

Fixed Sum Loan Agreement regulated by the Consumer Credit Act 1974

This agreement is between you and us. When we say you, we mean <insert name(s)>. When we say us, we mean Nationwide Building Society.

Your address is <XXXXXX>. Our address is Nationwide House, Pipers Way, Swindon, SN38 1NW.

Key details for your loan

Account number:	<XXXX>
Loan amount:	£<XXXX>
The total amount you will have to pay (if you pay on time):	£<XXXX>. This is the loan amount and the interest you'll pay.
Repayments:	<XX> monthly repayments of £<XXXX>.
Interest rate:	<XX>% a year (fixed). The interest rate will not change.
Over how many months will you repay the loan?	<XX> months.
When we'll give you the loan money:	We'll send the loan money to you on the date the agreement is signed by both of us. You may have asked to use the loan to repay an existing loan with us. If so, we'll do that. We will then pay any money left over to your chosen account.
APR (Annual Percentage Rate):	<XX>%. This assumes you make all repayments in full and on time. You can use this rate to compare the cost of this loan with others.

You must tell us straight away if you change your name or contact details. You must also tell us if your details are wrong on any message we send you. Please see 'How to contact us' at the end of this document.

We'll communicate with you in English.

If you change your mind

There is a period of time where you can cancel this agreement. You can do this without giving a reason. This is called the right to withdraw. It ends 15 days after one of the following happens:

1. We give you a copy of the signed agreement.
2. We let you know in writing the agreement has been signed and you can ask us for a copy of it.

You can withdraw from the agreement by contacting us.



Call us

Please see 'How to contact us' at the end of this document



Write to us

Retail Admin Support / Personal Loan Finance, Nationwide Building Society,
Kings Park Road, Moulton Park, Northampton, NN3 6NW

You must repay what you've borrowed as soon as possible by bank transfer or cheque. This must be no later than 30 days after letting us know you want to withdraw. Otherwise, we might ask the court to order you to pay back the money.

So long as you repay within 30 days, we won't charge any interest.

Your repayments

Your first repayment is due one month after we send the loan money to you. You'll need to continue making repayments on the same date each month until you've paid back everything you owe. You must make your repayments by Direct Debit. We can't accept payments from outside the UK.

If your payment date is 29th or later, we might need to take your repayment in the following month. For example, if your payment date is the 31st of the month, you would make your September payment on 1 October, as September only has 30 days.

Your payment date might fall on a non-working day. This means a Saturday, Sunday or English bank holiday. If so, we'll take your repayment on the next working day. Local holidays may affect timings.

You have to pay interest on your loan

You have to pay interest on your loan, starting from the date we send the money to you. We work out your interest each day and add it to the balance each month on your monthly payment date. Each monthly repayment will pay off this interest and some of the loan. If you don't make a repayment in full, we'll charge interest on the unpaid amount, which may include both the original loan amount and the unpaid interest.

Joint borrowers

If you've borrowed with someone else, you're both responsible for the full amount due. If one of you can't or won't pay, the other must pay the full amount.

If you don't make your payments in full and on time

- We'll continue to charge interest at the rate listed in the table at the top of this document. This means the loan will cost you more and your monthly repayments may not cover the full amount you owe. The sooner you repay what you owe, the less interest you'll pay overall.
- We can end this agreement and demand that you repay the full loan straight away, including any interest that has built up on the amount you owe. This is called accrued interest. We'll contact you before we do this to give you time to make the missed repayments.
- We'll report the missed repayment to the credit reference agencies. This means other companies will be able to see that you have missed a repayment. This may make it more difficult or expensive for you to borrow money in the future.
- We might take legal action against you, and you may have to pay our reasonable costs of doing so. This might include asking a court to order possession of your home. This means a court might make you sell your property to repay the amount you owe.
- We can use money you have in an account with us to repay what you owe. This includes money you have in a joint account. This is called set-off. We'll tell you at least 14 days before we do this.

Please get in contact with us if you're worried about making your repayments. There are ways we can help.

Pay off your loan quicker

You have the option to make extra payments to pay off your loan quicker. This is known as an overpayment. You can do this at any time by sending money to your loan account. The amount of your monthly repayment will stay the same after any overpayment. This means you'll pay less interest overall.

You can also repay the full amount you owe at any time. To do this, please contact us and we'll confirm how much you owe in writing.

How you can make a complaint

We hope we don't disappoint you, but we know sometimes things go wrong. If you think we've made a mistake or haven't met your expectations, please tell us.



Call us

Please see 'How to contact us' at the end of this document



Branch

Tell us in branch during our opening hours



Website

Click on the option 'Contact us' at [nationwide.co.uk](https://www.nationwide.co.uk) and 'Chat with us'



Write to us

The Complaints Team, Nationwide Building Society, NW2020, Swindon, SN38 1NW

If you're unhappy with our response

You can ask the Financial Ombudsman Service to look at your complaint. You need to do this within six months of getting our final response. Their website address is **financial-ombudsman.org.uk**

If you want to take us to court, you can use the courts in England and Wales. If you live in Scotland or Northern Ireland, you can use your local courts.

