

# Savings product guide

**From rainy days to holidays**  
(and everything in between)



[www.thehanley.co.uk](http://www.thehanley.co.uk)

These days everyone's looking for a safer place to save. If you're with The Hanley, you've already found it – and if you're not, it's a great time to move your savings to us.

We've got a range of savings accounts specifically designed for customers who wish to use the many facilities offered by our branches.

Our accounts provide a range of features, from easy access to fixed notice periods.

We've been keeping our customers' money safe since 1854, so we really are the local building society you can trust.

## Contents

03. Instant Access Account

03. Branch Saver Account

04. Notice Accounts

04. Fixed Rate Bonds

05. Branch Regular Saver

06. What is an ISA?

07. Young Savers Account

08. Hanley Financial Services

09. Our ISA Information

10. Information for savers

# Ready when you are.

## Instant Access Account

Our Instant Access Account can be opened with as little as £100 or as much as £50,000 or £100,000 if held jointly.

The account gives you the flexibility to add and withdraw funds from your account wherever you need to.

The account is available to:

- Individual or joint holders
- Trustees & executors
- Unincorporated associations, groups and clubs.

### Key information at a glance

#### Interest Rates (AERs)

- Variable rate of interest

#### Withdrawal arrangements

- No notice or penalties for withdrawals.
- Following any withdrawal £1 should remain in the account.
- You can withdraw up to £500 per day in cash from any of our branches.
- Larger cash sums are available by giving at least 24 hours notice.

# Great savings with a personal touch.

## Branch Saver Account

You can open our Branch Saver Account with a minimum of £1,000, after that you can add as much as you want up to a maximum account balance of £50,000 or £100,000 if held jointly, whilst tracking the Bank of England's Base Rate. All of this with one penalty free withdrawal per month.

£1,000 must remain in the account following any withdrawal.

### Key information at a glance

#### Interest Rates (AERs)

- A variable rate of interest which will track Bank Base Rate.

#### Withdrawal arrangements

- One penalty free withdrawal per month others subject to 30 days loss of interest.

# You'll notice the difference

## Our Notice Accounts

You can open a Hanley Notice Savings Account with as little as £100 and add to it as often as you like by cash, cheque or direct debit. If you have £10,000 or more to invest you can choose to have your interest paid

monthly to another bank, building society or to another Hanley savings account.

All you have to do is choose between a 30 or 90 day notice period.

### Key information at a glance

**Account Name**

Notice 30

**Interest Rates (AERs)**

- Variable rate of interest

**Withdrawal arrangements**

- Instant access providing the balance remains at £25,000 or above
- 30 days notice or 30 days loss of interest on the amount withdrawn if the account balance falls below £25,000
- Following any withdrawal £100 must remain in the account.

### Key information at a glance

**Account Name**

Notice 90

**Interest Rates (AERs)**

- Variable rate of interest

**Withdrawal arrangements**

- Make a withdrawal on demand and lose 90 days interest on the amount withdrawn
- Provide us with 90 days notice (written or verbal) and withdraw all or part of your balance without losing any interest
- The minimum account balance following a withdrawal is £100.

# Pay in. Lock in. Cash in.

## Fixed Rate Bonds

The Hanley's Fixed Rate Bonds offer the account holder the peace of mind that their interest rate will be fixed for a set period of time.

- Please refer to the individual product details for information on the minimum and maximum account opening balances.
- Interest will be added upon maturity and the Society will contact you to arrange your maturity instructions.
- Only one of each bond issue per customer.

- Our bonds are strictly limited issue and may be withdrawn at any time without notice.

### Key information at a glance

**Account Name**

Fixed Rate Bond

**Interest Rates (AERs)**

- Fixed rate of interest until a set date.

**Withdrawal arrangements**

- See individual product sheet for further information.

# Flexible savings that really add up.

## Branch Regular Saver Account

If you want to save regularly each month but can't commit to a regular amount, The Hanley's Branch Regular Saver is just for you. The account provides a flexible approach to saving by giving you the choice of how much and how often you save each month. You can also vary the way you make your subscriptions.

