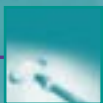


The **Banking Code**



Setting the
Standards
of Banking
Practice

January 2001

British Bankers' Association

Pinner's Hall
105-108 Old Broad Street
London EC2N 1EX

Phone: 020 7216 8800
Fax: 020 7216 8811
Website: www.bba.org.uk

The Building Societies Association

3 Savile Row
London W1X 1AF

Phone: 020 7437 0655
Fax: 020 7734 6416
Website: www.bsa.org.uk

Association for Payment Clearing Services

Mercury House
Triton Court
14 Finsbury Square
London EC2A 1BR

Phone: 020 7711 6200
Fax: 020 7256 5527
Website: www.apacs.org.uk

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January 2001



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INTRODUCTION

1 Introduction

- 1.1** This is a voluntary code which sets standards of good banking practice for banks and building societies to follow when they are dealing with **personal customers** in the United Kingdom. As a voluntary code, it allows competition and market forces to work to encourage higher standards for the benefit of customers.
- 1.2** Within the code, 'you' means the customer and 'we' means the bank or building society the customer deals with.
- 1.3** The code provides valuable protection for you. It will help you understand how banks and building societies are expected to deal with you day-to-day and in times of financial difficulty.
- 1.4** You can check which banks and building societies follow the code by contacting the Banking Code Standards Board, the independent organisation which monitors how well banks and building societies are meeting the code. (Their address is on page 20.)
- 1.5** The standards of the code are covered by the 10 key commitments found at the beginning. These apply to the following products and services provided to personal customers.
- Current accounts.
 - **Basic accounts.**
 - Deposit and savings accounts.
 - Cash mini ISAs and TESSA-only ISAs.
 - **Card services and cash machines.**
 - Loans (not including mortgages) and overdrafts.
 - Payment systems, including direct debits and standing orders.
 - Foreign exchange transactions.
 - **Electronic purses.**
- 1.6** Not all banks and building societies offer all the products and services listed.
- 1.7** Unless it says otherwise, all parts of this code apply to all the products and services listed above, whether they are provided by branches, over the phone, through interactive TV, on the internet or by any other method.
- 1.8** Throughout this code, any words which are shown in bold print are defined in the glossary at the end of the code.
- 1.9** This revised edition is effective from 1 January 2001 unless otherwise shown.



KEY COMMITMENTS

2 Our key commitments to you

2.1 We promise that we will:

- a act fairly and reasonably in all our dealings with you;
- b make sure that all the products and services we offer meet this code, even if they have their own terms and conditions;
- c give you information about our products and services in plain language, and offer help if there is anything you do not understand;
- d help you to understand the financial implications of our products and services, how they work, and help you to choose the one that meets your needs;
- e have secure and reliable banking and payment systems;
- f make sure that the procedures our staff follow reflect the commitments set out in this code;
- g consider cases of financial difficulty sympathetically and positively;
- h if things go wrong, correct mistakes, tell you how to make a complaint, and handle your complaints quickly;
- i make sure that all products and services meet relevant laws and regulations including those relating to discrimination; and
- j tell you if we offer products and services in more than one way (for example, on the internet, over the phone, or in branches and so on) and tell you how to find out more.



INFORMATION

3 Helping you to choose products and services which meet your needs

3.1 Before you become a customer, we will:

- give you clear information explaining the key features of the services and products you tell us you are interested in;
- give you information on a **basic account** if we offer one and if we think you might be interested in it;
- give you information on a single product or service, if you have already made up your mind; and
- tell you what information we need from you to prove your identity (by law, we have to check your identity).

3.2 Once you have chosen an account or service, we will tell you how it works. For example, for a current account, this will include information on:

- stopping a cheque or other types of payment;
- direct debits (including the **Direct Debit Guarantee**) and standing orders;
- how the clearing cycle works, including when you can withdraw money after paying cash or a cheque into your account, and when you will start to earn interest;
- **unpaid cheques**;
- **out-of-date cheques**; and
- when we may pass your account details to **credit reference agencies** and the checks we may make with them.

3.3 When you open a joint account, we will give you extra information on your rights and responsibilities.



4 Interest rates

4.1 When you become a customer we will give you information on the interest rates which apply to your accounts, and when we will deduct interest or pay it to you. We will also tell you our website address, helpline number and, where relevant, the newspapers we usually use to tell you about changes in interest rates.

4.2 You can also find out about our interest rates by:

- phoning our helpline;
- looking on our website; or
- asking our staff.

