

We are changing how you receive your savings closure statements

We are updating some of our savings Product Terms and Conditions to reflect a change in how you will receive your closure statements. For the products shown below, how you will receive your closure statement will align with your mailing preferences. We have shown the specific changes to the terms and conditions wording in bold.

Branch Easy Access, Branch Easy Access ISA, Branch Flex ISA, Branch Flex Saver, Branch Future Saver, Branch Instant Access Maturity, Branch Limited Access, Branch Reward ISA, Branch Reward Saver, Branch Reward Single Access ISA, Branch Single Access, Branch Single Access ISA, Branch Smart Instant Adult, Branch Smart Instant Child, Branch Smart Limited Adult, Branch Smart Limited Child, Branch SmartSaver, Branch Triple Access ISA, Easy Access ISA, Easy Access Saver, Fixed Term Bond Maturity, Fixed Term ISA Maturity, Flex ISA, Flex Saver, FlexOne Regular Saver, Future Saver, Help to Buy: ISA, Inheritance ISA, Limited Access Saver 9, Reward ISA, Reward Saver, Reward Single Access ISA, Single Access ISA, Single Access Saver, Smart Instant Access (Adult), Smart Instant Access (Child), Smart Limited Access (Adult), Smart Limited Access (Child), SmartSaver, Triple Access ISA

Up to and including 16 July 2026

You can access your statements through the Internet Bank or our Banking app. You can also ask for a statement in branch, or you can ask us to send them to you regularly by post. We will also **send you a statement by post** when your account is closed.

From 17 July 2026

We will also **produce a statement** when your account is closed. You can access your statements through the Internet Bank or our Banking app. You can also ask for a statement in branch, or you can ask us to send them to you regularly by post.

1 Year Single Access ISA, 1 Year Single Access Saver, 1 Year Triple Access ISA, 1 Year Triple Access Saver, Instant Access Saver, Limited Access Saver 7 and 8, Triple Access Saver

Up to and including 16 July 2026

You can access your statements through the Internet Bank or our Banking app. You can also ask for a statement in branch. We will also **send you a statement by post** when your account is closed.

From 17 July 2026

We will also **produce a statement** when your account is closed. You can access your statements through the Internet Bank or our Banking app. You can also ask for a statement in branch.

1 Year Triple Access Online Saver, Flex Instant Saver, Flex Online Saver, Limited Access Online Saver

Up to and including 16 July 2026

You can access your statements through the Internet Bank or our Banking app. We will also **send you a statement by post** when your account is closed.

From 17 July 2026

We will also **produce a statement** when your account is closed. You can access your statements through the Internet Bank or our Banking app.

1 Year Triple Access Online ISA, e-ISA, e-Savings Plus, Fixed Term e-Bond Maturity

Up to and including 16 July 2026

We will also **send you** a statement when your account is closed.

From 17 July 2026

We will also **produce** a statement when your account is closed.

Also from **17 July 2026** we have updated the Product Terms and Conditions for the following products to add the ability to close the account using the Banking app.

1 Year Single Access Saver, 1 Year Triple Access Online Saver, 1 Year Triple Access Saver, Branch Easy Access, Branch Flex Saver, Branch Instant Access Maturity, Branch Limited Access, Branch Reward Saver, Branch Single Access, CashBuilder Card, Continue to Save, Direct Saver, Easy Access Card, Easy Access Saver, e-Savings, e-Savings Plus, Fixed Rate Branch Bond Maturity, Fixed Term Bond Maturity, Fixed Term e-Bond Maturity, Fixed Term Online Bond Maturity, Flex Instant Saver, Flex Online Saver, Flex Regular Saver, Flex Saver, Flexclusive Saver Issue 8, Instant Access Saver, InvestDirect, Limited Access Online Saver, Limited Access Saver 7 and 8, Limited Access Saver 9, Reward Saver, Single Access Saver, Triple Access Saver