



Shariah compliant savings plan

A Guide to Savings

Welcome to alburag's Guide to Savings provided by Bank of Ireland and alburag

In this guide you will find details of how we, Bank of Ireland (referred to in this Guide as “we” “us” and “our”) can make it easy for you to manage your Account. The Terms and Conditions attached to the Brochure should be read in conjunction with this Guide. Words and phrases used in this Guide are defined in the Terms and Conditions.

Opening your Account

To open your Account, the first step is simply to complete the Application Form, which is attached to the Brochure and Terms and Conditions.

The Terms and Conditions set out all your rights and responsibilities clearly and in plain language, and includes terms such as those dealing with eligibility, tax treatments and Shariah compliance. It is important that you read the Terms and Conditions carefully. If there are any aspects you do not understand, please contact our helpline on **0845 603 8340***.

Confirming your identity and address

Before we open an Account for you, we are obliged to confirm your and any other applicants' identity and permanent address.

The Brochure sets out the required supporting documentation you need to supply with the Application Form for us to open your Account.

Even if you are a long standing customer and wish to open additional Accounts we are required to carry out identity checks where we have not already done so.

Additional Signatories

Where additional parties are authorised to act as a signatory on your Account, we will also need to verify their identity and permanent address.

How your alburag Shariah Compliant Savings Plan works

Our Helpline

You can contact our Helpline if you want any information regarding your Account. The telephone number is **0845 603 8340*** and lines are open from 9am until 5pm Monday to Friday. Before providing you with any information, we will ask you security questions to confirm your identity.

Information is also available on our website: www.alburag.co.uk

Notifying Us of Changes

You must advise us of any change to your name, address or telephone number (or your correspondence address if different from your home address). To notify us of any changes in name, address or telephone number, please write to alburag Customer Service Centre, 1 Donegall Square South, Belfast, BT1 5LR. We will require confirmation of your new residential address for our records, this should be in the form of an original or certified copy of a recent bank statement, utility bill, credit card statement or solicitor's letter confirming your house purchase.

Fees and charges

All fees and charges for alburag's Shariah Compliant Savings Plan are fully explained in the Terms and Conditions.

Profit

Details of the Profit that may be applied to the Account is fully explained in the Terms and Conditions.

Cooling Off

If you are not happy about your choice of Account you may cancel it within 14 days of receiving confirmation that your Account has been opened.

Statements

We will issue you with an annual statement giving you an item by item record of every transaction on your Account.

You should always check your statement. If your statement has an entry which appears to be incorrect, you should tell us as soon as possible so that we can investigate it for you.

The Clearing Cycle

On receipt of cleared funds from your bank we will issue you a confirmation of receipt. It usually takes 2 Working Days from the deposit date of a cheque before we receive funds drawn from other Banks. The Investment Amount will be applied to your Account on day 3, however it may take up to 5 Working Days for a cheque to be returned to us unpaid. We will therefore not allow you to withdraw funds against cheques deposited until after this period has passed. Delays in clearing or the postal service may result in the unpaid item being received after this time.

Operation of your Account

Joint Accounts

If two people hold an Account you can authorise us to accept instructions by either one of you. Where there are two Account Holders, the liability of each is joint and several.

In the Application Form you must nominate one Account Holder to be named first and to whom our correspondence is principally addressed. If a situation arises where either Investor ceases to be party to the Account, the Account will be closed automatically and a new Account opened in the name of the other Account Holder and a new Account number provided.

Before we can remove an Account Holder from a joint Account, we must receive a written request signed by both Account Holders.

In the event of your separation or divorce, it is your responsibility to advise us of any changes to be made to your Account(s).

If either Account Holder notifies us in writing of a dispute we will require all instructions to be authorised by both Account Holders until we receive written notification from both parties that the dispute is resolved.

In the event of the death of one of the joint Account Holders the balance of the Account will be payable to the survivor.

