

# **Vida Savings**

## **Savings Terms & Conditions**

### **2025**

Effective from 5 July 2025



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## **Your Savings Terms and Conditions**

In these Savings T&C, 'we', 'our' and 'us' means Vida Bank Limited, trading as Vida Savings, including anyone acting on our behalf, or anyone that takes over from us. 'You' and 'your' means the Account Holder(s). An explanation of key definitions used in this document (which are in capitals) can be found at the end.

Before you apply to open a personal savings account with Vida Savings, you should read this document carefully, along with the Special Conditions and Summary (which are usually provided together in one document). These form our agreement with you and are called the Savings Terms. If there's anything you don't understand, please contact us before you apply.

You should keep a copy of these documents. You can also access copies of these documents online or ask us for a copy. We have Braille, large print and audio versions available. We can only communicate with you in English.

You can apply for an account through our website at [www.vidasavings.co.uk](http://www.vidasavings.co.uk) or by logging into your Account online if you are an existing customer. We may withdraw a product from our range without notice or refuse to accept any further applications at any time.

### **1. Opening a Savings Account**

#### **a. Eligibility requirements and verification**

You'll need to meet our eligibility requirements when you open, and for as long as you hold, an Account with us. If anything changes which means that you are no longer eligible, you must let us know.

Eligibility requirements:

- be an individual aged 18 years or over;
- be a UK resident for tax purposes or resident at a British Forces Post Office address, or, if your Account is an ISA, meet the government's ISA requirements (as set out in our ISA Declaration);
- have a UK bank account (in accordance with our criteria) in your own name (which will be your Nominated Bank Account); and
- use the Account for personal savings use. You may not use your Account for business purposes, charitable purposes or as a payment account.

We reserve the right to refuse to open or to close an Account if you don't meet these requirements.

We have to verify your identity, address and Nominated Bank Account details, and we also undertake Screening Checks. We may verify your information by asking you for additional documentary evidence or electronically by using an external agency. We reserve the right to delay or decline the processing of your application, or any other instruction, until we're satisfied. We may also carry out further Screening Checks at any time while you have an Account with us. We'll let you know if we need further information from you.

#### **b. Account requirements**

The Account Holder(s) must be the person(s) named in the application.

You can have up to two Account Holders for each Account, except if the product is a Cash ISA which can only have one Account Holder. Only one Account can be opened for each customer, for each issue (and the issue number will be stated on the Special Conditions if applicable).

You can apply to open an Account online through our website at [www.vidasavings.co.uk](http://www.vidasavings.co.uk). You'll need a personal email address to open and manage your Account.

You'll also need to link your Account to a Nominated Bank Account. Further information on Nominated Bank Accounts is in section 5 below.

### **c. Cancellation or 'cooling-off' period**

Except where stated otherwise in the Special Conditions and subject to the paragraph below, you have a cooling-off period of 14 calendar days from us receiving your initial deposit. During this time, you can close your Account without any charges, and we'll pay the balance (and any interest) to your Nominated Bank Account. The interest will include any interest you've earned up to the day before you told us you want to close your Account. After this cooling-off period ends, you'll only be able to close your Account as permitted under the Savings Terms.

If you open a Fixed Rate Bond, you don't have a cooling-off period. You can't withdraw any money you add to your Account, in whole or part, until your product matures, except in exceptional cases. Exceptional cases might include where the Account Holder receives a diagnosis of a terminal illness or in the event of a death or bankruptcy of the Account Holder, or where they are no longer a UK resident. Supporting documentation will be required on request. We'll assess requests on a case-by-case basis, and in these exceptional cases we may close your Account.

If you close your ISA within the cooling-off period, any deposit you've made won't count towards your ISA subscription amount. If you decide to cancel your ISA transfer within the cooling-off period, it's important to notify both your previous ISA provider and Vida. This ensures that the transfer process is halted, and your funds are managed correctly.

## **2. Managing your Account**

### **a. Making Deposits**

Your initial deposit must be made within 21 days of your application request, or the Account will be closed, and you'll need to re-apply. We'll confirm that your opening deposit has been received and the interest rate applied by email and SMS.

You can't add funds to your Account until it is opened. If you send us money before this, it will be returned and the FSCS won't cover any deposits received in advance of Account opening. Further information about the FSCS can be found on their website at [www.fscs.org.uk](http://www.fscs.org.uk). Once our Screening Checks are complete, we'll add any money you send us to the Account and you'll earn interest from the day we received it.

All deposits must be in pounds sterling (£) and made by Electronic Transfer from your Nominated Bank Account or from an existing Account with us (if the Special Conditions allow this). You can make deposits by Faster Payments, CHAPS, or standing order. We don't accept deposits by any other methods.

