

Online ISA

Key Information Pack

Post Office Money[®] Online ISA is provided by OneFamily. Savings in Post Office Money cash ISAs are deposited with Bank of Ireland UK.
postofficemoney.co.uk



Money[®]

Key Features of the Online ISA

Post Office Money® Online ISA is provided by OneFamily. Savings in Post Office Money cash ISAs are deposited with Bank of Ireland UK.

The Financial Conduct Authority is a financial services regulator. It requires us, OneFamily, to give you this important information to help you decide whether the Online ISA is right for you. You should read this document carefully so that you understand what you are buying, and then keep it safe for future reference.

Please read these Key Features with the Terms and Conditions, which contain more detailed information about how the Online ISA, and the products you can hold in your account, will work. You should also carefully read the Summary Box which is made available to you when you apply, as it contains important information about interest rates and any relevant restrictions on withdrawals for the product you select to open in your Online ISA.

The Online ISA is provided by OneFamily and your money will be deposited with Bank of Ireland UK. Any references to “we”, “us” or “our” in these Key Features means OneFamily.

What is the Online ISA?

The Online ISA is a cash ISA that allows you to split your savings between a selection of variable and fixed rate products. You will only have one Online ISA with us, but can open multiple products in your account.

Although you can only select one product to open when you apply for your account, once your Online ISA is open you'll be able to take out new products (when available) and move money between existing products already held in your account (if it's a feature of the products), without completing further applications. Before making a decision to open a new product you should carefully read the Summary Box made available at that time. The rates of interest on offer and even individual product features may have changed since you opened your Online ISA. The new Summary Box will provide you with up-to-date information to help you decide whether an additional product could be right for you.

You'll also automatically have a 'Holding Account' opened for you when you apply for an Online ISA. The Holding Account is a product held in your Online ISA which helps you manage your cash ISA savings. For example, you can use the Holding Account to combine or split savings transferred from existing ISAs into a single or multiple products in your Online ISA (before making a decision to transfer to us, you should check if your current provider will charge a fee).

Please note, the products and rates of interest on offer can be changed or withdrawn at any time. If you are using the Holding Account to combine or split your existing ISA savings by transferring ISAs you hold to your Online ISA, there is a risk that the product or rate of interest you wanted will no longer be available by the time your transfers are completed.

Below is an example of how you could split your cash ISA savings into multiple products in your account, if you were to make a deposit of £1100:

Online ISA example		
Easy Access	Fixed Rate 1 Year	Fixed Rate 2 Year
£100	£500	£500
Holding Account		
£0		

Your key questions answered

What is an ISA?

ISA stands for Individual Savings Account. ISAs were introduced by the Government to give people a tax-efficient way to save for the future. There are different types of ISAs, to see the complete list please visit <https://www.gov.uk/individual-savings-accounts/overview>

You can deposit up to the maximum annual ISA limit set each Tax Year (that's from 6 April to 5 April) subject to contributions in other types of ISAs. The annual ISA limit for the 2018/19 tax year is £20,000. For example, if you deposit half of this year's limit in a cash ISA with one provider, you can invest the other half into a stocks and shares ISA with the same or another ISA provider. You can only make deposits and/or invest in one of each type of ISA each tax year.

If you hold an ISA, you may be able to withdraw the cash from it and replace it within the same tax year you took it out without affecting your annual ISA allowance. This flexible feature is only available with some ISA providers. If it's not a feature of an account you hold, any payment you make into that ISA will be treated as a payment for the current tax year (regardless of any withdrawals you may also have made during the same tax year). The Online ISA does **not** have flexible features.

Is the Online ISA right for me?

The Online ISA could be right for you if you are a UK taxpayer aged 16 or over and would like to manage your cash ISA savings through an online account. The Online ISA cannot be accessed by telephone, post or at Post Office branches.

The products that you can hold in your account may not allow additional deposits, transfers or money movements once opened, although you will be able to open new products to hold your cash ISA savings (when available). However, the products and rates of interest on offer can be changed or withdrawn at any time. This could limit the amount of choice you have when managing your cash ISA savings until new products or rates of interest become available.

Additionally, there may be withdrawal restrictions on your products, including limited withdrawals during each tax year or not being able to make withdrawals during a fixed term. You should consider whether you might need access to your money when opening products with withdrawal restrictions.

Full details on restrictions can be found in the Terms and Conditions which you should read carefully before opening an additional product in your account.

All withdrawal payments that you request will be paid to the UK personal bank or building society current account that you have previously nominated, so you must be comfortable with receiving payments by this method.

Some ISAs are flexible and allow you to make withdrawals and replace the money back into your account during the same tax year, without affecting your annual ISA allowance. Not all ISA providers offer this as a feature and this is not currently available on the Online ISA.

Please remember the tax advantages depend on your individual circumstances and the tax treatment of ISAs may change in the future. Neither we, nor Post Office Money, provide advice, for this product. If you have any doubts about the suitability of this account, you should seek independent financial advice.

Your key questions answered

Who can open the Online ISA?

To open the Online ISA you must be 16 or over and a UK resident for tax purposes. You will also need to have a UK personal bank or building society current account which is in your name (sole or joint) to which withdrawal payments will be made. You can only make deposits into one cash ISA with one provider each tax year. If you have already made deposits into a cash ISA this tax year, you can still open the Online ISA by transferring another ISA you hold. And if you transfer your current year's cash ISA to us, you will then be able to make additional deposits once your Online ISA is open (subject to your annual ISA allowance). Before making a decision to transfer you should check if your current provider will charge a fee.

If you already have an Online ISA, you will not be able to open another Online ISA, even if it's a new tax year.

ISAs cannot be applied for in joint names.



Please see the 'Eligibility' section of the Terms and Conditions for more information on eligibility.

How can I open the Online ISA?

You can open the Online ISA with either a deposit or a transfer of an existing ISA by completing an application online. Your initial payment must meet any minimum or maximum opening amount for the product you've selected to open in your Online ISA. This will be detailed in the Summary Box provided to you when you apply.

If you are opening your Online ISA with a deposit, you can make this by either a debit card or by cheque.

Debit cards can only be used to make your initial deposit if we're able to verify your identity electronically, which will be confirmed during the application process. If we're unable to verify your identity, you're under the age of 18 when applying or you are applying with a Power of Attorney, any initial deposit will need to be made by cheque.

Before making a decision to transfer to us, you should check if your current provider will charge a fee.

When will my Online ISA open?

We will open your Online ISA when we accept your application and either:

- we receive and accept your deposit; or,
 - we request the transfer value for your existing ISA;
- whichever is earlier.

There may be delays in opening your Online ISA because we need to ask you for more information or proof of your identity. If this happens, we will let you know.

No interest will be paid until your Online ISA is open. If we are unable to open your Online ISA within 30 days of receiving your application, any deposits you have made will be returned without interest.



See the 'Proof of identity' and 'Accepting your application' sections of the Terms and Conditions for more information on proof of identity and accepting your application.

Your key questions answered

Can I make additional deposits or transfers once my Online ISA is open?

Yes, you will be able to make additional deposits or transfers into your Online ISA once it's open. If it has been a full tax year since you've made a deposit (or a transfer containing current year's deposits), you'll need to access your account online and reactivate it before you can make additional deposits or transfers.

Please note that not all existing products will allow additional deposits or transfers once opened, which will be detailed in the product's Summary Box.

How can I make additional deposits or transfers?

Once your Online ISA is open you can make additional deposits or transfers by accessing your account online and selecting either a new product (when available) or an existing product. Not all existing products will allow additional deposits or transfers once opened, which will be detailed in the product's Summary Box.

If you open a new product, your initial deposit or transfer will need to meet any minimum or maximum opening amount as included in the product's Summary Box.

If you are making an additional deposit or transfer to an existing product, this can be made with one-off payments of £10 or more by debit card, or from £1 or more if you send us a cheque. You can also request to transfer other cash or stocks and shares ISAs you hold, providing they have a value of £1 or more.

Before making a decision to transfer to us, you should check if your current provider will charge a fee.



You can find more information about deposits and transfers in the 'Deposits' and 'Transfers' sections in your Terms and Conditions.

Can I move money between products in my Online ISA?

Yes, once your Online ISA is open you'll be able to access your account online and move money between products using money movements. If you open a new product with a money movement, you'll need to meet any minimum or maximum opening amount, as detailed in the product's Summary Box. You can move money between existing products for values of £1 or more, as long as both the products allow money movements.

