

## Key Product Information

### 2 Year Fixed Term Deposit

#### Information Correct at 20<sup>th</sup> October 2020

This is a 2 year fixed term deposit account. This account may not be suitable for you, if you require access to your savings during that time. Profit will be paid on anniversary and maturity of your deposit. Withdrawals are not permitted within the 2 year term.

Shariah principles mean we do not offer interest. In its place we invest your funds in Shariah compliant ways to earn profit which we then share with you.

Account name	Gatehouse Bank 2 Year Fixed Term Deposit
Expected profit rate	1.00% Gross*/AER**
Estimated balance after 1 year based on a £1,000 deposit	£1,010.00 This projection is based on the following assumptions: -an initial deposit of £1,000; -no further deposits or withdrawals are made during the year; -profit is paid annually
How do I open and manage my account?	You can open and manage your account online at <a href="http://www.gatehousebank.com">www.gatehousebank.com</a> Minimum initial deposit - £1,000 Maximum deposit - £1,000,000
How do I fund my account?	We will apply the profit rate shown on our website, or a higher rate if we have increased it, provided that you send us your deposit amount by bank transfer or cheque within 14 days of making your application. Please be aware that if we have not received your deposit amount as cleared funds within 45 days of making your application, the account will not be opened and you will need to reapply.
Can I withdraw money?	You are not allowed to withdraw funds from your account before the maturity date other than in exceptional circumstances as set out in the Terms and Conditions.  Accounts will mature 2 years from the date of opening the account. You can choose to reinvest or withdraw your funds on maturity. If we do not receive maturity instructions by the maturity date, we will transfer your money into an Easy Access account.
Additional information	Profit will be paid gross of UK income tax. This means that we will not deduct any income tax from the profit payments you receive on your Gatehouse Bank deposit.



\*Gross is the rate of profit payable per annum before deduction of tax

\*\*AER is the Annual Equivalent Rate and it shows you what the gross rate would be if profit was paid annually.

### **Expected Profit Rate Definition**

The profit we share with you is the 'expected profit rate' we offer at the time you open your account. We monitor your account on a daily basis to ensure the expected profit rate will be achieved. If we believe the expected profit rate will not be achieved, we will contact you giving you notice of the new expected profit rate. You will then have the option to continue your account with us at the new rate, or close your account immediately with your original deposit returned, along with profit earned. To date, Gatehouse Bank has always managed to pay its customers the expected profit rate.

### **Customer Support**

Support is available by telephone and online using the Client Login area at [www.gatehousebank.com](http://www.gatehousebank.com)

### **Contact Information**

Postal Address: Gatehouse Bank, PO Box 861, Wallsend, NE28 5BP

Telephone: 0345 600 3350

Email: [info@gatehousebanksavings.com](mailto:info@gatehousebanksavings.com)

### **Complaints**

If you are unhappy with our service and wish to make a complaint, please contact us in the first instance and we will try to resolve the complaint as fast and fairly as possible.

Our complaints procedure is available on our website. If you remain unhappy, you can contact the Financial Ombudsman Service (FOS) at [complaint.info@financialombudsman.org.uk](mailto:complaint.info@financialombudsman.org.uk). The FOS is available to resolve certain complaints if they cannot be resolved through our internal complaints procedure. For more information about the FOS, please visit [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).

### **Financial Services Compensation Scheme (FSCS)**

Your eligible deposits are protected by the Financial Services Compensation Scheme (FSCS), the UK's deposit protection scheme. The FSCS can pay compensation if a bank is unable to meet its financial obligations. Each account holder is entitled to claim up to the current FSCS limit in respect of the total value of all accounts you hold with us. Currently, this is up to £85,000 per person and £170,000 for joint accounts. Any deposits you hold above these limits are not covered. Please visit [www.fscs.org.uk](http://www.fscs.org.uk) for further information.

### **Further Information**

If you have a query that is not addressed here, please refer to our FAQs and Terms and Conditions. We will communicate with you only in English for any purpose relating to your account.