When making a deposit you'll need to give your bank or building society our sort code and bank account number, together with your Account number or the application reference given when you opened your Account. You're responsible for making sure your bank or building society has the correct information when making a deposit by Electronic Transfer.

If you pay money in electronically from another Account, it will be deposited into your Account immediately, as long as you request the transfer by 5pm. If you request the transfer after 5pm, or on a non-business day, it will be deposited the next business day.

If you pay money in electronically from a non-Vida Savings account, it will be deposited into your Account on the same day, as long as we receive it by 2pm and subject to us checking that you have complied. If we receive it after this, it will be deposited the next day. How long it takes for a payment to reach us will depend on who your Nominated Bank Account is held with.

We'll return deposited funds with no interest accrued (and are not liable for any losses you may incur) where:

- an incorrect Account or application reference has been given;
- the funds aren't received from your Nominated Bank Account;
- the deposit takes you over the Maximum Account Balance limit;
- we believe that by complying with the instruction we or you may break the law, or any regulation, code or other relevant duty which applies to us;
- receiving the funds may damage our reputation; or
- you haven't complied with the Savings Terms.

You must not deposit funds which are the proceeds of any criminal offence, whether committed by you or by another person, or connected to any other type of illegal activity.

We may refuse to accept deposits at any time, or to carry out any instruction (or ask you for more information before we do) to prevent money laundering or financial crime, or to meet other legal and regulatory requirements.

## **b. Joint Accounts**

If your Account has Joint Account Holders, each Joint Account Holder:

- will be given their own unique login details;
- is subject to these Savings Terms;
- can give instructions to us;
- is fully responsible for every instruction given;
- can ask us to only act on written instructions signed by both Joint Account Holders;
- is responsible for any money which you may owe us; and
- will be treated as being entitled to all the money in your Account, even if there's a dispute about it (but if we're told of a dispute, we'll take extra precautions).

We'll only remove a Joint Account Holder if you both ask for it in writing. If we receive notice of a dispute or conflict between you, we'll only accept future instructions in writing signed by both Joint Account Holders (along with a proof of signature document if requested by us).

If we receive conflicting instructions from Joint Account Holders, we may refuse to carry out or suspend transactions or further instructions until both of you have agreed on the instructions.

For a Joint Account, there can only be one Nominated Bank Account. This account can either be a sole account in the name of one of the Joint Account Holders or a Joint Account in the names of both Joint Account Holders. If your Account is in joint names and your Nominated Bank Account is in one of your names, only the person named on the Nominated Bank Account will be able to transfer money from the Account. Further details are in section 5 below.

The Special Conditions will tell you if you're able to add a Joint Account Holder to your Account.

If one of the Joint Account Holders dies, the Account will belong to the remaining Account Holder. If there's no surviving Account Holder, then the funds will be held until further instruction is received from the Account Holder's estate.

Account Holders will be required to verify their identity when calling us. You'll need to provide answers to personal and account information questions so we can be sure that you are who you say you are.

Where we have two addresses on file, correspondence will be sent to both addresses.

### **3. Using your Savings Account**

#### **a. Using your Account**

You can give us your instructions and manage your Account via the Customer Portal or you can call or email us. If you make a transaction on the Customer Portal, the on-screen confirmation will let you know that we'll carry out the instruction. You can ask us to act on your instructions immediately or at a future date. You may change or cancel any instruction you've given us for your Account as long as you've told us about it before we begun carrying out your instruction. You may need to give us more information or documentation before we carry out your instructions. If we reasonably believe that an instruction hasn't come from you, we may refuse to carry it out until we're satisfied that you've authorised it.

We'll give you transactional information in a monthly downloadable statement as well as an online summary of interest paid for each tax year.

**You should check your Account statements regularly and must let us know as soon as possible if any transaction appears incorrect.**

#### **b. Balances on the Account**

The Special Conditions will tell you if there's a Minimum Account Balance that you must maintain in the Account. If the Account Balance falls below this amount, we'll close your Account and return the Account Balance, along with any outstanding interest, to your Nominated Bank Account.

The Maximum Customer Balance that you can hold across all of your Accounts with Vida Savings is £2 million. When calculating this amount, we'll treat any balances held in joint accounts as being equally shared between both account holders. We can refuse to accept any deposits that would take you over this overall maximum balance and, if we do this, we'll return your deposit to your Nominated Bank Account.

The Special Conditions also set out the Maximum Account Balance that you can hold in your individual Accounts. You must not exceed this Balance at any time. If you make a payment into the Account which causes you to exceed the Maximum Account Balance, that payment will be rejected, and the funds returned. The remainder of the Account Balance will stay as is.

