PERSONAL ONLINE EASY ACCESS ACCOUNT – PRODUCT TERMS AND CONDITIONS

May 2025

Cynergy Bank

ABOUT THIS AGREEMENT

These are the Product Terms and Conditions for your Online Easy Access Account. This means they are in addition to the Personal Savings Account Terms & Conditions. It might be that something is said differently in the two documents. If so, we'll follow these additional Product Terms and Conditions.

This is an easy access savings account. It is for people wanting to save £1+ and wanting easy access to their funds.

This account is for people who want to manage their savings online.

Conditions for holding your account

- You must manage your account using Online Banking or the Mobile Banking App.
- You can't have more than £1 million in your account.
- You must fund your account with the minimum balance of £1 within 14 days of opening. Otherwise, we'll close it.
- If your balance drops below £1, your account will close. We'll send your money to your nominated account.*
- Your account can be in sole or joint names. You can have a maximum of two joint account holders.
- All deposits and withdrawals must be made to and from your nominated account.

Term

This account doesn't have a fixed term.

A key term you need to know

***Nominated Account** is an account your have in the UK. It must be able to accept payments from your easy access account. You must be named on the account. This account must be able to accept Faster Payments or CHAPS. You can only have one Nominated Account per online easy access account.

Nominated Account

We'll validate that you're named on the Nominated Account. You cannot make payments to the Nominated Account whilst we do this. You can request to change the Nominated Account. If so, we'll need to follow this process again.

Paying money into your account

You can only pay money into your account by way of online transfer. The funds can be sent using Faster Payments, CHAPS, BACS and standing order from your Nominated Account. We do not accept international transfers. Nor do we accept transfers through foreign exchange services.

All deposits into the account must be in Sterling.

Any deposits received that do not come from your Nominated Account will be returned to the originating UK Bank / Building Society within one working day.

Taking money out of your account

You can only take money out of your account by sending it to:

- an account you have with us (as long as it accepts payments); or
- your Nominated Account.

You may make unlimited withdrawals of the account balance. You do not need to provide notice and we will not charge you.

Interest

We pay interest on a variable rate. This means your interest rate may go up or down while you have the account.

We pay interest into your account.

We pay interest once a year. We pay it on the anniversary of your funds having been first paid into the account and on account closure.

We calculate interest daily at 7.00pm on the cleared balance on your account.

The law requires us to tell HMRC the amount of interest you receive. We do this at the end of each tax year.

Statements

You'll be able to see your current balance and transactions in online banking. We'll provide you with an online statement every six months from the account opening date. These will be provided in a printable format and can be accessed via online banking.

The Financial Conduct Authority is a financial services regulator. It requires us, Cynergy Bank plc, to give you this important information to help you to decide whether our Cynergy Bank Online Easy Access Account is right for you. You should read this document carefully so that you understand what you are buying, and then keep it safe for future reference. The contents of this Summary Box are intended as a summary of the main features only and should be read alongside the relevant conditions.

Summary Box – Key Product Information for our Online Easy Access Account

Account name	**Cynergy Bank Online Easy Access Account – Issue 103**

What is the interest rate?

AER*/Gross variable**	
4.15%	Interest rate with bonus of 2.00% AER fixed for the first 12 months
2.15%	Interest rate without bonus

Interest is calculated daily on the cleared balance in your account at 7.00pm. It is paid every year to your account on the anniversary of your first deposit.

After 12 months the interest rate reverts to the gross underlying variable rate

Rates shown are for accounts opened on and after 12pm on 6 October 2026.

Can Cynergy Bank change the interest rate?

The interest rate is a combination of:

- A bonus rate fixed for the first 12 months; and
- A variable underlying rate which can change.

Cynergy Bank can change the underlying interest rate. Details of the circumstances under which the interest rate might change are in the "Changes to this agreement, interest rates and charges" section of the Personal Savings Account Terms and Conditions.

What would the estimated balance be after 12 months, based on a £1,000 deposit?

Estimated balance after the first 12 months (Interest rate including bonus)	**Estimated balance after 24 months** (Interest rate including bonus for the first 12 months and the underlying interest rate only for the second 12 months)
£1,041.50	£1,063.89

The estimated balances presented above assume you made an initial deposit of £1,000 and made no additional deposits or withdrawals.

These estimated balances are provided for illustrative purposes only and do not take into account a customer's individual circumstances or any changes to the interest rate.

How do I open and manage my account?

Personal customers who are 18 or over and a UK resident can open an account online.

All deposits must come from your nominated account, otherwise they will be returned.

The minimum initial deposit is £1 and you can deposit up to £1 million in this account. A minimum balance of £1 must remain in your account, otherwise we'll close your account and transfer your savings and any accrued interest to your nominated account.

You can only open an account online and you must use Online Banking or the Cynergy Bank Mobile Banking App to manage your account and make withdrawals.

You may contact us by Secure Message via Online Banking, by telephone or in writing using the address or other contact details we have given you or which appear on our website. Please note we are unable to take transaction requests through these channels.

Can I withdraw money?

Yes. You can make unlimited withdrawals without notice from the available balance, with no penalty or fees. External withdrawals can only be made to the linked nominated account that you set up when you open the account (usually your current account).

Additional Information

*AER stands for Annual Equivalent Rate and shows what the interest rate would be if interest was paid and compounded once each year. Gross interest is the contractual rate of interest payable before the deduction of income tax at the rate specified by law, currently 20%.

**Gross interest is the rate of interest before the deduction of income tax. The tax treatment and the rate of interest payable depend on individual circumstances and may be subject to change in the future.

We may periodically launch new savings product issues which are given designated issue numbers. Individual product issues each have their own interest rate, these may vary from the prior/proceeding issues; either upwards or downwards.

We suggest customers check our website to see the latest available issue and if you wish to open a new product issue/savings account then you can apply through our website or Online Banking.

We publish all current and historic issue interest rates on our website (https://www.cynergybank.co.uk/rates/) and within Online Banking if you hold one of our existing products.