If you hold a Fixed Rate product, at the end of the fixed term we will automatically close the product and move the value, along with any interest earned, to your Holding Account. You will then be able to move the money into other products in your account, or make withdrawals to your Nominated Account, where the money will lose the tax advantages of ISAs.



Further information on moving money between products can be found in the 'Money movements' section of your Terms and Conditions.

Your key questions answered

How will I know how much my savings are worth?

Every year, we will provide you with a statement showing the balance of your Online ISA and the individual products in your account as of 5 April. You will be notified when the statement is available.

You can also access your account online at any time for a valuation or to create a new statement.

Are there any charges?

We do not charge to set up the Online ISA or to process standard services (as described throughout the Online ISA Terms and Conditions).

If you close a Fixed Rate product during its fixed term, a Breakage Charge will be applied. If a Breakage Charge is applied, the final value of the product may be less than you paid in.

Charges may change in the future.



Please see the 'Charges and taxes' section of the Terms and Conditions for more detail about charges and changes to charges.

Can I cancel my Online ISA?

Yes, you have 14 days from the date your Online ISA opens to cancel your account. You can let us know you'd like to cancel by sending us a secure message. If you decide to cancel, your Online ISA and any products you've opened in your account will be closed. You will receive a full refund of any deposits you've made plus tax-free* interest. Any returned deposits will not be regarded as having been paid into a cash ISA, and so will not count towards your ISA allowance for the current tax year.

If you do not cancel within the 14-day cancellation period, and request to close your Online ISA after this date, your money will no longer benefit from the tax advantages of ISAs. If you've paid in to your Online ISA in the same tax year that you close it, you won't be able to pay money into another cash ISA in the same tax year.



Please see the 'Cancelling your online ISA' section of the Terms and Conditions for more information about cancellation, including information on what happens if you cancel and you have requested a transfer.

Can I cancel individual products in my Online ISA?

You cannot 'cancel' individual products that you've selected to open in your Online ISA. This means that unless you cancel your entire Online ISA within the 14-day cancellation period, any deposits you've made into your products will count towards your annual ISA allowance.

Although you can't cancel individual products, you can request to close any product in your account at any time, and some products will also allow you to make withdrawals. Details of withdrawal restrictions can be found in the product's Summary Box.

Additionally, if you've opened a Fixed Rate product that has a Breakage Charge for closing it during its fixed term and change your mind, the Breakage Charge will be waived providing you request to close the product within 14 days of it having opened. If you close the product after this date, the Breakage Charge will apply.



For more information about making withdrawals and closing a product, please see the 'Making withdrawals, closing products and closing your Online ISA' section of the Terms and Conditions.

Your key questions answered

Can I transfer my Online ISA?

Yes. You can transfer your Online ISA in full to another ISA. **Partial transfers are not permitted, and you will not be able to transfer out individual products in your account.**

If you decide to transfer your Online ISA while you have a Fixed Rate product in a fixed term, a Breakage Charge will be applied. See the 'Charges and Taxes' section of the Terms and Conditions for more information.

*Tax-free means the interest paid will be free from UK Income Tax and Capital Gains Tax.

The tax advantages of the Online ISA depend on your individual circumstances and the tax treatment may change in the future.

Other Information

Complaints

If you need to make a complaint, please contact us and we will do everything we can to resolve your complaint as quickly as possible, but please allow up to 5 working days for a reply.

When we first contact you, we will send you a summary of the procedures that we will follow when resolving your complaint. A copy of these procedures is also available on request.

You can contact us by logging into your account online and sending us a secure message, or you can write to us at Post Office Money Savings, PO Box 5179, Brighton, BN50 9UY or call us on 0800 169 7500*.

If you are not satisfied with the response to your complaint, you may be able to refer it to the Financial Ombudsman Service.

Making a complaint won't affect your legal rights.

You can contact the Financial Ombudsman Service by writing to:

Financial Ombudsman Service,
Exchange Tower,
London, E14 9SR.

0800 023 4 567

www.financial-ombudsman.org.uk

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

If we have not been able to resolve your complaint to your satisfaction AND you have bought our product or services online: The European Commission has established an online dispute resolution platform (ODR platform) which is specifically designed to help customers resident in the European Union who have been unable to resolve a complaint with traders established in the European Union from which they purchased goods or services online. You can submit your complaint online through the ODR platform in any of the official languages of the European Union. The platform will then send your complaint to the Financial Ombudsman Service for an independent review within 90 days. You can access the ODR platform at <http://ec.europa.eu/odr>

*Our Customer Call Centre is UK based and open from 9am to 7pm weekdays and 9am to 1pm on Saturdays. Calls to 0800 numbers are normally free from UK landlines and mobile phones. Calls may be recorded, monitored and used for training and compliance purposes.

Deposit protection

Over the next few pages, you will find a 'Deposit Information Sheet'. This sets out details of how your money is protected with Bank of Ireland UK, the 'deposit-taker' for the Online ISA.

If you make deposits directly to us by cheque or by debit card, we will initially pay these into an account held with NatWest.

Please note that during this period any money you hold in other accounts with NatWest will count towards compensation limits. We will then transfer this money to Bank of Ireland UK. This is also what happens if we receive a transfer cheque from another ISA provider.

You can find out more about how your money is protected when it's held in a bank or building society account by going to the 'What we cover' section of the Financial Services Compensation Scheme (FSCS) website at www.fscs.org.uk



For more information on how your money will be held, please see the 'Holding your money' section in the Terms and Conditions.

Deposit Information Sheet

Eligible deposits in Bank of Ireland (UK) plc are protected by:	The Financial Services Compensation Scheme ("FSCS") ¹
Limit of protection:	<p>£85,000 per depositor per bank / building society / credit union²</p> <p>The following trading names are part of your bank / building society / credit union:</p> <p>'Bank of Ireland UK' and 'Post Office Money' and savings accounts under the 'AA Savings' brand deposited with Bank of Ireland UK</p>
If you have more eligible deposits at the same bank / building society / credit union:	All your eligible deposits at the same bank / building society / credit union are "aggregated" and the total is subject to the limit of £85,000 ²
If you have a joint account with other person(s):	The limit of £85,000 applies to each depositor separately ³
Reimbursement period in case of bank, building society or credit union failure:	20 working days ⁴
Currency of reimbursement:	Pound sterling (GBP, £), or, for branches of UK banks operating in other EEA Member States, the currency of that State.
To contact Bank of Ireland (UK) plc for enquiries relating to your account:	<p>Post Office Money Savings</p> <p>PO Box 87, Armagh BT61 0BN</p> <p>Tel: 0345 602 3409*</p>
To contact the FSCS for further information on compensation:	<p>Financial Services Compensation Scheme</p> <p>10th Floor Beaufort House</p> <p>15 St Botolph Street</p> <p>London</p> <p>EC3A 7QU</p> <p>Tel: 0800 678 1100 or 020 7741 4100</p> <p>Email: ICT@fscs.org.uk</p>
More information:	http://www.fscs.org.uk

*Call costs may vary depending on your service provider. Calls may be recorded, monitored and used for training and compliance purposes.

¹ Scheme responsible for the protection of your eligible deposit

Your eligible deposit is covered by a statutory Deposit Guarantee Scheme. If insolvency of your bank, building society or credit union should occur, your eligible deposits would be repaid up to £85,000 by the Deposit Guarantee Scheme.

² General limit of protection

If a covered deposit is unavailable because a bank, building society or credit union is unable to meet its financial obligations, depositors are repaid by a Deposit Guarantee Scheme. This repayment covers a maximum of £85,000 per bank, building society or credit union. This means that all eligible deposits at the same bank, building society or credit union are added up in order to determine the coverage level. If, for instance, a depositor holds a savings account with £80,000 and a current account with £20,000, he or she will only be repaid £85,000.

This method will also be applied if a bank, building society or credit union operates under different trading names. Bank of Ireland (UK) plc also trades under Bank of Ireland UK and Post Office Money and AA Savings. This means that all eligible deposits with one or more of these trading names are in total covered up to £85,000.

In some cases eligible deposits which are categorised as “temporary high balances” are protected above £85,000 for six months after the amount has been credited or from the moment when such eligible deposits become legally transferable. These are eligible deposits connected with certain events including:

- a) certain transactions relating to the depositor’s current or prospective only or main residence or dwelling;
- b) a death, or the depositor’s marriage or civil partnership, divorce, retirement, dismissal, redundancy or invalidity;
- c) the payment to the depositor of insurance benefits or compensation for criminal injuries or wrongful conviction.

