

## Key Product Information

### 31 Day Notice Account

#### Information Correct at 1<sup>st</sup> September 2020

This is a 31 Day notice account and may be suitable for you if you have short or medium term savings goals. This account may not be suitable for you, if you require instant access to your savings. Funds and profit will be paid at conclusion of a 31 day notice period.

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 31 Day Notice Account
Expected profit rate	Annual: 0.60% Gross/AER Monthly: 0.60% Gross/AER  Your profit is calculated daily and is paid into your nominated account either monthly or annually (as selected by you).
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.  We will provide you with 30 days' notice of any reduction to the expected profit rate applicable to your account.
Estimated balance after 1 year based on a £1,000 deposit	£1,006.00 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 at least 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 Additional deposits are permitted at any time. The minimum additional deposit is £1
Can I withdraw money?	Yes, you can make unlimited withdrawals, subject to giving us 31 days' notice. No early withdrawals are allowed and the money you withdraw will be returned to your nominated account once the 31 day notice period has expired.
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.



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

### **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.