If you've reached the Maximum Account Balance or the Maximum Customer Balance, we'll continue to pay interest even if the interest payment takes you over the maximum balance. You won't have to withdraw money because of this.

### **c. Fees and charges**

There are no fees or charges for our standard services for your Account.

You'll be responsible for any costs that any third party, such as another bank, charges you for your use of your Account, which may (for example) be for transfers to or from it.

## **4. Interest**

### **a. The interest rate**

We'll pay interest in accordance with the rates set out in the Summary Box of your Special Conditions.

You can see the current interest rate for your Account in the Customer Portal and please see paragraphs 4.c and 4.d below for information on rate changes.

Unless otherwise stated in the Special Conditions, you can choose to have the interest that you accrue paid monthly or annually and you can choose to have the interest paid into:

- your Account;
- your Nominated Bank Account; or
- another Vida Savings Account (subject to the terms and conditions of the Account).

### **b. Calculating interest**

We'll calculate interest on your cleared Account balance daily from the day we receive funds until the day before you either:

- transfer all the money out;
- close your Account; or
- your Account matures (if applicable).

If you choose to receive interest annually, it will be paid on the anniversary of your initial deposit, or the next Business Day. If you choose monthly interest, it will be paid on the day of the month you first paid into your account, or the next Business Day.

To calculate interest, we work on the basis that there are 365 days in a year. This means that in a leap year, if you hold an Account on the 29th of February, we'll pay an additional 1/365th amount of annual interest for that day.

All interest is paid gross. That means we don't deduct any tax that may be payable from the amount of interest we pay you. It is your responsibility to pay any tax due, based on your individual circumstances.

If you ask us to pay your interest into your Nominated Bank Account, we'll pay it by Faster Payment, which has a minimum payment of £1.00. If an interest payment due to you is less than £1.00, we'll only pay it when the total interest payable is more than £1.00.

### **c. Changes to interest rates**

Your Special Conditions will specify whether the interest rate on your Account is a fixed, variable or a tracker rate.

- **Fixed rate Account:** The interest rate which applies to this Account won't change during the fixed rate period. We'll specify the fixed rate period in the Special Conditions.

- **Variable rate Account:** The interest rate which applies is a rate set by us that we may vary from time to time to reflect wider market conditions (including changes to the Bank of England base rate, or other market rates and indices); to reflect changes in the money market interest rates or the cost to us on the money we lend; if the costs of providing your Account changes; and/or to reflect changes in regulation, legislation, industry guidance, or a decision of the Courts or an Ombudsman.
- **Tracker rate Account:** The interest rate which applies will change automatically when the reference interest rate changes as set out in the Special Conditions.

#### **d. Notice of changes to interest rates**

When we change our interest rates, we'll tell you by email.

If we increase the interest rate on your Account, we'll tell you as soon as possible. This might be after the interest rate has increased.

If we reduce the interest rate on your Account, we'll tell you at least 14 days before the change. If you don't want to accept the reduced rate, you will be able to close your Account. If we don't hear from you before the date, we tell you the change will take effect, then we'll take it that you've accepted the reduced rate.

If you have a Notice Account, we'll tell you at least 14 days before the change. You'll have at least 30 days from the date that we let you know to tell us if you want to close or switch your Account. If you do that, you won't have to observe any notice period, pay any charges or suffer any loss of interest that might have otherwise applied. If you don't contact us, we'll assume you've accepted the reduced rate.

You can find all applicable interest rates for your Account(s) by logging into the Customer Portal and you can access a yearly interest statement to show how much interest has been paid on your Account at any time.

### **5. Nominated Bank Accounts**

You can only transfer money to and from your Account through a Nominated Bank Account, or from another Account you hold with us, if the Special Conditions allow this. Therefore, you'll need to link your Account to a Nominated Bank Account. The Nominated Bank Account must be a UK current account (in accordance with our criteria) in your full name, where you're either a sole or joint account holder.

You can only have one Nominated Bank Account across all the Accounts that you hold with us, and it must be capable of sending and receiving Electronic Transfers.

If your Account is in joint names, your Nominated Bank Account may be in the name of either one or both of you.

You can transfer money between your Account and either your Nominated Bank Account or another Account with us subject to the Special Conditions. If your Account is in joint names and your Nominated Bank Account is in one of your names, only the person named on the Nominated Bank Account will be able to transfer money from the Account.

We'll make any transfers from your Account by Faster Payment. When the funds show as available in your Nominated Bank Account, or another account you hold with us, will depend on when you give us the instruction and the bank's processing timescales.



## 6. Withdrawing money

The Special Conditions will tell you if you're able to make early withdrawals on your Account. Please also see section 10 (d) of the Savings T&C for specific terms that apply to closing Cash ISAs.

