

Hanley Economic Building Society

Authorised and Regulated by the Financial Services Authority.
Entered on the Financial Services Register,
registration number 206024

Calls may be recorded for compliance and training purposes

The Society is a Member of:
The Building Societies Association
The Financial Ombudsman Service

From 01 January 2011 as a customer of Hanley Economic Building Society your account(s) with us are covered by the Financial Services Compensation Scheme up to the maximum of £85,000 per person, unless you are:

- A large company
- A large partnership
- A large mutual association
- A local, provincial or municipal authority
- A credit institution
- An overseas financial services institution
- An operator or trustee of a collective investment scheme
- A pension and retirement fund or a trustee of such a fund
- A supranational institution
- A government, or central administrative authority
- A firm within the Hanley Economic Building Society group
- A person whose claim arises from transactions relating to a conviction they have received for money laundering.

Further details of exclusions from FSCS cover can be found on the Financial

Services Authority website at

<http://fsahandbook.info/FSA/html/handbook/COMP/4/2>

Saving with The Hanley



To request this leaflet in braille, large print or on audio cassette please call 01782 255000



www.thehanley.co.uk

Head Office: Granville House, Festival Park
Hanley, Stoke-on-Trent ST1 5TB.

Tel: 01782 255000 Fax: 01782 873167
customerservices@thehanley.co.uk
www.thehanley.co.uk

Information for Savers



www.thehanley.co.uk

HANLEY ECONOMIC BUILDING SOCIETY

INFORMATION FOR SAVERS

October 2010

This booklet should be read in conjunction with the Saving with the Hanley: Account Terms and Conditions booklet

Hanley Economic Building Society established 1854 in Stoke-on-Trent, North Staffordshire

From its humble beginnings The Hanley has grown into a thriving local, independent, mutual organisation on which many thousands of families rely. Our distinctiveness is our ability to combine the traditions of an established 156 year old business and zest and focus of a 21st century mutual with customer service and product choice at its core.

The pioneering spirit of our founders also lives on as we continue to seize opportunities, to innovate to re-invigorate and to enhance the range of services available to our members and customers.

How to contact us

You can contact us by:

- visiting any of our branch offices on Page 2 and 3 of this booklet
- telephoning our helpline number: 01782 255000
- visiting our web-site: www.thehanley.co.uk
- e-mailing us at customerservices@thehanley.co.uk
- writing to us

Please note that ways of contacting us may be restricted in relation to certain products. If so, this is mentioned in the product leaflet and terms and conditions of the particular account.

Telephone Calls

Please note that your telephone conversations with us may be recorded. If we record telephone conversations we will tell you at the beginning of the call.

Registered Head Office & Customer Services

Granville House, Festival Park, Hanley,
Stoke-on-Trent, ST1 5TB
Telephone: 01782 255000 Fax: 01782 873161

Opening Hours

Monday: 09:00 - 17:00
Tuesday: 09:00 - 17:00
Wednesday: 09:00 - 17:00
Thursday: 09:00 - 17:00
Friday: 09:00 - 17:00
Saturday: Closed

Festival Park Branch

Granville House, Festival Park, Hanley,
Stoke-on-Trent, ST1 5TB
Telephone: 01782 255161 Fax: 01782 873161

Opening Hours

Monday: 09:00 - 18:00
Tuesday: 09:00 - 18:00
Wednesday: 09:00 - 18:00
Thursday: 09:00 - 18:00
Friday: 09:00 - 17:00
Saturday: 09:00 - 14:00

Hanley Branch

5 Lamb St, Hanley,
Stoke-on-Trent, ST1 1PF
Telephone: 01782 255110 Fax: 01782 873162

Opening Hours

Monday: Closed
Tuesday: 09:00 - 17:00
Wednesday: 09:00 - 17:00
Thursday: 10:00 - 19:00
Friday: 09:00 - 17:00
Saturday: 09:00 - 16:00

Longton Branch

93 The Strand, Longton,
Stoke-on-Trent, ST3 2NS
Telephone: 01782 312027 Fax: 01782 873164

Opening Hours

Monday: Closed
Tuesday: 09:00 - 17:00
Wednesday: 09:00 - 17:00
Thursday: 09:00 - 19:00
Friday: 09:00 - 17:00
Saturday: 09:00 - 16:00

