

The **co-operative** bank
good with money

Pathfinder Worldwide account

Offshore savings application form

Immediate access wherever you are

There's no easier access

A Pathfinder Worldwide account includes a Visa debit payment card that you can use to pay for goods and services anywhere you see the Visa symbol.

Monthly interest payments

Pathfinder Worldwide also offers a tiered rate of interest, which is paid monthly, so the more you save, the more you earn.

And much more

You can access your account and transfer funds by phone or via the Internet, 24 hours a day, set up Standing Orders and Direct Debits and enjoy an expert personal service from our Offshore branch in Guernsey.

Pathfinder Worldwide savings account terms and conditions

1. Definitions

In these conditions **"the bank"** means The Co-operative Bank p.l.c., P.O. Box 101, 1 Balloon Street, Manchester M60 4EP and its successors and assigns. **"Card"** means the **bank's** Pathfinder Debit Card issued at any time to a Cardholder. **"Cardholder"** means the person to whom or for whose use a **Card** is issued. **"Card Transaction"** means the purchase of goods or the obtaining of services or cash with the use of the **Card** whether or not a sale or cash advance voucher is signed by the **Cardholder**. **"Card Account"** means the account operated by the **Cardholder** with the **bank** for use of the **Card**. **"Group"** means us, the Co-operative Group Limited, Co-operative Insurance Society Limited and any companies or organisations the **Bank**, Co-operative Group or Co-operative Insurance 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. **"PIN"** means the Personal Identification Number issued to the **Cardholder**. **We, Us or Our** means the **Bank**; **You or Your** means the Customer.

2. Account basics

- To open and maintain an account you must:
 - Be a resident in the UK, the Channel Islands, the Isle of Man or British Expatriate living overseas.
 - Over the age of 18 years at time of application.
- The **Card** must be signed by the **Cardholder** immediately on receipt and may only be used:
 - by that **Cardholder**,
 - subject to the terms of this Agreement current at the time of use,
 - provided that the **Cardholder** pays in not less than £100 per month to the **Card Account**; or an initial sum of at least £1,000,
 - within the credit balance and any undrawn facility on the **Card Account**,
 - to obtain the facilities and benefits from time to time made available by the **bank** in respect of the use of the **Card**,
 - during the validity period embossed on the **Card**,
 - subject to the right of the **bank**, in its absolute discretion and without prior notice, at any time to withdraw the right to use the **Card** for, or to refuse any request for authorisation of any particular **Card Transaction** and to publish any such withdrawal or refusal. In deciding whether to authorise any particular **Card Transaction** the **bank** may take into account in calculating the funds available any outstanding **Card Transaction**, any authorisation already given for a prospective **Card Transaction** and any funds which the **bank** in its own discretion may deem to have credited or debited to the account.
- We will issue you with a **PIN** which can be used by you:
 - to withdraw cash from a cash dispenser in conjunction with your **card**,
 - when making a face to face purchase with your **card**,
 - when a retailer or other supplier asks you to input your **PIN** into a screened keypad instead of your signature.

3. Payment

- The **Cardholder** agrees to pay the **bank** the amount of all **Card Transactions** and any other liabilities of the **Cardholder** to the **bank** and any loss incurred by the **bank** arising from the use of the **Card** which the **bank** determines it has suffered as a result of any breach of this Agreement by the **Cardholder**. The **Cardholder** will be liable to pay to the **bank** all amounts so debited whether or not a sales or cash advance voucher is signed by the **Cardholder**.
- You will be charged a handling fee on the amount of any cash advance (including cash withdrawals abroad) or purchase of travellers' cheques or foreign currency with the **card** from a Visa or Plus cash dispenser or a Visa authorised **bank** branch, please refer to the account charges for details.
- The amount of any **Card Transaction** in a currency other than sterling will be converted at a rate of exchange determined by the **bank** for the date when the **Card Transaction** is debited to the **Card Account** and will be subject to an additional 2.75% foreign transaction fee.
- The **Cardholder** irrevocably authorises the **bank** to debit to the **Card Account** each banking day (in priority to all drawings or debits) whether by electronic transfer or otherwise;
- The amount of any **Card Transactions** notified to the **bank**; and
- The amount of any payments authorised by the **bank** for a prospective **Card Transaction** (whether or not such payments are made), where the **Card Account** has been debited by the amount of the payment so authorised, such debit will be cancelled only if the **bank** receives notification satisfactory to it that the transaction to which the authorisation relates has not taken place or has been cancelled (in which event the authorisation shall also cease to have effect).
- You must not overdraw the **Card Account**. In the event the **Card Account** overdraws the **Cardholder** must immediately pay into or transfer enough money to bring the **Card Account** into credit. The unauthorised overdraft charges (including interest, a monthly service charge and daily fee) detailed in the Account charges leaflet published by the **Bank** from time to time will apply for the month in which the Account is overdrawn.

