

KEY ACCOUNT INFORMATION FOR OAKNORTH BANK EASY ACCESS ACCOUNT

Account Name	OakNorth Easy Access Account
What is the interest rate?	<p>4.56% AER/ 4.47% Gross</p> <p>AER is the Annual Equivalent Rate and represents what the interest rate would be if interest was realised and paid once each year.</p> <p>Accrued interest is calculated daily, compounded monthly and paid gross without prior deduction of tax.</p> <p>Interest will begin accruing from the business day on which we receive your funds from Raisin UK and will be applied to the account on the first day of every subsequent month.</p>
Can OakNorth Bank change the interest rate?	<p>The interest rate applicable to your deposit is variable.</p> <p>Should the bank set a date to lower the interest rate, you will be given a minimum of 14 days' notice. You may receive less notice if the rate increases.</p> <p>Please review the Meteor Asset Management (MAM) Terms and Conditions for more information.</p>
What would the estimated balance be after 12 months based on a £20,000 deposit?	<p>The estimated balance after 12 months on a deposit of £20,000 is £20,912.00. This projection is for illustrative purposes only and does not take into account individual circumstances.</p>
How do I open and manage my account?	<p>To open this savings account, you must apply online through Raisin UK. Savings accounts at Raisin UK are only available through this online application process, and to be eligible to apply, you must:</p> <ul style="list-style-type: none"> ● Be a UK resident who is aged 18 or over ● Hold a UK bank or building society account from which you will fund your application ● Have a valid mobile phone number and email address ● Have a UK National Insurance Number <p>Your application acceptance will be subject to the successful completion of an Anti-Money Laundering/Know Your Customer (AML/KYC) check.</p> <p>The minimum amount you can deposit is £20,000. You can top up your account with the minimum amount of £500 per transaction and the maximum balance you can have is £85,000 (per product and banking institution).</p> <p>You can manage your savings account through Raisin UK by logging into your Raisin UK Account. You can contact Raisin UK by telephone, by email or in writing by using the contact details provided in the Raisin UK Terms & Conditions.</p>

	<p>Please ensure you have read and understood all sets of Terms and Conditions before applying for this product.</p>
<p>Can I withdraw money?</p>	<p>Yes. There is no limit to the number of withdrawals a customer can make. Minimum withdrawal amount is £500 in a single withdrawal transaction and a withdrawal will not be authorised if it leaves the balance below £20,000. To withdraw below your minimum balance you may close your account at any time by requesting closure from within Raisin UK.</p> <p>In the event you have requested to close your account fully, funds may be returned to your Raisin UK Account in two separate payments by MAM and can take up to two business days to be returned to your Raisin UK Account. For further information, please refer to clause 4.21 of the MAM Terms and Conditions.</p> <p>If termination is received on a non business day (either weekend or OakNorth Holiday), the termination will be initiated on the next business day.</p> <p>Once termination has been requested it can't be revoked.</p>
<p>Additional information</p>	<p>Meteor Asset Management (MAM), with their administration arm Meteor Investment Management (MIM), will administer the deposit on your behalf.</p> <p>Funds will be remitted to OakNorth Bank by MIM on the business day after they arrive in the MIM account. It can therefore take up to 2 business days for an ordered product to be set up and start earning interest.</p> <p>All cash in transit and deposits once established, will be held by MIM and MAM in trust for you under FCA client money and asset rules.</p> <p>You have the right to cancel your account without charge and without giving any reason, within 14 calendar days from the day of opening this savings account. For further information, please refer to clauses 1.18 and 1.19 of the MAM Terms and Conditions.</p>

Personal Savings Products – General Terms and Conditions

THESE TERMS AND CONDITIONS, TOGETHER WITH THE ONLINE APPLICATION, RAISIN UK'S TERMS AND CONDITIONS AND METEOR ASSET MANAGEMENT'S TERMS AND CONDITIONS FORM THE AGREEMENT BETWEEN YOU, THE ACCOUNT HOLDER, AND US, OAKNORTH BANK PLC ('OAKNORTH'). THESE TERMS AND CONDITIONS ONLY APPLY TO YOU IF YOU HAVE APPLIED FOR AN OAKNORTH ACCOUNT VIA RAISIN UK. THESE DO NOT APPLY TO YOU IF YOU HAVE APPLIED DIRECTLY TO OAKNORTH USING OAKNORTH'S WEBSITE OR MOBILE APP. THESE TERMS AND CONDITIONS MAY BE AMENDED OR SUPPLEMENTED BY AGREEMENT BETWEEN OAKNORTH AND RAISIN UK AT ANY TIME, OR AS OTHERWISE PROVIDED IN THE TERMS AND CONDITIONS.