Sole Account Holders

In the case of the death of the only Account Holder, the Account shall be operated on the instructions of the Account Holder's personal representatives. If you have authorised a third party to sign instructions on your Account under your Mandate, after your death the third party will not be able to carry on providing instructions in accordance with the Mandate.

Customer confidentiality

Your relationship with us is a confidential matter (even when you are no longer a customer). We will not reveal your name and address or details about your Account to anyone, other than in the following four instances when we are allowed to do so by law:

- If we have to give the information by law
- If there is a duty to the public to reveal the information
- If it is in Bank interests to give the information (excluding marketing purposes)
- If you ask us to give the information.

Telephone confidentiality

All telephone calls may be recorded for training and monitoring purposes.

Protecting your Accounts

To help prevent fraud and protect your Account you should:

- Let us know as soon as possible when you change your name, address, or phone number
- Check your statement regularly. If there is an entry which appears to be incorrect, you should tell us as soon possible so that we can resolve it.

Withdrawals

No withdrawals are allowed from your Account after the end of the Cooling Off Period and before the end of the Fixed Term. Fixed Term means the period commencing on the Start Date and expiring on the Final Date of your Account as set out in the Calendar of Events in the Brochure.

You must carefully consider that you will not be able to access the Investment Amount during this period.

Closing your Account

Unless there are exceptional circumstances, such as suspected fraud, we will not close your Account without giving you at least 30 days notice. We have the right to close your Account if you fail to observe any of the Terms and Conditions that apply to the Account or if you become insolvent. For this purpose “insolvent” means the presentation of a petition or the making of an order for bankruptcy, the entering into any voluntary arrangement or composition with creditors, the appointment of any receiver, the inability to pay debts as they fall due or anything similar to any of those events.

Regulation

Banking Code

Bank of Ireland subscribes to "The Banking Code" which sets out standards of good banking practice for personal customers. Copies of the Code are available on request to our helpline **0845 603 8340***.

The Code is monitored by the Banking Code Standards Board (BCSB).

You can contact the BCSB if you have any complaint about the general running of the Code.

Their address is 6 Frederick's Place, London EC2R 8DT

Tel: **0845 230 9694**

www.bankingcode.org.uk

Financial Services Compensation Scheme

Bank of Ireland are members of the Financial Services Compensation Scheme (FSCS) established under the Financial Services and Markets Act 2000 (FSMA). The FSCS has the power to compensate consumers in the event of the failure of any FSMA authorised firm (or any European Economic Area authorised firm) and covers insurance companies, deposit takers and investment firms. The maximum level of compensation under the deposit claim is £35,000. Deposits of all currencies made with the Bank of Ireland are covered by the Scheme. Further details of the Scheme are available on request to our helpline, which is **0845 603 8340***.

Financial Services and Markets Act 2000

None of the savings and investments which are governed by our Terms and Conditions provided to you are designated investments as defined by the Financial Services and Markets Act 2000 and the Financial Services Authority Handbook of Rules and Guidance.

Advertising and Marketing

We will ensure that all our advertising and promotional material is clear, fair, and not misleading. We will not send marketing material indiscriminately.

Data Protections and Confidentiality Agreement

Important information about you and Bank of Ireland

The data you provide will be held and processed by us at all times in accordance with the Data Protection Act 1998 (the 'Act') and may be shared from time to time with selected companies within the Bank of Ireland Group, subject to obligations of secrecy and security.

Your right to information

You have a legal right to receive a copy of the information about you if you apply in writing to us at:

Customer Care Manager
Bank of Ireland Marketing UK
1 Donegall Square South
Belfast
BT1 5LR

A fee will be payable.



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*Calls may be recorded for training and monitoring purposes.

The Governor and Company of the Bank of Ireland is authorised by the Financial Regulator in Ireland and by the Financial Services Authority for the conduct of UK Business. Bank of Ireland deposit accounts are deposit products as defined under the Financial Services & Markets Act 2000. Bank of Ireland subscribe to the Banking Code. A copy of the Code is available on request. Address for services is Bank of Ireland, 1 Donegall Square South, Belfast, BT1 5LR.

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