



Interest rates,
charges and
important
information

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Savings

Intelligent Finance isaver

Intelligent Finance isaver is an easy access variable rate savings jar operated online.

We aim to give you sufficiently clear and relevant information, at the right time so that you can easily and quickly compare different savings products.

| | | | | | |
|--|---|--|-------------------|---|-------------------|
| What is the interest rate? | We pay a variable rate of interest on this jar, as shown in the table below. | | | | |
| | ISAVER | ANNUAL INTEREST | | MONTHLY INTEREST | |
| | | GROSS | AER | GROSS | AER |
| | Balance £1+ | 0.25% | 0.25% | 0.25% | 0.25% |
| <ul style="list-style-type: none"> • For the latest information about interest rates, please visit if.com/savings/default • Interest is paid annually or monthly on the key date, which is a date you can choose in line with the conditions. You must have the same key date for all the jars in your Intelligent Finance plan. | | | | | |
| Can Intelligent Finance change the interest rate? | Yes. We can move the interest rate up or down at any time. For example when the Bank of England base rate changes we will review our rates. We will tell you in advance, your conditions explain when and how we will do this. | | | | |
| What might the future balance be? | Below is an example of what the future balance might be, after interest has been paid. | | | | |
| | | ANNUAL INTEREST | | MONTHLY INTEREST | |
| | | Illustrative Initial Deposit Amount | Gross Rate | Illustrative Balance After 12 Months | Gross Rate |
| | £1,000 | 0.25% | £1,002.50 | 0.25% | £1,002.50 |
| This example assumes that: <ul style="list-style-type: none"> • you don't withdraw any money and interest isn't paid out of the jar, • the interest rate stays the same, • you make your initial deposit payment on the day you open the jar and you don't make any further deposits. | | | | | |
| How do I open and manage my account? | <ul style="list-style-type: none"> • Your first jar will be opened by your relationship partner. • You can open subsequent jars over the phone. • You can open and manage your jar online. • This jar can only be opened in a sole name. • You must be 16 or over and a UK resident. • The minimum opening deposit is £1. | | | | |

| | |
|-------------------------------|--|
| Can I withdraw money? | <ul style="list-style-type: none"> • Yes. You can make withdrawals from your jar. • You can close your jar at any time. |
| Additional Information | <ul style="list-style-type: none"> • Gross rate means we will not deduct tax from the interest we pay on money in your account. It is your responsibility to pay any tax you may owe to HM Revenue & Customs (HMRC). • AER stands for Annual Equivalent Rate and illustrates what the interest rate would be if interest was paid and compounded once each year. As every advertisement for a savings product which quotes an interest rate will include an AER, it makes it easier for you to compare what return you can expect from your savings over time. |

* Online access only unless directed by us to do otherwise. Only available to over 16s.

Direct Access Savings

Direct Access Savings is an easy access variable rate savings jar offering phone and online access.

We aim to give you sufficiently clear and relevant information, at the right time so that you can easily and quickly compare different savings products.

| | | | | | |
|---|--|-----------------|--------------------------------------|------------------|--------------------------------------|
| What is the interest rate? | We pay a variable rate of interest on this jar, as shown in the table below. | | | | |
| | DIRECT ACCESS SAVINGS | ANNUAL INTEREST | | MONTHLY INTEREST | |
| | | GROSS | AER | GROSS | AER |
| | Balance £1+ | 0.05% | 0.05% | 0.05% | 0.05% |
| | <ul style="list-style-type: none"> For the latest information about interest rates, please visit if.com/savings/default Interest is paid either annually or monthly on the key date, which is a date that you can choose in line with the conditions. You must have the same key date for all jars in your Intelligent Finance plan annually on the anniversary of the first deposit, or monthly on the first day of each month. | | | | |
| Can Intelligent Finance change the interest rate? | Yes. We can move the interest rate up or down at any time. For example when the Bank of England base rate changes we will review our rates. We will tell you in advance, your conditions explain when and how we will do this. | | | | |
| What might the future balance be? | Below is an example of what the future balance might be, after interest has been paid. | | | | |
| | | ANNUAL INTEREST | | MONTHLY INTEREST | |
| | Illustrative Initial Deposit Amount | Gross Rate | Illustrative Balance After 12 Months | Gross Rate | Illustrative Balance After 12 months |
| | £1,000 | 0.05% | £1,000.50 | 0.05% | £1,000.50 |
| | <p>This example assumes that:</p> <ul style="list-style-type: none"> you don't withdraw any money and interest isn't paid out of the jar, the interest rate stays the same, you make your initial deposit payment on the day you open the jar and you don't make any further deposits. interest is paid annually. | | | | |
| How do I open and manage my account? | <ul style="list-style-type: none"> Your first jar will be opened by your relationship partner. You can open subsequent jars over the phone. You can open and manage your jar online or by phone. This jar can be opened in sole or joint names. You must be 16 or over and a UK resident. The minimum opening deposit is £1. | | | | |