Newcastle Branch

83 High Street, Newcastle-under-Lyme,
Staffordshire, ST5 1PS
Telephone: 01782 615262 Fax: 01782 873163

Opening Hours

Monday:	Closed
Tuesday:	09:00 - 17:00
Wednesday:	09:00 - 17:00
Thursday:	09:00 - 19:00
Friday:	09:00 - 17:00
Saturday:	09:00 - 16:00

Stone Branch

1 Mill Court, Mill Street, Stone, Staffordshire, ST15 8BF
Telephone: 01785 318023 Fax: 01782 873187

Opening Hours

Monday:	Closed
Tuesday:	09:00 - 17:00
Wednesday:	09:00 - 17:00
Thursday:	10:00 - 19:00
Friday:	09:00 - 17:00
Saturday:	09:00 - 16:00

Biddulph Branch

51 High Street, Biddulph, Staffordshire, ST8 6AD
Telephone: 01782 255140 Fax: 01782 873140

Opening Hours

Monday:	09:00 - 17:00
Tuesday:	09:00 - 17:00
Wednesday:	09:00 - 17:00
Thursday:	09:00 - 17:00
Friday:	09:00 - 17:00
Saturday:	09:00 - 16:00

Cheadle Agency

Donald Cope & Co.
1 Cheadle Shopping Centre,
Cheadle, Staffordshire, ST10 1UT
Telephone: 01538 751976 Fax: 01782 873118

Opening Hours

Monday:	Closed
Tuesday:	10:00 - 15:00
Wednesday:	10:00 - 15:00
Thursday:	09:15 - 17:00
Friday:	09:15 - 17:00
Saturday:	09:15 - 16:00

Services that The Hanley Provide

In addition to savings products The Hanley offers its members a wide range of other financial services and general insurance.

For example:

- Mortgage lending service
- Independent financial advice and a wider choice of investment opportunities through Hanley Financial Services Ltd
- General insurance including household, contents, mortgage payment protection and life protection.

A qualified Mortgage Advisor and an Independent Financial Advisor are based at each of our branches.

For more information on these services or to check interest rates visit our website www.thehanley.co.uk, call our Customer Services Team on 01782 255000 or visit your local branch.

Opening an account

To open an account with the Society you will need to let us have:

- a completed application form;
- at least the minimum investment amount for the type of account;
- proof of your identity and your address; and
- HM Revenue and Customs form R85, if applicable (see below under "Tax").

Please note that we can refuse to open an account without giving any reason. There will not be any contract between us until we have opened an account.

Identification requirements

We are required by law to check the identity and address details of all account holders.

If you are a new customer to the Society when you apply to open your account we are required under Money Laundering Regulations to verify your identity. In most cases this can be carried out electronically, but in certain circumstances this may not be possible and if not we will advise you prior to opening the account and ask that you provide documents to verify your name and address. Our staff will provide guidance on the types of documents required.

We will need to see the originals of the documents, except if they are sent to us by post. In this case we will accept photocopies as long as they are certified by one of the following:

- Solicitor
- Banker
- Authorised Financial Intermediary
- Accountant
- Teacher
- Doctor
- Minister of Religion
- Postmaster

and we are provided with sufficient information to be able to contact that person.

We reserve the right to carry out any further checks on your identity if we think we need to do so in order to comply with our legal obligations.

You will need to let us have additional evidence if you change your address.

As part of these checks, we may make searches with credit reference agencies.

Terms and Conditions

The terms and conditions that apply to all our savings accounts are set out in the [Saving with The Hanley: Terms and Conditions booklet](#). Special conditions may apply to particular types of account. You will find them in the individual account brochure.

You have a right to obtain a copy of the terms and conditions that apply to your account at any time whilst it is open.

Charitable assignment

We require that when you open an account, you agree to sign any windfall benefits to which you might become entitled on any conversion or takeover to the Charities Aid Foundation. Please see the application form for further details.

This requirement does not apply to you if you have been a member of the Society continuously since 7 June 2000.