More information can be obtained under <http://www.fscs.org.uk>

³ Limit of protection for joint accounts

In case of joint accounts, the limit of £85,000 applies to each depositor.

However, eligible deposits in an account to which two or more persons are entitled as members of a business partnership, association or grouping of a similar nature, without legal personality, are aggregated and treated as if made by a single depositor for the purpose of calculating the limit of £85,000.

⁴ Reimbursement

The responsible Deposit Guarantee Scheme is the Financial Services Compensation Scheme, 10th Floor Beaufort House, 15 St Botolph Street, London, EC3A 7QU, Tel: 0800 678 1100 or 020 7741 4100, Email: ICT@fscs.org.uk. It will repay your eligible deposits (up to £85,000) within 20 working days until 31st December 2018; within 15 working days from 1st January 2019 until 31st December 2020; within 10 working days from 1st January 2021 to 31st December 2023; and within 7 working days from 1 January 2024 onwards, save where specific exceptions apply.

Where the FSCS cannot make the repayable amount available within 7 working days, it will, from 1 June 2016 until 31 December 2023, ensure that you have access to an appropriate amount of your covered deposits to cover the cost of living (in the case of a depositor which is an individual) or to cover necessary business expenses or operating costs (in the case of a depositor which is not an individual or a large company) within 5 working days of a request.

If you have not been repaid within these deadlines, you should contact the Deposit Guarantee Scheme since the time to claim reimbursement may be barred after a certain time limit. Further information can be obtained under <http://www.fscs.org.uk>

Other important information

In general, all retail depositors and businesses are covered by Deposit Guarantee Schemes. Exceptions for certain deposits are stated on the website of the responsible Deposit Guarantee Scheme. Your bank, building society or credit union will also inform you of any exclusions from protection which may apply. If deposits are eligible, the bank, building society or credit union shall also confirm this on the statement of account.

Exclusions List

A deposit is excluded from protection if:

- 1 The holder and any beneficial owner of the deposit have never been identified in accordance with money laundering requirements. For further information, contact your bank, building society or credit union.
- 2 The deposit arises out of transactions in connection with which there has been a criminal conviction for money laundering.
- 3 It is a deposit made by a depositor which is one of the following:
 - credit institution
 - financial institution
 - investment firm
 - insurance undertaking
 - reinsurance undertaking
 - collective investment undertaking
 - pension or retirement fund¹
 - public authority, other than a small local authority

For further information about exclusions, refer to the FSCS website at **www.fscs.org.uk**

¹Deposits by personal pension schemes, stakeholder pension schemes and occupational pension schemes of micro, small and medium sized enterprises are not excluded

Terms and Conditions

This section sets out the Terms and Conditions of the Online ISA provided by OneFamily. The Terms and Conditions, together with the Key Features and the product's Summary Box, explain how your Online ISA and the products that you can hold in your account will be managed, and sets out both your, and our, rights. Please make sure you read the Terms and Conditions, Key Features and any relevant Summary Box carefully and keep a copy safe for future use, as they contain important information you'll need to know.

Definitions

Access – Unless otherwise stated, “access” or “accessing” means logging into your account online.

Account – The Online ISA provided by OneFamily.

Breakage Charge – A charge applied to a Fixed Rate product if it's closed during its fixed term. This includes where a Fixed Rate product is closed because a deposit needs to be voided or where we need to close a Fixed Rate product because you've asked to close or transfer your Online ISA. The charge will not apply if a Fixed Rate product is closed in the first 14 days of being opened.

Day – Calendar days (also see “Working Day” below).

FCA – Financial Conduct Authority. The FCA work with the Prudential Regulation Authority (PRA) as the two UK financial services regulators.

Holding Account – A product in your Online ISA which is automatically set up when you open your account and can be used to manage your cash ISA savings.

HMRC – HM Revenue & Customs. Responsible for setting the rules which relate to ISAs.

Internal transfers – A transfer from one ISA to another ISA, where both ISAs are provided by OneFamily.

ISA – Individual Savings Account.

ISA manager – A firm authorised by HMRC to provide and manage ISA investments.

Nominated Account – A specified UK personal bank or building society current account to which withdrawal payments will be made.

OneFamily – Family Equity Plan Limited and any nominee company within the OneFamily group.

Online – The online area where you can access your account, which is located through the Post Office website at postofficemoney.co.uk or such other URL as may be designated from time to time for this purpose.

PRA – Prudential Regulation Authority. The PRA works with the FCA as the two UK financial services regulators.

Product – The products provided by OneFamily which can be held in the Online ISA.

Received/Receipt – Unless otherwise stated, “Received” or “Receipt” means received by OneFamily.

Regulations – The Individual Savings Account Regulations 1998 (as replaced or amended from time to time).

Rules – The Financial Conduct Authority (FCA) or Prudential Regulation Authority (PRA) rules (as replaced or amended from time to time).

Secure message – The method of contact that will be used when communicating about your account. Secure messages can be viewed or sent by accessing your account online.

Security details – The combination of details that are used to access your account online. This includes your username, password and memorable questions and answers.

Summary Box – The document that contains information about how individual products work. Summary boxes can be accessed by logging into your account online. The rates of interest available and product features may change from time to time, so you should always refer to the up-to-date Summary Box before opening a new product.

Tax year – A year beginning on 6 April in any year and ending on 5 April in the following year.

Void – Where an ISA, or deposits into an ISA, have been found to be invalid because of a failure to meet the ISA Regulations.

We/us/our – Family Equity Plan Limited (trading as OneFamily).

Working day – Any day of the week not including Saturdays, Sundays and English public (bank) holidays.

You/your – The ISA holder.

Details of the firms involved

ISA Manager: Family Equity Plan Limited (part of the OneFamily group of companies), 16-17 West Street, Brighton, BN1 2RL. The main business of Family Equity Plan Limited is arranging investment business.

Deposit-taker (the bank providing the deposit account):

Money paid into the Online ISA is held by OneFamily and deposited with Bank of Ireland (UK) plc (Bank of Ireland UK). The interest rates described in this document (and other marketing communications), including any guarantees, are those provided by Bank of Ireland UK on these deposits. Their principal place of business is Bow Bells House, 1 Bread Street, London, EC4M 9BE.

Distributor: Post Office Limited is the promoter and distributor of the Online ISA. Their principal place of business is Finsbury Dials, 20 Finsbury Street London EC2Y 9AQ.

Regulators: The Financial Conduct Authority (FCA), 12 Endeavour Square, London, E20 1JN.

The Prudential Regulation Authority (PRA), 20 Moorgate, London, EC2R 6DA (Tel: 0207 601 4444).

Family Equity Plan Limited is authorised and regulated by the Financial Conduct Authority.

Family Equity Plan Limited is entered on the Financial Services Register under registration number 122351.

Bank of Ireland UK is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

Bank of Ireland UK is entered on the Financial Services Register under registration number 512956.

The Financial Services Register can be viewed at www.fca.org.uk.

Eligibility

To make deposits into the Online ISA, you must be resident in the UK for tax purposes or, if not so resident, be performing duties as a Crown employee serving overseas and paid out of the public revenue of the UK, or be married to, or in a registered civil partnership with, such a person. If you stop being eligible under the above criteria, you must let us know.

You must be aged 16 or over.

You must have a UK personal bank or building society current account that accepts direct credit payments (see the 'Nominated Accounts' section for more information on Nominated Accounts).

You can only make deposits into a single cash ISA with

one ISA manager each tax year.

If you already have an Online ISA with us, you will not be able to open another one.

We will let you know as soon as possible if the account has, or will, become void because of any failure to meet the Regulations that we are aware of.

If you believe that you have broken the ISA Regulations (for example, by paying in to two cash ISAs), you must phone the HMRC Savings helpline on 0300 200 3312 (call charges may apply – if you need further information you should contact your phone provider).

Proof of identity

Before you open an account, so we can comply with anti-money laundering legislation, we will need to verify your identity.

Where you are 18 or over, this will normally involve an electronic check through a credit reference agency. The electronic check will not affect your credit history, but will leave a record of the search taking place. By applying for the Online ISA, you are agreeing for these checks to take place.

If we are unable to verify you by these means, or you are under 18 at the time of applying, we will require proof of your identity before we are able to open your account. Additionally, if you are applying with a Power of Attorney, we will require that you send us proof of identity for both you and for the person you are applying for.