| | |
|-------------------------------|--|
| Can I withdraw money? | <ul style="list-style-type: none"> • Yes. You can make withdrawals from your jar. • You can close your jar at any time. |
| Additional Information | <ul style="list-style-type: none"> • Gross rate means we will not deduct tax from the interest we pay on money in your account. It is your responsibility to pay any tax you may owe to HM Revenue & Customs (HMRC). • AER stands for Annual Equivalent Rate and illustrates what the interest rate would be if interest was paid and compounded once each year. As every advertisement for a savings product which quotes an interest rate will include an AER, it makes it easier for you to compare what return you can expect from your savings over time. |

We will pay your interest gross, without taking off any income tax. You are responsible for paying any tax due to HM Revenue & Customs.

If a parent gifts money into an account in the parent's name in trust for the child, or in respect of the child, and the interest from it is more than £100 a year, then that interest counts towards the parent's personal savings allowance, and may be taxable depending on the parent's personal circumstances.

This also applies if the gift added to any interest we've already paid makes a gross interest payment of over £100. This £100 threshold applies to each parent individually. All accounts a parent holds for the child (whether or not they are held with the same bank or building society) are taken into account. If a civil partner makes a gift to his or her partner's child, any income arising from the gift is also subject to the £100 threshold.

Cash ISA

The Intelligent Finance Cash ISA is a tax-free variable rate savings jar offering phone and online access.

We aim to give you sufficiently clear and relevant information, at the right time so that you can easily and quickly compare different savings products.

| | | | | | |
|--|--|--|----------------------|---|----------------------|
| What is the interest rate? | We pay a variable rate of interest on this ISA, as shown in the table below. | | | | |
| | CASH ISA | ANNUAL INTEREST | | MONTHLY INTEREST | |
| | | TAX FREE | AER | TAX FREE | AER |
| | Balance £1+ | 0.40% | 0.40% | 0.40% | 0.40% |
| <ul style="list-style-type: none"> • For the latest information about interest rates, please visit if.com/savings/default • Interest is paid annually or monthly on the key date, which is a date you can choose in line with the conditions. You must have the same key date for all the jars in your Intelligent Finance plan. | | | | | |
| Can Intelligent Finance change the interest rate? | Yes. We can move the interest rate up or down at any time. For example when the Bank of England base rate changes we will review our rates. We will tell you in advance, your conditions explain when and how we will do this. | | | | |
| What might the future balance be? | Below is an example of what the future balance might be, after interest has been paid. | | | | |
| | | ANNUAL INTEREST | | MONTHLY INTEREST | |
| | | Illustrative Initial Deposit Amount | Tax Free Rate | Illustrative Balance After 12 Months | Tax Free Rate |
| | £1,000 | 0.40% | £1,004.00 | 0.40% | £1,004.01 |
| <p>This example assumes that:</p> <ul style="list-style-type: none"> • you don't withdraw any money and interest isn't paid out of the ISA, • the interest rate stays the same, • you make your initial deposit payment on the day you open the ISA and you don't make any further deposits. | | | | | |
| How do I open and manage my account? | <ul style="list-style-type: none"> • Your first jar will be opened by your relationship partner. • You can open subsequent jars over the phone. • You can open and manage your ISA by phone and online. • You can only open an ISA in a sole name. • You must be 18 or over and a UK resident for tax purposes. • The minimum opening deposit is £1. • The yearly ISA allowance applies, which means the maximum you can subscribe into a cash ISA is £15,240 in tax year 2016/2017 less any amounts invested in any combination of permitted ISAs within the same tax year. You can also transfer an existing ISA to us. | | | | |