4. Withdrawal of use of the card

- The **bank** may at any time and without notice, cancel or suspend the right to use the **Card** entirely or in respect of specific facilities or refuse to re-issue, renew or replace any **Card** without in any case affecting the **Cardholder's** obligations under this Agreement which shall continue in force.
- The **Card** remains the property of the **bank** at all times. On request all or any **Cards** issued for use on the **Card Account** must be returned immediately to the **bank** or to any person acting for the **bank**.

5. Termination

- The **Cardholder** may terminate this Agreement by written notice to the **bank** but such termination shall only be effective on the return to the **bank** of all **Cards** issued and the payment of all liabilities of the **Cardholder** under this Agreement. Until such termination, the **bank** may re-issue **Cards** from time to time for use in accordance with this Agreement.

6. Safeguarding the card and PIN

- The **Cardholder** will exercise all possible care to ensure the safety of the **Card** and will prevent the **PIN** becoming known to any other person. The **Cardholder** will destroy the advice of the **PIN** immediately after receipt. The **Cardholder** will not disclose the **Card** number to any third party except for the purpose of a **Card Transaction** or when reporting the actual loss or theft of the **Card**.
- If the **Card** is lost, stolen or for any reason liable to misuse, or if the **PIN** is disclosed in breach of this condition or if the **Cardholder** has reason to believe that the **PIN** may have become known to another party, the **Cardholder** must immediately notify The Co-operative Bank, P.O. Box 150, Delf House, Skelmersdale, Lancashire WN8 6YQ (telephone 0845 600 6000). If this notification is given orally it shall not take effect unless confirmed in writing to the **bank** at the above address within seven days. Until the **bank** receives effective notification the **Cardholder** will be liable (subject to any statutory limitations) in respect of any use of the **Card**. Provided that the **Card** has not been used by a person who acquired possession of it with the **Cardholder's** consent and provided that notification is given by the **Cardholder** in accordance with the above provisions, the **Cardholder's** liability shall not exceed £50.00. After the **bank** has been effectively notified, the **Cardholder's** liability for any subsequent use of the **Card** other than by the **Cardholder** will cease.
- The **Cardholder** will give the **bank** all the information in the **Cardholder's** possession as to the circumstances of the loss, theft or misuse of the **Card**, or disclosure of the **PIN** and take all steps deemed necessary by the **bank** to assist the recovery of a missing **Card**. In the event of any such loss, theft, misuse or disclosure being suspected, the **bank** may provide the Police with any information it considers relevant. If a **Card** is reported as lost, stolen or liable to misuse, that **Card** must not subsequently be used but must be cut in half and returned immediately to The Co-operative Bank Visa Centre, P.O. Box 150, Delf House, Skelmersdale, Lancashire WN8 6YQ
- The **Card Account** will only be credited with a refund in respect of a **Card Transaction** if the **bank** receives a refund voucher or other refund verification acceptable to it. Subject to any rights vested in the **Cardholder** by statute, no claim by a **Cardholder** against a third party may be the subject of a defence or counter claim against the **bank**. No rights of a **Cardholder** against the **bank** may be assigned or otherwise disposed of.
- The **bank** shall not be liable in any way if the **Card** is not honoured by a third party.

