



**UNB Personal  
Accounts**



United National Bank  
it's your bank

# Our Accounts

## Current Accounts

for everyday banking

### Free banking for

- Cheques
- Direct Debits

### Key Features

- Instant Access
- No minimum balance required
- Standing orders
- Overdrafts (charges apply)
- Cash withdrawals from HSBC ATM  
*(charges apply, terms and conditions apply)*

### How the product works

A current account which helps you manage your day-to-day finances. You can set up direct debits and standing orders from your account.

## Savings Accounts

Saving for a rainy day

- Interest on balances
- Instant access

### Key Features

- Instant access
- Tiered interest rates
- Interest is paid half yearly.
- Interest can be paid monthly if requested
- Interest rates are variable.

*\*See interest rate leaflet for our rates*

### How the product works

An instant access account which allows you to make cash withdrawals.

No minimum balance required

## Fixed Term Deposits

### Security and a guaranteed return

If you want to invest a lump sum for a fixed period of time and don't need access to your money in the mean time, one of our Fixed Term Deposits could be ideal.

#### Key Features

- Attractive guaranteed returns
- Tiered interest rates
- Choice of 1 month, 2 month, 3 month, 6 month, 1 year, 2 year and 3 year terms
- Security for your money
- If you save over £50,000.00 we won't deduct any tax. However it is your responsibility to declare the interest received. Please note that this depends on the individual circumstances of the customer and may be subject to change in the future.

Minimum balance of £2000 applies on all of our fixed term deposit accounts

#### Notice Accounts

We also offer a 3 month Gold Deposit Account.

This account allows you to place your money in the account for any length of time. If you wish to withdraw your money, you are required to give us 3 months notice. The interest on this account is variable.

Minimum Balance of £1 applies

#### How the product works

You can open an account with the minimum balance in Sterling.

Your money is completely safe and you know in advance how much you'll get back at the end of the term.

*However, please note that our Fixed Term Deposits cannot be cancelled during the term. No withdrawals are allowed before the fixed period ends and your investment matures. The bank may, at its absolute discretion, allow an early withdrawal to be made. A penalty charge will be applied for early withdrawal.*

*\*See interest rate leaflet for our rates*

# UNB Islamic Account

for your daily banking

Our Shari-ah compliant UNB Islamic Account.

We have prepared the UNB Islamic Account with our Shari'ah scholar. For peace of mind, you can keep your money interest free and away from interest based activities.

## Key Features

- Access to HSBC automated teller machines
- No minimum balance
- No bank charges provided your account does not go overdrawn
- No account fees

*All we ask is that you do not go over your balance, because, at present, we cannot offer you a shari'ah complaint overdraft facility.*

## How the product works

UNB will keep your money in accordance with Shari'ah principles. That is to say UNB will not use any Islamic Account money for any interest based business activity.

UNB will use the money to finance its carefully designed diminishing ownership Shari'ah complaint Islamic Mortgage products.

*For full details on our Islamic Account please pick up a leaflet.*

# Additional Services

## Foreign-Exchange Services

If you wish to make transfers abroad we can offer to do this via Telegraphic Transfer which is a bank-to bank transfer to different countries. You can do this by completing a UNB Money Direct application form. Please also see our remittance brochure. Some transfers are free of charges, but some do incur charges.

*For more information on our charges please refer to our charges leaflet.*

When you buy or sell foreign currency, we will give you an explanation of the service, details of the exchange rate and an explanation of the charges which apply to foreign-exchange transactions.

If you want to transfer money abroad, we will tell you how to do this and will give you:

- a description of the services and how to use them;
- details of when the money you have sent abroad should get there and the reasons for possible delays;
- the exchange rate applied when converting the foreign currency; and
- the amount of the transaction after the currency exchange;

- details of any commission or charges which you will have to pay and a warning that the person receiving the money may also have to pay the foreign bank's charges.

If money is transferred into your bank account from abroad, we will tell you the original amount received and any charges. If the sender has agreed to pay the charges, we will not take off charges when we pay the money into your account.