| | |
|-------------------------------|---|
| Can I withdraw money? | <ul style="list-style-type: none"> • Yes. You can make withdrawals from your account. • If you choose to close the ISA and move the money to a non-ISA, the savings will lose their tax-free status. Tax treatment depends on your individual circumstances and may change in future. |
| Additional Information | <ul style="list-style-type: none"> • Tax free is the contractual rate of interest payable where interest is exempt from income tax. • AER stands for Annual Equivalent Rate and illustrates what the interest rate would be if interest was paid and compounded once each year. As every advertisement for a savings product which quotes an interest rate will include an AER, it makes it easier for you to compare what return you can expect from your savings over time. |

Save up to £15,240 (in tax year 2016/17). If you are the spouse or civil partner of a deceased ISA holder (with IF or another ISA provider) you may also qualify for an additional permitted subscription allowance. You have to be 18 to use an additional permitted subscription allowance in an Intelligent Finance ISA.

If you have used your ISA allowance in full, any money withdrawn cannot be replaced in the same tax year.

An ISA can be a cash ISA, a stocks and shares ISA or an innovative finance ISA. ISAs can also be flexible. Please note that your Intelligent Finance Cash ISA, is not flexible.

You should consider your income tax position when deciding which products to have in your Intelligent Finance plan, whether you wish to be paid interest on your savings each month or once a year and which option you want us to use for the balance netting calculation.

Intelligent Finance Cash ISA key features

The Financial Conduct Authority is the independent financial services regulator. It requires us, Intelligent Finance a division of Bank of Scotland plc, to give you this important information to help you to decide whether the Intelligent Finance Cash ISA is right for you. You should read this document carefully so that you understand what you are buying and then keep it in a safe place for future reference.

Key Questions relating to the Intelligent Finance Cash ISA

| | |
|--|--|
| Who can save in an Intelligent Finance Cash ISA? | Available providing you are 18 or over and a UK resident for tax purposes. You cannot subscribe to more than one cash ISA in the same tax year (unless you are taking advantage of the additional permitted subscription allowance following the death of your spouse or civil partner). An ISA cannot be applied for in joint names. |
| Is an Intelligent Finance Cash ISA a flexible cash ISA? | No, nothing has changed. This means that if you replace funds taken out of your Intelligent Finance Cash ISA in the same tax year, any money you pay in will be part of your annual ISA subscription. If you have used your ISA allowance in full, any money withdrawn cannot be replaced in the same tax year. |
| Can cash ISA(s) be transferred? | Yes, our simple transfer service allows you to consolidate all your previous tax years' ISA subscriptions into your Intelligent Finance Cash ISA. If you've already saved in an ISA for this tax year but would like to transfer it to Intelligent Finance, you can do so by transferring the subscriptions you've made this tax year, but you must do so in full. You can also transfer some or all of your previous tax years' ISA subscriptions to Intelligent Finance from your existing ISA provider. Please note, your current ISA provider may apply charges. In addition, if you already have an Intelligent Finance Cash ISA and you are a spouse or civil partner eligible to invest an additional permitted subscription allowance following the death of an ISA holder, you can add this additional allowance to your existing Intelligent Finance Cash ISA. |
| How do I view my balance and carry out transactions? | View your balance and move money with our easy-to-use online banking service or call our contact centre. |
| Can I change my mind? | You can close an Intelligent Finance Cash ISA within 14 days of your application being completed. If you do so successfully within 14 days you can still open another cash ISA within the same tax year. |

Individual Savings Accounts (ISAs)

There are three types of ISA: cash ISAs, stocks and shares ISAs and innovative finance ISAs. Intelligent Finance offers a cash ISA. Each eligible customer has a total ISA investment allowance of £15,240 (in tax year 2016/17). If you save in an Intelligent Finance Cash ISA, you can't subscribe to any other cash ISA in the same tax year (unless you are taking advantage of the additional permitted subscription allowance following the death of your spouse or civil partner), but you can subscribe to a stocks and shares ISA and an innovative finance ISA. If you subscribe to ISAs held with different ISA managers you are responsible for ensuring that you do not subscribe to a disallowed combination of ISAs, and that you do not exceed the overall annual ISA investment allowance of £15,240 (in tax year 2016/17). If you are the spouse or civil partner of a deceased ISA holder (with IF or another ISA provider) you may also qualify for an additional permitted subscription allowance.

