Changes to terms and conditions **for savers**

The Society's General Savings Terms and Conditions will change from **1 August 2026**.
The key changes are listed below.

2.3 Identification – clarified that we may return funds 'without notice' if satisfactory ID cannot be provided.

6.12 Nominated current account – clarified that one nominated current account can be set up applying to all savings account withdrawals.

7.2 Cash deposits - the maximum daily cash deposit accepted reduces from £10,000 to £5,000. This change has been made to better balance financial crime prevention measures whilst supporting customers who continue to require a cash deposit facility.

7.7 Electronic payments – added service to deposit funds online by debit card, introduced earlier this year.

8.11.15 14 day non-withdrawal period – clarified that this applies from the date your initial deposit is made.

8.18 Public Sector Fraud – updated to reflect the Public Authorities (Fraud, Error and Recovery) Act 2025.

9.4 Inappropriate customer behaviour – whilst incidents are relatively low, we have seen an increase in abusive and inappropriate behaviour towards our employees, both in branch and our head office customer service teams. This will not be tolerated, and we support employees in terminating a conversation where this happens. Our terms and conditions have been updated to clarify that we may close your account without notice in the event of threatening, abusive or inappropriate behaviour towards our employees.

11.2 Interest in a leap year - clarification that interest is based on a 366 day calculation where a leap year falls in our business year 1 November to 31 October.

15.13 Cancellation – clarification that you can cancel your savings account agreement with us by secure message if you operate your account online.

'Understanding how we calculate your interest' section – we have updated this section to explain how interest is calculated in a leap year, in line with 11.2.

Other minor changes have been made to the Savings Terms and Conditions to further clarify existing wording, as a response to feedback from members.

Please see our **Savings terms & conditions leaflet for full details**, available from any of our branches or on www.newbury.co.uk.

Newbury
Building Society