## Safe Deposit Lockers

At UNB we offer our customers the facility to keep their valuables safe

### Key Features

- Safe Deposit Lockers at most Branches
- Choice of small medium and large Lockers
- Access to lockers during bank opening hours
- Annual fee according to size of Locker

*Subject to availability and arrangements*

*See charges leaflet for our charges*

# How To Apply

## In Person

Call into your local branch and we will do our best to see you immediately.

## By Phone /By Post\*

Call your local branch on the numbers below and we will send out an application form to you.

- London: 020 7290 8000
- Birmingham: 0121 772 2648
- Bradford: 01274 548 174
- Glasgow: 0141 341 0555
- Ilford: 020 8911 0123
- Manchester: 0161 740 3352

*\*For branch addresses please refer to the back of this brochure*

## Identification will be required to open your account.

The following are acceptable forms of identification:

Original or certified copy of **one** of the following as proof of name:

- Current signed Passport  
*(with valid visa if applicable)*
- EEA member state identity card
- Northern Ireland voter's card

- Current full UK Driving licence  
*(both the photo card and the paper counterpart)*
- Self-Employed in the construction industry tax exemption certificate with photograph of holder (Forms C155, C156, SC60).
- Shotgun or firearms certificate

Original or certified copy of **one** of the following as proof of address:

- Utility bill *(less than 3 months old)*
- Local authority tax bill  
*(valid for the current year)*
- Current UK Driving Licence  
*(if not used for evidence of name)*
- Bank, building society or credit union statement *(less than 3 months old)* or passbook containing current address.
- Most recent mortgage statement
- Local council rent card or tenancy agreement.

*Copies of documents must be certified "original seen", dated and signed by a Solicitor/Lawyer, Accountant or Banker. Alternative words such as 'attested' will not be acceptable.*

# Our Commitment

## Our commitment to you

We will tell you if your application has been successful and will open your account. This may be subject to appropriate identification, address verification or other specified documentation being produced to us.

We will provide you with everything you need to operate your account within 10 working days of approving your account.

## How we will inform you about changes in our interest rates and charges

### Interest Rates

We will keep you informed about any changes to the interest rates on your accounts and we will do this in the following ways:

- **Notice accounts**
  - if we make a change to the interest rate, which is favourable to you, we will apply the change immediately without giving prior notice. We will contact you personally to inform you of the change within 30 days of the change taking effect. We will display the rate change on our website and in our branches within 3 working days of the change.
- If the change is not favourable to you, we will write to you and inform you of the change at least 30 days prior to the change taking effect.
- **Standard savings account** – if we make a change to the interest rate which is favourable to you, we will apply the change immediately without giving prior notice. We will contact you personally to inform

you of the change within 30 days of the change taking effect. We will display the rate change on our website and in our branches within 3 working days of the change.

If the change is not favourable to you, we will write to you to inform you of the change at least 2 months prior to the change taking effect.

- Details of all of our interest rates and historic interest rates can be found in our rates leaflet which forms part of our general terms and conditions. They are also available on our website.

### Charges

When you become a customer, we will give you details of any charges for the day-to-day running of your account. These are contained in our personal bank account charges leaflet, which forms part of our general terms and conditions. You can also find out about our charges by:

- Phoning our helpline
- Looking at our website
- Asking our staff

We will tell you about the charge for any other service or product before we provide it and at any time you ask.

If we change any of our charges or add any new charges, we will write to you to inform you of this at least 2 months before the change takes effect.

Before we debit interest or charges for standard account services, from your current or savings account, we will give you at least 14 days notice of how much we will be debiting from your

account.

### **Changes to Terms and Conditions**

We will give you our general terms and conditions and any other relevant terms and conditions before you become a customer of the bank.

All terms and conditions will be clear, fair and understandable and will set out your and our rights and responsibilities in the course of our business relationship.

We will give you at least 2 months prior notice of any changes to the terms and conditions of your account.

### **For information on our interest rates, charges or terms and conditions, you can:**

Call your local UNB branch

Logon to [www.unbankltd.com](http://www.unbankltd.com)

Visit any UNB branch

## **Managing your current/savings account**

### **Standing order**

Standing orders offer the option of paying regular amounts.