You can choose to make a withdrawal back to your Nominated Bank Account, or you can transfer to another Account that you hold with us, subject to the terms of that Account. If you want to make a withdrawal from your Account, and that Account has a notice period, we will complete your request at the end of the notice period.

If we receive your withdrawal request by 2pm on a business day, we'll send the money to your Nominated Bank Account on the same day. If we receive your withdrawal request after 2pm, or on a non-business day, we'll send the money to that account on the next business day.

If you're making a transfer to another account you hold with us, we'll send the money to that account immediately, as long as you request the transfer by 5pm on a business day. If you request the transfer after 5pm, or on a non-business day, it will be transferred the next business day.

We may delay a transfer request if we have reasonable grounds to suspect this is necessary to protect you from fraud or dishonesty. We'll never delay for longer than is necessary, or for more than four Business Days.

Subject to 10 (c) of the Savings T&C, if we carry out your withdrawal instructions incorrectly, you will be entitled to a full and immediate refund of the amount withdrawn. We will return your Account to the state it would have been had the withdrawal not happened.

## 7. Protecting your Savings Account

When you open an Account with us, you'll need to set your password and we'll also ask you to set up some memorable security details. Don't use answers that someone else could easily guess, write them down or save them on any device. We'll never contact you asking for your password or security details or telling you that you need to move the money to another account. You'll also be given a user ID. You must keep your user ID, password and security details safe and secure and mustn't share these with anyone else. **Report any suspicious activity to us immediately.**

You'll need your user ID, password and memorable details to log in to the Customer Portal. If you contact us by phone, we may use your memorable security details and ask additional security questions to verify your identity before we share any information about your Account. We'll only accept instructions from you, a joint account holder, or a person with a suitable power of attorney.

You must contact us immediately:

- If anyone, other than us, asks you for your password or security details;
- If you know or suspect someone else has access to your details; or
- If you suspect fraud.

We may need to suspend, withdraw or restrict your Account and we may also ask you to report it to the police and obtain a crime reference number. We may give the police or other financial crime agencies any information they need to investigate whether someone else is using your information.

**You must let us know as soon as possible if you see a transaction on your Account that you did not authorise.** We'll return your money as soon as possible and, in most cases, before the end of the next business day. However, in some circumstances we may need to investigate before we can agree to refund you.

You must also let us know as soon as possible if you think you are the victim of an Authorised Push Payment Scam (APP Scam). We'll follow industry and regulatory guidelines to decide whether to return your money. Any refund will only cover payments made by Faster Payments on or after 7 October 2024. Payments must have been made to an account that you don't control and which is located in the UK. If you want to know more about the Reimbursement Rules for APP Scams, please get in touch with us or visit our website at [www.vidabank.co.uk/savings](http://www.vidabank.co.uk/savings) for further information.

You won't be refunded for any fraudulent transaction if any of the following applies:

- If your Nominated Bank Account provider received the funds for this transaction.
- If you failed to notify us within 13 months of the transaction occurring.
- If we've reasonable grounds to suspect you've acted fraudulently or been complicit in the fraud.
- If you failed, either deliberately or with carelessness, to keep the security details relating to your Account secure.

If you see that money has been placed into your Account which is not yours, you must let us know as soon as possible. If we find out that this has happened, we may remove the money from your Account without notice.

If another bank tells us that they've paid money into your Account by mistake, we'll let you know and we'll work with the payer's bank, which may include giving them information about you, while it tries to get the money returned.

If there's been no activity on your Account for more than 15 years, we may consider your Account is dormant. Once an Account has been designated as a dormant Account, we'll need to check eligibility with anyone seeking to access the funds, in line with our current practice and within a reasonable time.

## **8. The Customer Portal**

You agree that use of the Customer Portal is at your own risk. When you use the Customer Portal you must make sure your computer and internet connection comply with any requirements we tell you about. You must also follow any procedures and instructions we give you in any communication or on our website. We can't guarantee that the Customer Portal will be available at all times. We don't accept responsibility for any other websites, even if we provide a link to them on our website.

You must keep your details up to date at all times in the Customer Portal, so we can get in touch with you if we need to.

You're responsible for the security of the computer you use to access the Customer Portal and for making sure it is protected from external attempts to gain access to your information. Please keep any computer you use to access your Account secure, including locking it when it is unattended if you're accessing the Customer Portal.

We recommend that you don't access your Account from a public computer as these can be insecure. We strongly recommend you keep your virus checking and personal firewall software up to date.

You should always log off when you've finished using the Customer Portal. For added security, the Customer Portal includes an automatic log off feature if you do nothing on it for a set period of time.

