



## 30-Day and 60-Day Notice Accounts

### Terms and Conditions

#### 1. Introduction

**1.1.** This document sets out the terms and conditions that apply to your Notice Accounts with Plane Saver Credit Union Limited and should be read in conjunction with the General Membership Terms and Conditions copies of which have been supplied to you or which you can [access online](#).

**1.2.** Your agreement with us is contained in:

- These Notice Account Terms and Conditions (the “Terms and Conditions”).
- Our Notice Account confirmation email.

**1.3** In these Terms and Conditions 'you' and 'your' means the applicant/member named on the Account Application Form and 'we', 'us' and 'our' means Plane Saver Credit Union Limited.

**1.4** These Terms and Conditions contain important information which you should read carefully because they explain our obligations to you and your obligations to us. You should keep these Terms and Conditions safe for future reference because they form a legal contract between you and us.

**1.5** The registered office and main place of business of Plane Saver Credit Union Limited is Profile West, 950 Great West Road, Brentford, United Kingdom, TW8 9ES.

**1.5.1** Plane Saver Credit Union Ltd also trades as **Harlowsave Credit Union** and **First Defence Finance**, and this product is offered under these trading names as well.

**1.6** Plane Saver Credit Union Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Firm Ref: 213609. All deposits are protected under the Financial Services Compensation Scheme up to £85,000.

#### 2. Opening a Notice Account

**2.1.** You must complete the online Application Form to open a Notice Account with us. Members can also visit our office or phone us to complete the application.

**2.2.** If you are not already an active member, we will need to obtain sufficient proof of your identity and address when you apply to open an account with us to satisfy our legal and regulatory obligations and you agree that we may request additional documentation to enable us to comply with our legal and regulatory obligations.



- 2.3. When you become a member, you will automatically be given a Regular Saver (Share 1) account. You will need to ensure a minimum balance of £5.00 is always kept in your Regular Saver to maintain an active membership.
- 2.4. If you change your mind about opening an account, you have a right to cancel your agreement within 14 days' notice from the day of opening the Notice Account. This is your 'Cooling Off Period'.
- 2.5. You must be 18 years old or older on the date of application to open a Notice Account.

### **3. Contacting each other**

- 3.1 We may contact you and give you any notices in connection with these Terms and Conditions by post, telephone or email using the latest address, telephone number or electronic mail address you have given us.
- 3.2 You can contact us by post, telephone or email using the appropriate address, telephone number, electronic mail address or other relevant contact details given to you. If you contact us electronically, we may collect your electronic identifier (Internet Protocol (IP) address) supplied by your service provider. Emails sent by you to us may be monitored.
- 3.3 We may record or monitor telephone calls with you to verify our dealings with you and to make sure that we are meeting our service standards. Recordings and emails remain our sole property and may be used by us in evidence in the event of a dispute.
- 3.4 These Terms and Conditions are, and all our communications about your Notice Account will be, in English.
- 3.5 You may request a paper copy of these Terms and Conditions.
- 3.6 These Terms and Conditions are governed by English law.

### **4 Giving us Instructions**

- 4.1 You can only give us instructions, in writing, by emailing [savings@planesaver.co.uk](mailto:savings@planesaver.co.uk) or by telephone – 0208 607 5020.
- 4.2 Instructions by telephone or email will be subject to enhanced security arrangements including but not limited to the use of passwords, personal identification numbers or codes.
- 4.3 Following your instructions, we can deduct the amount of any payment from your Notice Account. You agree that we may rely on any account number quoted in an instruction as the correct account to be debited or credited.



- 4.4** If you give us an instruction by telephone or email, we can ask for confirmation by a document bearing your original signature before we act on it but may start processing the instruction immediately and before such confirmation is received.
- 4.5** Once you have provided us with an instruction it may not be amended.
- 4.6** You can request that we cancel a payment provided that the amount has not already been deducted from your relevant account.
- 4.7** We can refuse to act on any instruction (or request additional information or documentation from you before processing your instruction) if:
- 4.7.1** we have a good reason for thinking that you did not give us the instructions; or
  - 4.7.2** the instruction is not clear or is incomplete; or
  - 4.7.3** we have reason to believe that by carrying out the instruction we might break a law, regulation, code or other duty which applies to us; or
  - 4.7.4** we have reason to believe that our reputation will be damaged by carrying out the instruction.

## **5. 30-Day Notice Account**

- 5.1** By opening this account, you agree to these terms.
- 5.2** The interest rate for the 30-day Notice Account is variable. The current rate will be provided at account opening and may change over time. You will be notified of any changes with 30 days' notice.

### **5.3 Minimum and Maximum Balances:**

- 5.3.1** Minimum balance: £1,000.
- 5.3.2** Maximum balance: £85,000.
- 5.3.3** A minimum opening balance of £250 is available if you are saving £100 or more monthly in any of your Plane Saver accounts.
- 5.3.4** You may make monthly contributions to your Notice Account.
- 5.3.5** If the balance in the Notice Account reaches £1,000, the minimum balance of £1,000 will apply immediately.
- 5.3.6** If you open a 30-day Notice Account with a balance of £1,000 or more, you will not be able to make partial withdrawals that reduce the balance below £1,000. This exception applies only at the time of account opening and does not apply to subsequent deposits that bring the balance to or above £1,000.