You can transfer some or all of your previous tax years' ISAs, between cash, stocks and shares and innovative finance ISAs without affecting your annual ISA allowance. You can also transfer money which has been saved in the current tax year in an ISA, but if you do this you must transfer the whole amount saved during the current tax year. Once that money is transferred it is treated as if it had been invested directly into that ISA, which means you can use any remaining balance of your annual ISA in the tax year.

Different timescales apply if you ask to transfer your existing cash ISA or your existing stocks and shares and innovative finance ISA to us. The whole process should complete in no more than 15 banking days for cash ISAs and 30 banking days for stocks and shares and innovative finance ISAs. Please note that your current provider may apply exit charges or other costs which you will be responsible for paying.

If you are the spouse or civil partner of an ISA holder who has died on or after 3rd December 2014, and you were living with your spouse or civil partner at the date of his or her death, you can benefit from an additional permitted subscription allowance. You will be able to save up to the amount your late spouse or civil partner held in their ISA(s) at the date of their death (including any interest earned up to that date), and this will be on top of the amount you would have been able to save in an ISA otherwise. The Government's ISA rules explain how long you have to take advantage of this additional allowance, but it will usually be up to three years from the death of your spouse or civil partner. (Please note, the additional permitted subscription allowance does not apply if a customer with a junior cash ISA dies.)

The value of investments in a stocks and shares ISA may go down as well as up, and you may get back less than you originally deposited.

You don't pay any personal tax on any of the income you receive from ISA savings and investments, nor do you pay any tax on capital gains arising on ISA investments.

The Government may choose to change the tax-free status and the savings limits (per tax year) of cash ISAs.

The minimum initial deposit to open an Intelligent Finance Cash ISA is £1. There is no minimum ISA annual deposit required.

Fees & charges

| ITEM | INTELLIGENT FINANCE CHARGE |
|--|----------------------------|
| CHAPS – same day electronic transfer between banks – only available on specific request | £25.00 |
| Copy statements | £5.00 |

Any completed CHAPS instruction given until 4pm on a banking day, will be processed on the same day.

Current rates can be checked on our website at [if.com](https://www.if.com) or by calling us on **0345 609 4343**.

Current Accounts

Interest rates (variable)

| ITEM | EAR | ANNUAL INTEREST AER/ GROSS p.a. | MONTHLY INTEREST GROSS p.a. |
|-----------------------------------|---------------|------------------------------------|--------------------------------|
| Credit balance | | 0.05% | 0.05% |
| Arranged overdraft | 10.05% | | |
| Unarranged overdraft [#] | 25.25% | | |

REPRESENTATIVE EXAMPLE

The interest rate for using an arranged overdraft limit of **£1,200** is **10.05% EAR** Variable.

If you go over your overdraft limit, or if you do not have an arranged overdraft and your current account goes overdrawn, we will charge you interest on the amount of your overdraft which has not been arranged at the rate we set for unarranged overdrafts.

Fees & charges

| ITEM | CHARGE | WHEN IS THE FEE COLLECTED? | HOW OFTEN IS THE FEE MADE? |
|---|------------------|---|--|
| Copy of paid cheque | £5.00 | on request | on request |
| Stopped cheque (except for lost or stolen cheques) | £7.50 | on request | on request |
| CHAPS – same day electronic transfer between banks – only available on specific request | £25.00 | on request | on request |
| Copy statements | £5.00 | on request | on request |
| Overseas transaction | 2.25% plus £1.50 | on request | on request |
| Unpaid item fee – when we decide to return unpaid any cheque, Direct Debit, standing order or other payment instruction because there are insufficient funds or no arranged overdraft to pay the transaction. | £10.00 | on the last day of the next calendar month after the fee was incurred | fee is charged per unpaid item. Standing orders & payment instructions are subject to a maximum of one fee per day |
| Unarranged overdraft fee – this is charged when your current account goes overdrawn without a pre-arranged overdraft or when it exceeds an arranged overdraft. | £28.00 | on the last day of the next calendar month after the fee was incurred | once a calendar month |

If you use your Intelligent Finance debit card abroad and make transactions other than in sterling, the amount of each transaction will be changed to sterling on the date we take it out of your current account jar.