4.3 If you ask us, we will also give you a full explanation of how we work out interest.

Changes in interest rates

4.4 When we change the interest rates on your accounts, we will update the information on our telephone helpline and our website within three working days. To help you compare rates, the old rate will also be available on our website and helpline.

4.5 For types of account which we mainly run through branches, we will either:

- tell you personally within thirty days of the change; or
- within three working days of the change, put notices in our branches and in the newspapers we usually use (to help you compare rates more easily, our newspaper notices will show clearly the old and new rates).

4.6 For types of account which we do not mainly run through branches, such as postal, internet and telephone accounts, we will tell you personally within thirty days of the change.

Interest on savings accounts

4.7 To help you compare interest rates on all our savings accounts more easily, at least once a year we will send you a summary of these products and their current interest rates unless your account has less than £100 in



it. This summary will also include:

- superseded accounts clearly marked;
- the names of the newspapers we usually use to tell you about changes in interest rates;
- our helpline numbers; and
- our website address.

4.8 Unless your account has less than £100 in it, we will also tell you the different interest rates which have applied to your account during the year (unless we have already told you personally about these as they have happened).

Superseded savings accounts

4.9 If you have a savings account, other than a fixed-rate account, which has been 'superseded' because we no longer open new accounts or we do not actively promote the account, we will either:

- keep the interest rate on the **superseded account** at the same level as an account with similar features from our current range; or
- switch the **superseded account** to an account with similar features from our current range.

4.10 Examples of similar features include notice periods, types of withdrawals, numbers of free withdrawals, and how money is paid into and drawn out of the account.

4.11 If there is no account with similar features we will contact you, within thirty days of your account being superseded, to:

- tell you that the account is superseded;
- tell you about our other accounts; and
- help you to switch to one of these accounts without any notice period and without any extra charges.

5 Charges

5.1 When you become a customer, we will give you details of any charges for the day-to-day running of the account you have chosen.



- 5.2 You can also find out about these charges by:
- phoning our helpline;
 - looking on our website; or
 - asking our staff.
- 5.3 If we increase any of these charges, we will tell you personally at least thirty days before the increase takes effect.
- 5.4 We will tell you the charge for any other service or product before we provide that service or product, and at any time you ask.
- 5.5 We will tell you of any extra charges you may have to pay if:
- your account becomes overdrawn without our agreement;
 - you go over your overdraft limit;
 - you are behind with your loan repayments; or
 - you change your mind about a **fixed-term product**, decide to repay it early or (where this is allowed) withdraw money from it.
- 5.6 Before we deduct interest or charges for **standard account services** from your current or savings account, we will give you at least fourteen days' notice of how much we will deduct.

Cash-machine charges

- 5.7 We will give you details of any charges we make for using **cash machines** when we issue the **card**.
- 5.8 You will not be charged more than once for any transaction at one of our **cash machines**.
- 5.9 When you use a **cash card** at one of our cash machines, a message on the screen will tell you, before you commit to make a withdrawal, the amount (if any) you will be charged for the transaction and who is making the charge.
- 5.10 When you use a **card** other than a **cash card** at one of our cash machines, a message on the screen will tell you, before you commit to make a withdrawal, the amount (if any) we will charge you for the transaction.



The message will also tell you that your card issuer may charge you for the transaction.

- 5.11 We will show cash-machine charges on your statement of account.

6 Terms and conditions

- 6.1 All written terms and conditions will be fair and will set out your rights and responsibilities clearly and in plain language. We will only use legal or technical language where necessary.
- 6.2 When you become a customer, we will tell you how we will let you know about changes to terms and conditions.
- 6.3 If the change is to your advantage, we may make the change immediately and tell you about it within thirty days.
- 6.4 If the change is neither to your advantage nor disadvantage, we will always give you at least thirty days' notice before making the change.
- 6.5 If the change is to your disadvantage, we will tell you about it personally at least thirty days before we make the change. At any time up to sixty days from the date of the notice you may, without notice, switch your account or close it without having to pay any extra charges or interest for doing this.
- 6.6 If we have made a major change or a lot of minor changes in any one year, we will give you a copy of the new terms and conditions or a summary of the changes.

7 Changing your account

Cooling off

- 7.1 If you are not happy about your choice of current or savings account (except for a **fixed-rate** account) within fourteen days of making your first payment into the account, we will help you switch to another of our accounts or we will give all your money back with any interest it has earned. We will ignore any notice period and any extra charges.