English law will decide any issues about this agreement.

Making changes to this agreement

What if we want to make changes to your agreement

We may change the terms of this agreement if one of the following reasons apply:

- We believe the change is favourable to you.
- There are changes to the law or regulations that we have to follow.

We will always tell you before we do this.

When we can end this agreement

We may end this agreement and demand that you repay the full loan straight away, including any fees and interest. We can do this for one of the following reasons:

- You don't follow these terms.
- You've been abusive or threatening to our staff or customers, including the staff of any organisations we work with.
- You gave us wrong or misleading information when applying for the loan, including how you plan to use it.
- So that we keep in line with laws or regulations we have to follow.

We will always behave reasonably when making this decision. If possible, we'll give you the opportunity to fix the problem. We will also let you know in advance if we've decided to end your agreement.

If we end up losing money because of something you've done wrong, we may claim our reasonable costs from you. This includes costs for finding you or communicating with you. It also includes our legal costs.

We can transfer your loan to someone else

We can transfer our rights or duties under this agreement to someone else so long as they have the right permissions from our regulator. If we decide to do this, we'll tell you in writing 30 days beforehand. This agreement will then apply to them, including any references to 'we' and 'us'. You can't transfer your rights or duties under this agreement.

Useful information

Your statements

We'll automatically send you a statement once a year which will show the payments you've made over the past year.

At any time during your loan agreement, you can also ask us for a statement which gives you information about your repayments. It will show:

- The amount you need to repay each month.
- The date when each repayment is due.
- A breakdown of each repayment showing how much is interest and how much is capital. By capital, we mean the original loan amount you borrowed.

We won't charge you for this.

You can find this right in section 77B of the Consumer Credit Act 1974.

What you can't use the loan money for

This loan is for personal use only.

You also can't use your loan money for any of the following reasons:

- For your business (including buying a vehicle for business use).
- For investments.
- For a speculative purpose. For example, doing something in the hope that you make a profit or gain usually by taking a risk or guessing what might happen in the future. This includes gambling or buying crypto assets.
- As a bridging loan. This means to 'bridge the gap' when you want to buy something, but you're waiting for the money to become available from the sale of something else.
- As a mortgage deposit.
- To buy land. You also can't use the loan money to keep rights to land. For example, this could include using the loan to pay ground rent.

If we want to make use of our rights later on

If we decide not to use our rights under this agreement at any time, we can still choose to use them later on.

Companies that may have introduced you to us

You may have been introduced to us by:

- **Confused.com** – Operated by Inpop.com Limited of 3rd Floor, Greyfriars House, Greyfriars Road, Cardiff, CF10 3AL
- **Experian Limited** – Of The Sir John Peace Building, Experian Way, NG2 Business Park, Nottingham, NG80 1ZZ
- **TotallyMoney** – Operated by TotallyMoney Limited of White Collar Factory, 1 Old Street Yard, London, EC1Y 2AS

- **money.co.uk** – Operated by Dot Zinc Limited of 5 Copper Row, London, England, SE1 2LH
- **ClearScore** – Operated by Clear Score Technology Limited of 47 Durham St, London, SE11 5JA
- **Compare the Market** – Operated by Compare the Market Limited of Pegasus House, Bakewell Road, Orton Southgate, Peterborough, PE2 6YS
- **Go.Compare** – Operated by Gocompare.com Limited of Suite 2a Hodge House, 114-116 St Mary Street, Cardiff, CF10 1DY
- **Uswitch** – Operated by RVU Services Limited, The Cooperage, 5 Copper Row, London, SE1 2LH

We have to share these contact details with you.

How we are regulated

The Financial Conduct Authority, 12 Endeavour Square, London, E20 1JN, is the supervisory authority under the Consumer Credit Act 1974.

This is a Credit Agreement regulated by the Consumer Credit Act 1974. Sign it only if you want to be legally bound by its terms.

Signature(s) of Customer(s)

Date(s) of Signature(s)

For and on behalf of
Nationwide Building Society

Date: <XXXX>

How to contact us

You can use the details below to contact us. They aren't part of our agreement with you, and we can change them without telling you first. Our latest phone numbers can be found on **nationwide.co.uk** or you can ask in branch.

General enquiries

03457 30 20 10

To update your contact details

nationwide.co.uk/yourcontactdetails

Complaints

0800 30 20 15

If you change your mind

03457 30 20 11



Our **Personal Loan Agreement** has received the Fairer Finance Clear & Simple Mark.

Nationwide Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under registration no 106078. You can confirm our registration on the FCA's website, **fca.org.uk**

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