This may not be the same date that the transaction is carried out. The exchange rate we use will be the Visa payment scheme exchange rate. We will charge a non-sterling transaction fee of 2.25% of the amount of each foreign currency transaction. We will also deduct a non-sterling purchase or non-sterling cash fee of £1.50 for each transaction. The exchange rate and the foreign purchase amount shown above may be in a different currency than the one used in the country you made the transaction. Your debit card enables you to withdraw up to £300 per day from any Link ATM.

If for medical or disability reasons you are unable to use the PIN provided for your debit card please get in touch.

Helping you to understand our Bank Charges

Understanding Bank Charges

This section will help you to understand our current account charges and why they may be applied to your account.

What can you do to avoid or reduce overdraft fees?

- **Check your available balance** on the internet, by telephoning us or through a cash dispenser to make sure you have enough money in your current account jar by 8.30pm to pay everything due to be paid out the following day. The money in your current account jar must be available for withdrawal (for example you must have waited for any cheques you have paid into your jar to be available).
- **Keep a record of any cheques you write or debit card payments you make, and when they have been paid**, so that you know how much money is left in your jar. A cheque can be presented to us for payment a long time after you've written it, for example if the person you gave the cheque to delays paying it into their account. Debit card payments may also not show immediately on your current account jar balance.
- **Check your statements** and make a list of regular payments e.g. mortgage/loan/rent. Keep a list of when all Direct Debits and standing orders are due.
- **If a Direct Debit payment date is at a bad time** in the month for you, e.g. just before you are paid, contact the company involved and ask them if they would collect it at a more convenient time.
- **If you have fees that are due to be paid** remember to include these in your budget.

When can money be taken out of your current account jar?

As well as at a cash machine, money can be taken out in a number of ways:

- A standing order is a regular payment on a date that you have asked to made, e.g. council tax bill.
- A Direct Debit is an agreement between you and a company which allows them to take an agreed amount of money from your current account jar.
- A payment instruction is set up by you, to pay money to an account you have chosen. These payments are only made when you tell us to make them.
- A cheque you have written from your current account jar.
- Payments that you have made using your debit card.
- Online or telephone banking transactions.
- Fees that you have incurred and debit interest payable on any overdraft you have with us.
- We'll give you at least 14 days' notice before we take any debit interest out of your current account jar. Please note however, if the credit interest on your current account jar is greater than any debit interest which you are due to be charged in the same interest period, we will apply both the credit and debit interest straight away.

How can we help you manage your current account jar?

We can help you to keep up-to-date with your account balance and payments that are due via the following channels:

- **Online** – login to online banking at **if.com**
- **Telephone banking** – call **0345 609 4343**
- **Cash machines** – obtain balances at any link cash machine and mini statements at any Bank of Scotland or Halifax cash machine.

If you're having difficulty managing your money, please talk to us about it. You can also contact the following groups who may be able to help you.

Payplan – **0800 716 239**

Advice UK – **0207 407 4070 (www.adviceuk.org.uk)**

Citizens Advice Bureau – you can get the phone number of your local bureau from the phone book, the local library or **www.citizensadvice.org.uk**

Consumer Credit Counselling Service – **0800 138 1111 (www.ccs.co.uk)**

National Debtline – **0808 808 4000 (www.nationaldebtline.co.uk)**

International Payment Services

Fees & charges

Sending money abroad

| ITEM | INTELLIGENT FINANCE CHARGE |
|-----------------------|----------------------------|
| Swift fee | £19.50 |
| Foreign Drafts | |
| Up to £50.00 | £6.00 |
| £50.01-£5,000.00* | £15.00 |

Receiving money from abroad

| ITEM | INTELLIGENT FINANCE CHARGE | |
|--|----------------------------|---------|
| Foreign cheques paid into your plan | NEGOTIATE | COLLECT |
| Up to £30 | Free | £18.00 |
| £31-£2,500 | £10.00 | £18.00 |
| £2,501-£10,000 | £20.00 | £25.00 |
| Over £10,000 | £35.00 | £40.00 |
| Cheque returned unpaid† | £5.00 | n/a |

* Maximum amount available on one draft is £5,000.

