

Bonus accounts terms and conditions

Please ask an adult to explain them to you if you find them difficult to understand. The conditions set out below, together with the application form, the tariff and any other conditions which may be implied by law, form the agreement between you and us. They tell you how your account works and what your and our obligations are once you open an account with us. When we mention your **account** in these conditions, we mean your Bonus Account held with us. **Group** means us, the Co-operative Group (CWS) Limited (Co-operative Group), Co-operative Insurance Society Limited and any companies or organisations the Bank, Co-operative Group or The Co-operative Insurance Society Limited wholly or partly own or are owned by at any time and any other independent Co-operative Societies. **Information** includes any information about you or anyone associated with you, which we or the group hold now or in the future as a result of the application process or other dealings with us or the group, searches or checks at credit reference or fraud prevention agencies, products and services you hold within the group and any transactions for goods or services arising out of your account (including the supplier and the type of goods or services), and such information may include sensitive information as defined in the Data Protection Act 1998.

1. Opening your account

- 1.1 To open an **account** you and your parent/guardian must be a UK resident.
- 1.2 To be eligible for this **account** you must be under 16. If you are under 7, a person over 18 must open the **account** on your behalf.
- 1.3 At the age of 7 you can open an **account** in your own name, or, if the **account** has already been opened on your behalf, it can be transferred into your name.
- 1.4 You may only open one **account** in your own name. A person opening an **account** on your behalf may open one **account** for you and up to 9 **accounts** for other children.
- 1.5 Any money you put into your **account** must be:
 - in sterling
 - a recognised UK bank cheque.

2. How your account works

- 2.1 We will send you statements on a quarterly basis (four times a year). You may request additional or copy statements.
- 2.2 You can take money out of your **account** from any of our branches, by standing order, by requesting a cheque, by transferring the money to a UK bank or building society or by cash card (see condition 4). To do so you must:
 - have enough **available** money in your **account** (this means funds which have been fully cleared)
 - please refer to Welcome Guide and/or website for details of our clearing cycle timescales
 - comply with these conditions.
- 2.3 If you are under 7, then the person who opened the **account** on your behalf must authorise any branch withdrawals and provide a form of identification (eg. full UK driving licence) when they do so.

3. Interest

- 3.1 We will calculate interest on a daily basis on available money in your **account**.
- 3.2 We will pay interest to your **account** once a year at the rates we set.
- 3.3 Details of the rates of interest we will pay are set out in the **Account** Details which we will send to you and which can also be found at any of our branches. Rates are also set out on your **account** statement.
- 3.4 We may change the rates of interest from time to time but we will let you know if we do so (see condition 10).

4. Cash card and PIN

- 4.1 We may issue to you a cash card (**card**) if you are over 11 on the basis of this agreement. We will not issue a card to parents or guardians for their own use.
- 4.2 This card is our property and you must return it to us immediately if we ask you to do so and any person acting for us may recover or keep it. You must ensure that the card is cut in half before returning it.
- 4.3 You must keep the card safe at all times and must not let anyone else use it with or without your personal identification number (PIN).
- 4.4 We may issue you with a PIN which you can use with the card to take out cash from a cash dispenser. You must keep the PIN secret at all times and not let anyone else know or use it.
- 4.5 You agree that money taken out using your card and PIN will be deducted from your **account**. We are not responsible if your card cannot be used at a cash dispenser at any time.
- 4.6 You may use the card:
 - only in accordance with this agreement
 - in the UK only
 - to use facilities which we may make available to you from time to time which we may also withdraw at anytime without notice
 - for a period of 10 years from the date the card is issued **but** if we have notified you that the card has been cancelled or withdrawn or that this agreement has been terminated then you must **not** use the card in any circumstances.
- 4.7 If the card is lost or stolen or you think that it or the PIN may be misused by someone else then you must immediately contact: **The Co-operative Bank p.l.c., P.O. Box 150, Delf House, Skelmersdale, Lancs., WN8 6GG (Tel 0845 600 6000).**
- 4.8 The maximum you will have to pay us for our losses if the card is used by someone without your permission is £50.
- 4.9 If the card is used by someone with your permission or as a result of your negligence you may have to repay us for our losses.
- 4.10 You must give us:
 - any **information** you may have in connection with the loss, theft or misuse of any card or disclosure of the PIN
 - any assistance which we may need to help us recover a missing card.
- 4.11 If you or we suspect the loss, theft, misuse or disclosure of any card or PIN then we may give the police any **information** concerning you or your **account** which we consider relevant.
- 4.12 If the card is found after having been reported lost, stolen or liable to misuse then you must not use it but must destroy the card by cutting it in half and returning it immediately to: The Co-operative Bank p.l.c., P.O. Box 150, Delf House, Skelmersdale, Lancs., WN8 6GG.
- 4.13 If you or we end this agreement, you must return to us any issued card you may have.
- 4.14 We may cancel the card on written notice from you accompanied by the return of the card to us.