You can pick up a standing order form from your local branch or phone your local branch who will be happy to send one out in the post to you.

If you want to change or cancel the amount of a standing order paid from your UNB account, you can normally give this information to us over the phone, in writing or by visiting a branch.

## **Clearing cycle for payments into your account**

### **Standing orders**

For standing orders from accounts at other banks, money will go through the central clearing system and be credited into your account on the third working day. As soon as the funds have been added to your account, your money will be available immediately for you to withdraw.

### **Direct Debits**

These are similar to standing orders in that they are regular payments from accounts. However it is the beneficiary who originates them, and the money is taken from the payers' bank account. Most input instructions come from companies sponsored by BACS members.

The debit of your account will take place on the same day as the beneficiary account is credited.

You can cancel a direct debit any time up to the end of the business day preceding the day agreed for debiting the funds. Cancellation must be made in writing.

If there are insufficient funds in your account the direct debit will be returned unpaid. There is a charge for returning a direct debit unpaid.

## **Cheques**

### **Clearing cycle for cheques**

When you pay a cheque into one of your accounts, it has to be cleared – or paid by the

other person's bank.

### **Here is what happens:**

We will show the cheque amount as a credit the same working day you pay it in, if your cheque was paid into an interest bearing account, you will start earning credit interest on the amount of the cheque by the **2nd** working day. If the account you paid the cheque into has an overdrawn balance the cheque will reduce your overdrawn balance by the cheque amount, meaning you will no longer pay debit interest on the amount. You will be able to withdraw your money on the **4th** working day after the cheque has been paid in. If the cheque has not been returned at the close of business on the **6th** working day, you can be assured the money is yours. It should never take more than six working days to clear a cheque, however we will still be entitled to return the cheque and debit the amount from your account even if you have withdrawn it; should you be found to be a party to fraud.

So for example if you were to deposit a non UNB cheque into your account on a Monday it would follow the process below;

### **MONDAY DAY: 0**

The process begins when we receive the cheque.

### **WEDNESDAY DAY: 2**

You will start to receive interest on the amount of the cheque if your account offers credit interest. If your account is in debit, your debit interest will be reduced by the amount of the cheque.

### **FRIDAY DAY: 4**

We will allow you to withdraw the money from your account.

### **TUESDAY DAY: 6**

You can be assured that the money is yours and the cheque will not be returned unless you are a knowing party to fraud

The six clearing days 'clearing cycle' for non UNB Cheques is the time it takes for the Drawer Bank to physically receive the paper cheque you have paid in and decide whether they can pay it. A working day ends at 3pm and is any day except Saturdays, Sundays and Bank Holidays. The central clearing cycle is 3 days.

If you need to be completely certain that a cheque will clear, we can send the cheque for special clearing (*There is an additional charge for this*).

We will keep original cheques paid from your account, or copies, for at least six years unless we have already returned these to you.

If within a reasonable period after the entry has been made on your statement, there is a dispute with us about a cheque paid from your account, we will give you the cheque or a copy as evidence. If there is an unreasonable delay after you have told us about it, we will add the amount of cheque to your account until we have resolved the matter.

### **Foreign Cheques**

These normally take longer, please ask us for details.

### **Returned cheques**

If the other bank returns the cheque unpaid, we have to take that amount back out of your account. This will never happen six days after the cheque has been paid in; unless you are a known party to fraud. We will advise you in

writing if a cheque is returned unpaid.

But just occasionally it can take longer than this before we know that a cheque has been returned unpaid. In these circumstances, we are normally still entitled to take back the money from your account, even if you have already withdrawn it.

### **Out-of-date cheques**

Banks usually treat a cheque as 'out-of-date' six months after it is dated. If it hasn't been paid by then you will normally have to get a new cheque from the person who gave it to you. If you've written a cheque to someone else that hasn't been paid within six months, they may ask you to write a new one. If they do you should ask for the old one back and destroy it (or ask the bank to 'stop' the cheque) before writing a new one. *(Stop payment charges may apply).*

### **Making withdrawals**

Please note that you may be asked for identification when making withdrawals in person from a UNB branch.