You must treat emails from senders claiming to be from us with caution and if you have any suspicions about any emails or calls you receive then you must contact us as soon as possible on the details we provide to you.

## **9. Closing your Account**

### **a. How you can close your Account**

Unless your Account is a Fixed Rate Bond, you can close your Account online or by contacting us. Please see your Special Conditions for the conditions that apply to closing your Account, and refer to Section 11 below if your account is an ISA.

If your Account is a Fixed Rate Bond, you cannot close your Account except in exceptional cases (which we will consider on a case-by-case basis).

When you close your Account, we'll pay the balance with any accrued interest into your Nominated Bank Account and send you a closing statement. Please see section 6 for withdrawal timescales. We recommend that you print and save any documents you may want to keep before you close your Account. Once your account is closed, you will be able to access the Customer Portal for 12 months.

### **b. How we can close your Account**

We'll usually provide you with 90 days' notice if we're going to close your Account for any reason, for example we may do so where you move out of the UK.

However, we may suspend, withdraw, restrict or close your account immediately and without notice if:

- We suspect that you're acting fraudulently.
- We suspect that you or someone else is using or intends to use your Account to do something illegal.
- We've been ordered to by a legal or regulatory authority or law enforcement agency.
- You're declared bankrupt.
- You're in serious and/or persistent breach of the Savings Terms
- You no longer meet the eligibility conditions for your specific Account.
- You give us false or misleading information.
- Our relationship has broken down because of your actions.

In these circumstances, we'll try to let you know before we take any action and why we're doing so. If we can't let you know in advance we'll do so as soon as we practically can after, unless we can't for legal or security reasons. If we suspend the service available to you, we'll resume that service once the circumstances that led to the suspension of the service have been resolved.

If we close your Account, we'll send the money in your Savings Account to your Nominated Bank Account, together with any interest.

### **c. Death of an Account Holder**

Upon the death of a sole Account Holder, we'll need to see the death certificate and we may need to see the grant of probate or letter of administration from their executors or representatives before taking any instructions in relation to the Account.

If one of the Joint Account Holders dies, we'll need to see the death certificate only and the balance will pass to the surviving Account Holder in their sole name.

If an ISA Account Holder dies, we'll keep the ISA open for a maximum of three years. If the estate hasn't been dealt with at this time, the Account must be closed or transferred to a non-ISA Easy Access Account. In this case, the funds will continue to accrue interest until the estate is dealt with, but tax may be due at that point.

### **d. Maturity of your Account**

If your Account is a product that matures, we'll contact you a month in advance to remind you of the upcoming Maturity Date. The new product options will be available 21 days ahead of your Maturity Date and you'll be able to give us your instructions by logging into the Customer Portal.

If no option is selected 48 hours prior to the Maturity Date, your funds will be transferred to a variable rate, easy access account, or easy access ISA (if your maturing funds are held in an ISA), after maturity.

If you choose to withdraw your funds on maturity, your funds will be transferred along with any accrued interest to your Nominated Bank Account by Faster Payment the same day if the Maturity Date is a business day (or otherwise the next business day).

## **10. Legal**

### **a. Attorneys**

A Power of Attorney can only be set up on an existing customer account; we don't open new accounts under a Power of Attorney. If you authorise another person(s) to operate your Account via a Power of Attorney or otherwise, you remain responsible for the actions or omissions of that person as if they were your own. Whilst you have mental capacity, you will be able to jointly operate your Account with the Attorney, subject to your consent and any instructions or restrictions specified in the Power of Attorney. Once mental capacity is lost, only the Attorney will be able to manage your Account.

We can only accept Powers of Attorney that have more than one Attorney appointed providing they are operated on a single signature basis and are appointed to act jointly and severally.

### **b. Governing law**

The Savings Terms are governed by English law and are subject to the English Courts if you live in England or Wales at the date of this agreement. If you live in Scotland or Northern Ireland at the date of this agreement, the governing law and applicable court will be the country in which you live at the date of this agreement.

Your Special Conditions apply in conjunction with these Savings T&C. If there is a conflicting provision between those terms, the provision in the Special Conditions will take priority.

### **c. Liability**

You'll be liable for all losses in respect of any unauthorised transactions on your Account if you have:

- acted fraudulently;
- deliberately or with gross negligence (which is where you have done something very obviously wrong or careless) failed to keep to your obligations under the Savings Terms; or
- not told us about the unauthorised transaction within 13 months of the money leaving your Account.

We won't be liable to you if we don't or can't act on your instructions or incorrectly carry out your instructions because:

- of something we can't reasonably control (for example, a failure in the Customer Portal not caused by us);
- to do so would breach a law or regulation; or
- you give us incorrect details (but if this happens we'll try to recover the payment for you).