5. Withdrawals

The maximum amount of money you can take out from a cash dispenser in one day depends on how old you are. This table tells you how much you can take out:

Age	Daily cash withdrawal limit
up to 12	£10
12	£20
13	£30
14	£40
15	£50
16+	£250

6. Bonus

We may pay you a bonus from time to time. Please refer to the leaflet for details.

7. Ending this agreement

- 7.1 You can close **your** account and end this agreement by calling 08457 212 212 or by writing to us at The Co-operative Bank, P.O. Box 200, Delf House, Skelmersdale, Lancs., WN8 6YQ. We may end this agreement for any reason but we will give you 30 days' notice before we do so (except in exceptional circumstances e.g. a fraud investigation).
- 7.2 If you have a card, you must return it to us.
- 7.3 You must repay to us any amounts owing to us on the account before we can end the agreement.

8. Using and sharing your information

- 8.1 **Your information** may be held by **us** in any form and on any group database and used by **us** and the group for the purposes set out below.
 - **We** and the **group** may use, analyse and access **your information** to maintain and develop **our** relationships with **you**. Information shared with the credit reference and fraud prevention agencies may be accessed by other organisations and used by us and them to prevent fraud and money laundering. This may include the following purposes:
 - checking details on applications for credit and credit related facilities
 - to make credit decisions about **you** and anyone to whom **you** are linked financially or other members of **your** household
 - managing credit and credit related facilities
 - to consider and implement business, products and technology developments
 - to undertake statistical analysis, financial risk assessment, money laundering checks (which may include telephoning **you**), compliance and regulatory reporting, fraud prevention and recovering debt
 - checking details on insurance proposals and claims such as motor, household, credit and life and other insurance proposals and insurance claims for **you** and anyone else linked to **your** insurance proposal or claim
 - to help **us** identify products and services which may be of interest to **you** (unless **you** have asked **us** not to)
 - meeting any obligations **we** may have under the card scheme **your** card is issued under
 - checking details of job applicants and employees.
- 8.2 **We** may link **your information** between **your account(s)** and other products and services **you** have with **us** or the **group** and with **information** about others with whom **you** have a financial link.
- 8.3 **We** and the **group** may identify and tell **you** by letter, telephone, fax, including automated dialling, email or any other means of communication about products and services which may be of interest to **you** and which are offered by **us**, the **group**, or other carefully selected organisations or companies (if **you** do not wish to receive such information please write to **us** at Customer Services, The Co-operative Bank p.l.c., P.O. Box 200, Skelmersdale, WN8 6NY for more details, but please note this may mean **you** will not receive **information** about business product or service developments which may be of benefit to **you**). **You** do agree that **we** can forward any newsletter, statement message, new terms and conditions or **information** about any changes to the way **your account(s)** operate or provide information on card carriers.
- 8.4 **We** will disclose **information** outside the **group** only:
 - where **you** have provided **your** agreement
 - to **our** agents or subcontractors for operational reasons
 - to **our** affinity partner(s) if **you** have an affinity product(s)
 - to any persons, including, but not limited to, insurers, who provide a service or benefits to **you** or for **us** in connection with **your account(s)**
 - to licensed credit reference agencies as set out below
 - to fraud prevention and other agencies to help prevent crime or where **we** suspect fraud
 - if compelled to do so by law
 - for the purpose of compliance and regulatory reporting (for example to the Banking Code Standards Board) and to confirm **your** identity for money laundering purposes, which may include checking the electoral register
 - to any person **we** will or intend to transfer **our** rights or obligations
 - if **your** card or PIN are lost or stolen, or to meet any obligations **we** may have under any card scheme **your** card is issued under.
- 8.5 **We** may disclose **your information** to licensed credit reference and/or fraud prevention agencies to help make financial or insurance proposals and claims decisions (this will be during the application process and on an ongoing basis, to decide whether to continue to make products or services available to **you** or adjust any level of credit) for **you** and anyone with whom **you** are linked financially or other members of **your** household – **our** enquiries or searches may be recorded – and credit reference agencies may supply **us** with financial **information**.
- 8.6 **We** may also disclose **information** to licensed credit reference agencies about how **you** conduct **your account(s)** and this **information** may be shared with other financial institutions to help make financial decisions about **you** and anyone with whom **you** are linked financially or other members of **your** household. If **you** borrow and do not repay in full and on time, **we** may tell credit reference agencies who will record the outstanding debt.
- 8.7 A link between joint applicants and/or any individual identified as **your** financial partner will be created at credit reference agencies, which will link **your** financial records. **You** and anyone else with whom **you** have a financial link understand that each other's **information** will be taken into account in all future applications by either or both of **you**. This linking will continue until one of **you** successfully files a disassociation at the credit reference agencies.
- 8.8 **You** agree that **your information** may be transmitted to, from and/or through any country as a result of **your** use of **your account(s)** and any services which form part of **your account(s)** irrespective of the levels of data protection provided in any particular country and at **your** own risk. If **we** transfer **your information** to an agent or subcontractor who provides a service to **us** in another country outside the European Economic Area **we** will ensure they agree to treat **your information** with the same level of protection as **us**.
- 8.9 If **you** write to **us** and pay a fee **you** have the right of access to **your information** held by **us**. Write to **us** at Customer Care, The Co-operative Bank p.l.c., P.O. Box 101, 1 Balloon Street, Manchester, M60 4EP.
- 8.10 **You** have a right of access to **your information** held by credit reference and fraud prevention agencies on payment of a fee. If **you** ask **we** will tell **you** the name and address of the credit reference and fraud prevention agencies **we** may use.
- 8.11 **We** and other organisations may access and use from other countries the information recorded by fraud prevention agencies.
- 8.12 Law enforcement agencies may access and use this **information**.
- 8.13 **We** may record and/or monitor telephone calls to enhance security, sort out complaints, improve **our** customer service and for staff training purposes.
9. **Account security**
 - 9.1 As part of this agreement you or the person who is opening the **account** on your behalf must register a security code and secure personal **information** with us for use when you or the person acting on your behalf telephones us about your **account**. The security code and secure personal **information** are both referred to as **customer security details**.
 - 9.2 When you use your customer security details you are authorising us to carry out all your instructions.
 - 9.3 You must do all you can to stop anyone else using your customer security details and must **not**:
 - write them down
 - tell them to anyone.
 - 9.4 If you suspect that someone knows your customer security details, you must immediately contact us on 08457 212 212.
 - 9.5 The maximum you will have to pay us for our losses if your customer security details are used by someone without your permission is £50.
 - 9.6 If the customer security details are used by someone with your permission or as a result of your negligence you may have to repay us for all our losses.