Moving your account

- 7.2 If you decide to move your account to another bank or building society, we will co-operate with them and give them information about regular payments from your account, so that the transfer is made as efficiently as possible.

Closing your account

- 7.3 Unless there are exceptional circumstances, such as suspected fraud, we will not close your account without giving you at least thirty days' notice.

8 Advertising and marketing

- 8.1 We will make sure that all advertising and promotional material is clear, fair, reasonable and not misleading.
- 8.2 We will take care when sending marketing material to you, particularly if it relates to loans or overdrafts, or if you are under 18.
- 8.3 Unless you specifically give your consent or ask us to, we will not pass your name and address to any company, including other companies in our group, for marketing purposes. We will not ask you to give your permission in return for **standard account services**.
- 8.4 We may tell you about another company's services or products, and if you say you are interested, that company may contact you directly.
- 8.5 When you become a customer, we will give you the opportunity to say that you do not want to receive marketing approaches from us. At least once every three years, we will remind you that you can ask us not to contact you for marketing purposes.



ACCOUNT OPERATIONS

9 Running your account

Statements

- 9.1 To help you manage your account and check entries on it, we will give you regular account statements unless this is not appropriate for the type of account you have (such as an account where you have a passbook).
- 9.2 We will normally provide you with a statement every month, every three months or, in any case, at least once a year. You can ask us to provide you with account statements more often than is normally available on your type of account, but there may be a charge for this service.
- 9.3 If you have a **card** which allows you to withdraw money from your account, we will provide you with account statements at least every three months if the **card** has been used. From 31 December 2001, this will apply to passbook accounts with a **card**.
- 9.4 We recommend that you check your statement or passbook regularly. If there is an entry which seems to be wrong, you should tell us as soon as possible so that we can sort it out.

Cheques

- 9.5 We will keep original cheques paid from your account or copies for at least six years unless we have already returned these to you.
- 9.6 If, within a reasonable period after the entry has been made on your statement, there is a dispute with us about a cheque paid from your account, we will give you the cheque or a copy as evidence. If there is an unreasonable delay after you have told us about it, we will add the amount of the cheque to your account until we have sorted the matter out.
- 9.7 If we already return your paid cheques or copies to you, we will continue to do this, and we will tell you our charges for this service.



- 9.8 If we need to tell you that a cheque you have written or another item has been returned unpaid, we will do this either by letter or in another private and confidential way.

10 Cards and PINs

- 10.1 We will only send you a **card** if you ask for one or to replace a **card** you already have.
- 10.2 We will give you your **PIN** (personal identification number) separately from your **card**. We will not reveal your **PIN** to anyone else.

Choosing your own PIN

- 10.3 We will tell you about our systems to allow you to choose your own **PIN**. This should make it easier for you to remember. You should choose your **PIN** carefully.
- 10.4 You can choose not to be issued with a **PIN**.

11 Lending

Financial assessment

- 11.1 Before we lend you any money, we will assess whether we feel you will be able to repay it. This assessment may include looking at the following.
- Your income and financial commitments.
 - How you have handled your finances in the past.
 - Information we get from **credit reference agencies** and, with your permission, others such as other lenders, your employer and your landlord.
 - Information you give us, including information to prove your identity and why you want to borrow the money.
 - Credit assessment techniques, such as **credit scoring**.
 - Any **security** provided.

Guarantees

- 11.2 If you want us to accept a **guarantee** or other **security** from someone for your liabilities, we may ask you for



your permission to give confidential information about your finances to the person giving the **guarantee** or other **security**, or to their legal adviser. We will also:

- encourage them to take independent legal advice to make sure that they understand their commitment and the possible consequences of their decision (where appropriate, the documents we ask them to sign will contain this recommendation as a clear and obvious notice);
- tell them that by giving the **guarantee** or other **security** they may become liable instead of, or as well as, you; and
- tell them what their liability will be.

We will not take an unlimited **guarantee**.

12 Foreign exchange services

- 12.1 We will give you an explanation of the service, details of the exchange rate and an explanation of the charges which apply to foreign exchange transactions which you are about to make. If this is not possible, we will tell you how these will be worked out.
- 12.2 If you want to transfer money abroad, we will tell you how to do this and will give you:
- a description of the services and how to use them;
 - details of when the money you have sent abroad should get there and the reasons for possible delays;
 - the exchange rate applied when converting to the foreign currency; and
 - details of any commission or charges which you will have to pay and a warning that the person receiving the money may also have to pay the foreign bank's charges.
- 12.3 If money is transferred to your bank account from abroad, we will tell you the original amount we have received and any charges. If the sender has agreed to pay all the charges, we will not deduct charges when we pay the money into your account.