Examples of acceptable identification include, a passport, a full driving license or EEA members Identity Card.

Your local branch will be able to provide you with further details of acceptable identification.

### **Calculation of interest**

If you want to know how interest is calculated on your account we will show you the methodology used to calculate interest on our products, including a worked example.

## Current Accounts will be opened subject to our assessment of your circumstances.

### **Automated Telling Machine (ATM) Card, Loans, Overdrafts**

How much we lend to you or the issuance of an ATM card depends on our assessment of your circumstances. Overdrafts are repayable in full on demand (charges apply for the use of the ATM card, please refer to our charges leaflet).

An ATM card is available on your United National Bank Limited Current Account subject to you maintaining a minimum credit balance of £2500 at all times. Once you receive your card, you should change your Personal Identification Number (PIN) from the original number allocated to you. This can be done at any HSBC Bank.

### **Your Statements**

You will receive a statement every month if you have made transactions on your account in that month. This statement will contain details of all transactions made and will enable you to identify each individual transaction. You may request not to receive a statement every month. If you make no transactions on your account, a statement will be sent to you at least once a year.

You can request for statements to be sent more frequently than this or request duplicate copies, but there will be a charge in these instances.

## Joint Account Holders

Joint accounts can be very useful where the finances of two (or more) people are closely linked.

It can sometimes be convenient for more than one person to be able to sign cheques alone to pay, for instance, household bills. An example of this would be where one of the joint account holders is away from home for extended periods of time. In this case you would need to instruct your bank to accept the signature of any one account holder alone.

It can also be useful to ensure that funds are only paid from the account provided both or all account holders have signed the instructions to the bank. In this case you would need to tell us that you would only accept instructions to pay money away (including cheques) if all the account holders have signed.

Often, people find it easier to budget by making regular transfers from their own personal account(s) to a separate joint account which can then be used to pay household bills.

Signing arrangements are at the choice of the account holders. Options range from any of the holders to sign alone up to all joint holders to sign every instruction to the bank.

We will ask for your instructions at the time you open the account. Each account holder will be asked to sign a joint account mandate which will tell the bank how you wish to operate the account.

All parties on the joint account will be responsible for cheques signed by any of the joint account holders provided the cheques are signed in accordance with the joint account

mandate.

If you split from your partner you should both go to any one of our branches to arrange for the joint account to be closed and new accounts opened in your sole names. We will also need to know how you would wish us to handle any existing regular payments such as standing orders or direct debits.

If your partner leaves you, stops paying into the account but continues to write out cheques, and if the cheques are supported by a cheque guarantee card, we will be obliged to pay them. In these circumstances you should contact the bank immediately to arrange for the account to be split. Until you tell us to cancel the joint account mandate, you will continue to be liable for the cheques and any resulting overdraft.

If you choose the option for "either to sign" on the joint account and then change your mind you can cancel the joint account mandate. This will mean that we will need the signatures of all the account holders before we can pay any further items from the account.

If one of the joint account holders dies the balance will automatically pass to the remaining joint account holder(s).

Any balance on the account belongs to the account holders jointly.

Each individual is fully liable for the whole of any overdrawn balance.

If your partner leaves you without a trace and with an overdrawn account, each joint account holder is responsible individually for repaying any debt.

# General Information

## What you can do to help prevent your account being misused.

### Keeping us up to date

Please make sure you let us know as soon as possible when you change your:

- Name
- Address
- Phone Number

If we do not hold correct information, we may make your account dormant to protect both the bank and yourself. However, if you have any money in your account, it will always be your property (or if you die, it will become part of your estate.) This is the case no matter how many years pass.

### Checking your statements

Please make sure that you check your statements regularly. If you believe there is an incorrect entry on your account, please inform us as soon as possible and without any undue delay so we can investigate and take any necessary steps to rectify it. Please also regularly check your direct debits and standing orders to ensure that they are correct.

If at any stage we need to make further investigations into a particular transaction on your account, you should be co-operative at all stages with the bank and the police if their involvement becomes necessary.

