



A simple guide to your savings account

Inside you'll find everything you need to
know to manage your account

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Aldermore

Managing your account

You can manage your savings accounts online on your mobile, tablet, or desktop computer. You can see the rates and current balances for all of your accounts at a glance. If you have an ISA with us, you can also keep track of your remaining ISA allowance for the current tax year.

Keeping track of your savings

If you're saving for something specific, you can change the name of your accounts to something more meaningful – my holiday pot, my wedding pot, for example – and add images on the Account Summary page. Plus, you can set up a savings goal and see at a glance how close you are to hitting your target.

You can create, view and print a transaction statement or summary of interest at any time, for any period that you choose.

Making changes and opening more accounts

If you want to make changes – have your interest paid monthly instead of annually, for example – or you need to update your phone number, postal or email address, just go to the **Amend Details** section. You can also update your Customer ID to something more memorable to you and change your password or memorable details.

You can see our range of accounts and the interest rates available in the **Open New Account** section, and open another account in just a couple of minutes.

At maturity

If you've opened a Fixed Rate Account or Fixed Rate Cash ISA, we'll write to you before your account matures to let you know your options, and you can tell us what you want to do online in just a few minutes.



Paying money in

You can pay in your deposits **from your nominated account** by:

- Faster Payments
- BACS
- CHAPS
- Standing Order

You can also make deposits from an existing Aldermore Personal Savings account, or, for ISAs, by transfer from another ISA provider. **If you try to pay money in from any other account, we won't be able to accept it.**

How to pay in a deposit

We're not a clearing bank. So, when you pay in a deposit, it goes to our Barclays account first, then into your Aldermore account. It can take up to two business days to show on your account. But we pay you interest from the business day we get your payment.

These are the details you need to pay in your deposit. If you're asked to select Business or Personal account, make sure you select 'Business':

Account Number: 63684431

Sort Code: 20-19-90

Name, Beneficiary or Payee: Aldermore Bank PLC

Reference: Your account number plus the first three letters of your surname

When your money will start earning interest

Your money will start earning interest from the business day we received your payment but may take up to two business days to show on the account. It will be available for withdrawal (where permitted by the product terms and conditions) on the business day that we receive it (or the following business day if received after 2pm).

What happens if you quote incorrect details?

We won't be able to pay the money into your account and we'll have to return it to you without interest. **Make sure you double-check the payment details before you press send.**

When can you pay money into your account?

You can add money at any time to these accounts:

- Easy Access Account
- Easy Access Cash ISA
- Double Access Account
- Regular Savings Account (although there will be a maximum monthly deposit, which will be shown in the product summary box)
- Notice Account
- Notice Cash ISA

You can add money only for a limited period after opening these accounts:

- Fixed Rate Account
- Fixed Rate Cash ISA

This limited period will be shown in the product summary box. For Fixed Rate Cash ISAs, you need to return any ISA transfer forms during this limited period, too.

Money paid in	Starts earning interest	Cleared ready for withdrawal
Electronic payment or transfer from another account with us	Same day as received	Paid in before 2pm – same day
	Same day as received	Paid in after 2pm – next day

Making withdrawals

You can make a withdrawal or transfer by logging into your account and selecting **'Move Money'** from the **Account Options** menu. Your withdrawal allowance will depend on your account type:

Easy Access Accounts	Unlimited
Easy Access Cash ISAs	Unlimited
Double Access Accounts	Unlimited, but will impact your interest rate. If you make three or more withdrawals in an anniversary year, the interest rate will drop from the day of your third withdrawal to the day before the anniversary of your account opening. Your interest rate and withdrawals will automatically reset on the anniversary of your account opening
Regular Savings Accounts	None permitted until the end of the term
Notice Accounts	Unlimited by giving the appropriate days' notice. Early withdrawals are not permitted
Fixed Rate Accounts	None permitted until the end of the fixed rate term, when the account matures
Notice Cash ISAs	Unlimited by giving the appropriate days' notice, or on demand, subject to a deduction of interest equivalent to your notice period (for example 30 days)
Fixed Rate Cash ISAs	Unlimited, subject to a deduction of interest (90 days for 1 year, 180 days for 2 & 3 years)
Easy Access Help to Buy: ISA	Unlimited. However under the scheme rules, if you wish to make a partial withdrawal you will not be able to claim a bonus on these funds

Sending money to your nominated account

When your money will be available in your account will depend on when we receive your instruction and your bank's own processing timescales.