13 Confidentiality

13.1 We will treat all your personal information as private and confidential (even when you are no longer a customer). We will not reveal your name and address or details about your accounts to anyone, including other companies in our group, other than in the following four exceptional cases when we are allowed to do this by law.

- If we have to give the information by law.
- If there is a duty to the public to reveal the information.
- If it is in our interests to give the information.
But we will not use this as a reason for giving information about you or your accounts (including your name and address) to anyone else including other companies in our group for marketing purposes.
- If you ask us to reveal the information, or if we have your permission.

Credit reference agencies

13.2 We may give information to **credit reference agencies** about the personal debts you owe us if:

- you have fallen behind with your payments,
- the amount owed is not in dispute; and
- you have not made proposals we are satisfied with for repaying your debt, following our formal demand.

13.3 In these cases, we will give you at least 28 days' notice that we plan to give information about the debts you owe us to **credit reference agencies**. At the same time, we will explain to you the role of **credit reference agencies** and the effect the information they provide can have on your ability to get credit.

13.4 We will not give any other information about you to **credit reference agencies** unless we have your permission.

Data protection

13.5 We will explain to you that, under the Data Protection Act, you have the right to see the personal records we hold about you.

13.6 We will tell you if we record your telephone conversations with us.

Bankers' references

13.7 If we are asked to give a **banker's reference** about you, we will need your written permission before we give it.

14 Protecting your accounts

Taking care

14.1 The care of your cheques, passbook, **cards, electronic purse, PINs and other security information** is essential to help prevent fraud and protect your accounts. Please make sure that you follow the advice given below.

- Do not keep your cheque book and **cards** together.
- Do not allow anyone else to use your **card, PIN or other security information**.
- Always learn your **PIN** and **other security information** and destroy the notification as soon as you receive it.
- Never write down or record your **PIN** or **other security information**.
- Always take reasonable steps to keep your **card** safe and your **PIN** and **other security information** secret at all times.

14.2 If you send a cheque through the post, it will help to prevent fraud if you clearly write the name of the person you are paying the cheque to and put extra information about them on the cheque. For example:

- if you are paying a cheque to a large organisation such as the Inland Revenue, write on the cheque the name of the account you want the cheque paid into (Inland Revenue, account - J Jones);



- if you are paying a cheque into a bank or building society account, always write on the cheque the name of the account holder (XYZ Bank, account - B Brown).

14.3 It is essential that you tell us as soon as you can if you suspect or discover that:

- your cheque book, passbook, **card** or **electronic purse** has been lost or stolen; or
- someone else knows your **PIN, password** or **other security information**.

What to do if you lose your cheque book, passbook, electronic purse or card

14.4 We will tell you the best way of telling us about the loss. This will usually be by phone, using the numbers we have given you, or by E-mail to the address we have given you for this purpose.

14.5 Once you have told us that your cheque book, passbook, **card** or **electronic purse** has been lost or stolen, or that someone else knows your **PIN** or **other security information**, we will take immediate steps to try to prevent these from being used.

Cards

14.6 If you ask us about a **card** transaction, we will give you more details of the transaction. In some cases, we will need you to give us confirmation or evidence that you have not authorised a transaction.

14.7 If we need to investigate the matter further we will need you to co-operate with us and with the police if we need to involve them.

14.8 Unless we can show that you have acted fraudulently or without reasonable care, your liability for the misuse of your **card** will be limited as follows.

- If someone else uses your card before you tell us it has been lost or stolen or that someone else knows your **PIN**, the most you will have to pay is £50.
- If someone else uses your **card** details without your permission, and your **card** has not been lost or stolen, you will not have to pay anything.



- If your card is used before you receive it, you will not have to pay anything.

Electronic purse

14.9 You should treat your **electronic purse** like cash in a wallet. If you lose your **electronic purse** or it is stolen, you will lose any money in it, in just the same way as if you lost your wallet.

14.10 However, unless we can show that you have acted fraudulently or without reasonable care, your liability for the misuse of your **electronic purse** will be as follows.

- If your **electronic purse** is credited by unauthorised withdrawals from your account before you tell us it has been lost, stolen or misused, the most you will lose is £50.

14.11 You will not lose anything if money is transferred from your account to your **electronic purse** after you have told us it has been lost or stolen or that someone else knows your **PIN**.

