

Starling Personal Fixed Saver Terms and Conditions



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Welcome

This document sets out the terms and conditions for your Fixed Saver with Starling. A Fixed Saver is a fixed-term, fixed-rate savings account that's linked to your Starling current account. Because this is a fixed-term savings account, you won't have the same range of features you might get in a another type of savings account or a current account.

When we say 'Fixed Saver' or 'account' in this document, we're referring to your Fixed Saver.

You can open a Fixed Saver by paying in a sum of money we refer to as your 'deposit'. Your deposit will stay in the Fixed Saver for a set term, and you won't be able to put in or take out money from it during that term. In this document, we refer to the Starling current account that your Fixed Saver is linked to, as your 'linked account'.

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

Because a Fixed Saver works differently from other accounts, some parts of the Personal Account General Terms and the account schedule for your linked account won't apply to your Fixed Saver. For example, sections dealing with payments, deposits, termination rights, refund rights, Spaces, overdrafts, and certain notice periods will not apply to your Fixed Saver. If these Fixed Saver terms say something different to the Personal Account General Terms or your linked account schedule, please follow your Fixed Saver terms.

The terms in this document will apply once your account is open. Your account will 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.

Making changes to these terms

We can change these terms at any time. If we think a change might disadvantage you, we'll let you know at least 14 days before we make it. If you aren't happy with the change, you can close your Fixed Saver at any time before the change happens. To do this, the best way to contact us is through the Starling app. You can get in touch with us using the contact details in the section [Getting in touch with us](#) below. If you close your Fixed Saver because of a change that disadvantages you, we'll return your deposit and any interest you've earned up to the closing date.

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 Fixed Saver because of difficult personal circumstances, please go to this webpage: <https://www.starlingbank.com/faq/customer-support/money-worries>.

How your Fixed Saver works

Who can open a Fixed Saver

To open and hold a Fixed 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 your Fixed Saver 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 take any of the actions set out in the [When we can close your Fixed Saver](#) section below.

Opening your Fixed Saver

If you have the option to open a Fixed Saver, you can apply to do this through the Starling app. There are no fees or charges for opening and maintaining a Fixed Saver.

When you apply for a Fixed Saver, we'll show you a 'summary box' that sets out the key features, limits, and interest rates of your account. The summary box doesn't replace these terms, so make sure you read this document to understand more about your Fixed Saver.

If we accept your application for a Fixed Saver, you'll need to choose the amount you want to pay into it. We'll automatically transfer this money from your linked account when we open your Fixed Saver. You can only make this payment from your linked account. The term of your Fixed Saver starts on the date you put in your deposit. You won't be able to take money out of your Fixed Saver until your term comes to an end – except in certain circumstances when we decide.

During the term of your Fixed Saver

Your Fixed Saver will stay open for the length of time set out in the summary box. We'll give you the closing date for your Fixed Saver when you apply, and you can also find it in the app once the Fixed Saver is open. We call this the 'maturity date'.

Unless you close your Fixed Saver during the cooling-off period or there are exceptional circumstances (see the details under the section called [Closing your Fixed Saver](#) below), you won't be able to access your money until your Fixed Saver term ends on the maturity date.

When your Fixed Saver ends

At least 14 days before the term of your Fixed Saver is due to end, we'll send you information about what happens next. You might have a few options for what you can do with the money.

On the maturity date, we'll usually send you the deposit and interest you've earned to your linked account. In some cases, we might not be able to do this (e.g. if your linked account has since been closed), which means we'll have to make the payment manually. If this happens, you might not receive your money on the maturity date, as we can only make payments manually on working days.

For more details on how and when we'll send you your money if you've closed your linked account, please read [Closing your linked account](#) below and your Personal Current Account Schedule.

You'll be able to see a closing statement in the Starling app when we close your Fixed Saver. If you want a closing statement in another format, please get in touch with us using the contact details in this document.

Opening multiple Fixed Savers

You might be able to apply for more than one Fixed Saver at a time. This depends on any limits we set on how many Fixed Savers a customer can open with us. The summary box will set out the minimum that you can deposit into each Fixed Saver, as well as the maximum deposit limit across all Fixed Savers you have open with us. For more details about these and any other limits, please check our website or the Starling app.

Your interest rate and tax

You'll earn interest on your money at the rate we've set in the summary box. Your interest rate is fixed, which means it won't change during the term. We work out interest daily, and we'll pay this into your Fixed Saver at the end of the term.

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 <https://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.

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

If you owe us money for any reason, we can take this from any Fixed Saver you hold with us. We refer to this as 'set-off'. If we do this, it will mean you have less money in your account at the end of your Fixed Saver term. We'll try to give you notice before taking out any money.

