

## What is the HBZ Fixed Rate e-Deposit account?

- » The- The HBZ Fixed Rate e-Deposit Account is a fixed term internet account. This means that it can only be applied for online.
- » Your account is opened for a fixed period. When you apply, you can choose an account term of 6 months, 12 months, 2 years, 3 years or 5 years.
- » Your money earns a fixed rate of interest and will be paid at the end of your deposit term.

## Product Summary

### Account name

HBZ Fixed Rate e-Deposit Account.

### What Is the interest rate?

Please visit our website for the latest rates: <https://habibbank.com/uk/home/ebonds.html?aff=hbzduk>

- \* The AER (Annual Equivalent Rate) shows what the interest rate would be if interest was paid and compounded each year. We show this rate for regulatory reasons, even where the deposit term is less than a year.
- \*\* The gross interest rate is the interest rate you are paid, without tax being taken off.

### When is interest calculated and paid?

We calculate interest daily on the balance of your account, starting on the day we receive your deposit into your account. We will pay this at the end of the account term.

If the account term ends on a business day, we will pay you interest up to and including that business day. If the account term ends on a day that is not a business day, then we will pay you interest up to and including the next business day.

### Can Habib Bank Zurich change the interest rate?

No. The rates are fixed for the duration of the account term.

At the end of the account term, if you choose to roll all or part of your maturing deposit into a new term, we will let you know what the new fixed interest rate is before your deposit rolls over.

### What would the estimated balance be at the end of the account term, based on a £5,000 deposit?

The table below shows an example of what would be paid by the end of the account term. We have assumed that (i) you make a deposit of £5,000, (ii) the expected interest rates are 4.15% EPR for 6 months, 4.51% EPR for 12 months, 4.10% EPR for 2 years, 4.05% EPR for 3 years and 4.00% EPR for 5 years, and (iii) you keep the deposit in the account for the full account term.

Term	Deposit Amount	Interest	Balance At The End Of The Account Term
6 months	£5,000	£102.75	£5,102.75
12 months	£5,000	£225.50	£5,225.50
2 years	£5,000	£418.40	£5,418.40
3 years	£5,000	£633.16	£5,633.16
5 years	£5,000	£1,083.26	£6,083.26

This is for illustrative purposes only and does not take into account your individual circumstances.

## How do I open and manage my account?

### Before you apply

- » You must be over 18 and UK resident.
- » You must nominate a UK account (held either in your name or jointly with another person(s)). This will be the account which you use to make deposits into the e-Deposit Account, and the account to which we will make payments out of your e-Deposit Account.
- » You must meet our identification requirements.

## How To Apply

You can apply online through our website. You can apply in your sole name, or jointly with up to two individuals. They must also meet our application conditions (set out above).

You must make a single deposit into the e-Deposit Account from your nominated account. You can do multiple transfers; however, the bank will only place your funds into your account once your nominated deposit has been received in full. You can do this by instructing your UK bank or building society or outside the UK to send us money electronically (for example, by Faster Payment / CHAPS).

Alternatively, you can send us a cheque made payable to yourself, drawn on a UK bank or building account in your name (or jointly with another person). On the reverse of your cheque, you must write the account name and number of your e-Deposit Account and the reference number of your online application.

We must receive your payment within thirty (30) days of opening your account.

If you are rolling over an existing deposit, you can add to the amount you are rolling over into your new e-Deposit Account.

You can do this by making a single payment from your nominated account or by sending us a cheque, as explained above. You must not exceed the maximum deposit limit explained below.

## If we accept your application

We will send you a text message and an email to the mobile number and email address you provided in your online application. The information provided on the email will tell you the account opening date, the fixed interest rate, the reference number of your online application and your e-Deposit Account details. Please use these details when making a payment into your e-Deposit Account.

## Managing your account

The below table shows the minimum and maximum deposit amount requirement.

Type Of Account	Minimum Deposit Amount	Maximum Deposit Amount
Personal - UK Residence	£5,000	£1,000,000

Please contact the Branch or your Relationship Manager should you wish to place more than the maximum deposit amount as stated above.

You can give us instructions in relation to your account in writing signed by you, via email or in post. If you give us an instruction by telephone or email, we will ask you for signed written confirmation.

We do not offer an online banking facility for the HBZ e-Deposit Account.