If we do not receive the proof that we've asked for within 30 days of requesting it, we will not proceed with opening the account. Any deposits already made will be returned without interest and sent to you within 4 working days of the end of the 30 day period.

For fraud prevention and so that we can comply with anti-money laundering legislation, we may also ask for identification to be provided at other times. If we do not receive adequate identification when we ask for it, we may not be able to accept deposits. We may also withhold the proceeds of any withdrawal, transfer or account closure until adequate identification is provided.

If you provide false or inaccurate information at any time and fraud is identified, details can be passed to fraud prevention agencies. We and other organisations may access and use this information to prevent fraud and money laundering.

Nominated Accounts

When applying for the Online ISA, you must set up a Nominated Account, which will be used to send you withdrawal payments (e.g. if you request to have a withdrawal sent to you from a product or ask to close your Online ISA). The account you nominate needs to be a UK personal bank or building society current account in your name (sole or joint).

We will send all withdrawal payments to you by "direct credit". If you are unsure whether the account you want to nominate will accept this type of payment, please check with your bank or building society before nominating the account.

You can only have one Nominated Account set up on your Online ISA at any time.

You should always keep your Nominated Account details up-to-date. You can request to update your details at any time by accessing your account online and sending us a secure message.

For fraud prevention and so that we can comply with anti-money laundering legislation, we will check that any Nominated Account details you provide to us are genuine and belong to you. We will always attempt to do this electronically, but if we are unable to verify them by these means, we will need you to send us proof of your Nominated Account by post.

This verification will be required even if you've made a debit card payment online from the same bank or building society account that you are nominating.

Until we obtain this verification, we may withhold any withdrawal payment you have asked us to make to that account. We only accept post on working days.

Opening your Online ISA

To open an Online ISA with us, you must complete an application online.

You can open the Online ISA with either a deposit or by transferring another ISA you hold. You must specify the deposit or transfer you would like to use to open your account, as well as the product you'd like to have the deposit or transfer applied to.

Your initial deposit or transfer must meet any minimum or maximum opening amount for the product you've selected.

If you are opening the Online ISA with a deposit, this can normally be made by debit card or cheque. However, if we are unable to verify your identity electronically, you're under the age of 18 at the time of applying or if you are applying with a Power of Attorney, your initial deposit will need to be made by cheque. This will be confirmed during your application.

Accepting your application

We will accept your application on the day we receive it unless:

- we need to clarify information from your application; or,
- we need to ask you for proof of your identity or other documents, including paper transfer instruction forms.

Your Online ISA will be opened when your application is accepted and:

- for applications made with a deposit, the date we accept your deposit; or,
- for applications made with a transfer, the date we request the transfer value from your existing ISA manager.

If we need further information, identification or documentation from you and we do not receive this within 30 days of requesting it by secure message, we will not proceed with your application. Any deposits you have already made will be sent to you without interest within 4 working days of the end of the 30 day period.

There may be other circumstances when we will be unable to accept your application. If this happens, we will let you know.

We only accept post (including identification, documentation and paper transfer instruction forms) on working days.

Cancelling your Online ISA

If you would like to cancel, you can do so within 14 days from the date your Online ISA opened by sending us a secure message.

When we receive your instruction to cancel, we will close your Online ISA, including any products you've opened in your account, by the following working day unless:

- we need further information to help us make sure your instruction is followed correctly; or,
- we need proof of your Nominated Account for fraud prevention or to comply with anti-money laundering legislation (see the 'Nominated Accounts' section above for further information).

In these circumstances we will process your cancellation once we have obtained this additional information from you.

If you cancel your Online ISA, any returned deposit will not be regarded as having been paid into a cash ISA and will not count towards your ISA allowance for the tax year.

If you cancel, and any transfer you have requested has already taken place, you will have the following options:

- we can send you the proceeds; if this includes deposits you have made in the current tax year, this

means you should not pay into another cash ISA until the next tax year;

- you can transfer it back to the original ISA manager, if they choose to accept it;
- you can transfer the proceeds to another ISA in the normal way. You will be able to do this regardless of whether the proceeds include deposits you have made in the current tax year, providing you ask your new ISA manager to request the funds from us.

If you've made deposits into your Online ISA, or you ask to have transfer proceeds sent to you, we will return these in full together with any gross interest earned. These will be sent to you within 4 working days of your cancellation request being processed, or of the date any deposits have cleared, whichever is later (see the 'Making withdrawals, closing a product and closing your Online ISA' section for further information). Your money will not earn interest after your account has been closed.

You cannot 'cancel' individual products that you have selected to open in your Online ISA. This means that unless you cancel your entire Online ISA within the 14-day cancellation period, any deposits you've made into your product(s) will count towards your annual ISA allowance.

If you close your Online ISA after the 14-day cancellation period, your money will no longer benefit from the tax advantages of ISAs.

Deposits

Once your Online ISA is open, you'll be able to make debit card deposits for £10 or more by accessing your account online, or you can send us cheque deposits for £1 or more by post. Deposits can be made to existing products (if there are no restrictions in the product's Summary Box) or into new products (as long as the deposit meets any minimum or maximum opening amount in the product's Summary Box). You must select which product you would like the deposit applied to in your Online ISA.

If you're making a deposit by cheque to open a new product in your Online ISA, and we do not receive it within 30 days of you requesting to open the product, your request will be cancelled. The products or rates of interest on offer can be changed or withdrawn at any time, and if your request is cancelled, there is no guarantee that the same product or rate of interest will be available to you at a later date.

We do not accept post-dated cheques, Direct Debits, standing orders or cash payments. All deposits must be made with your own money.

Any deposit you make into your Online ISA will count towards your annual ISA allowance, regardless of whether you've made a withdrawal from a product held in your account during the same tax year.

If you do not make a deposit into your Online ISA during a full tax year (or a transfer containing current year's deposits), you will not be able to make further deposits into your Online ISA in subsequent tax years unless you access your account online and reactivate your account. A full tax year does not include the tax year in which you opened your account.

Accepting deposits

The following table shows when your deposits will be accepted and applied to the product you've selected in your Online ISA:

Deposit type	Day accepted
Debit card	The day your payment is authorised
Cheque	The working day we receive and date stamp your cheque

We can only accept deposits once your account is open. If your account opens later than the dates in the table above, then the date your account opened will be the date we accept your deposit and apply it to the product you've selected in your Online ISA.

Deposits made by debit card will start earning interest 2 working days after your deposit is accepted (e.g. if the deposit is authorised and accepted on a Saturday it will start earning interest on the Tuesday). Deposits made by cheque will start earning interest from the day they are accepted.



For more information about interest, please see the 'Interest' section.

Returning deposits

Sometimes we have to return a deposit or part of a deposit. If we have already accepted a deposit and need to return it to you, the deposit will not be returned until it has cleared (see 'Making withdrawals, closing a product and closing your Online ISA' for more details). When a deposit has cleared and is ready to be returned it will be sent to you within 4 working days.

If we are returning your deposit for one of the following reasons, we will return it to you without interest. We will do this if:

- we've asked you for further information before being able to accept your application and you send us a deposit before we've received the information we've requested;
- by accepting your deposit, you'd be exceeding your annual ISA allowance (we will usually accept any amount up to your ISA allowance and return the amount that exceeds it after it has cleared, although on some occasions we will need to return the entire

deposit). Please remember that if you have invested in any other type of ISA in the same tax year, this will reduce the amount that you can deposit into your Online ISA;

- we receive a deposit from you after a deadline we've set at the end of the tax year and need to return it to you (see the 'End of the tax year' section for further information on when we'll return your deposit);
- you send us a deposit which contains insufficient information for us to identify your Online ISA or the product in your account that you wanted the deposit applied to;
- we receive a deposit for a new product in your Online ISA but it has been over 30 days since you made the request to open the product.

If you cancel your Online ISA within the 14-day cancellation period, we will send your deposit back with any gross interest earned.

If a deposit or deposits are voided due to a failure in meeting the ISA Regulations, and you are entitled to any interest earned on those deposits, any interest paid may be taxable. This will also apply if we close your Online ISA for any of the reasons given in a) to e) in the 'Making withdrawals, closing a product and closing your Online ISA' section.

End of the tax year

At the end of the tax year, we may decide to accept post (including information from you) and/or deposits on non-working days.

We may also decide to set one or more deadlines by which time all applications, information (including proof of identification) or deposits must be received by us. This is to make sure we have enough time to process them so they can be accepted before the end of the tax year.