Changing your mind

This section does not apply to fixed rate accounts, (other than a fixed rate cash deposit ISA) or to accounts where the price depends on rises and falls in the financial markets outside our control that may happen in the cancellation period, or to branch based Child Trust Fund accounts (in other words, not sold at a distance).

If you open a new account and then change your mind, then as long as you tell us by writing to us at our Registered Office, or by visiting a branch office within 14 days after the contract is entered into (or, if later, 14 days from the day you first receive, on paper or electronically, the terms and conditions and other information relating to it) you can

- have your money back; or
- switch to another available account.

In this case, you will not have to

- give any period of notice;
- lose any interest on the account you are closing, or
- pay any other charges.

Tax

Interest on your account will be paid 'net' (after taking off tax at the basic rate), unless you are entitled to receive it 'gross' and you complete and let us have HM Revenue and Customs Form R85. Even if interest is paid net, you may be liable to pay additional tax depending on your income. For further details please see the booklet "[Taxation of Building Society Interest](#)", a copy of which is available on request. If you are under 16, the Form R85 (if appropriate) must be completed and signed by a parent or guardian. On reaching the age of 16, a new Form R85 (if appropriate) must be signed by you. If we do not receive this, interest will be paid net of tax.

Tax treatment depends on your individual circumstances and may be subject to change in the future.

Joint accounts

Unless the special conditions for a particular account specify otherwise, accounts can be opened in the names of two or more people (up to a maximum of 4). Although joint accounts can be convenient, it is very important that you understand the consequences of having an account in more than one name.

These are set out in condition 14 on page 15 of the [Saving with The Hanley: Account Terms & Conditions](#) booklet. A booklet "[You and Your Joint Account](#)" is available on request.

Data protection and confidentiality

Under data protection laws you have the right to see the personal records we hold about you. You will have to pay a fee (currently £10) if you want to exercise this right. Please contact us at our Registered Office for more details.

Data held by us about you will be kept while you are a customer and may be held for six years after your relationship with us as a customer has ceased. You can always let us know if information we hold about you has changed, so that we can make sure it is updated.

More details of the information we hold about you, and what we use it for, are contained in the application form.

We will treat all your personal information as private and confidential (even when you are no longer a customer). We will not give your details to anyone (even other companies in our group) unless:

- we have to give the information by law;
- there is a duty to the public to disclose it;
- you request us to disclose it, or we have your permission to do so; or
- our interests require us to give the information (for example, to prevent fraud). We will not use this as a reason for giving information for marketing purposes.

Please note that your telephone conversation with us may be recorded. If we record your telephone conversations we will tell you at the beginning of the call.

Marketing of services

To help you keep up to date with our products and services, we may tell you about these. We may also tell you about another company's products or services. Should you not wish to receive this information you can let us know at any time. Our account application forms have boxes that you can tick to say you do not want to receive this information. We will write to you at least once every three years to remind you that you can ask not to receive this information. This reminder may be contained in the Summary Financial Statement or other literature that we regularly send you.

Complaints

We always try to provide a first-class service. Occasionally, however, things can go wrong, if they do, we'll try to put them right.

If you have a complaint we will always try to resolve any issues straight away. However we acknowledge whilst some issues may be simple and can be dealt with quickly, others may be more complex and we may need more time to investigate further. If this is the case we will send you a formal acknowledgement within 5 working days giving a time scale for our proposed actions and response. Where possible this will be no more than 7 days after we have acknowledged your complaint.

If the person you report your complaint to cannot resolve your complaint right away they will pass it in turn to:

- The Team Leader of the branch or department concerned
- A senior manager
- The Chief Executive

Under no circumstances will a complaint take more than 8 weeks to resolve. If we do not deal with your complaint to your satisfaction, you can refer it to the Financial Ombudsman Service.

Details of this service are available on request at any of our offices.

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 building society is unable to meet its financial obligations. Most depositors – including most individuals and small businesses – are covered by the scheme. As of 01 January 2011, 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 building society, 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 or call 020 7892 7300 or 0800 678 1100.

Accounts held by the following are not covered by the Financial Services Compensation Scheme:

- a large company
- a large partnership
- a large mutual association
- a local, provincial or municipal authority
- a credit institution
- an overseas financial services institution
- an operator or trustee of a collective investment scheme
- a pension and retirement fund or a trustee of such a fund
- a supranational institution
- a government, or central administrative authority
- a firm within the Society's group
- a person whose claim arises from transactions relating to a conviction they have received for money laundering.