It is important that You read and understand these Terms and Conditions (the "**General Terms and Conditions**") as they contain important information which relates to You and Your Account. Altogether, they set out the features of OakNorth's Personal Savings Products, they tell you how these products work and what Your, Raisin UK and our responsibilities are once you open an account with us through Raisin UK.

If there is a difference between these Personal Savings Products – *General* Terms and Conditions and the Personal Savings Products – *Specific* Terms and Conditions for Your product, the *Specific* Terms and Conditions will prevail.

"Account" in these *General* Terms and Conditions shall mean any account that you open with OakNorth via Raisin UK.

"Platform" means the electronic platform operated by Raisin UK used to offer Savings Accounts to You, the Beneficiary.

"Raisin Reference Account" means the designated bank account opened in Your name with Starling Bank upon registration onto the Platform.

"Raisin UK" means Raisin Platforms Ltd, a company registered in England and Wales with company number 11075085 and its registered office at c/o Withers LLP, Third Floor, 20 Old Bailey, London, United Kingdom, EC4M 7AN.

"Regulatory System" means the arrangements for regulating a firm or other person under the Financial Services and Markets Act 2000, in or under the Consumer Credit Act 1974 and as otherwise defined in the Handbook of the Financial Conduct Authority.

"Starling Bank" means Starling Bank Limited, a company registered in England and Wales with company number 09092149 and its registered office at 3rd floor, 2 Finsbury Avenue, London, United Kingdom, EC2M 2PP.

"Trustee" means Meteor Asset Management Limited, a company registered in England and Wales with company number 05712610 and its registered office at 55 King William Street, London, EC4R 9AD, and authorised and regulated by the Financial Conduct Authority, register number 459325.

"We" or "OakNorth" means OakNorth Bank plc, a company registered in England and Wales under company number 08595042 and whose registered office is at 57 Broadwick Street, London, W1F 9QS.

“You” means the person(s) named as the Account holder for a particular Account for which these Terms and Conditions apply and “yours” shall be construed accordingly.

Where there is reference in the *General* Terms and Conditions to a business day, it means any day other than Saturday, Sunday or a bank holiday in England and Wales.

You may ask Raisin UK at any time during the life of this Agreement to provide you with the information contained in this Agreement.

OakNorth Bank plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Financial Services Register No. [629564](#)).

1. Your Account

- 1.1. You must be at least 18 years of age to open an Account(s) with OakNorth through Raisin UK.
- 1.2. You need to meet OakNorth eligibility requirements to open an Account. If You do not meet the eligibility requirements, Raisin UK may refuse Your application to open an Account with OakNorth and refuse to accept a deposit from You without giving a reason.
- 1.3. The currency of the Account will be the Pound sterling and any deposit(s) will only be accepted if they are in this currency.
- 1.4. The minimum deposit required to open your Account is £5,000.
- 1.5. The maximum deposit You may pay into any one Account is £85,000. Therefore, the maximum amount (excluding the interest) that You will be allowed to hold on deposit with us across multiple Accounts via Raisin UK is £85,000.
- 1.6. You may not overdraw or borrow on Your Account.
- 1.7. Details of OakNorth's current interest rates available via Raisin UK will be provided by Raisin UK. You can view these via the Raisin UK website to find out more.
- 1.8. In the event of Your death, Your personal representative(s) must notify Raisin UK in writing and provide them with a Death Certificate, Grant of Probate, and other documents (which may need to be certified by a regulated entity) to close Your Account. The Account will remain open and continue to accrue interest until it is closed. Please contact the Raisin UK by calling 0161 601 0000 for further details on deceased customer process.