If we are unable to accept your application before the end of the tax year, you may not have enough time to apply and open another cash ISA during the same tax year. This could result in you losing any unused ISA allowance (e.g. if you've applied with a deposit and are unable to open another cash ISA before the end of the tax year, any subsequent application and deposit will count towards the next tax year's ISA allowance).

If we set a deadline for accepting deposits at the end of the tax year, and we receive a deposit from you before 6 April but after a deadline we've set, we'll contact you to ask you whether you'd like us to accept your deposit in the next tax year (where this is possible under the Regulations) or whether you'd like the deposit returned.

If we're able to accept your deposit in the following tax year, it will be accepted on the first working day of the new tax year. You will not receive any interest on your deposit until we accept the deposit and apply it to the product you've selected in your Online ISA.

If you would like to make an application or deposit at the end of the tax year and would like information about the annual deadlines, please visit the Post Office website at [postofficemoney.co.uk](https://www.postofficemoney.co.uk)

Money movements

Once your Online ISA is open, you can access your account online and request to move money between products. You can only move money between products in your Online ISA if this is not restricted in the Summary Box of the products you're requesting to move money between.

If you make a deposit, you'll be able to move the money between products after the payment has cleared (see 'Making withdrawals, closing a product and closing your Online ISA' for more details).

If you're moving money between existing products already held in your Online ISA, you can do this with values of £1 or more. If you are using a money movement to open a new product, you'll need to meet any minimum or maximum opening amount in the new product's Summary Box.

If you request to move money between products before 9pm, we will process your request on the same day. If we receive your request on or after 9pm, we will process your request on the following day.

The money will be withdrawn from your existing product and applied to the product you've selected to move the money to on the day we process your request and/or all relevant transactions have completed, whichever is later. Transactions include ISA transfers, moving money between products and withdrawals.

The money you're moving will earn interest in your existing product up until the day before the money is moved. On the day your money is moved it will start earning interest in the product you've moved your money to.

Moving money between products will be treated as a withdrawal from the product you're moving money from, although the money will retain the tax advantages of ISAs. You can find further information about withdrawal restrictions in the 'Making withdrawals, closing a product and closing your Online ISA' section.

If you hold a Fixed Rate product, at the end of the fixed term we will automatically close the product and move the value, along with any interest earned, to your Holding Account. You will then be able to move the money into other products in your account, or make withdrawals to your Nominated Account, where the money will lose the tax advantages of ISAs.

Transfers in

Once your Online ISA is open, you'll be able to request transfers from other ISAs you hold. Transfer requests can be made to existing products for values of £1 or more (if this is not restricted in the product's Summary Box) or into new products (as long as the transfer value meets any minimum or maximum opening amount in the product's Summary Box). You must select which product you would like the transfer value applied to in your Online ISA.

If you do not make a deposit into your Online ISA during a full tax year (or a transfer containing current year's deposits), you will not be able to request further transfers into your Online ISA in subsequent tax years unless you access your account online and reactivate your account. A full tax year does not include the tax year in which you opened your account.

Transfers can be made from cash ISAs and stocks and shares ISAs, and between ISAs of the same type (e.g. cash to cash). We are not able to accept transfers from innovative finance ISAs.

If you are requesting to transfer deposits or investments made in the current tax year, these must be transferred in full (including any interest or growth on those deposits or investments).

If you transfer an ISA with flexible features to your Online ISA, the flexible features will no longer apply. If you've made a withdrawal from the ISA you're transferring, and want to replace the money within the same tax year you made the withdrawal without affecting your annual ISA allowance, you'll need to do this before you transfer.

When requesting your transfer you will need to complete a transfer instruction. Some providers will not accept transfer instructions electronically, in which case you'll need to print, sign and post your completed transfer instruction to us before we are able to accept it. Your transfer instruction will be accepted on the working day we receive it.

If you're using a transfer to open a new product in your Online ISA, and we do not receive your completed transfer instruction within 30 days of you requesting to open the product, your request will be cancelled. The products or rates of interest on offer can be changed or withdrawn at any time, and if your request is cancelled, there is no guarantee that the same product or rate of interest will be available to you at a later date.

While your transfer is taking place, there could be a time where your funds do not earn interest or there is no potential for growth (e.g. if you are transferring a stocks and shares ISA and the value is sent between providers by cheque).

We do not accept 'in specie' transfers (i.e. transferring a stocks and shares ISA without converting the assets held within it to cash).

Transfers from other providers

If you are transferring an ISA held with another ISA provider, we will request the transfer value within 3 working days of the day we accept your transfer instruction (e.g. if we accept your transfer instruction on a Tuesday, we will request the transfer value by the Friday).

If you are transferring a cash ISA

The transfer value will start to earn interest:

- from either the date on the transfer cheque, or the date the electronic transfer payment is sent to us by your old provider (depending on the method of transfer); or,
- on the 8th* working day after we receive your transfer instruction, as long as your transfer instruction was subsequently accepted);

whichever is earlier.

*If you have asked for your transfer to be delayed (for example, because you have a notice or fixed rate period on your existing ISA, and/or to avoid charges or loss of interest), the 8 working days will be extended to include the additional days needed for your instruction to be followed, and interest will be paid from this revised later date.

If you are transferring a stocks and shares ISA

The transfer value will start to earn interest from the working day we receive the transfer cheque and valid Transfer History Form from your old provider.

Internal transfers

If you have an existing ISA provided by us (OneFamily), you can request to transfer it to your Online ISA. An internal transfer will close your existing ISA and any existing Direct Debits will be cancelled.

If you are transferring an existing cash ISA, we will start the process of transferring your ISA and withdraw the money from it on the first working day after we have accepted your transfer instruction, or all relevant deposits have cleared, whichever is later. On the second working day after accepting your transfer instruction, the transfer value will start earning interest in the product you've selected in your Online ISA. The existing cash ISA will be closed as soon as the money has been transferred.

If you are transferring an existing stocks and shares ISA, we will start the process of transferring your ISA on the first working day after we have accepted your transfer instruction. Your units or shares will be sold on the second working day after accepting your instruction, and on the third working day the transfer value will start earning interest in the product you've selected in your Online ISA. The existing stocks and shares ISA will be closed as soon as all the units or shares have been sold and the money has been transferred.

You can ask us to close your existing ISA on a date later than specified above by sending us a secure message within 24 hours of completing your transfer instruction.

Charges and taxes

We do not charge for any of our standard services, as described throughout these Terms and Conditions.

If we agree to provide you with a non-standard service, such as issuing you a paper copy of your annual statement, we may make a reasonable charge for it. We will tell you the amount of our charges before we provide you with any non-standard service.

If you close a Fixed Rate product during its fixed term, a Breakage Charge will be applied. The Breakage Charge will equal:

- 90 days loss of interest for a fixed rate term of 1 year or shorter;
- 180 days loss of interest for a fixed rate term longer than 1 year but shorter than 5 years; or,
- 365 days loss of interest for a fixed rate term of 5 years or longer.

If a Breakage Charge is applied, it will be deducted from any interest earned on the product but if not enough interest has been earned to cover the Breakage Charge, it will be deducted from the balance of the product. This could mean you get back less than you have paid in. The Breakage Charge will be calculated assuming a 365 day year.

The Breakage Charge will also be applied to a Fixed Rate product if we need to close the product during its fixed term because:

- you've asked to close or transfer your Online ISA; or,
- a deposit needs to be voided from the Fixed Rate product; or,
- we need to close your Online ISA for any of the reasons detailed in a) to e) in the "Making withdrawals, closing a product and closing your Online ISA" section.

The Breakage Charge will not apply if a Fixed Rate product is closed in the first 14 days of being opened.

We may introduce new charges or change our charges to reflect the cost in providing services to you.

If we reduce a charge, we will let you know about the change either before we provide the service to you, or as soon as possible after the change takes place.

If we introduce a new charge, or increase a charge, we will provide you with at least 30 days' notice before the change takes place. You will have 30 days from the date of the notice to close or transfer your Online ISA without charge or loss of interest. You will also be given 30 days from the date of the notice to close any Fixed Rate products without the Breakage Charge being applied. If you decide to transfer your Online ISA, this will need to be done in full. You cannot transfer

individual products held in your account.

i For more information about closing a Fixed Rate product, please see the 'Making withdrawals, closing a product and closing your Online ISA' section. For more information on transferring, please see the 'Transfers out' section.

