

Key Product Information

Easy Access

Information Correct as of 15 May 2023

This is an Easy Access savings account, and you can access your money at any time without any restrictions. You can manage this account through our Savings App or our Online Savings Portal.

The account is designed for savers who want instant access to their money.

Account name	Easy Access	
What is the expected profit rate?	Annual	Monthly
	3.55% Gross ¹ /AER ²	3.49% Gross ¹ / 3.55% AER ²
	Profit is calculated daily and can be paid monthly or annually, linked to the date we receive your initial deposit. You can choose to have profit paid to you by: <ul style="list-style-type: none"> • Having it added to your account • Paying it into your nominated account • Paying into another account held in your name 	
Can Gatehouse change the expected profit rate?	Yes, the expected profit rate is variable so we may increase or decrease the rate in accordance with our Savings Terms and Conditions. We will provide you with at least 30 days' notification of any rate reduction to the expected profit rate applicable to your account.	
What would be the estimated balance be at the end of 1 Year based on a £1,000 deposit?	£1,035.50 This projection is provided for illustrative purposes only and does not consider your individual circumstances. The projection is based on no withdrawals or further deposits being made and profit being paid annually.	
How do I open and manage my account?	<p>To open this account, you must:</p> <ul style="list-style-type: none"> • be a UK resident aged 18 or over • deposit a minimum of £1 <p>You can have up to two joint account holders. You can have a maximum deposit of £1,000,000.</p> <p>You can open this account:</p> <ul style="list-style-type: none"> • Online at: www.gatehousebank.com <p>You can manage your account:</p> <ul style="list-style-type: none"> • via our Savings App • via our Online Savings Portal 	
How do I fund my account?	You can fund your account via bank transfer or cheque from your nominated account only. Please ensure that you fund your account within 30 days of application. If we have not received your deposit amount as cleared funds within 30 days, the account will be closed, and you will need to reapply.	



Can I withdraw money?	You can withdraw money at any time to your nominated account only. You can make withdrawals through our Savings App or our Online Savings Portal.
Additional information	Taxation The treatment of your account for tax purpose will depend on your individual circumstance and you may need to pay tax on any profit that exceeds your Personal Savings Allowance. For more information please visit HM revenue & Customs' (HMRC) website www.hmrc.co.uk . The tax information provided is based on our understanding of current law and HMRC practice, both of which may change.

¹Gross is the rate of profit payable per annum before deduction of tax

²AER 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.

Cancellations

We offer a 14-calendar day cooling off period on all of our accounts. If you change your mind within 14 calendar days of funding the account, please write to us and we will cancel your account. No notice periods or charges will apply. You cannot close the account before the maturity date other than in exceptional circumstances as set out in the Terms and Conditions.

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. 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.

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 for further information.



Customer Support

Support is available by telephone and online using the Client Login area at www.gatehousebank.com

Contact Information

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

Telephone: 0345 600 3350

Email: info@gatehousebanksavings.com

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.