



Nationwide

Building Society

SELF-DIRECTED

Nationwide customer agreement

Customers not receiving advice

This important document describes the terms and conditions that will apply if you invest on a self-directed basis without advice. It explains what we will do and how we will do it. It is legally binding on both us and you.

You should read it alongside

- the Self-Directed Tariff of Charges, or the Online Tariff of Charges
- the specific literature for the product(s) you are buying.

While we know there is a lot to read, each document has a part to play. Together they ensure you have all the information you need before making a financial decision. It's very important that you read through them all and keep them safe for future reference.

This service does not provide personalised advice and Nationwide are not responsible for assessing the suitability of the Product or the Service. The Service has been designed for investors who are comfortable with making their own investment decisions. We will provide you with information on the products available. You will then need to make your own choice about how to proceed. If you are unsure you should seek advice.

We strongly advise you to read all the terms of this agreement as you will be legally bound by them whether or not you choose to read them.

In this agreement 'Nationwide' has the definition shown in the table opposite. Applications are only accepted from residents of the United Kingdom.

Past performance is not a guide to future performance. The value of investments and any income from them can fall as well as rise as a result of market and currency fluctuations and the effects of inflation, which could mean that you may not get back the amount originally invested.

Meaning of words and expressions

In these terms and conditions the following words and expressions have the following meanings:

Words and expressions	Meaning
“Aegon”	Cofunds Limited and/or Aegon Investments Ltd. trading as Aegon.
“Aegon Dashboard”	The online tool used to view your investments, make transactions and manage your account.
“Aegon Platform”	The service on which your investments are held and managed.
“Fund”	Capital from a number of investors to create a pool of money that is then re-invested into stocks, bonds and other assets, all managed by a fund manager.
“General Investment Account”	An investment product with no special tax treatment used to hold funds and cash.
“Nationwide/our/us/we”	Nationwide Building Society, Head Office, Nationwide House, Pipers Way, Swindon, Wiltshire SN38 1NW.
“Nationwide Financial Adviser”	A person or persons employed by Nationwide and approved by the Financial Conduct Authority (or successor body or bodies) to conduct investment business, including acting as a financial adviser.
“Online Tariff of Charges”	The fees and charges as amended from time to time that apply when you purchase, top up and manage your investments in the Primary Fund Range, on a self-directed basis.
“Our Services”	The services that we provide to you under these Terms and which are set out in the Tariff of Charges document (including but not limited to the Service) as amended from time to time.
“Portfolio”	The Portfolio that we open in your name to record the Product(s) that you take out.
“Product”	An investment or plan taken out or applied for, by you as part of the Services.
“Product Documents”	The literature provided to you for each Product you have taken out or applied for, as amended from time to time. These documents are listed in the Product Terms and Conditions for each Product.
“Product Terms and Conditions”	The terms and conditions for a specific Product.
“Regulations”	The relevant Regulations that apply to your investments and/or plans, as specified in the relevant Product Documents.
“Self-Directed Tariff of Charges”	The fees and charges as amended from time to time that apply when you top up and manage your investments, other than those in the Primary Fund Range (if any), on a self-directed basis.
“Service”	The services provided to you by Nationwide, as more particularly described in the Tariff of Charges document as amended from time to time.
“Tariff of Charges”	Either or both of the Self-directed Tariff of Charges and the Online Tariff of Charges which have been provided to you as applicable to your investments and where the expression “Tariff of Charges” is used in this agreement shall it mean either or both of those tariffs as relevant in the context.
“Terms”	The terms and conditions set out in this agreement.
“Third Party Supplier”	The provider of a Product as specified in the relevant Product Terms and Conditions, or the provider of other investment or administrative service.
“Working Day”	Monday to Friday (excluding Saturday, Sunday and Bank Holidays).
“Written”	An instruction or notice that you have signed.
“You/your”	The Portfolio holder(s), including individual(s), who has applied to open a Portfolio under these terms.