Further details of exclusions from FSCS cover can be found on the Financial Services Authority website at <http://fsahandbook.info/FSA/html/handbook/COMP/4/2>

Membership rights

Individuals holding share accounts with the Society are members of the Society and are bound by our Rules. You can get a copy of the Rules by asking at any of our offices.

The Rules set out the rights and obligations attaching to membership. While joint account holders are all members, only the first-named can exercise any membership rights (for example, the right to vote at meetings) arising from the account. Please see the terms and conditions for more details.

A booklet “Your Rights as a Building Society Member” is available on request.

Branch closures

If we plan to close or move your branch, we will tell you at least 12 weeks beforehand unless there are exceptional circumstances and twelve weeks if yours is the last building society or bank branch within a one-mile radius (four miles in rural areas). We will tell you how we will continue to provide services to you. We will also tell you if we plan to close a branch agency that you use, however the closure of an agency may well be beyond our control but we will endeavor to provide sufficient notice of the closure and other ways you may operate your account.

What you can do to protect your accounts

You can help prevent misuse of your account by:

- taking care of your passbook and other account information and letting us know as soon as possible if your passbook is lost. The best way to let us know is by telephoning your local branch or our Registered office;
- letting us know as soon as possible of any change in your name, address, telephone number or e-mail address (if this is how we communicate with you), or if you do not receive any information that you were expecting to receive from us;
- checking your statements or passbook regularly;
- taking care when getting rid of information about your account (people who commit fraud use many methods such as “bin raiding” to get this type of information - you should take simple steps such as shredding printed material containing your personal details);
- co-operating with us (or the police) in investigating transactions; and
- never giving your account details or security information to anyone unless you know who they are and why they need them.

Please also see [Condition 17](#) on [page 17](#) of the [Saving with The Hanley: Account Terms & Conditions](#) booklet.

Cheques made payable to the Society must also include details of the account holder(s) or the account number (for example, “ Hanley Economic Building Society, account J Smith”); otherwise we will not accept them for payment into an account. This is to protect against fraud.

Cheque Clearing

The central clearing cycle for cheques (and automated payments, including those over the telephone or internet) is three working days. Our normal practice is to allow withdrawals against a cheque 6 working days after it has been paid in. Interest on a cheque paid in will be calculated from the day after we receive it. For more details, please see [conditions 7.2 and 10](#) on [pages 6 and 12](#) of the [Saving with The Hanley: Account Terms & Conditions](#) booklet.

Third Party Cash Withdrawals

For security reasons cash withdrawals by a third party, authorised by the account holder, are restricted to a maximum of £200.

Viewing your account online

You can also register your account for the ‘My Accounts’ service which allows you to view your account online 24 hours a day, 7 days a week.

To register visit www.thehanley.co.uk

Access to your savings

You may withdraw up to £500 in cash and £70,000 in cheque on demand from branches. Larger amounts are available in cash by giving 24 hours notice. Cheque withdrawals over £70,000 can be obtained from our Registered Office.

Charges

For information regarding the introduction of new charges or changes to existing charges refer to [condition 8](#) on [Page 9](#) of [Saving with The Hanley: Account Terms and Conditions](#) booklet.

A list of our current charges is available on our website www.thehanley.co.uk or on demand from our branch offices or by calling our Customer Services Team on 01782 255000.

Interest Rate Changes

For information regarding changes to interest rates go to [Condition 7](#) on [Page 6](#) of [Saving with The Hanley: Account Terms and Conditions](#) booklet. New interest rates will be announced in the following local newspapers:

- The Sentinel
- Leek Post & Times

Treating Customers Fairly

At The Hanley treating customers fairly is our primary aim. We are constantly striving to improve the services that we deliver to our customers.

So, how do we know if we are living up to this? Well, that’s where you come in. We want to know whether your experience lives up to these high standards. If you have any feedback, good or bad, please let us know because members’ views are vital to The Hanley and will help shape our future. To send us your feedback contact our Marketing department at our Head Office or e-mail: marketing@thehanley.co.uk