

Key Product Information

Easy Access Account

Information Correct at 2nd August 2019

This is an instant access savings account and you can access your money at any time without any notice.

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 Easy Access Account
Expected profit rate	Annual: 1.40% Gross/AER Monthly: 1.39% Gross/1.40% AER
Can Gatehouse Bank change the expected profit rate?	Yes, the expected profit rate is variable. We can increase or decrease the rate for any of the reasons set out in the Terms & Conditions
Estimated balance after 1 year based on a £1,000 deposit	£1,014.00. This projection is based on the following assumptions: - an initial deposit of £1,000; - no further deposits or withdrawals are made during the year; - there is no change to the expected profit rate; and - profit is paid annually
Can I withdraw money?	Your Easy Access account is an instant access savings account. You can withdraw all or part of your funds to your nominated 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. It is your responsibility to pay any tax you may owe to HM Revenue & Customs.

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

Contact Information

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

Telephone: 0345 600 3350

Email: 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. 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.

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.