, nor will we be liable for failure to do so.
- 14.8.** We may use any funds deposited with us to repay any debt, which you may have with us (subject to any borrowing terms you agree with us). You will be notified immediately if we do this.
- 14.9.** The Terms and Conditions of this contract will be governed by English law, and we will only communicate with you in English.
- 14.10.** FirstSave products are not 'Qualifying Time Deposits' as defined in Section 866 of the Income Tax Act 2007 as an exception to when an investment is a relevant investment.

Freepost RUGA-GZSJ-LEJJ, FirstSave, PO Box 966, 1 Cobalt Park Way, Wallsend, NE28 5FB