† In addition, any foreign or correspondent bank involved in the transaction will normally deduct a handling charge.

Mortgages (existing mortgage clients only)

If you apply for a mortgage, the interest rates and any applicable charges will be highlighted on both the Illustration and your mortgage offer.

The following table shows our fees and some charges. These can change from time to time, but if they do we'll let you know each year.

After you start the mortgage, you may wish to make changes and there may be charges for doing so. We'll tell you of any charges in advance, so you will have agreed to them before they become payable.

Fees & charges

| ITEM | CHARGE |
|--|---------|
| Mortgage re-inspection fee | £70.00 |
| Copy mortgage statements | £15.00 |
| Where it becomes necessary to instruct solicitors to collect missed payments | £100.00 |
| Mortgage Discharge fee (only payable if mortgage is repaid early)* | - |
| Consenting to the transfer of the mortgaged property | £160.00 |

* If we charge a Mortgage Discharge fee, we will tell you the amount of the fee and whether it is variable in your most recently accepted mortgage offer or mortgage product transfer offer. The amount of the fee, if applicable, will also be shown in your Annual Mortgage Statement and in any Amount Owing Statement we issue. We will also tell you the amount of the fee at any time you ask us to.

You must also meet other additional costs we incur. These costs include (but are not limited to) some or all of the following work, which may be done by third parties on our behalf, for example:

- Field Agent costs – a Field Agent is a third party who will make a visit to the property to discuss your financial circumstances on behalf of the bank
- Solicitor's costs – individual to each case
- Court fees.

YOUR HOME MAY BE REPOSSESSED IF YOU DO NOT KEEP UP REPAYMENTS ON YOUR MORTGAGE.

Important Information

Financial Services Compensation Scheme

Important information about compensation arrangements

Eligible deposits with us are protected by the Financial Services Compensation Scheme. Please note that due to the FSCS scheme's eligibility criteria not all Intelligent Finance customers will be covered by this scheme.

Faster Payments Scheme

When sending payments we will use the Faster Payments Scheme if it is available and the bank you are sending the payment to is a member of the scheme. If you instruct us within our cut-off times, we will take the payment from your current account or savings on that day and the payment will reach the receiving account by the next day. We will let you know, when you instruct a payment if the organisation you are sending the payments to, is not a member of the Faster Payments Scheme. If we cannot make the payment using the Faster Payments Scheme you can contact us on **0345 609 4343** to ask if there is another method available to make the payment. For more information about the time it takes to make a payment please refer to the Intelligent Finance Conditions June 2014.

Direct Debits & Standing Orders

A Direct Debit instruction gives someone else, usually a company, permission to take money from your account at regular intervals. The instruction may not specify the amount or the guaranteed interval. However, you are protected by the Direct Debit Guarantee, which protects you if a Direct Debit you have not authorised is taken from your account. If any money is incorrectly taken from your Intelligent Finance Current Account under a Direct Debit, as soon as you tell us about it we will refund your account. To cancel a Direct Debit you can either tell the company collecting the Direct Debit, or tell us. We recommend you do both. It may not be possible to cancel payments if you do not give enough notice if your decision to cancel.

We need you to fill out the Direct Debit instruction provided, to be able to link your chosen current account to your Intelligent Finance savings jar if your chosen current account is not an Intelligent Finance one. This lets you move money between the two accounts quickly and easily. It does not mean that you have to make regular deposits (unless you want to), and we will not take any payments from your bank account unless you instruct us to do so.

It can take up to 10 working days to set up the Direct Debit instruction once you have completed the process for opening your account. Deposits made into your Intelligent Finance savings jar by direct debit from your chosen current account take 3 working days to reach your Intelligent Finance savings jar and are immediately available upon receipt.

If you do not return the Direct Debit instruction, we will not be able to transfer money from your connected account at your request.