1. Our role and our contract with you

- 1.1. This agreement is governed by English Law and the language we will use in our communications will be English.
- 1.2. These are the Terms on which we supply Our Services to you.
- 1.3. These Terms will become binding on you and us for the Service when you accept and agree to the Terms by completing an application for a Product at which point a contract will come into existence between you and us.
- 1.4. We may deduct an amount from the value of the investments in the Products which we reasonably estimate will be enough for us to meet any tax liability for which we must account to HM Revenue & Customs for you under the applicable Regulations. We may delay paying any sale proceeds and cash balances until we know that all payments made by you have cleared and we have received all amounts which you owe to us.
- 1.5. These terms apply to all commission-free funds purchased by you on the Aegon Platform. You may have other shareholdings or unit holdings in different accounts with Aegon. This agreement does not supersede the contractual arrangements covering holdings you may have in any other Aegon account.
- 1.6. If you are presented with this agreement as a result of converting from commission-included funds to equivalent commission-free funds then, for the avoidance of doubt, these Terms and the charging structure as set out in the Tariff of Charges, also apply to your newly converted holdings.
- 1.7. The service is non-advised and we are not responsible for assessing the suitability of the Product or the Service you are selecting as part of this transaction. The Service has been designed for investors who are comfortable with making their own investment decisions. If you are unsure, you should seek financial advice.
- 1.8. We may, by individual agreement, review the suitability of these holdings when you request financial advice and upon payment of any advice charges applicable and agreed at that time.

2. Regulator

- 2.1. Nationwide Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.
- 2.2. Our financial services register number is 106078. You can confirm our registration on the FCA's website [fca.org.uk/firms/systems-reporting/register](https://www.fca.org.uk/firms/systems-reporting/register)
- 2.3. Our permitted business is: Advising on, and arranging retail packaged products and non-investment insurance contracts.

3. Conflicts of interest

- 3.1. As far as possible, all conflicts are managed to safeguard your interests. Details of Nationwide's Financial Planning conflict of interest policy can be found at: nationwide.co.uk/investmentscoi

4. Third Party Suppliers

- 4.1. Cofunds Limited provide Stocks & Shares ISAs, General Investment Accounts, the Aegon Platform and Aegon Dashboard, and make trades on your behalf.
- 4.2. The Primary Fund Range is provided through Aegon Investments Ltd.
- 4.3. Nationwide distribute funds, products and platform as a package, these may be available separately outside Nationwide.

5. Address

- 5.1. Correspondence about Our Services should be sent to:

Nationwide Building Society
Dept NW7070
Swindon
SN38 1NW

or such other addresses that we tell you about.

6. Information we require

- 6.1. You must give us all information that we reasonably request, and you agree to inform us without delay of any change in your circumstances or status, including in particular any change of address, name or residency status. We may make enquiries to identify your new address. In order to make these enquiries, we may need to share your details with trusted external parties. We will not be liable for any delay or non-performance of Our Services where you have not provided information to us.

7. Portfolio holding and ownership

- 7.1. You must be 18 or over to receive the Services.
- 7.2. In the case of a joint Portfolio holding, you are each responsible for the Portfolio and these Terms apply to you individually and jointly. You each agree that you will be bound by anything done or agreed to by any other of the joint Portfolio holder(s).
- 7.3. The Portfolio must not be used for business purposes.
- 7.4. Our Services are only available to residents of the United Kingdom.

8. Price and payment

- 8.1. The price of the Service or any other chargeable services will be set out in our Tariff of Charges in force and amended from time to time and shall be deducted monthly by us, the relevant Third Party Supplier from the value of the investments in the Products at the time that the price becomes due each month as explained in the Product Terms and Conditions.
- 8.2. We reserve the right to introduce additional charges in the future. For any chargeable service that is not part of the Service the price, payment method and payment due date will be set out in our Tariff of Charges in force at the time such service is provided.
- 8.3. We publish a Tariff of Charges which forms part of this agreement and which we can amend at any time in accordance with clause 9. The Tariff is available at nationwide.co.uk/investmentdocuments.
- 8.4. These prices exclude VAT. VAT will be added to the price when required by HMRC. Where VAT is applicable, if the rate of VAT changes between the date the Services are requested by you and the date of performance by us, we will adjust the rate of VAT that you pay, unless you have already paid for the Services in full before the change in the rate of VAT takes effect.
- 8.5. We do not handle your money as part of the Service.