### **5.4 Notice Periods and Withdrawal Terms:**



- 5.4.1** Withdrawals and closures require 30 days' notice, which must be given by email to [savings@planesaver.co.uk](mailto:savings@planesaver.co.uk) or by calling 020 8607 5020.
- 5.4.2** Early withdrawals are not permitted. Partial withdrawals are allowed as long as the balance does not drop below the minimum threshold.
- 5.4.3** If you open a 30-day Notice Account with a balance of £1,000 or more, you will not be able to make partial withdrawals that reduce the balance below £1,000. The exception described in **5.3.3** applies only at the time of account opening and does not apply to subsequent deposits that bring the balance to or above £1,000.

## **6. 60-Day Notice Account**

- 6.1** By opening this account, you agree to these terms.
- 6.2** The interest rate for the 60-day Notice Account is variable. The current rate will be provided at account opening and may change over time. You will be notified of any changes with 60 days' notice.
- 6.3** Minimum and Maximum Balances:
  - 6.3.1** Minimum deposit: £1,000.
  - 6.3.2** Maximum deposit: £85,000.
  - 6.3.3** You may make monthly contributions to your Notice Account.
- 6.4** Notice Periods and Withdrawal Terms:
  - 6.4.1** Withdrawals and closures require 60 days' notice, which must be given by email to [savings@planesaver.co.uk](mailto:savings@planesaver.co.uk) or by calling 020 8607 5020.
  - 6.4.2** Early withdrawals are not permitted. Partial withdrawals are allowed as long as the balance does not drop below the minimum threshold.

## **7. Interest Payment Frequency**

- 7.1** Interest is paid monthly and compounded monthly.

## **8. Account Access and Management**

- 8.1** Balances can be viewed via the Plane Saver app and online banking area
- 8.2** Requests for withdrawals or transfers should be sent by email to [savings@planesaver.co.uk](mailto:savings@planesaver.co.uk) or by calling 020 8607 5020.
- 8.3** Deposits can be made at any time.



- 8.3.1** We will only accept electronic payments into your Notice Account.
- 8.3.2** We will not accept payments to your Notice Account made in cash or by cheque.
- 8.3.3** You may be asked questions about the source of the funds deposited to be satisfied as to the legality of the funds.

## **9. Deposit Instructions**

- 9.1** You must deposit your funds into the Notice Account within 14 days of opening it.
- 9.2** If you are an existing member with funds in another Plane Saver Account, you can make an internal transfer via the mobile app, online banking, by emailing [savings@planesaver.co.uk](mailto:savings@planesaver.co.uk), or by telephone at 0208 607 5020. If you requested an internal transfer on your application form, you do not need to do this again.
- 9.3** Alternatively, you can transfer funds from an external bank account using the following details:
  - Sort Code: 20-61-55
  - Account Number: 40114510
  - Reference: 'NA30-' OR 'NA60-' followed by your membership number (e.g., 'NA30-12345')
- 9.4** Plane Saver cannot take responsibility for payments made to an incorrect account or if the wrong reference number is used. You must include the correct reference number with any payment.

## **10. Changes to your interest rate**

- 10.1** The interest rate on your Notice Account is variable.
- 10.2** We reserve the right to make changes to the interest rate from time to time, which will affect the interest you earn on the notice account.
- 10.3** We will contact you if your rate is increasing or decreasing. Should we set a reduction in the interest rate, we will provide you with a minimum notice of 30 days for 30-day notice accounts and 60 days for 60-day notice accounts

## **11. Statements**

- 11.1** Statements are available via the mobile app or online banking area, or you can request a postal statement by emailing [info@planesaver.co.uk](mailto:info@planesaver.co.uk) or by calling 0208 607 5020.



**11.2** You must check your statement carefully as soon as you receive it and tell us at once if it includes something which appears to you to be wrong or not in accordance with your instructions.

## **12. Complaints**

**12.1** If you're unhappy with our service, please visit <https://planesavercu.co.uk/complaints> and complete our online form or call us at 020 8607 5020 (Monday to Friday, 8:30 am – 4:30 pm). You can also send an email to [info@planesaver.co.uk](mailto:info@planesaver.co.uk).

**12.2** We will acknowledge your complaint within 3 working days.

**12.3** We aim to send a final response within 4 weeks. If we cannot provide this within that time, we will update you. A final response will be sent within 8 weeks, or we will explain the delay.

**12.4** If you're not satisfied with our final response or no response is given within 8 weeks, you can contact the Financial Ombudsman Service. Their contact details are:

Financial Ombudsman Service

Exchange Tower, London, E14 9SR

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Phone: 0800 023 4567

## **13. Data Security**

For information on how we handle your data, please visit: <https://planesavercu.co.uk/privacy-policy>