

## Key Product Information

### Easy Access

#### Information Correct as of 03 November 2023

This is an Easy Access savings account, and you can access your money at any time without 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
	5.23% Gross <sup>1</sup> /AER <sup>2</sup>	5.11% Gross <sup>1</sup> / 5.23% AER <sup>2</sup>
	Profit is calculated daily and can be paid monthly or annually, from the date we receive your initial deposit. You can choose to have profit: <ul style="list-style-type: none"> <li>• Added to your account</li> <li>• Paid into your nominated account</li> <li>• Paid into another account held in your name</li> </ul>	
Can Gatehouse change the expected profit rate?	Yes, the expected profit rate is variable so we may increase or decrease the rate in line with our Savings Terms and Conditions.  We will tell you 30 days before any rate reduction to the expected profit rate on your account.	
What would be the estimated balance be at the end of 1 Year based on a £1,000 deposit?	£1,052.30 This projection is provided as an illustration. It does not consider your individual circumstances. The projection is based on a saver making no withdrawals of further deposits and profit being paid annually.	
How do I open and manage my account?	<p><b>To open this account, you must:</b></p> <ul style="list-style-type: none"> <li>• be a UK resident aged 18 or over</li> <li>• deposit a minimum of £1</li> </ul> <p>You can have up to two joint account holders. You can have a maximum deposit of £250,000.</p> <p><b>You can open this account:</b></p> <ul style="list-style-type: none"> <li>• Online at: <a href="http://www.gatehousebank.com">www.gatehousebank.com</a></li> </ul> <p><b>You can manage your account:</b></p> <ul style="list-style-type: none"> <li>• via our Savings App</li> <li>• via our Online Savings Portal</li> </ul>	
How do I fund my account?	You can fund your account via bank transfer or cheque, only from your nominated account. Please ensure 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	<b>Taxation</b> The treatment of your account for tax purpose will depend on your individual circumstances. 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 <a href="http://www.hmrc.co.uk">www.hmrc.co.uk</a> . The tax information provided is based on our understanding of current law and HMRC practice, both of which may change.

<sup>1</sup>Gross is the rate of profit payable per annum before deduction of tax

<sup>2</sup>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 expected profit rate is what we expect to deliver to you from investing your funds. It's the profit we share with you from the returns generated. We monitor your account daily to make sure it's achieved. If we don't think it will be, we'll get in touch to tell you the new expected rate. You then have the option of keeping your account with us at the new rate or withdrawing your original deposit along with the profit earned. So far, we've always paid our customers the expected profit rate.

### Cancellations

All our savings accounts have a 14-calendar day cooling off period from the day the account is funded. If you change your mind within this time, please write to us to cancel your account. No notice period or charges will apply.

### 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 it 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). If a bank cannot pay you your money, the FSCS will compensate you. Each account holder is entitled to claim for the value of all accounts they hold with us up to the current FSCS limit of £85,000 per person and £170,000 for joint accounts. Deposit balances above these limits are not covered. Please visit [www.fscs.org.uk](http://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](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)

### **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.