



Starling
Bank

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Starling Easy Saver Terms and Conditions



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Welcome

This document, along with the Personal Account General Terms, forms your agreement with us for the Easy Saver account. Please read these documents carefully – you can view them on our website or in the Starling app.

Because your Easy Saver account works differently from other accounts you might have with us, some parts of the Personal Account General Terms won't apply to your Easy Saver, for example, sections dealing with overdrafts and certain notice periods. If these Easy Saver terms say something different to the Personal Account General Terms, please follow the terms in this document.

The terms in this document will apply once your account is open. Your account will be considered to be open when we send you a push notification and welcome email to confirm your application has been successful and your account is ready to be used. This agreement lasts until you or we close the account.

Making changes to these terms

We can make changes to these terms as set out in the section 'When we can make changes to your agreement' in the Personal Account General Terms.

Getting in touch with us

You can contact us 24 hours a day, 7 days a week using the following contact details:

Starling app

The best way to contact us is to send us a message through the Starling app.

Telephone

+44 (0) 207 930 4450

Email

help@starlingbank.com

We'll let you know if the details above change.

You can also check our Frequently Asked Questions section on our website. If you're struggling with using your Easy Saver because of difficult personal circumstances, please go to this webpage: <https://www.starlingbank.com/faq/customer-support/money-worries>.

About this account

This account is designed to help you save money for when you need it. It's not designed for making day-to-day payments.

All payments and withdrawals must be made from and to your Starling personal current account.

Who can open an Easy Saver

To open and hold an Easy Saver, you must:

- Be 18 years old or older.
- Be a resident in the United Kingdom and hold the right to reside in the United Kingdom.
- Have an open personal current account in British pounds with us.
- Only use the account for personal purposes. This means you can't use it for any business purposes (including as a sole trader).

We call these your 'confirmation statements'. If any of these statements don't apply to you, or your situation changes, please let us know straight away. If this happens, we can close your account immediately as set out in the section 'When we may close your account' in the Personal Account General Terms.

You can only have one Easy Saver open at a time.

Minimum balance

There is no minimum balance.

Maximum deposit limit

There is a maximum deposit limit of £1,000,000.

You can earn interest on a maximum of £1,000,000 in your Easy Saver. Once you have reached the maximum deposit limit, you won't be able to pay in more money. The interest will be paid into the Easy Saver. The payment of interest may take your Easy Saver balance over £1,000,000. If this happens, you won't earn interest on any balance above £1,000,000.

Third party providers

For some of our accounts, you can give another company permission to access your account information (such as account balances or transactions) or make payments from your account as a 'third party provider' (TPP).

Third party providers cannot access the Easy Saver.

When we may take money from your account (set-off)

If you owe us money for any reason, we can take this from the Easy Saver you hold with us. We refer to this as 'set-off'. For more information about how set-off works, please go to the section called 'When we can take money from your account' in the Personal Account General Terms.

Adding and withdrawing money

Making payments into the account

You can make a payment into your Easy Saver by transferring money from your Starling personal current account. We'll reject and return any money you try to pay in from any other account.

You can only make payments from the app, and in British pounds. Once we make this feature available, you'll also be able to do this in Online Banking.

When you transfer money from your personal current account to your Easy Saver, the payment will show in your account immediately. You'll start earning interest on it from the same day.

You can't pay cash or cheques into the Easy Saver.

Making a withdrawal from the account

You can only make a withdrawal by making a transfer to your Starling personal current account in British pounds. You can do this in the Starling app. Once we make this feature available, you'll also be able to do this in Online Banking. We'll make the transfer immediately, and the money will be available in your personal current account straight away.

You can't withdraw cash from the Easy Saver.

You also can't:

- set up a Direct Debit
- set up a standing order
- make a CHAPS payment
- make a BACS payment.

We don't give you a debit card for an Easy Saver.

Interest and tax

How interest works

You'll earn interest on your money at the rate we've set in the summary box. You can find the summary box and view the rate of the Easy Saver at any time within the Easy Saver section of the app.

Your interest rate is variable, which means it can change. We calculate and compound interest daily based on your Easy Saver's balance at the end of each day (plus any interest earned but not yet paid into your account).

If you pay money into your account, it'll start earning interest on the day we receive it, but it won't earn interest on the day you take it out.

We pay interest into your Easy Saver on the first day of every month. If you withdraw interest from your account, you'll earn less interest overall as you won't then get the benefit of interest being earned on that interest.

How tax on the interest works

When we pay interest, we won't take off any tax you might owe. It's your responsibility to make sure you pay any tax you owe on your interest. For more information about this, please visit <http://www.gov.UK/apply-tax-free-interest-on-savings>. We may from time to time be legally required to share information about interest you earn on your money with the UK tax authorities and tax authorities in other countries.

We don't provide any tax, legal or investment advice. Please make sure you get independent advice if you'd like any extra support.

Changes to the interest rate

- If we reduce the interest rate: we'll tell you at least 14 days before you start earning interest at the new rate.
- If we increase the interest rate: we'll tell you either before or immediately after you start earning interest at the new rate.

We'll let you know about any interest rate changes by email if you've verified your email address. Otherwise we'll let you know by sending you a message in the app and alert you of this message with an SMS or push notification.

Fees and charges

You won't have to pay any fees or charges for having an Easy Saver.

Closing your Easy Saver

When you can close your easy saver

You can close your Easy Saver at any time in the Starling app. If you close it, any money left in it will be paid into your Starling personal current account.

If you close your Starling personal current account

You must have a Starling personal current account to have an Easy Saver. If you choose to close your personal current account, you will need to close your Easy Saver first.

When we can close your Easy Saver

We can close your Easy Saver for any of the reasons set out in the section 'When we may close your account' in the Personal Account General Terms.