

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	Family Tree Trust
What is the interest rate?	3.95% Gross*/AER** Interest is added to the account annually on 30 November.
Can Suffolk Building Society change the interest rate?	The interest rate on this account is variable and the Society may make changes to this rate at any time. We will notify you of any changes in accordance with the Terms & Conditions.
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 £39.50 in interest. This would result in a total balance of £1,039.50 . 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:</p> <ul style="list-style-type: none"> • You need to be a parent, grandparent, or legal guardian of a child under 18. • Provide an opening investment between £10 and £50,000. • Be an existing member or a new member resident in postcode areas AL, CB, CM, CO, IP, LU, MK, NR, PE or SG. • Both the trustee and the child must be a permanent UK resident. <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>If you change your mind:</p> <p>If you are not happy with your chosen account within 14 days of opening it, we will help you switch accounts or return your savings with interest.</p> <p>How do I manage my account:</p> <ul style="list-style-type: none"> • Family Tree Trust is a bare trust savings account. This means that the saved balance and interest earned always belongs to the child. • The trustees are responsible for operating the account until the child reaches age 18. • Once the account is open the beneficiary cannot be changed. • You need to keep a minimum of £10 in the account. • The maximum that can be held in this account is £50,000. • You may invest up to the maximum balance by cash, cheque or bank transfer. <p>Cont.,</p>

Can I withdraw money?

- Withdrawals are subject to 90 days' notice or 90 days' interest penalty. This means that you can access your funds instantly where you accept the penalty.
- The penalty will first be deducted from accrued interest. If there is insufficient accrued interest the penalty will be deducted from the balance in your account.
- All withdrawals must be for the benefit of the child.
- If we believe that the account is not being operated for the benefit of the child, we reserve the right to close the account.
- Where there are 2 or more trustees, a minimum of 2 signatories will be required for withdrawals or closure.
- On closure, a cheque for the balance will be made payable to the child.

What happens when the child reaches 18?

- We will contact you 14 days before maturity. We will:
- Provide information on how the beneficiary can access their funds, close the account, or continue to save with us
 - Transfer their savings into our instant access product available at the time if we don't hear from them.

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 a staff member.

(549 01/24)