### Security for cheque book, ATM card and Pin

There are several precautions you should take to

reduce the risk of being the subject of fraud:

- You should keep your cheque book and card in separate places.
- When you receive your PIN, passwords and any other security information, you should try to remember it rather than writing it down and never allow anyone else to use your card or tell them your security information
- You should always take reasonable steps to keep your card and security details safe and always destroy any paperwork containing these details in a secure manner, such as shredding. This will ensure that your details cannot be used by some one who may come into possession of the paperwork after you have disposed of it. Any receipts or other paperwork containing your account details should be kept securely or destroyed. If you ever change your PIN, you should carefully select a new number
- You should never give your account details or security information to anyone unless you know who they are and why they need them. When the bank contacts you, or you call them, you will never be asked to reveal your PIN number. The account holder should be the only person in possession of this information. If you ever receive a suspicious telephone call asking you for details of your account and/or PIN, please report it to us.

In order to prevent cheques from being used fraudulently, you should include as much detail on the payee as you can. For example, when writing a cheque to a large organisation or bank, as well as putting their name, you should include your reference number or account number. Any space left should be fully crossed through as this

will prevent anyone from adding additional information.

### **What to do if you lose your cheque book, passbook, card or if someone else knows your PIN**

It is essential that you tell us immediately if you suspect or discover that:

- Your cheque book, passbook or ATM card has been lost or stolen; or
- Someone else knows your PIN, password or other security information.

The best way to inform us is by calling our Main Branch in London on 0207 290 8000. If it is out of office hours, please leave a message informing us of what has happened.

Your liability for the misuse of your card is limited as follows:

- You are liable up to a maximum of £50 for any losses incurred from the use of lost or stolen ATM card. You are similarly liable up to a maximum of £50 where you have failed to keep safe the security features of your ATM card.
- You are liable for all losses incurred where you have: acted fraudulently or have with intent or gross negligence failed to use your ATM card and security features in line with their general terms and conditions; failed to report the loss or theft; or, failed to take all reasonable steps to keep the card and security information safe.
- You are not liable for any losses which are incurred after you have notified us that your ATM card, PIN or password has been lost or stolen, or if we have failed to provide a means by which you can notify us of the loss.

### **To cancel payments**

If you want to cancel a payment or series of payments you have authorised, you should do the following:

To cancel a cheque or standing order, you must tell us (we cannot cancel cheques covered by a cheque guarantee card)

To cancel a direct debit, you can either tell the originator to cancel the direct debit or tell us. We recommend you do both. To cancel a recurring transaction you must tell the originator. We recommend you keep proof of cancellation.

*It may not be possible to cancel payments if you do not give enough notice of your decision to cancel.*

### **Switching your account**

Moving your current account has never been easier. All we need is your signature to arrange the transfer and we will handle the rest, free of charge.

Just open your new UNB account and provide us with details of your existing bank or building society account. We will contact them for a list of your standing orders and direct debits and we can send this to you, so that you can check that payments are up to date and are those that you wish us to make.

We will set up all your direct debits and standing orders and arrange the transfer of any salary / pension payments into your new account. We will arrange the closure of your old bank account and transfer of the balance to your new

account with us.

We will also keep you informed throughout the process and let you know once the transfer is complete.

### **Changing or closing your account**

For our standard savings and current account, you can terminate the contract at any time. You must do this in writing. We will not charge you for the termination of the contract. We will return to you the money in your account, plus any interest that has been earned.

This however does not apply to our fixed rate deposits or notice account. Fixed rate deposits cannot be closed before the term of the deposit has expired. Early withdrawals are not permitted. For our notice accounts, you must provide the amount of notice that the account requires before you can close the account or withdraw your money. The bank may, at its absolute discretion allow an early withdrawal from a fixed term account or notice deposit. This however will incur a penalty charge.

### **Financial Services Compensation Scheme**

#### **Important information about compensation arrangements**

We are covered by the Financial Services Compensation Scheme (FSCS). The FSCS can pay compensation to depositors if a bank is unable to meet its financial obligations. Most depositors - including most individuals and small businesses - are covered by the scheme.