A standing order is a fixed amount that you instruct your bank to pay to someone else on a regular basis from your current account. If you wish to cancel a standing order you have to set up from Intelligent Finance Current Account, please let us know. It may not be possible to cancel payments if you do not give enough notice of your decision to cancel. We can cancel any future payments which are dated for the banking day following the instruction.

Complaints

Our Contact Centre staff are available to speak to you seven days a week on **0345 609 4343**. Most customers' concerns can be resolved by our Contact Centre staff, who will do all they can to help. If they are unable to do so the complaint will be passed to a specialist team for investigation.

Write to us

If you prefer, write to us at:

Intelligent Finance
Customer Relations
PO Box 17316
Edinburgh
EH12 1AY

When we write to you, a summary of the procedures used when resolving your complaint will be sent to you. A copy of these procedures is also available on request.

We are committed to resolving complaints whenever possible through our complaints procedure. If we are unable to resolve your complaint we will provide you with details of how to refer your complaint to the Financial Ombudsman Service.

You may be able to submit a claim through the European Online Dispute Resolution Platform (available at <http://ec.europa.eu/consumers/odr/>) if you live outside the United Kingdom or if you prefer not to deal directly with the Financial Ombudsman Service.

Making a complaint won't affect your legal rights.

Joint plans

- For joint plans, each client legally 'owns' all of the balance in any joint jar. This means that each of you can take or spend everything in the jar and each of you is separately responsible for all the debts on it. This is the case even if only one of you puts money into the plan (for example, your wages or salary), or if only one of you has been responsible for the spending.
- The balance in a joint jar does not belong to you in equal shares. Instead, any balance belongs to you together and therefore:
 - Either one of you can withdraw the whole credit balance in the jar; and
 - Each of you is individually responsible for the full amount of any borrowing, not just half of it.
 - You can arrange between yourselves how the funds in the joint jar are to be split or how any borrowing on it has to be repaid. However, this is just a private arrangement between you and your partner as we still regard each of you as responsible for all joint debts.
- If you wish to close your joint plan, you must contact us with your requests for all jars within the plan. You may wish to consider closing the plan and opening two separate plans in each of your sole names. Alternatively, you may choose to keep the joint plan open until you have decided how to separate the funds in each of the jars within the plan. We are unable to remove either of you from the existing plan.
- Your requests should outline your requirements for the funds in the joint jar(s), for payment of any standing orders and Direct Debits set up, and for the repayment of any overdrafts. Any regular monthly mortgage payments must be maintained. If either of you wishes to take full responsibility for the mortgage balance, you must apply for a new mortgage in your sole name to repay the existing debt.
- Following a separation, if an agreement cannot be reached between you on the proposals for the joint jar(s) in your plan, it may be necessary for us to freeze the funds until the matter has been resolved.

General

You can only open and operate an Intelligent Finance plan or part of it if you live in the UK.

You must be 16 or over (for cash ISAs, you must be aged 18 or over). Credit facilities are only available to people aged 18 or over. We take into account your personal and financial circumstances.

A credit reference check will be carried out in respect of each applicant and, whether or not credit is granted, the agency will retain a record of each search for its own use.

Our products and offers are subject to conditions. We can withdraw them without notice.

We may change charges and make new or different ones (or change the way in which you have to pay them). We may also change interest rates (unless they are fixed).

We (and any other members of our group of companies) will keep any commission we (or they) receive in connection with any insurance we (or they) arrange.

Definitions of the types of interest referred to in this booklet:

- **EAR** is the **Equivalent Annual Rate**. If we agree to let you have an overdraft, we will decide your overdraft limit and tell you what it is. Overdrafts are repayable on demand.
Unarranged overdrafts and payments you do not pay when you are meant to, are not taken into account for the balance netting calculation.
- **AER** stands for **Annual Equivalent Rate** and illustrates what the interest would be if interest was paid and compounded each year.



Visit if.com or call us today
on 0345 609 4343.

INTELLIGENT FINANCE®

Do you need extra help? We want to help our customers in any way we can. If you have a hearing or speech impairment you can contact us using Text Relay or Textphone on **0870 240 5152**. We can also provide statements and other documents in large print, Braille or audio simply call us on **0345 609 4343** and we will be happy to send you them.

Calls may be monitored or recorded in case we need to check we have carried out your instructions correctly and to help improve our quality of service.

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