Interest is free of UK Income Tax and Capital Gains Tax, except where an ISA or deposit is voided due to a failure in meeting the ISA regulations, when the interest could be subject to Income Tax.

There may be other costs or taxes that are not paid through us or imposed by us.

Interest

Interest is calculated daily at 1/365 of the annual interest rate and will be paid as detailed in the relevant Summary Box for the products you hold in your Online ISA.

If your product has a bonus rate of interest for a set time, or a fixed rate of interest for a fixed term, the set time or fixed term will start from the date your first deposit, money movement or transfer starts earning interest in the product.

i Details on when deposits start to earn interest can be found in the 'Accepting deposits' section. For information on when money movements will start to earn interest please see the 'Money movements' section. For details on when transfers start earning interest see the 'Transfers in' section.

The products or rates of interest currently on offer can be changed or withdrawn at any time.

If you would like to withdraw interest from a product after it has been paid, this will be treated as a withdrawal from that product. There is not a facility available to automatically pay interest to your Nominated Account or Holding Account.

i More information on making withdrawals can be found in the 'Making withdrawals, closing a product and closing your Online ISA' section.

Variable interest rates

Bank of Ireland UK will set the variable interest rates at which interest is paid, and may choose to have different underlying variable interest rates for individual products. The variable interest rates will only be changed for one or more of the following reasons:

- to reflect changes to the Bank of England Base Rate;
- to reflect UK deposit market rates;
- to reflect any relevant changes in the law (including

tax law), or the Rules and Regulations, or relevant industry guidance or codes of practice, or to respond to a decision or recommendation of any court, ombudsman or regulator where these changes, decisions or recommendations affect the interest rates that Bank of Ireland UK pay to depositors;

- to ensure that Bank of Ireland UK's business is sustainable in the long term;
- to reflect the rates being paid on other Bank of Ireland UK accounts to make sure that the variable interest rates paid reflect the features of those accounts (so that, for example, accounts with longer notice periods receive a higher rate of interest, other features being the same).

You can check the current interest rates by accessing your account online or by sending us a secure message.

Changes to the interest rate

If we are changing any of the interest rates in a way that is to your disadvantage, we will notify you personally up to 14 days before the change takes place. This will only apply where your account has a balance of £100 or more.

When notifying you under the above condition, we will also confirm the reason for the change, which will only be for one of the reasons listed in the 'Variable interest rates' section above.

Information about interest rate changes, including details of current rates, is also available by

- visiting our website (www.postofficemoney.co.uk);
- contacting customer services, by sending us a secure message

We will also personally notify you up to 14 days before any bonus or fixed rate on any of the products in your account is due to end, where your account has a balance of £100 or more.

Communication

Once you open your Online ISA all communications about your account will be sent by secure message. If we send you a secure message, we will also send an email to your registered email address to let you know that a new secure message has been sent. Secure messages can be viewed and sent by accessing your account online.

You should always check your secure messages promptly, as they may contain important information and updates about your account.

Every year, we will produce a statement for you detailing the year's transactions and the balance of your Online ISA and the products held in your account as of 5 April. Interest will only show on your statement once it has been added to a product held in your Online ISA.

You can also access your account online at any time for an up-to-date value and details of transactions, or to create a new statement.

If you need any other information about your Online ISA or the products held in your account you can request this by sending us a secure message.

If you make a debit card payment, you will receive confirmation of the payment to your registered email address. Payments made by any other method will be confirmed by secure message.

On closing your Online ISA, you will have access to your account details, documents and secure messages online for 30 days so that you can save any information that you might want for future use. After 30 days all access to your account will need to be by post. This will also apply if you cancel your Online ISA within the cancellation period, or we are unable to open your account within 30 days of receiving your application.

Transfers out

Your Online ISA can be transferred to another ISA at any time. If you are transferring to another ISA provider, you will need to contact them to arrange the transfer. If you are internally transferring your Online ISA to a new or existing ISA provided by us (OneFamily), you will need to complete the relevant application or Transfer Instruction Form.

Transfers to another ISA must be made in full, and on transferring, your Online ISA will close. Partial transfers are not permitted. You cannot transfer individual products held in your account. If you transfer your Online ISA while you have money in a Fixed Rate product which is in its fixed term, a Breakage Charge will be applied to that product, as detailed in the Summary Box.

If you decide to transfer the current year's deposits you have made into your Online ISA to a stocks and shares or innovative finance ISA, you will be regarded as not having made deposits into a cash ISA during the current tax year.

We will begin the transfer process when we receive a valid instruction from the new ISA manager, or a completed application or Transfer Instruction Form, if you are internally transferring to a new or existing ISA provided by us (OneFamily).

The money in your Online ISA will be withdrawn and your account closed by the working day after we receive the instruction. Any deposits received after this date will not be accepted.

You can ask us to close your Online ISA on a date later than specified above. Any such date should be clearly stated in the instruction from your new ISA manager, or in your application or Transfer Instruction Form if you are requesting an internal transfer.

We will create a final statement as at the date of transfer once your Online ISA is closed and you will be notified by secure message when this is available to view.

i For information about accessing details of your account after closing it, please see the 'Communication' section.

Transfers to other providers

The transfer amount will be sent to the new provider within 3 working days of:

- the day the account is closed; or,
 - the day all relevant deposits have cleared;
- whichever is later.

Internal transfers

If you are internally transferring your Online ISA to a new or existing ISA provided by us (OneFamily), your transfer value will be applied as outlined in the Terms and Conditions of the account you're transferring your Online ISA to.

Making withdrawals, closing products and closing your Online ISA

You can make a withdrawal from a product by accessing your account online. All withdrawal payments will be sent to your Nominated Account.

The Online ISA does not have flexible features. This means that once withdrawn to your Nominated Account, your money will lose the tax advantages of ISAs and cannot be replaced within your Online ISA without affecting your annual ISA allowance. If you have already used your full allowance in a tax year, you will not be able to make further deposits into your Online ISA in that tax year, even if you've made a withdrawal from a product in your account.

Providing the product allows withdrawals (as detailed in the product's Summary Box), the minimum withdrawal amount to your Nominated Account is £10, or the value of the product if it is lower.

Easy Access products may have a maximum number of withdrawals (including money movements) that can be made each tax year. Additionally, Fixed Rate products do not allow withdrawals.

If, having made the maximum number of withdrawals from an Easy Access product, you need further access to the money during the current tax year, or if you need to access money from a Fixed Rate product, you'll need to close the product.

If you hold a Fixed Rate product, at the end of the fixed term we will automatically close the product and move the value, along with any interest earned, to your Holding Account. You will then be able to move the money into other products in your account, or make withdrawals to your Nominated Account, where the money will lose the tax advantages of ISAs.

Requests to close a product can be made by accessing your account online. Payments can either be sent to the Holding Account of your Online ISA, where the money can be moved to other products in your account, or to your Nominated Account, where the money will lose the tax advantages of ISAs. You can also request to close your entire Online ISA and have the proceeds sent to your Nominated Account by the same method.

If you decide to close your account and you've made deposits into your Online ISA in the tax year you close it, you will not be able to make deposits into another cash ISA until the next tax year.

If your request includes closing a Fixed Rate product which is in its fixed term, a Breakage Charge will be applied to that product.

i Please see the 'Charges and taxes' section of the Terms and Conditions for further information about Breakage Charges.

You cannot close your Holding Account unless you transfer or close your entire Online ISA, although you can withdraw or move the money in it at any time.

Product closures to your Holding Account

If you have recently paid a subscription into a product that has not cleared, or carried out a withdrawal or money movement that has yet to complete, the product closure will be automatically pending until the subscription clears or the money movement or withdrawal has completed.

Withdrawals and closures to your Nominated Account

For fraud prevention and so that we can comply with anti-money laundering legislation, limits may apply to the amount that you can withdraw to your Nominated Account and we could decide that further information or identification is needed before we can process your instruction. In these circumstances, you will need to send us any required information or identification before we are able to proceed with your instruction.

We only process instructions to send money to your Nominated Account on working days. Providing we do not require further information or identification from you, any instruction you make will be processed by the following working day.

If we require further information or identification from you, your instruction will be processed on the working day we receive the necessary authorisation and/or any requested identification.

Payments sent to your Nominated Account will be withdrawn on the date your instruction is processed, or on the date all relevant deposits and/or transactions have cleared or completed, whichever is later. Transactions include ISA transfers, moving money between products and withdrawals.