7. Credit interest

- The **bank**, may elect to credit the **Card Account** with interest which will accrue on a daily basis at the rate set by the **bank**. The interest rate paid is determined by the account balance. Interest will be calculated daily and credited monthly in arrears. Details of the interest rates are set out in the tariff, on our website cooperativebank.co.uk or you can ring armchair banking on 08457 212 212.
- In accordance with the provisions of the EU Savings Tax Directive depending on where you live you will be asked to elect for either (i) tax to be retained, in accordance with the Directive, or (ii) your identity and residence, the amount of your savings income received and your account number, or where there is none, identification of the account or relevant investment, to be reported to the Guernsey Tax Authority (who will then forward such information to the tax authority of the EU member state in which you are resident).
- Interest rates are correct at time of going to print.

8. Joint accounts

- Where the **Card Account** is in joint names, the **Cardholders** will be jointly and severally liable to the **bank** under the terms of this Agreement. If either **Cardholder** issues an instruction to the **bank** about any matter relating to the **Card Account** then the **bank** may act on that instruction even if the other **Cardholder** disagrees.

9. Variation of this agreement

- 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.

10. Using and sharing your information

- 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 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 **us** not to),
- having any obligations we may have under the card scheme your card is issued under,
- checking details of job applicants and employees.

- 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.

- We and the group may identify and tell you by letter, telephone, fax, including automated dialling, e-mail 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.

- 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 to whom we will or intend to transfer our rights or obligations,
- if your card or PIN are lost or stolen, or to meet any obligation we may have under any card scheme your card is issued under.

- 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.

- 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.

- 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.

- 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.

- If you write to us and pay a fee you have a right of access to your information held by us. Write to us at Customer Feedback, The Co-operative Bank p.l.c., P.O. Box 101, 1 Balloon Street, Manchester, M60 4EP.

- 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.
- We and other organisations may access and use from other countries the information recorded by fraud prevention agencies.

- Law enforcement agencies may access and use this information.

- We may record and/or monitor telephone calls to enhance security, sort out complaints, improve our customer service and for staff training purposes.

11. General

- The **bank** shall not be liable to the **Cardholder** if it is unable to perform its obligations under this Agreement, nor shall the **Cardholder's** liability to make payment under condition 3 be discharged if the **bank** is unable to debit the **Card Account**, due (directly or indirectly) to the closure of the **Card Account**, or the failure of any machine, data processing system or transmission link or to industrial dispute or anything outside the control of the **bank**, its agents or sub-contractors. The **bank** will normally send a quarterly statement to the **Cardholder**.

- The **Cardholder** shall immediately notify in writing the **bank** at the address given in clause 10.3 of any change of name or address.

- To assist us in improving our service, we may record or monitor telephone calls.

- Any other facilities or benefits made available to **Cardholders** as such and not forming part of this Agreement may be withdrawn at any time without notice.

- The Account is held at the Guernsey branch of The Co-operative Bank p.l.c. This Agreement is therefore subject to Guernsey law and the courts of Guernsey will have non-exclusive jurisdiction in connection with the Agreement.

- Deposits made with Guernsey (which is a branch of The Co-operative Bank p.l.c.) are not covered by the Financial Services Compensation Scheme as published under The Financial Services and Markets Act 2000. The branch is licensed under The Banking Supervision (Bailiwick of Guernsey) Law 1994, as amended and registered under the Banking Business (Jersey) Law 1991. Copies of the most recent Audited Accounts of The Co-operative Bank p.l.c. are available upon request.

- You may be liable for other taxes or costs that are not paid by or via us e.g. 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. PO 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.

- This product can be withdrawn at any time.
- If you have a complaint please telephone us on 08457 212 212 or write to the Customer Services Manager, The Co-operative Bank p.l.c. Delf House, Skelmersdale, WN8 6GH.

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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 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).

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 Financial Services Limited, Registered Office: New Century House, Manchester M60 4ES. Registered Number 29379R.

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

co-operativebank.co.uk