When we receive the instruction	When the money should show in your nominated account
Up to 2pm on a business day	Same day
After 2pm on a business day, or on a non-business day	Next business day

How ISAs work

What is an ISA?

ISAs, or individual savings accounts, are savings accounts where all of the interest earned is tax-free and doesn't form part of the Personal Savings Allowance. There are four different types of ISA - **Cash ISA, Stocks and Shares ISA, Innovative Finance ISA** and **Lifetime ISA**.

At the start of each new tax year (6 April), every adult receives an ISA allowance and you can split your allowance across the different ISA types. If you don't use your allowance during the tax year, you'll lose it - **you can't roll it over to the next tax year**.

When you open an ISA, you'll complete an ISA declaration. This is to make sure that you're aware of the current ISA rules and regulations. If you make deposits into your ISA every tax year, your ISA declaration renews automatically.

If you don't make any deposits into your ISA for a full tax year, you'll need to complete an ISA declaration when you next add money to your account.

Aldermore ISAs

At Aldermore, we offer Cash ISAs and you can split your ISA allowance between our Cash ISA products as long as you don't exceed your annual ISA allowance. Our Cash ISAs are flexible, so you can withdraw money and replace it within the same tax year without it counting towards your ISA allowance.

ISA transfers

If you want to move from one ISA provider to another, to take advantage of a better interest rate, for example, you should transfer it rather than withdraw your money, otherwise the tax-free status of the money will be lost.

If you have existing ISAs with other providers, you can transfer some or all of your balance to an Aldermore Cash ISA as part of your application.

If you have an existing Aldermore Notice Cash ISA or Easy Access Cash ISA, you can transfer in money held with another ISA provider at any time by printing either a Cash ISA or Stocks and Shares ISA transfer form for each ISA that you'd like to transfer, completing it and sending it back to us. You can find the ISA transfer forms in the Literature section on our website, or contact us and we'll send the forms to you in the post.

If you have an existing Aldermore Fixed Rate Cash ISA, you can't make additional deposits to this account, but you can open a new Fixed Rate Cash ISA for each ISA you'd like to transfer.



How we pay you interest

Interest on all of our savings accounts is paid gross (without tax taken off). Interest is calculated on a daily basis and paid to you as requested when you opened your account – monthly, annually or for some accounts, on maturity or at the end of the term. You can find out more in our terms and conditions and in the product summary box.

Monthly interest is paid on the same day of the month that you first paid money into the account. Annual interest is paid each year on the anniversary of the date that you first paid money into the account.

With most of our accounts, interest can be added to your savings account, your nominated account, or any other Personal Savings account you hold with us that allows deposits. Interest on our Regular Savings Accounts will be added to the balance of the account at the end of the term.

Personal Savings Allowance

Under the Personal Savings Allowance, the first £1,000 of income from non-ISA savings (for example any interest earned) is tax free for basic rate taxpayers, and the first £500 is tax free for higher rate taxpayers. No Personal Savings Allowance applies if you're an additional rate tax payer.

If the interest you earn is less than your Personal Savings Allowance, you don't have to do anything. If the interest you earn is more than your Personal Savings Allowance, you'll have to pay tax on the difference. HMRC will normally collect the tax by changing your tax code in the PAYE system. If you fill in a Self Assessment tax return you should carry on doing this as normal.

You can find out more at [gov.uk/apply-tax-free-interest-on-savings](https://www.gov.uk/apply-tax-free-interest-on-savings).

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Aldermore Savings' documentation is available in Braille, large print and audio versions.

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