Deposits made by personal cheque will have cleared and be available for withdrawal to your Nominated Account (or transfer, account closure or on death) 6 working days after they have been accepted (e.g. if your deposit is accepted on a Monday, the proceeds will be available to you on the Tuesday after next).

Deposits made by debit card and electronic transfers will have cleared and be available for withdrawal to your Nominated Account (or transfer, account closure or on death) 1 working day after they have been accepted by us (e.g. if your deposit is accepted on a Monday, the proceeds will be available to you on the following working day).

Deposits made by transfer cheque will have cleared and be available for withdrawal (or transfer, account closure or on death) 2 working days after they have been accepted (e.g. if your payment is accepted on a Monday, the proceeds will be available to you on the following Wednesday).

Once we have processed your instruction, it cannot be cancelled or amended. If you have already paid in your full allowance in a tax year, you will not be able to make further deposits in that tax year even if you make a withdrawal to your Nominated Account.

Interest will be paid up to and including the date your money is withdrawn.

All withdrawals payments will be sent to your Nominated Account (please see the 'Nominated Accounts' section for more information on keeping your Nominated Account details up-to-date). You cannot make withdrawals or closures at a Post Office branch. Any payments sent to your Nominated Account should normally appear within 4 working days from the day we process your request.

If a payment sent to your Nominated Account is declined by your bank or building society, you will need to provide us with new Nominated Account details. Before we can change your Nominated Account details, we will need to verify them, for both fraud prevention and to comply with anti-money laundering legislation. If we are unable to verify the new details, you will need to send us proof of the details before we are able to reissue the payment.

We will close your Online ISA:

- if you ask us to;
- on death;
- on transfer to another ISA; or,
- if we have to void your account.

We may close your Online ISA if:

- a) we reasonably suspect that you have given us false or incorrect information, which is material to our decision to accept your application for your account
- b) we reasonably suspect that your account is being used for illegal purposes
- c) you behave in an abusive, threatening or violent manner towards our staff
- d) you were not entitled to open your Online ISA
- e) we are required to do so by law or under the Rules or Regulations
- f) no deposits have been made for a full tax year and your Online ISA has a value of less than £1

If we close your Online ISA for the reason detailed in f) above, we will give you at least 30 days' notice.



For information about accessing details of your account after it's closed, please see the 'Communication' section.

Death

On your death your account's tax benefits will continue, and will be referred to as 'administration period investments' held in a 'continuing account of a deceased investor' until the earlier of the:

- administration of the estate is finalised;
- account closure; or;
- three years after the date of death

and the value of your ISA will form part of your estate.

We will suspend the account on the working day we receive all the documents we have requested from your personal representative, including proof of the death. Any applicable Breakage Charges will be waived.

No further subscriptions will be allowed following the date of death, and the ISA cannot be transferred to another provider.

Any interest accrued after the date of death will be paid gross.

Payment will be sent within 4 working days of the day:

- the account is closed;
- any relevant deposit has cleared; whichever is later.

If on death you were married or in a registered civil partnership, your spouse or registered civil partner can benefit from an "additional permitted subscription" allowance. This allowance will entitle your spouse or registered civil partner to an additional amount that can be paid into ISAs without affecting their own ISA allowance for the tax year.

Although we do not currently accept additional permitted subscriptions, the allowance can be transferred to another ISA provider. Normally this needs to be done within three years from the date of the death. Further information is available on request.

Data Protection

You will find a copy of Post Office Limited summarised Privacy Policy at the end of this document

The way in which we treat your data when processing your application is summarised in the declaration section and full details are available on our website.

A copy of Bank of Ireland's Privacy Notice will be available to you during your online application process.

General Terms

Security

On opening an Online ISA with us, you will set up security details which will allow you to access your account online. You cannot use these details to access your account by phone, post or in Post Office branches.

You must make sure that the personal details we hold about you are kept up-to-date and that arrangements for receiving mail at your postal address and email address are secure.

You can update your postal address, email address and telephone number at any time by logging into your account online.

If you need to change any of your other personal details, you should contact us by secure message and we will inform you if we need any further information before we can make the change.

You must check any statement carefully and tell us promptly if you think it contains any errors. You must tell us promptly if you think we have made any other mistake in operating your account.

To help prevent fraud, you should take steps to keep your security details and account information safe and secure. This should include:

- committing your security details and account information to memory;
- choosing security details that only you would know and that are different to other accounts or products that you hold;
- avoiding writing down or recording your security details or account information; if you do need to write them down you should do so in a way that will not be recognised by others;
- never allowing anyone else to use your security details or account information;
- never responding to an email asking for your account information or security details. We will never email you asking for this information, so if you do receive an email like this, it could be someone trying to steal your account information or security details by pretending to be us. This is known as 'phishing';
- making sure you have a virus checker on your computer;

- taking extra care when using a computer in a public space.

You must tell us immediately if you know, believe or suspect that the security details or the account information that we have recorded for you has been compromised, or if you believe that a withdrawal has been made from your account that you did not authorise.

If you act fraudulently or without reasonable care, you may be liable for any losses caused. This includes allowing others to use your security details or account information. We may decide that you have acted without reasonable care if you do not take steps to keep your security details or account information safe, as set out above.

Instructions about your account

We reserve the right to refuse any request or instruction about your Online ISA, or any of the products held in your account, if we have reason to believe that:

- it was not made by you;
- it might cause us to break the law;
- your account is being used for illegal purposes.

If you send us a request or instruction which contains unclear or insufficient information, we will contact you for clarification. We will not act on any instruction until we receive any additional information that we feel is necessary to make sure your request or instruction is processed correctly and in accordance with the Terms and Conditions of your Online ISA.

Ownership

Your Online ISA will be in your name only and this beneficial ownership cannot be changed. This means that only you can own the funds held within your Online ISA. You cannot assign the account to a third party and you cannot use your Online ISA as security for a loan.

Compensation

Compensation may be paid to the ISA or to individual ISA holders in response to an error we have made which has resulted in a financial loss whether or not the affected ISA holder has complained.

We will only pay compensation where the financial loss incurred is calculated to be £1.00 or more at the time of the error.

Where compensation is by means of a cash payment (e.g. paid to you by cheque), no compensation would normally be paid unless the amount due is £5 or more.

Wherever possible we attempt to calculate any compensation payments consistently in line with guidance provided by the Financial Ombudsman Service.

Conflicts of Interest

We aim to run our business so that conflicts of interest do not arise. However, we have in place a Conflicts of Interest policy to help us identify and record any actual or potential conflicts that may arise between our customers, us, our employees, our funds, our associated companies and/or any companies to whom we delegate any of our functions.

A summary of this policy is detailed below:

- we will consider the interests of all our customers and treat them fairly;
- we have in place procedures to make sure that employees identify and report any new conflicts;
- we will keep a written record of any conflicts or potential conflicts;
- if appropriate, we will disclose any relevant conflict to a customer before undertaking business with that customer;
- we will carry out regular reviews to identify any new conflicts.

In the unlikely event that a conflict of interest occurs, we will manage it to make sure that all customers are treated consistently and fairly and to minimise any possible negative effect this could have on our customers.

Our full Conflicts of Interest policy is available on request.

The ISA Manager

We, as the ISA Manager, reserve the right to appoint any person to advise on, or perform, any of the functions or responsibilities under these Terms and Conditions. We may provide details of your Online ISA, and any products held in your account, to any such person when necessary so that they can carry out the delegated function or responsibility.

We will remain responsible for the operation of the ISA at all times and will make sure that any person to whom we delegate any of our functions or responsibilities is competent to carry them out.

We may resign or retire as ISA Manager. If we do this, we will transfer our functions and responsibilities as ISA Manager to another ISA manager who has been approved under the relevant Rules and Regulations. If this happens, we will provide you with at least 30 days' notice. Any new ISA manager replacing us will be responsible to you for carrying out all of our duties and obligations and we will be released from all of those duties and obligations.

Your FCA categorisation and what this means

The Financial Conduct Authority (FCA), one of our regulators, requires us to categorise all our customers. We have categorised you as a "retail client". This means

you will get the highest level of protection available within the Rules and guidance set by the FCA.

Your right to refer complaints to the Financial Ombudsman Service or to claim compensation from the Financial Services Compensation Scheme (FSCS) is not determined by our categorisation.

Corporate Governance

OneFamily is the trading name for a group of companies which includes Family Equity Plan Limited, your ISA Manager, and the friendly society (a type of mutual insurer), Family Assurance Friendly Society Limited (Family Assurance). If your account was opened prior to 6th April 2018 you would have become a member of Family Assurance. For accounts opened after 6th April 2018 membership to Family Assurance did not apply.