### Making your subscriptions

- You can open your account with as little as £20 or as much as £500 (£1,000 if held jointly). A cheque or cash for the amount you decide should accompany your application.
- A subscription of between £20 and £500 (£1,000 if held jointly) should be received each calendar month and you can vary the amount you wish to save. You can make more than one subscription per month providing the maximum subscription of £500 is not exceeded or £1,000 if held jointly.

- You can make subscriptions by one, or a combination of, the following ways:
  - Branch visit.
  - Direct Debit.
  - Post.
  - Internal transfer from an existing Hanley account.
- If no subscriptions are made for 3 consecutive months or if 3 or more monthly subscriptions are missed throughout the Society year (1st September – 31st August) the Society, after giving you 30 days notice of our intention to do so, reserves the right to close the account and either return the balance or transfer it to an Instant Access Account.

### Key information at a glance

#### Interest Rates (AERs)

- Variable rate of interest

#### Withdrawal arrangements

- 5 penalty free withdrawals are available per Society year (1st September – 31st August). Further withdrawals are subject to 30 days loss of interest on the amount withdrawn.
- £20 must remain in the account following a withdrawal.

# Tax-free, hassle-free savings

## What is an ISA?

ISAs are designed to give you more choice in the way you can save which is why there are two types of ISA.

- Cash - This allows you to save money in a simple savings account
- Stocks & Shares - This allows you to put your money into stock market linked investments such as unit trusts.

If you are looking for a simple way to save tax free, then one of The Hanley's Cash ISAs is ideal for you. With competitive rates of interest and the confidence of securing your capital, our two cash ISAs have been designed to give you more choice in the way that you save. You can save up to the Government limits in the Instant Access Cash ISA or, by regular monthly subscriptions in the Regular Saver Cash ISA.

## Your right to cancel

Should you change your mind about your

Cash ISA you have 14 days from the day you opened your account to close it or transfer it to one of our other accounts penalty free. When the account is closed or transferred in the cooling off period, any interest accrued will be exempt from UK income tax. HM Revenue & Customs will regard the ISA as not having been opened and this will not prevent you from opening another ISA.

## Who can open an ISA?

- HM Revenue & Customs apply certain rules on who is able to hold an ISA (see HM Revenue & Customs T&Cs).
- Individuals aged 16 years and above who qualify for an ISA.

**For more information please refer to our Cash ISA product sheet.**

# Savings that grow with them.

## Young Savers Account

A Young Savers Account can be opened in one of the following ways:

- In your own name provided you are aged 7 years or above. You can pay money in and make withdrawals from the account
- By a parent, guardian or relative who, as trustee will operate the account on your behalf. You can still pay money into the account but only the trustee(s) can make withdrawals
- Account can be opened with as little as £10. Maximum account balance £50,000.

### Key Information at a glance

#### Interest Rates (AERs)

- Variable rate of interest until a set date.

#### Withdrawal arrangements

- £10 must remain in the account following a withdrawal.

## Junior Individual Savings Account (JISA)

Like adults, The Hanley offers ISA accounts for young savers. These are called JISAs.

The main features are:

- Tax free interest compounded to the account annually.
- The JISA subscription limit varies each tax year, please see our product sheet for further details.
- Money paid into the JISA is an irrevocable gift to the child. The child can only withdraw money on or after their 18th birthday.

### Key Information at a glance

#### Interest Rates (AERs)

- Variable rate of interest.

#### Withdrawal arrangements

- No withdrawals allowed until on or after the child's 18th Birthday.

**Take a look at our JISA product sheet for more information.**

# Your financial future, our impartial advice.

## Hanley Financial Services Limited

Our innovative approach to advice is supplemented by the product choice offered through our Professional Financial Advice business Hanley Financial Services Ltd.

Lower interest rates, long term income from savings and the need to consider a portfolio of medium and long term investments has encouraged many of our customers to seek advice on the blend of products our PFAs can provide.

Hanley Financial Services Ltd can give you totally unbiased advice on a range of products available on the market, recommending the perfect one for you.

Hanley Financial Services' Professional Financial Advisers can help with:

- Reviewing all your finances
- Protecting your income
- Medium and long term investment plans
- Monthly income plans
- Tax efficiency.

### How can I find out more?

Please call into your local branch of The Hanley where our staff will be delighted to talk through the various options with you. Alternatively call our Customer Services Team on 01782 255000.

