

# Changes to our Savings, Cash ISA and Child Trust Fund terms and conditions from 14 May



**Nationwide**

**Building Society**

On 14 May we made changes to both our Savings Account Terms and Conditions and our Cash ISA Terms and Conditions. We also made some changes to the Child Trust Fund Terms and Conditions (T&Cs). Whenever we amend our T&Cs, we want to make sure you know what's changed – so here's all the information you need:

## What's changed and why?

### Information about payments

Condition 22 explains how you can find out about payments on your account.

#### It used to say:

*"You can obtain information about payments into your account by viewing your account in the Internet Bank (if you've registered) or by contacting us. You can also get information about payments out this way and you can choose for this to be your preferred way of obtaining information about these payments.*

*Unless a legal requirement prevents us and so long as you have not told us otherwise, we can treat your continuing to hold an account with us as your preference to obtain information about payments out of your account in this way. If we are not permitted to treat you as preferring this option, we will give you a personal notification with this information at least once a month where required by law, unless you have otherwise chosen to obtain information on request."*

#### We wanted to make condition 22 clearer, so it now says:

*"You can obtain information about payments into and out of your account by viewing your account in the Internet Bank (if you've registered) or by contacting us.*

*When you make a payment out of your account, we'll usually record this in your passbook or give you a personal notification with information about the payment. We'll normally do this within a few days of each payment, but may choose to group payments together as long as we still give you a personal notification about payments from your account at least once a month. The only exceptions are withdrawals by cheque or in cash. In these cases, you may not be given a personal notification automatically, but we'll always give you information about the payment if you ask.*

*If you make a payment using the Internet Bank or our Banking app, we'll always send information about the payment using the Internet Bank. This means that joint account holders who aren't registered for the Internet Bank may need to contact us for details of these payments."*

**We've also updated the 'Communicating with you' sections to make it clear that we may 'give' you a personal notification as well as send one to you.**

## Cheque clearing

Conditions 26 to 30 of our Savings General Terms and Conditions and Conditions 32 to 36 of our Cash ISA General Terms and Conditions describe the cheque clearing process – and now that our new **image clearing system** is fully up and running, we wanted to reflect this. So we've removed all references to the 'paper clearing system' from our terms and conditions.

Conditions 31 and 32 of the Child Trust Fund Terms and Conditions have also been updated to include the new image clearing system.

Plus, we've also updated the cheque clearance times in the conditions above. These now show that if you pay in a cheque after 7pm using a paying-in machine (other than one that asks you to place your cheque into an envelope first), it will take an extra working day to clear for withdrawal and certainty.

## Other changes

Condition 64A of our Savings General Terms and Conditions and Condition 76A of our Cash ISA General Terms and Conditions have been amended to make it clearer that the reasons why we can make a change listed in these conditions also apply to introducing, removing or changing interest rate tiers on any of our accounts.

We've also removed the telephone number for the Financial Conduct Authority, as this isn't the best method for finding out about our regulatory status. Plus, we've improved the website reference for HM Revenue and Customs – [hmrc.gov.uk](http://hmrc.gov.uk).