Family Assurance is committed to complying with the UK Corporate Governance Code as relevant to mutual insurers. The code sets out good practice standards in terms of how a company is managed as well as the rights of its customers.

Family Assurance's directors believe that it is important to listen to your views, and to consider them when making decisions about the business. We encourage you to talk to us and take an active interest in the governance of Family Assurance.

For more information, please go to the 'Member Relations' section of onefamily.com. You can also email feedback to members@onefamily.com or write to Member Relations Team, OneFamily, 16-17 West Street, Brighton, East Sussex, BN1 2RL. These contact details should not be used for enquiries about your Online ISA or the products held in your account.

Holding your money

We will hold your money as the nominee under a bare trust. This keeps your money segregated from our funds to protect your money should OneFamily fail. This also provides protection for your money when it's held with Bank of Ireland UK and when, in some cases, it's briefly held with NatWest.

For further details about where your deposits will be held, please see the 'Deposit Protection' section.

Please note that you will only receive interest while money is within your Online ISA (e.g. you will not receive interest while you are waiting for your ISA to open).

Please see the 'Interest' section for details of when your money will start to earn interest.

Liability

If, having made reasonable attempts to do so, we cannot provide services because of something beyond our control (including strikes, industrial action, or the failure of equipment or power supplies), we will not be liable to you for any loss that you may suffer as a direct result.

We have no liability for any action we have taken,

or not taken, in good faith unless there has been negligence by us. This does not restrict or exclude any liability that we may have by law or under the Rules or Regulations

Important Information

These Terms and Conditions, together with the terms outlined in the Key Features and the application, form the Agreement between you and us.

We will operate your Online ISA and any products held in your account in accordance with the Agreement, the Rules and Regulations, PRA, FCA and HMRC guidance as applicable to ISAs. In the event that any of the terms or conditions outlined in the Agreement conflict with the Rules and/or Regulations, the Rules and/or Regulations will prevail.

The information in the Key Features, Terms and Conditions and the Summary Box is based on our understanding of current law (including tax law), the Rules, the Regulations, PRA, FCA and HMRC guidance. These could change in the future and could affect the benefits enjoyed by your Online ISA and the products held in your account.

The law of England and Wales will apply to your Online ISA, the products held in your account and this Agreement, which will be written in English. All communications with you will be in English except for certain marketing communications available in Post Office branches based in Wales, which will also be available in Welsh. All financial transactions will be in pounds sterling.

Changes to the Agreement

We can make a change to the Agreement but only for one or more of the following reasons:

- a) to make them easier to understand, fairer or to correct mistakes;
- b) to improve the service to you or make it more efficient or cost-effective;
- c) to enable us to comply with the law (including tax law), or the Rules and Regulations, or to relevant industry guidance or codes of practice, or to respond to a decision or recommendation of any court, ombudsman or regulator; or,
- d) to enable us to make reasonable changes to the way we manage your account as a result of changes in technology or in the systems we use.

If we make a change for the reason detailed in c) or if we make a change that is not to your disadvantage, we may make the change without giving you any prior notice.

If we make any other type of change to the Agreement, which is to your disadvantage, we will notify you at least 30 days before we make the change to give you an opportunity to respond. You will then be able to transfer or close your account without charge or loss of

interest for up to 60 days from the date of the notice.

We will not make any changes which might break the Rules and/or Regulations for ISAs.



Please note that this 'Changes to the Agreement' section does not apply to changes to variable rates of interest or to charges. Please see the 'Interest' and 'Charges and taxes' section for details of how variable interest rates and charges can be changed.

Post Office Privacy Notice

At the Post Office we're committed to protecting your personal information and respecting your privacy in everything we do. This summarised Policy lets you know what data we collect about you, how we use it and gives you information about your rights and how you can get in touch with us.

For more detail, please go to www.postoffice.co.uk/privacy

We are

- Post Office Limited is registered in England and Wales. Registered Number 2154540. Registered Office: Finsbury Dials, 20 Finsbury Street, London, EC2Y 9AQ.
- Post Office Management Services Limited is registered in England and Wales. Registered Number 08459718. Registered Office: Finsbury Dials, 20 Finsbury Street, London, EC2Y 9AQ

We have a Data Protection Officer who can be contacted at the address above or by sending an email to data.protection@postoffice.co.uk.

We collect - name, address, contact details, date of birth, marketing preferences and other information you give us in order to apply for the product. Additional data including opinions may be collected through your correspondence with us. To provide you with other products and services that you may be interested in our data is enriched with other information from other sources.

Why we collect personal information about you and what we do with it -

We use your data- to provide the product or service, to comply with law, where we have your agreement or consent and where a reasonable justification exists.

We use your information-

- To provide information about exciting offers and deals. We only contact you in the ways you have given us permission for. You can change your mind at any time – see 'Your Rights and Choices'.
- To enhance or improve your experience with us. Our communications about offers are tailored specifically based on your preferences and habits ('profiling').
- In combination with other customers' data, including anonymised external information to better understand our markets. This analysis and segmentation ensures we offer competitive products and services ('profiling').
- For internal business processes- like transacting with partners, conducting audits, producing management information, managing complaints, to assist in training, quality assurance and compliance.

- For customer feedback surveys, to prevent fraud and to comply with anti-money laundering regulations.
- To manage your rights under the UK Data Protection Act including managing marketing suppression lists.
- For obligations imposed by law enforcement agencies and other organisations.

Who we share your information with

We never sell your information and only pass it to our trusted partners and service providers. Bank Of Ireland (UK) plc provide our Financial products and you should read their Privacy Policy which will be provided to you when you request to open a product.

Transferring information outside of the EEA

Your personal information may be processed outside the European Economic Area (EEA) where privacy laws may not provide protection to the same level as in the UK. Before any transfer takes place, steps are taken to ensure your personal information is adequately protected and safeguards such as standard contractual clauses are in place.

How long do we keep your personal information?

Your personal information is removed after its purpose has been served and after either party can make a legal claim, or where required for legal or regulatory reasons.

Your Rights and Choices

You can object to Direct Marketing by calling 03457 22 33 44, text phone 03457 22 33 45, sending an email to pol_marketpermissions@response-services.co.uk or by writing to Marketing Preference Team, Finsbury Dials, 20 Finsbury Street, London, EC2Y 9AQ.

You can request a copy of all personal information held about you by contacting our Information Rights Team.

You have the right to lodge a complaint with the Information Commissioner's Office.
See <https://ico.org.uk/>.

You have qualified rights to withdraw consent, have information about you corrected, deleted, provided to you ('portability') and the right to object or to restrict processing of your data. You may request human intervention where automated processing has taken place.

Contact Us

For information about our privacy practices and to exercise any of these rights then please contact our Information Rights Team by-

writing to: Post Office Information Rights Team, Finsbury Dials, 20 Finsbury Street, London EC2Y 9AQ.

Email: information.rights@postoffice.co.uk.

Contact us

If you have a query about the Online ISA, our Frequently Asked Questions (FAQs) contain useful information about how the Online ISA works. These can be found at www.postofficemoney.co.uk

If you have a general query that isn't contained in the FAQs, you can write to:

**Post Office Money Savings
PO Box 5179
Brighton, BN50 9UY**

Once you open your Online ISA you'll be able to contact us by secure message. We do not offer access to Online ISAs over the phone, by post or in Post Office branches.

This document is available in large print, Braille or on audio tape by calling **0800 169 7500**. Calls may be recorded, monitored and used for training and compliance purposes. Open 9am - 7pm weekdays and 9am - 1pm on Saturdays. Calls are normally free of charge from landlines but charges may apply from mobile phones depending on your service provider and call plan. For more information, you should check call charges with your service provider.

Post Office Money Online ISA is provided by OneFamily. Savings in Post Office Money cash ISAs are deposited with Bank of Ireland UK.

OneFamily is a trading name of Family Assurance Friendly Society Limited (incorporated under the Friendly Societies Act 1992, Reg. No. 939F), of which Family Equity Plan Limited (Co. No. 2208249) is a subsidiary. Registered in England & Wales at 16-17 West Street, Brighton, BN1 2RL, United Kingdom. Family Assurance Friendly Society Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Family Equity Plan Limited is authorised and regulated by the Financial Conduct Authority.

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All information contained within this document is correct as of May 2018.