We won't be liable in any circumstances for:

- indirect loss;
- loss of business, goodwill, opportunity or profit; or
- any loss to you that we could not have reasonably anticipated.

You accept that use of email to contact us or to send documentation to us is at your own risk. We won't be liable in any circumstances for the risks associated with the use of email, for example interception and/or modification of the information whilst in transit or at the destination mailbox.

If we are responsible to you for an unauthorised payment transaction then we will refund the transaction to your Account and return your Account to the state it would have been in if it had not happened.

If we are responsible to you under the Reimbursement Rules for Authorised Push Payment Fraud then we'll return any monies we're required to do so.

Nothing in the Savings Terms will exclude or limit any liability we have as a result of acting fraudulently or with extreme carelessness, or because of any legal duty or responsibility we may have towards you if we're unable to restrict or remove it by law and regulation.

If you want to claim against us for not keeping to any part of the Savings Terms you must tell us as soon as possible.

### **d. Changes to the Savings Terms**

We may change any of the Savings Terms at any time. We may do so for:

- regulatory or legal reasons;
- to reflect broader changes in the industry;
- to reflect changes in our business or how we provide our services; or
- to correct any mistakes.

You can't change or amend the Savings Terms at any time.

We'll give you 30 days' notice of any changes to the Savings Terms before they take effect, unless they're to your advantage, when we'll make them straight away. In some circumstances, we may be

required by law or regulation to give you more or less notice. For example, if a change relates to the way we manage payments in and out of your account, we'll give you two months' notice of the change. When we contact you about a change, we'll tell you how much time you have to review it before it takes effect.

Any changes will be communicated to you by email. If the change is to your disadvantage and you're not happy with the change, you may be able to close or switch the impacted Account without any financial penalty. Please contact us before the change is due to take effect to discuss this further. If you don't contact us, we'll take this to mean that you've accepted all changes.

The above doesn't apply to changes in the interest rate on your Account. Please see Section 4(d) above and the Special Conditions associated with your Account to see whether your interest rate can change, and if so, when and how.

We can subcontract and/or transfer all or any of our rights or obligations under the Savings Terms, and any of your Accounts, at any time to anyone. We may give the information we hold about you and your Accounts to anyone that your Account is transferring to. If we transfer our rights, then the person to whom we transfer can only exercise and enforce any rights against you to the extent that we could. Any transfer won't not prejudice your guarantees or rights under the Savings Terms.

#### **e. Set-off**

We may use any money in your Account, or any other Account you hold with us, to repay or reduce any debt which you may also have with us or to repay or reduce any debt where we're under a legal obligation to do so either in your own name or jointly with anyone else as borrower, guarantor or in any other way. We may do this without giving you prior notice, but, where permitted to do so, we will tell you about it immediately after we've done it.

#### **f. Tax**

You may be liable for other taxes and costs which are not payable through us, for example HMRC. These are your responsibility.

We'll pay you interest without deducting tax unless we're legally required to do so. You may need to pay tax on the interest that you earn. You'll need to pay any tax you owe directly to HMRC.

Where instructed directly by HMRC for the recovery of debt or where you may be liable for other taxes and costs that are not payable through us, then we'll share your Account information with them.

### **11. What if your Account is an ISA?**

#### **a. ISA Regulations**

We will operate your ISA in accordance with all applicable legislation, regulation and guidance, including the ISA Regulations.

Any ISA investment must remain in the beneficial ownership of the investor only and must not be used as security for a loan. You can't have a joint ISA.

You can spread your ISA allowance across multiple ISAs in our range and therefore open more than one cash ISA with us in the same tax year. This is subject to HMRC guidelines, and you must not exceed your annual ISA allowance. We'll tell you of any failure to satisfy the provisions of the ISA regulations and if your ISA has or will become void which means it's no longer exempt from tax.

If you exceed the maximum ISA subscription amount, or make any other payment which breaches the ISA Regulations, the payment will be returned to you the same Business Day.

**b. Transferring money into your ISA from another provider**

You can transfer money into your ISA with us from an ISA you hold with another provider. Where transfers can be made electronically, your previous ISA provider should send the payment by Faster Payment. Where an electronic transfer isn't possible, your previous ISA provider should send the payment by cheque.

If you do this, you'll earn interest from the 16<sup>th</sup> business day after you requested the transfer, or the date we receive your money from your previous ISA provider, whichever is earlier.

**c. Transferring your cash ISA to another provider**

You can ask to transfer your cash ISA, including full rights and obligations, to another ISA provider or withdraw it in full. When you request a transfer or withdrawal, subject to your Special Conditions, we'll try to complete the transaction within the time frame asked and is usually no longer than 15 working days, subject to the receipt of all relevant documents.

