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Hallmark account

Flexible savings account for larger balances

Hallmark Account

Why save with the Cambridge

- We have offered local people a secure place to save since 1850.
- We operate in our local area which we understand well. Our staff all live locally and are part of the community.
- We are owned by our members not shareholders. We do not take big risks with our customers' money.

Solid, personal advice at your convenience

- We have savings experts at every branch who will help you choose which account is best for you through our savings review service, and will provide you with ongoing help and advice thereafter.
- Most of our branches are open on Saturday and our Grafton Centre branch is open every day, including many bank holidays.
- You can also contact us by telephone from 9am - 10pm Monday to Friday; from 9am – 6pm on Saturdays and from 11am – 5pm on Sundays.
- Save with us and you get a passbook to look after. And you get a person to look after you.

Summary Box

Key Product Information for our Savings Account

Account name	Hallmark Account.
Interest rates (AERs)	Interest rates are variable. Current interest rates can be found in our 'Interest Rates for Savers' leaflet.
Tax status	Interest is paid net of tax unless you have registered to receive interest with no tax deducted. If you have registered, interest will be paid gross.
Conditions for bonus payment	Not applicable.
Withdrawal arrangements	Take out cleared funds from your account at any of our branches, at any time and without interest penalty, providing your balance does not drop below £10,000 after the funds are withdrawn.

Summary Box - continued

Withdrawal arrangements - continued

For balances below £10,000 you choose between giving us 90 days' notice before taking money out of your account or taking out cleared funds from your account immediately and paying 90 days' interest penalty on the amount withdrawn.

Access

You may operate your account at any of our local branches.

Additional key features

- A flexible savings account that provides higher interest rates and instant access for larger balances, plus a monthly interest option
- You only need £1,000 to open your account (£2,500 for monthly interest) and you can invest up to £1,000,000
- You can draw your account down to just £1,000 (or £2,500 for monthly interest)
- The more you save, the more you earn; we pay higher interest rates on larger balances
- We provide you with a passbook to help you keep track of your savings and interest

How your account works

Paying money in

You can pay in cash and cheques at any of our local branches, or you can transfer funds into your Hallmark Account from another account. If you want to make regular deposits, we can help you to set up a 'standing order' from your bank account.

Taking money out

You can withdraw cleared funds from your account by using your passbook at any of our branches. You can withdraw up to £500 in cash and up to £250,000 by cheque. Larger cheque withdrawals are available, but we may ask for a couple of days to arrange this for you. If your balance after the withdrawal is more than £10,000 you can make your withdrawal immediately and without penalty. If your balance will be less than £10,000 after the withdrawal,

you must give us 90 days' notice before making the withdrawal or pay 90 days' interest penalty on the amount withdrawn.

Interest payments

Interest is calculated daily and can be paid monthly or half-yearly. Monthly interest is paid at the end of each month. Half-yearly interest is paid on 30th June and 31st December. Monthly interest can be either transferred to your bank account or another savings account. Half-yearly interest can be added to the balance of your Hallmark Account or transferred to another account. Interest is paid net of tax unless you have registered to receive interest with no tax deducted. Tax treatment depends on your individual circumstances and may be subject to change in the future. You can keep up to date with our interest rates by picking up an 'Interest Rates for Savers' leaflet in our branches, calling us on 0845 601 3344, or visiting our website at www.cambridgebs.co.uk. We will tell you about changes to our interest rates by placing a notice in our branches, on our website and in two local newspapers.

Opening your account

Our staff are here to help

Because everyone has different reasons for saving, we offer a range of savings accounts for you to choose from. Our branch staff will be happy to provide you with all the information you need to help you decide which of our savings schemes best suits your own needs - contact your local branch to book your savings review now.

14 days to change your mind

If in the first 14 days of opening your account, you decide that the account you have chosen is not right for you, you can have your money back – without penalty. We will arrange to close the account and return your money or to switch your funds to another of our savings accounts. We will pay you interest up to the day before closure at the Hallmark Account rate on the balance of your account, less income tax.

What you need to do

Before opening your account, please read our General Terms and Conditions for Savers, found in a separate leaflet, and the Hallmark Account Special Terms and Conditions below. Our staff will be happy to answer any questions you may have. Please note that if you wish to open the account in joint names, both account holders must sign the application form.

To open your Hallmark Account, simply complete the application form and take it, with your deposit, to any of our branches. A full list of branches can be found on the back of this leaflet.

When you open an account with us, under regulations for prevention and detection of financial crime, we will also need to verify your name and address. We use an electronic verification system to do this. However, in certain cases we will need further proof of your identity in order to open your account. To find out which forms of identification are suitable, please see our 'Proving Your Identity' leaflet. For joint accounts, both account holders must have their names and addresses verified.

Hallmark Account

Special terms and conditions

Effective from 1st November 2009

1. Introduction

- 1.1 These special terms and conditions apply to all Hallmark Accounts with the Society. Our "general terms and conditions for savers" also apply to your account. Where the general terms and conditions are inconsistent with the special conditions, these special conditions will apply.
- 1.2 In the special terms and conditions:
 - "the Society", "we", "us" and "our" refer to Cambridge Building Society; and
 - "you" and "your" refer to holders of savings accounts.

2. Minimum investment

- 2.1 You must invest a minimum amount of £1,000 to open your Hallmark Account and a minimum of £1,000 is required to keep your account open.
- 2.2 To receive monthly interest the minimum balance must not fall below £2,500.

3. Maximum investment

You can add to the balance of your Hallmark Account at any time up to a maximum amount of £1,000,000, but this limit is subject to the overall holding allowed with the Society (see general condition 5.3).