For more information about how set-off works, please go to the section called 'When we may take money from your account' in the Personal Account General Terms.

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

Closing your Fixed Saver

Cooling-off Period

You can close your account within the first 14 days of opening it – this is known as the cooling-off period. We won't charge you anything to do this.

You can close your account in the cooling-off period in the Starling app. You can also get in touch with us using the contact details we've provided in the [Getting in touch with us](#) section of this document. If you close your Fixed Saver in the cooling-off period, we'll close it straight away, and we'll move all the money you saved in it into the main balance of your linked account. You won't earn any interest on the money you put in.

After the Cooling-off Period

After the cooling-off period, you can't close your Fixed Saver before the maturity date – although we might decide to let you do this in exceptional circumstances. What counts as 'exceptional' will depend on your situation, as we agree to close Fixed Savers on a case-by-case basis. For example, we might allow you to close your account if you've been diagnosed with a terminal illness. For more information, please check the FAQ section of our website at <https://www.starlingbank.com/help> or get in touch with us through the Starling app.

You can also contact us using the details below.

Telephone

+44 (0) 207 930 4450

Email

help@starlingbank.com

If we agree to return your deposit and close your Fixed Saver early, you won't be paid any interest on the amount held in your Fixed Saver.

When we can close your Fixed Saver

You won't be paid any interest on the amount held in your Fixed Saver if we close your Fixed Saver before the maturity date.

We can close your Fixed Saver if any of the following happens:

If we think you seriously breach our terms

- If you're not meeting our requirements for a Fixed Saver (e.g. your confirmation statements in your account schedule are no longer true or accurate), or we find out you weren't allowed to open an account with us in the first place.
- You reject or break the terms we've set for using the Starling app or online banking in a way that is serious and requires immediate action in order to prevent harm for us or you.
- You break the terms set out in this document, your account schedule or any other terms that you've entered into with us in a way that is serious and requires immediate action in order to prevent harm for us or you.

If we think you're misusing your account

- We believe you may be using your account for illegal activities or to commit fraud.
- We think you or someone else might be misusing any services or features we offer.
- We think you might be using your account in a way that affects how we provide our services to you or other customers.
- We believe you may be using your account for business reasons.

If we have regulatory or legal reasons

- We don't have enough information to manage your account.
- We're told to by the authorities (e.g. through a court order) or for legal or regulatory reasons.
- You become bankrupt. This includes entering into an individual voluntary arrangement or debt relief order, having a trust deed lodged against you, or any similar situation.
- You behave in an inappropriate way towards our staff. For example, if you use abusive language or make threats.

What happens to your Fixed Saver if you die

If you die before the maturity date, we'll close the Fixed Saver as soon as we're notified. We'll pay interest on the deposit in your Fixed Saver up to the date of your death. After interest is added, the money will be sent to your linked account. If your linked account is closed or suspended, your personal representative will need to let us know what they'd like us to do with your money.

Before we can move the money from your Fixed Saver, we'll need to see a death certificate or coroner's report.

We'll also need to see a legal document which confirms who your personal representative is, or anyone else who will be handling your affairs. This can be a grant of probate, a confirmation, or letters of administration.

For more information on our bereavement process, please visit us at <https://www.starlingbank.com/faq/customer-support/bereavement>.

Closing your linked account

If you close the current account linked to your Fixed Saver, or we close or suspend your linked account, your Fixed Saver will become a standalone Fixed Saver. Your money will stay in your Fixed Saver until the maturity date. More information about how this works is in the schedule called [Standalone Fixed Saver](#) below.

Schedule: Standalone Fixed Saver

This schedule explains how a standalone Fixed Saver works. If there's a difference between something we say in this schedule and the main Fixed Saver terms, you should follow this schedule.

If you have a standalone Fixed Saver, you'll have limited access in the Starling app. You'll only get customer service support, notifications, and access to statements and legal documents.

When your standalone Fixed Saver ends

When your Fixed Saver term ends, we'll pay money into an account you choose, held at a different bank. At least 14 days before the maturity date of your Fixed Saver, we'll be in touch to ask for the details of your chosen account. You must make sure your chosen account is under the same legal name as your standalone Fixed Saver.

We might contact you through the Starling app, or send you a text or email. If we can't get hold of you, or we don't hear from you before your Fixed Saver maturity date, we'll send a cheque to your address. This will be the last address we hold on record for you. You won't earn any interest after the maturity date, even if we're holding the money while we wait for your instructions. If you don't cash in the cheque, or we can't locate or contact you, we may donate the money to a charity of our choice.

Once your standalone Fixed Saver is closed, you'll be able to see your closing statement in the Starling app.

For more details about your standalone Fixed Saver, please get in touch using the details under [Getting in touch with us](#) above. We're happy to help.