14.12 If you act fraudulently you will be responsible for all losses. If you act without reasonable care, and this causes losses, you may be responsible for them. This may apply if you do not follow section 14.1.



DIFFICULTIES

15 Financial difficulties: how we can help

- 15.1 We will consider cases of financial difficulty sympathetically and positively. Our first step will be to try to contact you to discuss the matter.
- 15.2 If you find yourself in financial difficulties, you should let us know as soon as possible. We will do all we can to help you to overcome your difficulties. With your co-operation, we will develop a plan with you for dealing with your financial difficulties and we will tell you, in writing, what we have agreed.
- 15.3 The sooner we discuss your problems, the easier it will be for both of us to find a solution. The more you tell us about your full financial circumstances, the more we may be able to help.
- 15.4 If you are in difficulties you can also get help and advice from debt counselling organisations. We will tell you where you can get free money advice. If you ask us to, we will work with debt counselling organisations, such as Citizens' Advice Bureaux, money advice centres or The Consumer Credit Counselling Service. Their phone numbers are at the back of this code.

16 Branch closures

- 16.1 If we plan to close or move your branch, we will tell you at least eight weeks beforehand. We will tell how we will continue to provide banking services to you.

17 Complaints

Internal procedures

- 17.1 If you want to make a complaint, we will tell you how to do this and what to do if you are not happy about the outcome. Our staff will help you with any questions you have.
- 17.2 We will tell you about our internal procedures for handling complaints fairly and quickly.

- 17.3 Our procedures meet the standards set by the Financial Services Authority (FSA). You can check these standards with the FSA (their phone number is 020 7676 1000).

Ombudsmen

- 17.4 All banks which follow this code must belong to the Banking Ombudsman Scheme or, where appropriate, to one of the independent arbitration schemes listed below. All building societies must belong to the Building Societies Ombudsman Scheme. The Ombudsmen or arbitrators are available to settle certain complaints you make if they cannot be settled through our internal complaints procedures. The Financial Ombudsman Service is expected to be set up by the end of 2001. We will join the Service if we are eligible to do so.
- 17.5 We will give you details about which Ombudsman or arbitration scheme is available to you. You can also get information by contacting the appropriate Ombudsman or arbitration scheme at the addresses listed below.

The Office of the Banking Ombudsman

Phone: 0845 766 0902

The Office of the Building Societies Ombudsman

Phone: 020 7931 0044

Financial Ombudsman Service

Phone: 020 7964 1000

All three Ombudsmen are at:

South Quay Plaza, 183 Marsh Wall, London E14 9SR

The Finance and Leasing Association Arbitration Scheme

Imperial House, 15-19 Kingsway, London WC2 6UN

Phone: 020 7836 6511

The Consumer Credit Trade Association Arbitration Scheme

10 Hustlergate, Bradford West Yorkshire BD1 1RE

Phone: 01274 390380

- 17.6 We will display a notice on our website and in all our branches showing which Ombudsman or arbitration scheme we belong to.



18 Monitoring and compliance

- 18.1 We have a 'Code Compliance Officer' and our internal auditing procedures make sure we meet the code.

Banking Code Standards Board

- 18.2 The code is monitored by the Banking Code Standards Board whose directors include a majority of independent members as well as representatives from the banks and building societies. Their address is:

Banking Code Standards Board

33 St James's Square, London SW1Y 4JS.

Phone: 020 7661 9694

- 18.3 You can contact the Banking Code Standards Board if you have any complaint about the general running of the code.

HELP SECTION

19 Getting help

Sponsoring associations

- 19.1 If you have any enquiries about the code, or if you want a copy of it, you should contact the British Bankers' Association, The Building Societies Association or the Association for Payment Clearing Services. The addresses and phone numbers are shown at the front of this booklet.

Copies of the code

- 19.2 All banks and building societies which follow the code will make copies of it available to all their personal customers and have notices in all their branches explaining that copies of the code are available.
- 19.3 You can get guidance notes on the way this code is to be followed from the Banking Code Standards Board at the address shown in 18.2, or from the British Bankers' Association or The Building Societies Association at the addresses shown at the front of this code.

Further information

- 19.4 You can get more information on a range of banking matters from the British Bankers' Association's (BBA) 'BankFacts' leaflets; factsheets and information leaflets from The Building Societies Association (BSA) and the 'Pay Points' leaflets from The Association for Payment Clearing Services (APACS). Also, the BBA, BSA and APACS have customer helplines (the phone numbers are at the front of this code).