In respect of deposits, an eligible depositor is entitled to claim up to £85 000. For joint accounts each account holder is treated as having a claim in respect of their share so, for a

joint account held by two eligible depositors, the maximum amount that could be claimed would be £85 000 each (making a total of £170 000). The £85 000 limit relates to the combined amount in all the eligible depositor's accounts with the bank, including their share of any joint account, and not to each separate account.

For further information about the scheme (including the amounts covered and eligibility to claim) please ask at your local branch, refer to the FSCS website [www.FSCS.org.uk](http://www.FSCS.org.uk) or call 020 7892 7300 or 0800 678 1100.

### **Tax and Tax Relief**

All references made to tax and tax relief in this brochure are based on our understanding of current legislation and HM Revenue and Customs practice. The law relating to taxation is always liable to change in the future and such changes cannot be foreseen. The level of tax applicable will depend on the individual investor's personal circumstances. Tax-free is the contractual rate of interest payable when interest is exempt from income tax. Please note all references to tax treatment depends on the individual circumstances of the customer and may be subject to change in the future.

### **Marketing Material**

Marketing material will not be sent to minors (under the age of 18). We will ask you if you want us to contact you for marketing purposes or if you wish to receive marketing material from us. If you choose to receive marketing material from us we will send out a reminder to you every 3 years asking you to confirm if you still wish to receive marketing material from us.

# Your Personal Information

## Confidentiality

We will ensure that all information held on a customer is kept private and confidential. Your name, address and account details will not be made available to anyone else, including other companies in our group. There are however certain circumstances under which we may share your details and this is permissible by law:

- If we are required to give the information by law
- If there is a duty to the public to do so
- If the interests of the bank means we must give the information, such as in cases of money laundering or fraud
- If we have your permission to do so or you have requested us to do so.

## Bankers' reference

We need to obtain your written permission before we give a bankers' reference about you

## Data Protection

The Data Protection Act 1998 gives you the right to see personal information that we hold on you. In accordance with the Act, a £10 administration fee is applicable.

Please note that telephone calls to United National Bank may be recorded and or monitored.

## Additional information

The information in this booklet forms part of our General Terms and Conditions of account opening.

The information in this booklet is correct as at November 2009.

We value our customers business, but understand that, on rare occasions, you may not feel fully satisfied with our service. If you have a grievance, please ask any member of staff who can advise you of our internal complaints procedure. This is also available on our website.

We are also covered by the Financial Ombudsman Service so if you are not entirely satisfied with our response, you can refer your complaint to them.

## Contact information

If you would like to get in touch with United National Bank or any one of our branches, please contact us on the details below.

### London principal branch

2 Brook Street  
London W1S 1BQ  
Tel: 020 7290 8000  
Fax: 020 7629 3054

### Ilford

82 Ilford Lane  
Ilford  
Essex IG1 2LA  
Tel: 020 8911 0123  
Fax: 020 8478 8634

### Birmingham

391-393 Stratford Road  
Birmingham B114JZ  
Tel: 0121 772 2648  
0121 772 7694  
0121 753 0599  
Fax: 0121 773 9872

### Bradford

3-5 Oak Lane  
Bradford BD9 4PU  
Tel: 0127 454 8174  
Fax: 0127 448 1103

### Glasgow

11-13 Gibson Street  
Glasgow G12 8NU  
Tel: 0141 341 0555  
Fax: 0141 341 0666

### Manchester

Unit 4  
Cheetham Hill Shopping Centre  
40 Bury Old Road  
Manchester M8 5EL  
Tel: 0161 740 3352  
Fax: 0161 702 3834

You can also contact United National Bank by email at [info@unbankltd.com](mailto:info@unbankltd.com) or by calling our customer service department on **0800 218 22 66**.

[www.unbankltd.com](http://www.unbankltd.com)



United National Bank

January 2012

**Disclaimer:** United National Bank is authorised & regulated by the Financial Services Authority. The company is registered in England & Wales and its Registered Office is at 2 Brook Street, London, W1S 1BQ. The company registration number is 4146820 and the FSA registration number is 207381