9. Changes to the terms of this agreement and charges

- 9.1. We may make changes to the terms of this agreement. If the change is neutral or to your benefit, we may make it immediately and inform you as set out in the “Communication” section of this agreement. If the change is to your disadvantage, we will tell you about it in writing not less than 30 days in advance to allow you to terminate Our Services without further charge. If you do not terminate the Services you will be treated as having accepted the changes.
- 9.2. If we increase any charge or introduce a new charge relating to Our Services, we will inform you in writing not less than 30 days before any change comes into effect.
- 9.3. If you are unhappy with any changes we make to these Terms, you may terminate this agreement in accordance with clause 12.1.

10. Communication

- 10.1. When we inform you or give you notice, subject to clauses 9.1 and 12.3. we will do so in one or more of the following ways:
 - 10.1.1. by writing to you via post or email;
 - 10.1.2. by display in our branches;
 - 10.1.3. by display on our website;
 - 10.1.4. by advertising in the press;
 - 10.1.5. by telephone or in person;
 - 10.1.6. any other way that is reasonable and appropriate at the time.

11. Stopping transactions on your Portfolio

- 11.1. We can suspend or cancel your right to receive any or all of Our Services at any time without notice where we believe that it is necessary for your and/or our protection, for example where we suspect that your Portfolio is being used for fraudulent or illegal purposes or where you have breached this agreement. If we are unable to inform you before we do this, we will, where lawful, inform you immediately after. In situations where we consider that urgent action is unnecessary, we will give you at least 7 days' notice before we exercise our right to suspend or cancel your right to receive any or all of the Services.
- 11.2. Aegon may stop transactions on your portfolio for a number of reasons. Refer to their Product Terms & Conditions for more information.

12. Termination

- 12.1. Termination is the ceasing of our services, as set out in the relevant Tariff of Charges.
The following conditions will result in termination of the agreement:
 - 12.1.1. You invoke your cancellation rights, as set out in the Key Features Document.
 - 12.1.2. You close your products within 30 days of opening.
In this instance you will be refunded all Ongoing Advice charges paid.
 - 12.1.3. You close your products after 30 days.
 - 12.1.4. You give written notice to terminate this agreement at the relevant address given in the Key Features Document. This agreement will terminate on the next monthly payment date, unless it's received less than 5 working days before that date, in which case, it would terminate on the following monthly payment date.
- 12.2. On the death of a joint Portfolio holder the agreement shall continue and remain binding on the surviving Portfolio holder(s).
- 12.3. If we decide to stop offering these Services, we will give you at least 60 days notice.

13. Liabilities

13.1. The Financial Conduct Authority requires us to put our customers into groups so that we can treat them according to their level of knowledge about investments. These groups are:

- retail client;
- professional client; and
- eligible counter party.

We treat all customers as retail clients. This gives you the greatest level of protection under the regulations and ensures you get full information about any products you buy. Except as otherwise provided in these Terms, we will be responsible to you for:

13.1.1. any loss, injury or damage suffered by you due to our negligence, default or fraud;

13.1.2. any material breach by us of these Terms; or

13.1.3. any failure, delay (that was within our control) or error by us (or our agents) in carrying out your instructions.

13.2. We will not be liable to you for unforeseeable losses or indirect losses such as loss of business, loss of goodwill, loss of opportunity or loss of profit; or our failure to comply with these Terms due to unforeseen circumstances beyond our reasonable control or due to obligations under applicable laws.

13.3. You will be responsible for any losses suffered by you and us if you act fraudulently or if you allow another person to use your security details or your Portfolio. You will also be responsible for any reasonable losses suffered by you and us as a result of your material breach of these Terms or if you provide inaccurate or untrue information to us.