## Can I withdraw money?

You cannot withdraw any of your balance, or close your e-Deposit Account, during the account term. However, in exceptional circumstances, for example, in the event of death, we may allow your Fixed Term Deposit to be closed early and we will pay the balance and may pay interest up to the date of early closure on receipt of a request to do so. Please see condition 15.2 in the HBZ Fixed Rate e-Deposit Account's Terms and Conditions (Closure of your Account) for more information.

## When your account term ends

We will send you a reminder at least 30 days before the account term ends. We will explain what the interest rates are for new e-Deposit Accounts. We will also ask you to tell us what you want to do with your maturing deposit once the account term ends. You will have the option to:

- » roll all or part of your balance over into a new e-Deposit Account;
- » tell us to pay all or part of your balance to your nominated UK account.

## Additional information

Please see the Frequently Asked Questions below for more information. If you have any questions which are not answered there, you can contact us using the details set out below.

# Frequently Asked Questions

## How can you contact us?

You can:

- » Contact your Customer Support Number available on our website: [www.habibbank.com/uk/home/ebonds.html?aff=hbzuk](http://www.habibbank.com/uk/home/ebonds.html?aff=hbzuk)
- » Call us on **+44 (0)207 452 0205** (Mon-Fri: 09:00am – 05:00pm);
- » Visit one of our branches at any one of our convenient locations which can be found on our website.

Keeping safe

Be careful if you receive a message or call that appears to come from us. We will never:

- » ask you to give us any of your security details in full over the phone.
- » give your account details and ask you to make a payment to that account.

If you are not sure if the message or call is from us:

- » DO NOT respond.
- » DO NOT click on any link, or call any number in the message.
- » DO NOT give the caller any information.
- » HANG UP before trying to make a new call. A fraudster may have kept the line open.
- » CALL US on our Customer Support Number **+44 (0)207 452 0205** (Mon-Fri: 09:00am – 05:00pm).

## What if you change your mind about opening the account?

Because the account is a fixed term deposit, you cannot cancel your agreement with us if you change your mind. You should think carefully about whether you might need access to your money during the account term. If you do, then you should not open the Fixed Term Deposit.

## How does a joint account work?

A joint account is where you hold the account with someone else. Special rules apply to joint accounts. For example, we can take instructions from any joint account holder, without checking with the other account holders.

For more information, please see condition 7 in our Terms and Conditions (Sole or Joint Account).

## What if you are not happy with your account, or our services?

You can complain to us at any time. If we cannot resolve your complaint then you have a right to complain to the Financial Ombudsman Service. The Financial Ombudsman Service is a free and easy-to-use service that settles complaints between customers and financial services businesses. You can find out more by visiting its website: [www.financialombudsman.org.uk](http://www.financialombudsman.org.uk)

For more information, please see condition 24 in our Terms and Conditions (Complaint Handling and Redress).

## Do you need extra help?

If you are affected by illness, injury or something that has happened and you are finding it difficult to manage your account, please get in touch. We will do what we can to help. Please be assured that any information you give us will be kept confidential.

## How we use and share your information?

Our Privacy Policy explains the personal information we collect about you, how we process it, who we might share your personal information with, and your rights in relation to your personal information. Our up-to-date Privacy.

Policy is available on our website [www.habibbank.com/uk/downloads/PrivacyNotice.pdf](http://www.habibbank.com/uk/downloads/PrivacyNotice.pdf). You can call us or visit our branch if you want a printed copy.

## What about tax?

We pay interest gross, i.e. without deducting tax. You may have to report your interest income to HM Revenue & Customs (or any overseas tax authority), and you may have to pay tax on this. You should speak to a tax advisor if you are unsure.

If we believe you are a US citizen or a tax resident outside the UK, we have to share information about you and your account with HM Revenue & Customs. HM Revenue & Customs may then share this with overseas tax authorities. Please tell us if you are (or if you become) a US citizen, or a tax resident overseas.

## How is your money protected?

Eligible deposits with us are protected by the Financial Services Compensation Scheme. You can find out more information on our website, or by visiting [www.fscs.org.uk](http://www.fscs.org.uk)

## Who regulates us?

Habib Bank Zurich Plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. (Financial Services Register number: 627671.)

Habib Bank AG Zurich is the trading name of Habib Bank Zurich Plc. Registered Office: Habib House, 42 Moorgate, London EC2R 6JJ.

Registered in England and Wales: Company registered number: 088864609.

Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under registration number 627671

Habib Bank Zurich plc is covered by the Financial Services Compensation Scheme.