

UNDESIGNATED CLIENT DEPOSIT (ISSUE 2)

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	Undesignated Client Deposit (Issue 2)
What is the interest rate?	2.25% Gross*/AER** Interest is paid on the 1st of each month to a previously nominated account.
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 £50,000 deposit?	If you were to open this account with £50,000 and no further deposits or withdrawals were made, after 12 months you would earn £1,125 in interest. This would result in a total balance of £51,125 . 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 solicitor depositing undesignated client funds. <p>You can open an account:</p> <ul style="list-style-type: none"> By contacting us to confirm our requirements. <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"> You need to keep a minimum of £50,000 in your account. The overall maximum that can be held in this account is £5,000,000. The maximum balance represents a total of all balances invested with the Society across any other accounts held by the same depositor. Deposits can only be accepted electronically from a previously nominated account.
Can I withdraw money?	<ul style="list-style-type: none"> Yes, this is an easy access savings account so you can get access to the account when you need it. A minimum of 2 signatories will be required to authorise all instructions relating to transactions or changes. Withdrawals will only be made by CHAPS, free of charge, to a previously nominated bank account.

Additional Information

***Gross**

The rate paid with no income tax deducted.

****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 a staff member.

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