You can transfer all or part of your ISA subscriptions from both current and previous tax years, subject to your new ISA provider's terms and conditions.

**d. Withdrawing from your cash ISA**

Our Cash ISAs are flexible which means that you can withdraw funds without losing your annual ISA allowance. The value of any funds you withdraw will automatically be added back onto your remaining ISA allowance for the tax year should you reinvest in another Vida Savings ISA, subject to the terms of that account. The Special Conditions will tell you if there are any penalties associated with withdrawing from your Cash ISA.

**e. Delegation of our responsibilities**

If we delegate any of our functions and responsibilities under the Savings Terms, we'll make sure that person is competent to carry out those functions and responsibilities.

**12. Use of Personal Information**

You can find details about the information we process, the purposes, data subject rights under data protection legislation and other important information in our Privacy Notice which is available on our website.

Your personal information will be processed in accordance with all applicable laws and regulations relating to data protection and data privacy, including but not limited to General Data Protection Regulations or equivalent legislation.

We may disclose your personal information to tax authorities inside and outside of the UK, regulators and the FSCS in order to comply with our regulatory and legal duties. We'll only transfer personal information to other countries outside the UK where suitable protection is in place.

Where we hold personal details about you and other Account holders, you should make sure that any personal data you give us is accurate and that you've got their permission for us to use their data for these purposes. Everyone who has access to your Account can see the data you give us.

It's important you provide accurate information as we may share it with other organisations (including financial, credit, fraud and identity checking agencies) so we can provide services to you. If fraud is suspected we may also share information with the police, Fraud Prevention Agencies, other Law Enforcement Agencies and HMRC to investigate or prevent crime, and with the courts in connection with court proceedings.

We and other organisations may access and use the information recorded by Fraud Prevention Agencies in the UK and overseas. We and other organisations may also access and use this information to prevent fraud and money laundering, for example, when checking application details for Accounts.

We'll collect and hold all information about all applicants on our systems and database. We'll use it to process your application and for ongoing account maintenance and administrative purposes.

We may give details of your Account or your name and address to another person, regulator or governmental authority if:

- We're required to do so by law or regulation.
- We need to protect our reasonable interests.
- You ask us to do so, or otherwise agree that we may or should do.

Should you have any queries relating to the use and storage of information or if you want to receive details of the relevant credit reference, fraud or financial crime prevention agencies we use, please contact us as set out below. Please note you can, on request, receive a copy of the personal information we hold about you on file if you wish.

### **13. Contact between you and us**

If we need to get in touch with you, we'll use email or secure message through the Customer Portal. We may sometimes contact you by phone or post. We'll use secure messaging for confidential information as this is more secure than email. If we send you a secure message through the portal, we'll email you to let you know.

We'll use the latest contact details that you've given us. You must let us know when any of these details change (for example your name, address, email address, mobile phone number or Nominated Bank Account). You can make changes to some of these details through the Customer Portal, but for others we'll need to see supporting evidence before making the change. You can find further information on this on our website.

Telephone calls will be recorded for monitoring and training purposes.

If you need to get in touch with us, you can do so by:

- Secure messaging us via the Customer Portal.
- Emailing us at: [enquiries@secure.vidasavings.co.uk](mailto:enquiries@secure.vidasavings.co.uk)
- Phoning us at 0345 6460460.
- Writing to us at Freepost VIDA SAVINGS
- Our opening hours can be found on our website.



#### 14. How can you make a complaint?

We understand that things don't always go to plan, and if this happens, we want you to tell us. We'll do our very best to put things right, as quickly as possible and to your satisfaction.

We hope to resolve issues as soon as we know about them. However, if you feel we haven't achieved this, we have clear and simple procedures in place to make sure we handle your case fairly, sensitively and in line with requirements set by the Financial Conduct Authority. We will also try to make sure that we fix the root cause of problems so that we don't make similar mistakes again.

We will fully investigate every complaint about our services. Even if your complaint relates to a particular policy decision and we are not necessarily able to change things, we will explain it to you.

We want to resolve your complaint straight away and, in the majority of cases, the first person you speak to will usually be able to resolve things for you. If we have been able to resolve your complaint by the end of the third business day after we've received your complaint, we will send you a letter known as a summary resolution communication. If we have been unable to do that by the end of the third business day after we've received your complaint, we'll write to you. We'll do this within five Business Days to acknowledge your complaint and tell you who is dealing with it.

We will then keep you up to date while we are investigating your complaint, until we provide you with a formal resolution letter, as part of our procedure. In most cases reaching this stage, we will be able to resolve your complaint within eight weeks of receiving it.