2. Deposits into your Account

- 2.1. Funds will be passed to OakNorth once you have fully funded Your Raisin Reference Account. It can take up to 3 business days from fully funding your Raisin Reference Account for a product to be set up and start earning interest. Please contact Raisin UK by calling 0161 601 0000 for more details.

3. Unauthorised or incorrectly executed payments

- 3.1. You must contact Raisin UK as soon as you realise there has been an unauthorised or incorrectly executed payment transaction(s).

4. Security

- 4.1. If Your security details are lost or stolen or you think someone knows them or has used or tried to use them, You must contact Raisin UK immediately.

5. Liability

- 5.1. If Your security details are used with Your permission by someone else, or because You acted fraudulently or failed to take reasonable security precautions or if You deliberately or negligently fail to inform Raisin UK of the loss, theft, misuse or suspected misuse of any of Your security details, you shall be liable for all losses.
- 5.2. You will not be responsible for any losses for abuse of Your secure personal information after You have informed Raisin UK of their loss, theft, misuse or suspected misuse.
- 5.3. If You have any reason to think we have made an error You must tell Raisin UK as soon as possible.

6. Statements and Charges

- 6.1. A statement of Your Account will be issued to You annually by Raisin UK via the Platform

7. Customer Responsibilities

- 7.1. You must notify Raisin UK immediately of any change in your name, your home address, your email address or your telephone number. They may require further documentation from you before they can change these details on your Account.

8. Changes to our service or the *General Terms and Conditions*

- 8.1. We may make changes to the services or the General Terms and Conditions for the following reasons which will apply to Your Account automatically:
 - 8.1.1. To make the General Terms and Conditions easier to understand or fairer to You.
 - 8.1.2. To correct non-material mistakes, ambiguities, inaccuracies or omissions where it is reasonable to do so or as a result of customer feedback.
 - 8.1.3. To make improvements to the services we provide which are of benefit to

You.

8.1.4. To reflect changes in security design or technology at no increased cost to You.

8.1.5. To respond to changes in the regulatory system, codes of practice, industry-wide fraud prevention practices, court or ombudsman decisions of the Financial Ombudsman Service or new regulatory practices.

8.1.6. If we reasonably believe the change is necessary in the interests of our customers and OakNorth.

8.2. In all such cases we shall notify You of such changes through Raisin UK.

8.3. For all other changes, Raisin UK will notify You in accordance with the Raisin UK Terms and Conditions.

9. Fraud Prevention Agencies

9.1. If false or inaccurate information is provided and fraud is identified or suspected, details may be passed to fraud prevention agencies without notice to You. Law enforcement agencies may access and use this information.

10. Customer Communications

10.1. All customer communication will come to You via Raisin UK.

11. Information and Monitoring

11.1. Raisin UK will be responsible for recording and monitoring any communication or personal information in accordance with applicable laws. Please read Raisin UK Terms and Conditions or contact them for further details.

12. Other issues

12.1. It is our aim to ensure a high quality service at all times, but we will not be responsible when failure is caused by unforeseeable circumstances beyond our control or which we could not reasonably have foreseen.

12.2. OakNorth is covered by the Financial Services Compensation Scheme ("FSCS"). The FSCS will pay compensation to eligible depositors of up to a maximum of £85,000 (the current "Scheme Limit") if OakNorth cannot meet the financial obligations to them. All eligible deposits across all of Your OakNorth Accounts, either held directly or via Raisin UK, will be aggregated and the total will be subject to the Scheme Limit. Any deposits You hold above the Scheme Limit are unlikely to be covered.

- 12.3. For further information about the compensation provided by the FSCS (including the amounts covered and eligibility to claim) please contact Raisin UK, or refer to the FSCS website by visiting www.FSCS.org.uk or contact the FSCS on 020 7741 4100 or 0800 678 1100, at ICT@fscs.org.uk or at Financial Services Compensation Scheme, 10th Floor Beaufort House, 15 St Botolph Street, London, EC3A 7QU. Please note, only compensation related queries should be directed to the FSCS.
- 12.4. OakNorth may transfer its rights and obligations under these General Terms and Conditions to someone else, without telling you beforehand.

