

OFFSET SAVINGS ACCOUNTS CHARGES & FEES INFORMATION



Charges & fees (Effective from 22nd March 2023)

All savings accounts will be opened with Yorkshire Building Society ("the Society"). Accord Mortgages will hold the savings on trust for the savers. **A saver will not be a member of or have any membership rights with Yorkshire Building Society.**

CHAPS payment fee	£23.50
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CHANGES IN FEES

Changes in fees: Where we introduce new charges, or increase existing charges we will notify you of any such changes, giving you at least 2 months advance personal notice of the change, subject to the product terms of your account. For further information about charges please see our Offset Terms and Mortgage Conditions.

GUIDE TO PAYMENT TYPES AND TIMESCALES

Your Offset Terms set out what functionality is allowed, for example Faster Payments or CHAPS. As there are a few different payment methods available it can be difficult to know which one you should use for a transaction. We've included some information below to help explain the different types, along with a summary of when they can and cannot be used. If you have any questions please contact us using the details on page 2.

TIMESCALES FOR SENDING MONEY WITHIN THE UK

Payment Type	Description	Latest time to make a request	Date available to payee
CHAPS	An electronic payment which usually arrives on the same day provided requests are received by 12pm Monday to Friday. There is a charge for this service of £23.50 . Requests received after 12pm will be processed the next working day.	12pm Monday to Friday (excluding bank and public holidays).	Same working day as request is received.
Faster Payments	Faster Payments is a service that allows you to move money electronically between accounts at different banks and building societies. There is no charge for this service.	Website / Online service: 24/7 Post	They will normally reach the destination account by the end of the next day.

WHICH TYPE OF PAYMENTS CAN I MAKE?

The types of payment you can make will depend on your product terms and Offset Terms and how much money is being sent online, or by post and how long the destination account has been set up for.

WHERE THE DESTINATION ACCOUNT HAS BEEN SET UP FOR MORE THAN 30 DAYS:

Payment Type	Up to £25,000.00	£25,000.01 plus
Faster Payments	Post Online	Online
CHAPS	Post**	Post**
Cheque	Post	Post

** Proof of identification (ID) is required – please see the Important Information about ID section overleaf for more information
Payments may be subject to further checks or additional requirements and in these circumstances payments and timescales cannot be guaranteed.

WHERE THE DESTINATION ACCOUNT HAS BEEN SET UP FOR 30 DAYS OR LESS:

For CHAPS and cheque payments please refer to the tables on page 1 as these payment are not affected if the destination account has been set up for 30 days or less.

Payment Type	Up to £10,000	£10,000.01 plus
Faster Payments	Post Online	Online

IMPORTANT INFORMATION ABOUT IDENTIFICATION (ID)

For CHAPS payments requested from post we need to see Proof of Name ID. Please see our 'Verifying your Identity' leaflet for more information on ID we can accept. This can be found online at [accordmortgages.com/documents/ACCM3838-customer-id.pdf](https://www.accordmortgages.com/documents/ACCM3838-customer-id.pdf) or by using the contact details below.

If you're sending any ID with a photo or signature through the post then you should send copies and not the originals.

HERE TO HELP

Call us on **0345 1200 872**

Write to us at:

Accord Mortgages Limited, Yorkshire House, Yorkshire Drive, Bradford, BD5 8LJ.

GLOSSARY OF TERMS

Standard terminology for payments accounts

Set out below is the UK standard terms and definitions that have been published by the Financial Conduct Authority (FCA) that relate to Accord products and services, to make it easier for you to compare the cost of building society / banking services.

FCA Terms	Definition
Maintaining the account	The account provider operates the account for use by the customer.
Refusing a payment due to lack of funds	The account provider refuses a payment from the customer's account because there is not enough money in it.
Sending money within the UK	The account provider transfers money, on the instruction of the customer, from the customer's account to another account in the UK.
Receiving money from outside the UK	When money is sent to the customer's account from an account outside the UK.
Cancelling a cheque	The customer asks the account provider to cancel a cheque that the customer has requested.

Further details can be found within the product factsheet that are available at application on request via post or over the phone.

Our printed material is available in alternative formats e.g. large print, braille or audio.
Please call us on **0345 1200 872**.

All communications with us may be monitored/recorded to improve the quality of our service and for your protection and security. Calls to 03 numbers are charged at the same standard network rate as 01 or 02 landline numbers, even when calling from a mobile. Calls to 0800 numbers are free of charge from a landline or mobile.

Accord Mortgages Limited is authorised and regulated by the Financial Conduct Authority. Accord Mortgages Limited is entered in the Financial Services Register under registration number 305936. Buy to Let Mortgages for business purposes are not regulated by the Financial Conduct Authority. Accord Mortgages Limited is registered in England No: 2139881. Registered Office: Yorkshire House, Yorkshire Drive, Bradford BD5 8LJ.