**HANLEY**

FINANCIAL  
SERVICES LTD

[www.thehanley.co.uk](http://www.thehanley.co.uk)

Hanley Financial Services Ltd is an Appointed Representative of Lighthouse Advisory Services Limited, which is authorised and regulated by the Financial Conduct Authority.

# Our ISA Information

## HM Revenue & Customs ISA Terms & Conditions

- Individuals who are both resident and ordinarily resident in the UK for tax purposes and are aged 16 years and over are eligible to subscribe to a Cash ISA and aged 18 years and above to a Stocks & Shares ISA.
- In each tax year you may subscribe to one Cash ISA and one Stocks & Shares ISA. You cannot subscribe to more than one Cash ISA or more than one Stocks & Shares ISA in the same tax year.
- Accounts may not be opened on behalf of an individual other than the Account holder.
- The ISA investments will be, and must remain in the beneficial ownership of the investor and must not be used as security for a loan.
- All interest and bonuses will be exempt from income tax.
- Subscriptions only count towards the subscription limits for the tax year in which they are received by the ISA Manager (Hanley Economic Building Society).
- Withdrawals (other than transfer from a Cash ISA to a Stocks & Shares ISA) have no effect on the subscription limits. Once the limit has been reached for the tax year investors may make no further subscriptions regardless of withdrawals.

In the event of the death of the account holder gross interest will be paid up to and including the date of death, thereafter interest and bonuses will be subject to tax.

- ISA holders have the right to transfer from one eligible ISA Manager to another subject to the Terms and Conditions of the account.
- All information will be treated in strictest confidence, however the Society is obliged by law to return information on ISA holders to HM Revenue & Customs.
- The date of account opening is deemed to be the date of receipt of the signed application form by the Society.
- Favourable tax treatment may not be maintained in the future.
- The ISA Manager will satisfy himself that any person to whom he delegates any of his functions or responsibilities under the terms agreed with the investor is competent to carry out those functions and responsibilities.
- We will notify you if, by reason of any failure to satisfy the provisions of the ISA regulations, an ISA has or will become void.
- Upon the instructions of the investor and within the time stipulated by the investor, an ISA or part of an ISA shall be transferred to another ISA Manager. (In addition the manager may place a minimum period on the time stipulated by the investor for transfer. This period must not exceed 15 days, and should represent whatever reasonable period the manager requires for practical implementation of transfer requests.)
- Upon the instructions of the investor and within the

time stipulated by the investor all or part of the investments held in the ISA and proceeds arising from those investments shall be transferred or paid to the investor. (In addition the Manager may place a minimum period on the time stipulated by the investor for transfer. This period must not exceed 15 days, and should represent whatever reasonable period the Manager requires for practical implementation of transfer requests.)

### Withdrawing money from your Cash ISA

Money withdrawn from a Cash ISA cannot be replaced. For example if in the tax year you invest the full subscription amount and then make a withdrawal, you will not be able to replace the money as you have already used up your subscription limits for that year.

### Transfers to The Hanley from another ISA Manager

If you would like to transfer your Cash ISA to The Hanley call our Customer Services Team on 01782 255000 prior to making the arrangements with your current ISA Manager to find out if we will accept the transfer.

### Cash ISA transfers to another ISA Manager (Cash ISA)

You may transfer your Cash ISA or part of it to a different ISA Manager subject to the account terms and conditions. Prior to making the necessary arrangements with ourselves please contact your intended new ISA Manager to ensure that they will accept the transfer.

Within 5 working days of us receiving both your instructions in writing to make a transfer, and confirmation from the new ISA Manager that they are prepared to accept the transfer, we will transfer to the new ISA Manager the subscriptions specified in the transfer instructions together with all required information and where appropriate all rights and obligations relating to your ISA.

### Cash ISA transfers to another ISA Manager (Stocks & Shares ISA)

If you wish to transfer your Cash ISA or part of it to a Stocks and Shares ISA our Investment Specialists situated at each branch office will be happy to advise you. Where current year subscriptions are being transferred from a Cash ISA to a Stocks and Shares ISA, the current year subscriptions must be:

- transferred in whole including interest to date, and
- will be treated for all ISA purposes as if those subscriptions had not been made i.e. as if no subscriptions had been made to a Cash ISA during the current year. Hence further subscriptions up to the Cash ISA limit can be made, into a further Cash ISA (subject to your total overall ISA limit).