In exceptional circumstances, particularly where your complaint is complex, it may take over eight weeks to resolve matters for you. We will, however, write to you at that point to let you know you may be eligible to contact the Financial Ombudsman Service (FOS) to review your complaint. You can contact the FOS either via their website at [www.financialombudsman.org.uk](http://www.financialombudsman.org.uk) or via post at The Financial Ombudsman Service, Exchange Tower, London E14 9SR.

If you're unhappy with our final response to your complaint, you may be eligible to ask the FOS for an independent review.

For a full outline of our complaints procedures and how to make a complaint, please go to our website (currently [www.vidasavings.co.uk](http://www.vidasavings.co.uk)).

#### 15. Financial Services Compensation Scheme (FSCS)

Your savings with us are protected by the FSCS, the UK's deposit guarantee scheme.

You can find more information on our website and here [www.fscs.org.uk](http://www.fscs.org.uk).

#### 16. Key definitions

The following words have these meanings in this document and the Special Conditions:	
<b>Account</b>	your savings account with us.
<b>Account Balance</b>	the amount in your Account.
<b>Account Holder</b>	the person(s) named in the application. We'll treat any Attorney or other person who has permission to access and operate the Account as if they are the Account Holder under the Savings Terms.

<b>Attorney</b>	a special form of agency by which a person gives another the power to act on their behalf and in their name.
<b>APP</b>	Authorised Push Payment.
<b>Authorised Push Payment Scam (APP Scam)</b>	where you make a payment that turns out to be part of a scam where you were tricked into sending money to a recipient, or for a purpose, which you didn't intend.
<b>Business Days</b>	Monday to Friday, excluding public holidays.
<b>CHAPS</b>	Clearing House Automated Payment Systems: a way of electronically transferring money from one bank account to another.
<b>Credit/Credited</b>	money that has been paid in but may not be immediately available to withdraw.
<b>Customer Portal</b>	the portal we provide via our website to help you access and manage your Account.
<b>Electronic Transfer</b>	any payment that is made via CHAPS, Faster Payments or standing order.
<b>Faster Payments</b>	the UK service that allows you to send and receive payments quickly.
<b>FSCS</b>	Financial Services Compensation Scheme.
<b>ISA</b>	an Individual Savings Account. An ISA is a tax-free account into which you can save or invest. There are different types of ISA products.
<b>ISA Regulations</b>	the Individual Savings Account Regulations 1998, and any subsequent changes or replacement legislation.
<b>Joint Account</b>	an Account to which two individuals have access, with each Account Holder able to manage the Account independently.
<b>Joint Account Holder</b>	one of the people with a Joint Account.
<b>Maturity Date</b>	the last day of the term of your Account as set out in the Special Conditions.
<b>Maximum Account Balance</b>	the maximum Account Balance permitted in your Account as set out in the Special Conditions.
<b>Maximum Customer Balance</b>	the maximum total Account Balances across all of your Accounts, which is £2 million.
<b>Minimum Account Balance</b>	the minimum Account Balance permitted in your Account as set out in the Special Conditions.
<b>Nominated Bank Account</b>	the UK current account in your name(s) with a UK bank or building society which you gave details of during your application. This is the account linked to your Account that you must make payments to and from, except where transfers to and from other Vida Savings Accounts are allowed.

<b>Notice Period</b>	any minimum period of notice you must give, as specified in the Savings Terms, to make withdrawals or close your Account.
<b>Reimbursement Rules for Authorised Push Payment Fraud</b>	the requirement for us to reimburse victims of Faster Payment Scheme APP scam payments as set out in the FPS Reimbursement Rules published by Pay.UK.
<b>Savings T&amp;C</b>	this document which sets out general terms and conditions for Vida Savings products and Accounts.
<b>Savings Terms</b>	the Savings T&C and the applicable Special Conditions, which together set out the terms which apply to the product and your Account once opened (until the Account is closed or cancelled).
<b>Screening Checks</b>	checks against regulatory and law enforcement agencies which we undertake to safeguard against illegal activity which will include verification of your identity and address.
<b>Security Information</b>	the password and memorable information you set up.
<b>Special Conditions</b>	the special conditions which apply to your chosen product which include a Summary Box.
<b>Summary Box</b>	a summary of the specific information relating to your product.
<b>Username</b>	the unique username that you use when managing the Account.

# Need help?

If you have any questions:

Visit us at [www.vidasavings.co.uk](http://www.vidasavings.co.uk) or call us on **0345 6460 460**

**Monday to Friday 9am–5pm.**



Vida Savings is a trading name of Vida Bank Limited, registered in England and Wales with company number 09837692 with its registered office at 1 Battle Bridge Lane, London, SE1 2HP. Vida Bank Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority with Financial Services Register Firm Reference Number 738741.