

**1 YEAR FIXED RATE ISA (31.05.2025)**

<b>Summary Box</b>	The summary box contains the specific terms and conditions for this account. Where applicable, this supersedes our General Investment Terms and Conditions.
<b>Account name</b>	1 Year Fixed Rate ISA (31.05.2025)
<b>What is the interest rate?</b>	The interest rate is 4.35% Tax-Free* /AER**  Interest is added to the account annually on 31 May 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.
<b>Can Suffolk Building Society change the interest rate?</b>	The interest rate is fixed until the maturity date on 31 May 2025.
<b>What would the estimated balance be after 12 months based on a £1,000 deposit?</b>	If you were to open this account with <b>£1,000</b> and no further deposits or withdrawals were made, after 12 months you would earn <b>£43.50</b> in interest. If you chose to have interest added, this would result in a total balance of <b>£1,043.50</b> . Please note this is an illustration only and does not reflect your specific circumstances.
<b>How do I open and manage my account?</b>	<p><b>To be eligible for this account, you need to:</b></p> <ul style="list-style-type: none"> <li>• Be a permanent UK resident, aged 16 or over.</li> <li>• Deposit a minimum of £100 up to the maximum annual HM Revenue &amp; Customs (HMRC) ISA limit.</li> <li>• You can also transfer an ISA from another provider up to the maximum balance of £250,000 where you have not used any flexible withdrawal or deposit options.</li> <li>• Be an existing member or a new member resident in postcode areas AL, CB, CM, CO, IP, LU, MK, NR, PE or SG.</li> </ul> <p><b>You can open an account:</b></p> <ul style="list-style-type: none"> <li>• By completing the appropriate application form.</li> <li>• 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.</li> <li>• Provide proof of identity. Acceptable forms of identification are detailed in our 'Verifying your identity' leaflet. Alternatively, our staff will give you full details.</li> </ul> <p><b>If you change your mind:</b></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><b>How to manage your account:</b></p> <ul style="list-style-type: none"> <li>• You can save up to the maximum annual ISA allowance in each tax year until 5 April 2025</li> <li>• You can only subscribe to one cash ISA with one provider in the tax year 2023/2024, however you can invest up to the maximum annual ISA limit across other types of ISAs.</li> </ul>

**Can I transfer in my ISA from another ISA Manager?**

Yes. You can transfer in an ISA from another ISA Manager, whilst this ISA remains available to open. We cannot accept transfers of flexible ISAs, where you have used your flexible options.

**Can I withdraw money?****You cannot make partial withdrawals.**

- However, your account can be closed before the maturity date subject to a penalty equivalent to 120 days' interest. 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.
- If you close your account, your savings will lose their tax-free benefit unless you are transferring your funds to another ISA provider.

**What happens at the end of the fixed rate term?**

We will contact you 14 days before maturity. We will:

- Provide information on how you can access your funds, close your account, or continue to save with us.
- Give you a time frame in which to decide.
- Transfer your savings to another fixed term savings product with the closest access terms and duration if we don't hear from you.

**Additional Information****\*Tax-Free**

Interest is free of Personal UK Income Tax, your Personal Savings Allowance and Capital Gains Tax.

**\*\*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 to provide a first-class customer service, sadly sometimes things do go wrong. Your concerns are important to us to improve quality of service and identify possible training needs.

We are committed to ensuring all complaints are fully and fairly addressed. If you have a complaint, please let us know and we will do our very best to resolve the problem. A leaflet is available detailing our complaint procedure, which you can request 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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