### Re-registration of an ISA

If you do not subscribe to your Cash ISA for one complete tax year you will have to sign an ISA Re-registration Form before saving in it in a subsequent year. The form is available from a branch office or call our Customer Services Team.

# Information for Savers (October 2010)

## How to contact us

You can write to or call us via details on page 3 of this brochure.

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

Calls may be recorded for compliance and training purposes.

## Other services

As well as competitive savings products including a branch and postal savings facility, The Hanley offers its Customers a wide range of other financial services and general insurance.

## 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.

## Important information

Before deciding to open an account please read the information set out in this booklet and **The Small Print made big**, these set out the general terms and conditions applicable to our savings accounts. These should be read in conjunction with the specific product terms and conditions within this brochure.

## Interest

Accounts paying annual interest are paid on 31 August, other than Cash ISAs which are paid on 5 April. Accounts paying monthly interest are paid on the last working day of each month. Interest can be paid in one of the following ways:

- Adding to the account.
- Transfer to another Hanley savings account.
- BACS transfer to another bank or building society.

However, see product sheets for some account types.

## Membership

The Society is a member of The Building Societies Association and The Financial Ombudsman Service.

## Terms and Conditions

The general terms and conditions that apply to all our savings accounts are set out in this booklet. Special conditions may apply to particular types of account. You will find these on the associated product sheet.

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 during the cancellation period.

If you open a new account and then change your mind, as long as you tell us by writing to 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 deduction of 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 7 of the **The Small Print made big** 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 should always let us know if information we hold about you has changed, so that we can make sure our records are updated.

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

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 (including 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 to share your information for marketing purposes.

Calls may be recorded for compliance and training purposes.

## 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 products and services from other companies. If you do not wish to receive this information you can opt out when you open an account by marking the tick box on our application forms accordingly, or, at any other time, simply by asking us. We will write to you at least once every three years to remind you that you can amend your preference at any time; this may be included in our annual Summary Financial Statement or in other literature that we regularly send to you.

## Complaints

We always aim 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 it right away they will pass it in turn to:

- A branch or department manager
- A senior manager
- The Chief Executive.

Under no circumstances should 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 as

of 01 January 2016, in respect of deposits, an eligible depositor is entitled to claim up to £75,000. 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 £75,000 each (making a total of £150,000) The £75,000 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](http://www.fscs.org.uk) or call **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 Compensation Scheme website at [www.fscs.org.uk](http://www.fscs.org.uk)

## Membership rights

Individuals holding share accounts with the Society are customers 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 customers, 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. 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 endeavour 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 disposing 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 7 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 7.10** on pages 4 and 5 of the **The Small Print made big** 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 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 [thehanley.co.uk](http://thehanley.co.uk).

