

1 YEAR FIXED RATE BOND (31.01.2025)

Summary box	The summary box contains the specific terms and conditions for this account. Where applicable, this supersedes our General Investment Terms and Conditions.
Account name	1 Year Fixed Rate Bond (31.01.2025)
What is the interest rate?	The interest rate is 5.15% Gross* /AER** Interest is added to the account annually on 31 January or can be paid into another Suffolk Building Society account or direct to your bank account on an annual or monthly basis. Interest paid monthly cannot be added to the account.
Can Suffolk Building Society change the interest rate?	The interest rate is fixed until the maturity date on 31 January 2025.
What would the estimated balance be after 12 months based on a £1,000 deposit?	If you were to open this account with £1,000 and no further deposits or withdrawals were made, after 12 months you would earn £51.50 in interest. If you chose to have interest compounded, this would result in a total balance of £1,051.50 . Please note, this is an illustration only and does not reflect your specific circumstances.
How do I open and manage my account?	<p>To be eligible for this account, you need to:</p> <ul style="list-style-type: none"> • Be aged 16 or over. • Be a permanent UK resident and tax resident. • Deposit a minimum of £100 up to a maximum of £200,000. • Be an existing member or a new member resident in postcode areas AL, CB, CM, CO, IP, LU, MK, NR, PE or SG. <p>You can open an account:</p> <ul style="list-style-type: none"> • By completing the appropriate application form. • Visit any of our branches with your opening investment of cash or cheque or apply by post by sending the application form with an opening cheque. • Provide proof of identity. Acceptable forms of identification are detailed in our 'Verifying your identity' leaflet. Alternatively, our staff will give you full details. <p>How to manage your account:</p> <ul style="list-style-type: none"> • Once an account is open, additional receipts can be made up to the maximum balance, whilst this bond remains available to open. • An individual is only allowed to be the sole or first named account holder on one 1 Year Fixed Rate Bond (31.01.2025). However, you can also be the second named account holder on one joint account. <p>Continued overleaf</p>

Can I withdraw money?

No, withdrawals and early closure are not permitted during the fixed term.
Your account will mature on 31 January 2025, with funds available to you on the next working day.

What happens at the end of the fixed rate term?

- We will contact you 14 days before maturity with details about the proposed account your savings will be transferred into.
- Your savings will be transferred to another fixed term account with the closest access and duration to this bond. We will also confirm how to transfer to an easy access account or close your account.
- You will be given full access to your funds for a specified period if you have other plans for your savings and wish to withdraw your funds or choose an alternative product.

Additional Information***Gross**

The rate paid with no income tax deducted. For more information on your Personal Savings Allowance, visit www.gov.uk

****AER (Annual Equivalent Rate)**

A rate which illustrates what the gross rate would be if the interest was paid and added once each year.

Changes to these terms

Are detailed in Section 19 of our General Investment terms and Conditions.

Customer complaints

Although we do all we can at Suffolk Building Society to provide a first-class customer service, sadly from time to time, things do go wrong. We are keen to be aware of your concerns as they help us to identify ways in which we can improve the quality of service and possible training needs.

We are committed to ensuring all complaints are fully and fairly addressed. If you have a complaint, please let us know by visiting any branch or agency or call 0330 123 0723 and we will do our very best to resolve the problem. A leaflet is available detailing our complaint procedure. You can request a copy of this at any time.

Financial Services Compensation Scheme

Suffolk Building Society participates in the Financial Services Compensation Scheme. For full details please ask our staff.

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