Websites

- 19.5 Internet sites: www.bba.org.uk
www.bsa.org.uk
www.apacs.org.uk
www.bankingcode.org.uk
www.fsa.gov.uk

Help us to help you

- 19.6 It will help us to provide you with a high standard of service if you make sure you let us know as soon as possible when you change your:

- name;
- address;
- phone number; or
- E-mail address (if this is how we communicate with you).

20 Money advisers

You may find the following phone numbers useful

- 20.1 **National Debtline** 0808 808 4000
Consumer Credit Counselling Service 0800 138 1111
Citizens' Advice Bureaux You can get the phone number of your local bureau from the phone book, local library or from www.nacab.org.uk.
Money Advice Scotland 0141 572 0237
Federation of Independent Advice Centres
 020 7489 1800



Glossary

These definitions explain the meaning of words and terms used in the code. They are not precise legal or technical definitions.

Banker's reference

An opinion about a particular customer's ability to enter into, or repay, a financial commitment.

Basic account

A basic account has the following features:

- income can be paid by employers directly into the account;
- benefits can be paid by the Government directly into the account;
- cheques and cash can be paid into the account;
- bills can be paid by direct debit, by transferring money to another account or by a payment to a linked account;
- cash can be withdrawn at cash machines;
- there is no overdraft; and
- the last penny in the account can be withdrawn.

Card

A general term for any plastic card which may be used to pay for goods and services or to withdraw cash. In this code, it does not include **electronic purses**.

Cash card

A **card**, other than a charge card or credit card, which is covered by the LINK network.

Cash machine

An automated teller machine (ATM) or free-standing machine which a customer can use their **card** in to get cash, information and other services.

Credit reference agencies

Organisations, licensed under the Consumer Credit Act 1974, which hold information about people that is useful to lenders. Banks and building societies may contact these agencies for information to help them make various decisions, for example, whether or not to open an account or provide loans or credit. Banks and building societies may also give information to the agencies.

Credit scoring

A system which banks and building societies use to help them make decisions about whether to lend money. Credit scoring measures the likelihood that a customer will repay a loan on time. There is more information on this in a guide to credit scoring, which the Office of Fair Trading issues.

The Direct Debit Guarantee

This protects the customer if a direct debit which they have not authorised is taken from their account. For example, if too much is taken, it is taken too early, it is taken after the customer has cancelled, or if the customer has not been given enough notice of a change to a direct debit which can vary. If any money is wrongly taken from a customer's account under a direct debit then, as soon as the bank or building society is told about it, they will refund the customer's account.

Electronic purses

Any card, or function of a card, which contains real value in the form of electronic money which someone has paid for beforehand. Some cards can be reloaded with more money and can be used for a range of purposes.

Fixed rate

An interest rate which is guaranteed not to change over a set period of time.

Fixed term

This applies to products and services which have a set lifetime. The customer may be charged if the bank or building society agrees to alter the product or service before the end of its life.

Guarantee

A promise given by a person called 'the guarantor' to pay another person's debts if that person does not pay them.

Other security information

A selection of personal facts and information (in an order which only the customer knows) which is used for identification when using accounts.

Out-of-date cheque

A cheque which has not been paid because the date written on the cheque is too old, normally older than six months.

Password

A word or an access code which the customer has chosen to



allow them to use a phone or home-banking service. It is also used for identification.

Personal customer

A person who has an account (including a joint account with another person or an account held as an executor or trustee, but not including the accounts of sole traders, partnerships, companies, clubs and societies) or who receives other services from a bank or building society.

PIN (personal identification number)

A confidential number which allows customers to withdraw cash and use other services at a cash machine.

Security

A word used to describe valuable items such as title deeds to houses, share certificates, life policies and so on, which represent assets used as support for a loan. Under a secured loan, the lender has the right to sell the security if the loan is not repaid.

Standard account services

Opening, maintaining and running accounts for transmitting money (for example, by cheque or debit card). These services would normally be provided in basic or current accounts without preferential features or advantages.

Superseded account

A savings account which is:

- no longer opened by customers (this could be because the bank or building society has withdrawn it or for some other reason); or
- not actively marketed or promoted to customers; and
- not a fixed rate account.

Unpaid cheque

This is a cheque which, after being paid into the account of the person it is written out to, is returned 'unpaid' (bounced) by the bank or building society whose customer issued the cheque. This leaves the person the cheque was written out to without the money in their account.