- 9.7 We may ask you to assist us in our efforts to recover any loss as a result of unauthorised use of your customer security details.
- 9.8 The services available to you using customer security details may vary over time and we may suspend or terminate any services available but will inform you of any changes.
For your protection, we reserve the right to suspend access if:
- we suspect an unauthorised person is attempting to access your **account**
 - incorrect customer security codes are used to attempt to access your **account**.
- 10. Changing this agreement**
- 10.1 We may make changes to this agreement at any time.
- 10.2 We will tell you about changes either by:
- national press advertisements, or
 - statement messages, or
 - writing to you.
- We may vary or amend any of these conditions but if the change is to your disadvantage we will give you 30 days written notice before we make changes to this agreement (except changes in interest rates which may apply immediately). We will, however, let you know about changes in interest rates and any other changes within 30 days of the change.**
- 11. General**
- 11.1 We will not be liable to you if we are unable to perform our obligations under this agreement (whether directly or indirectly), due to the failure of any machine, data processing system or transmission or any industrial dispute or anything outside our control or that of our agents or sub-contractors.
- 11.2 You must either telephone us on 08457 212 212 or write to us at the address set out in condition 7 immediately if you change your name or address.
- 11.3 We may transfer our rights or obligations under this agreement at any time, without giving notice.
- 11.4 Any terms and conditions of your **account** will be in English, governed by English Law and we will communicate with you in English.
- 11.5 You may be liable for other taxes or costs that are not paid by or via us e.g. higher rate tax.
- 11.6 The Co-operative Bank is a member of the Financial Services Compensation Scheme established under The Financial Services and Markets Act 2000. In respect of deposits with a UK office, payments under the scheme are limited to 100% of the first £50,000 of a depositor's total deposits with the Bank. Visit fscs.org.uk for details.
- 11.7 You also have a right to cancel your **account** 14 days from our receipt of your signed agreement or you have started to transact on the **account**. You can cancel by writing to us at Customer Services, The Co-operative Bank p.l.c., P.O. Box 200, Skelmersdale, WN8 6NY. You will have to repay us any amount you owe us including any interest and charges and, if appropriate, cut up any cards. If you choose not to cancel, the terms and conditions including any interest rates and **account** charges will apply.
- 11.8 There is no minimum duration for this **account**.
- 11.9 If you have a complaint please telephone us on 08457 212 212 or write to Customer Services Manager, The Co-operative Bank p.l.c., Delf House, Skelmersdale, WN8 6GH.

Please call 08457 212 212 if you would like to receive this information in an alternative format such as large print or Braille.

The Co-operative Bank p.l.c., P.O. Box 101, 1 Balloon Street, Manchester M60 4EP. Registered in England and Wales No. 990937.

The Co-operative Bank is authorised and regulated by the Financial Services Authority (No. 121885), subscribes to the Banking Code, is a member of the Financial Ombudsman Service and is licensed by the Office of Fair Trading (No. 006110).

Interest rates are correct at time of going to press (03/08)

The Co-operative Bank reserves the right to decline any application.

Calls may be monitored or recorded for security and training purposes. For BT customers, calls to 0800 numbers are free and calls to 0845 numbers will cost no more than 4p per minute. Call charges from other companies may vary and you may want to check this with your service provider.