13. Complaints

- 13.1. If You wish to discuss or make a complaint, please contact Raisin UK by telephone by calling 0161 601 0000, by writing to their Customer Services Team via Raisin UK's website at www.raisin.co.uk or contact Raisin UK by email at service@raisin.co.uk. Raisin UK will liaise with OakNorth if necessary, to resolve your complaint.
- 13.2. You can also contact the Financial Ombudsman Service if You are dissatisfied with the outcome of Your complaint to Raisin UK Complaint by writing to:
- The Financial Ombudsman Service
Exchange Tower London E14 9SR
- Alternatively, you can phone them on 0800 023 4567.

14. Data protection

- 14.1. Raisin UK will be responsible for protecting the information You have shared with them. Please contact or read Raisin UK Terms and Conditions and Privacy Notice for further details.

15. Law and Jurisdiction

- 15.1. These General Terms and Conditions shall be governed by and construed in accordance with English law. The parties hereby submit to the exclusive jurisdiction of the English courts in respect of any dispute or matter arising out of or connected with these General Terms and Conditions.

16. Language

- 16.1. These Terms and Conditions are available only in English.

Personal Savings Products – Terms and Conditions

Personal Savings Products – Specific Terms and Conditions

Additional terms and conditions which apply to Fixed Term Deposit Products

These terms and conditions (“Specific Terms and Condition”) apply in addition to the General Terms and conditions unless stated otherwise.

"Account" in these Specific Terms and Conditions means an easy access deposit account only available via Raisin UK.

It is important that you read and understand these Terms and Conditions (the Terms and Conditions) as they contain important information which relates to you and your Account.

1. Interest rates

- 1.1. Interest rates are variable and can be increased or reduced at any time at our sole discretion, for one or more of the following reasons:
 - to respond proportionately to changes in the base rate or any rate that replaces it,
 - to reflect changes in market conditions,
 - to respond to legitimate cost increases or reductions associated with providing the product or service,
 - to respond proportionately to changes in regulation, legislation, guidance, or any decision of the Courts or an Ombudsman, or
 - for any other reason, not stated above.
- 1.2. In addition, we retain the right to pay a reduced rate of interest during any period when the Account balance is below the minimum amount permitted for the product. The minimum amount permitted for the product is the amount required to open the Account as per the General Terms and Conditions, section 1.4.
- 1.3. Interest will be calculated on the closing daily balance and applied to the Account on the first day of every subsequent month. Interest will begin accruing on the of the business day on which we receive your funds from Raisin UK.

2. Notification of changes

- 2.1. If we increase or decrease the interest rate on your Account, we will notify Raisin UK who will be responsible for informing you of the changed interest rate.

3. Interest rates

- 3.1. The interest rate for your Account will begin to accrue when Your Account is funded via Raisin UK. We will pay You interest without deduction of tax (unless the Regulatory System and law requires us to do something else). You are responsible for paying any tax which may be due.
- 3.2. Interest will be calculated daily from the day of Your account opening date. Interest will be calculated based on the end of day balance of your Account.
- 3.3. We will pay interest to your Account every first of subsequent month.

4. Withdrawal of funds

- 4.1. In case you want to withdraw your money please notify Raisin UK.
- 4.2. The maximum withdrawal amount is your Account balance. There is no limit to the number of withdrawals a customer can make. Minimum withdrawal amount is £1 in a single withdrawal transaction and a withdrawal will not be authorised if it leaves the balance below £5000. To withdraw below the minimum balance a customer may close their account at any time by requesting closure via their Raisin UK Account.
- 4.3. If your withdrawal request is received, the money will be sent back to Raisin UK account on the following business day who would then be responsible for sending back the money to your account.

5. Right to cancel

- 5.1. There is no right to cancel an Easy Access Deposit Product or Account via the Platform, as there is no cooling off period.

6. Closing your Account

- 6.1. Please notify Raisin UK in case you would like to close your Account.