## Access to your savings

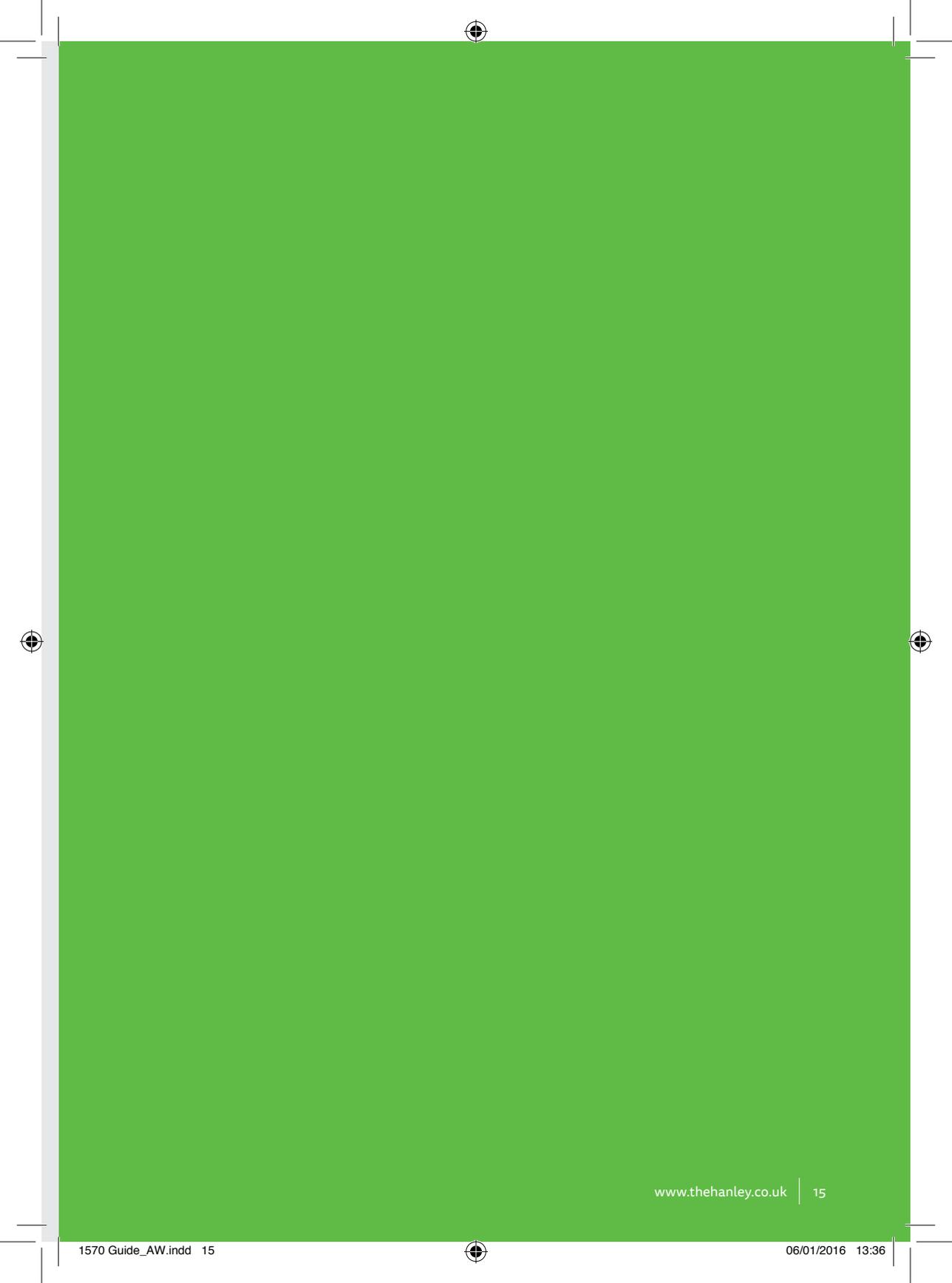
You may withdraw up to £500 in cash and £70,000 by cheque on demand from branches. Larger cash sums are available by giving at least 24 hours notice. Cheque withdrawals over £70,000 can be obtained from our Registered Office.

## Charges

For information regarding the introduction of new







# We're never too far away...

For more help from a friendly face why not visit one of your local branches.

## **Festival Park** (Head Office)

Tel: 01782 255161

Email: [festivalparkbranch@thehanley.co.uk](mailto:festivalparkbranch@thehanley.co.uk)

## **Biddulph**

Tel: 01782 255140

Email: [biddulphbranch@thehanley.co.uk](mailto:biddulphbranch@thehanley.co.uk)

## **Cheadle**

Tel: 01538 751976

Email: [cheadle@thehanley.co.uk](mailto:cheadle@thehanley.co.uk)

## **Hanley**

Tel: 01782 255110

Email: [hanleybranch@thehanley.co.uk](mailto:hanleybranch@thehanley.co.uk)

## **Longton**

Tel: 01782 312027

Email: [longtonbranch@thehanley.co.uk](mailto:longtonbranch@thehanley.co.uk)

## **Newcastle**

Tel: 01782 615262

Email: [newcastlebranch@thehanley.co.uk](mailto:newcastlebranch@thehanley.co.uk)

## **Stone**

Tel: 01785 814776

Email: [stonebranch@thehanley.co.uk](mailto:stonebranch@thehanley.co.uk)



 Find us on  
**Facebook**

[www.thehanley.co.uk](http://www.thehanley.co.uk)

 [@hanleyeconomic](https://twitter.com/hanleyeconomic)

All details are correct at time of going to print 01/16.  
Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.