4. Withdrawals from your account and account closure

- 4.1 You may make withdrawals from, or close, your Hallmark Account at any time, if the funds you wish to withdraw are cleared. (See general conditions 10.1 and 10.2 for more details on uncleared funds.)

Special terms and conditions continued

- 4.2 We will provide a 'withdrawal request' form, which you must authorise by signing.
- 4.3 You may use any of our branches to make your withdrawal or close your account. Our normal branch limits for cash and cheque withdrawals will apply. (See our 'Interest Rates for Savers' leaflet for more information.)
- 4.4 If £10,000 or more will remain invested in your Hallmark Account after your withdrawal has been made, you can withdraw from the cleared funds in your account without giving prior notice or incurring an interest penalty.
- 4.5 If you wish to close your Hallmark Account, or if the balance of your account will be less than £10,000 after your withdrawal is made, you may either:
- request an immediate withdrawal of funds from your account and accept that an interest penalty will be applied (4.6 below applies); or
 - provide 90 days' written notice of your intention to make the withdrawal with no interest penalty (4.7 below applies).
- 4.6 We charge an interest penalty on the amount withdrawn that takes your Hallmark Account balance below £10,000. The penalty is equivalent to 90 days' interest and is charged at the gross rate payable, at the time of withdrawal, on balances up to £10,000. We will make an adjustment to your capital balance to cover the charge if the interest earned from the previous interest payment date to the date before the withdrawal is insufficient to cover the penalty.
- 4.7 If the 90 day period expires on a non-working day, you may withdraw the funds on the next working day. We will confirm the date funds will be available for withdrawal.
- If you do not make the withdrawal within seven working days from the withdrawal date, your notice to withdraw will expire and a further notice period will be required.
- 4.8 If your remaining balance falls below £1,000, we will transfer your Hallmark Account to an Instant Sapphire Account. Instant Sapphire Account special terms and conditions and interest rates will apply until the minimum balance of £1,000 is restored and you ask us to transfer your account back to Hallmark Account.

5. Interest rates

- 5.1 Interest rates are variable. (See general terms and conditions for details on how we can change interest rates.)

Special terms and conditions continued

- 5.2 The rate applied to your Hallmark Account will depend on the account balance. Interest rates can be found in our 'Interest Rates for Savers' leaflet.
- 6. Interest payments**
- 6.1 When you open your Hallmark Account you must elect to receive interest payments either monthly (see 6.2 below) or half-yearly (see 6.4 below).
- 6.2 We pay monthly interest on the last day of the calendar month. When you open your account you must advise us if you want the interest either transferred to another account held with us, or transferred to an account held with another bank or building society. We do not add monthly interest payments to your Hallmark Account balance.
- 6.3 If your Hallmark Account balance falls below £2,500 we will automatically change interest payments to half-yearly until the minimum balance is restored and you have given us written confirmation that you wish your interest to be paid monthly. We will require 14 working days' notice to make this change and will then start to pay monthly interest from the following month.
- 6.4 We pay half-yearly interest on 30th June and 31st December. When you open your Hallmark Account you must advise us if you want the interest either added to your Hallmark Account balance, transferred to another account held with us, or transferred to an account held with another bank or building society.
- 6.5 You may change your payment of interest instructions detailed in 6.1, 6.2 and 6.4 above by writing to us. We will require 14 working days' notice to carry out this change.

CUSTOMER HOTLINE 0845 601 3344
Open 9am – 10pm Mon-Fri; 9am – 6pm Sat; 11am – 5pm Sun

Your nearest branch:

CAMBRIDGE

32 **St Andrews Street** Cambridge CB2 3AR
Telephone 01223 727600

Open 7 days a week Unit 16 **Grafton Centre** Cambridge CB1 1PS
Telephone 01223 727851

44 **Chesterton Road** Cambridge CB4 1EN
Telephone 01223 727841

208 **Mill Road** Cambridge CB1 3NF
Telephone 01223 727875

TOWNS

41 High Street **Ely** Cambridgeshire CB7 4LF
Telephone 01353 617515

2 Station Road **St Ives** Cambridgeshire PE27 5BH
Telephone 01480 377500

50 The Guineas **Newmarket** Suffolk CB8 8EQ
Telephone 01638 600868

33 High Street **Soham** Ely Cambridgeshire CB7 5HA
Telephone 01353 617540

VILLAGES

10 The Mall **Bar Hill** Cambridge CB23 8DZ
Telephone 01954 780111

2 High Street **Histon** Cambridge CB24 9LG
Telephone 01223 727857

37 High Street **Sawston** Cambridge CB22 3BG
Telephone 01223 727862

23 High Street **Cherry Hinton** Cambridge CB1 9HX
Telephone 01223 727846

15 High Street **Cambourne** Cambridge CB23 6JX
Telephone 01954 719990

63 High Street **Burwell** Cambridge CB25 0HD
Telephone 01638 600875

236 High Street **Cottenham** Cambridge CB24 8RZ
Telephone 01954 287535

40 Woollards Lane **Great Shelford** Cambridge CB22 5LZ
Telephone 01223 727879

6 High Street **Milton** Cambridge CB24 6AJ
Telephone 01223 727882

19 Station Road **Melbourn** Royston Hertfordshire SG8 6DX
Telephone 01763 217510

Comberton Village College **Comberton** Cambridge CB23 7DU
Telephone 01223 727885

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Member of the Building Societies Association

CAMBRIDGE
BUILDING SOCIETY