14. Complaints about our Services

14.1. We have a complaints procedure and for more information, or to make a complaint, please:

14.1.1. write to: Member Services, Nationwide Building Society, Kings Park Road, Moulton Park, Northampton NN3 6NW

14.1.2. visit [nationwide.co.uk](https://www.nationwide.co.uk) and click on the option “Contact us”;

14.1.3. phone **03457 30 20 11**; or

14.1.4. visit one of our branches.

14.2. If you are not satisfied with the way we have dealt with your complaint you may refer it to the Financial Ombudsman Service. You can also refer your complaint to them first without giving us the opportunity to resolve it, but if you do this, they will only consider your complaint with our consent. The Financial Ombudsman Service provides a free, independent, complaint resolution service. Details about their service and how to refer a complaint to them can be found on their website at [financial-ombudsman.org.uk](https://www.financial-ombudsman.org.uk).

14.3. If you have invested without a personal recommendation from Nationwide, you do not have access to the Financial Ombudsman Service with regards to the suitability of the investment that you chose.

14.4. Clauses 13.2, 14.2, 14.3 and 15.1 shall survive termination of this agreement.

15. Compensation Scheme

15.1. We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim. Your investment business may be covered for 100% of the first £85,000. Further information about compensation scheme arrangements is available from the FSCS.

16. General

16.1. We may appoint agents to carry out our obligations in providing the Services as long as this is allowed by the Regulations and the Financial Conduct Authority Handbook. However, we will not do so unless we are satisfied that the agent is competent to perform such tasks. We will be liable for the acts of any agents we appoint.

16.2. We may transfer our rights and obligations under these Terms to another organisation, and we will always notify you in writing if this happens. This agreement will then apply to them in the same way as it applied to us. However, you cannot transfer your rights under this agreement to anybody else.

16.3. This agreement is between you and us. No other person shall have any rights to enforce any of its terms save that:

16.3.1. as set out at clause 8.1 the price of the Service may be deducted by the relevant Third Party Supplier from the monies that you provide to us as part of the Services to invest in the Products;

16.3.2. as set out at clause 12.1 you have the right to cancel a unit trust, ISA or OEIC investment Product and receive a refund by notification to the relevant Third Party Supplier within a certain time limit; and

16.3.3. the relevant Third Party Supplier shall have the right to deduct certain charges relating to Products as set out in our Tariff of Charges.

16.4. Each of the paragraphs of these Terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.

16.5. In the case of any conflict or ambiguity, the order of precedence for this agreement and the documents referred to in this agreement shall be as follows:

16.5.1. this agreement including our Tariff of Charges shall prevail against;

16.5.2. the Product Terms and Conditions which shall prevail against;

16.5.3. the Product documentation including the Key Features Document and Product Terms and Conditions.

16.5.4. In the event of inconsistency between this agreement and the Tariff of Charges, this agreement shall prevail.

16.6. We receive training and marketing support from the range of companies we work with. There is no explicit charge for these services, however, some of the cost may be funded from the charges they make. Further information is available on request.

Just ask in branch

Visit **nationwide.co.uk**

Call **0800 0853 566**

You can receive this document and others like it, in Braille, large print or on audio CD.
Just call **03457 30 20 11** or visit your local branch if you'd like us to arrange this for you.

If you have hearing or speech difficulties:

- You can use Text Relay if you have a textphone. Dial **18001**, followed by the phone number you want to ring
- SignVideo is also available if you're deaf and use British Sign Language.
Just visit [Signvideo.co.uk](https://www.signvideo.co.uk)

To find out about other ways we may be able to help, search 'accessibility tools' on [nationwide.co.uk](https://www.nationwide.co.uk)

The information provided in this pack is based on our understanding and interpretation of current tax legislation and HM Revenue & Customs practice, both of which may change.

The value of any tax relief is dependent on personal financial circumstances.

Nationwide Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under registration number 106078. You can confirm our registration on the FCA's website [fca.org.uk](https://www.fca.org.uk)

Nationwide Building Society. Head Office: Nationwide House, Pipers Way, Swindon, Wiltshire SN38 1NW.

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