



CAF Bank Terms and Conditions

Summary of changes, effective from 6 December 2024

We are updating our *CAF Bank General Terms and Conditions*, and the *Account Terms* for the CAF Cash Account, CAF Gold Account and CAF Platinum Account, to make their wording clearer and easier to understand.

At the same time, we are making changes to when we notify you of reductions to the variable interest rates we pay on current and savings accounts, and when we inform you of changes to our Terms and Conditions. The following pages provide a summary of the differences between our existing and updated Terms and Conditions.

Rest assured, you still retain the same key rights and protections that you have under our existing Terms and Conditions.

The changes to our Terms and Conditions are due to take effect from 6 December 2024.

You can view the full set of updated *CAF Bank General Terms and Conditions* and *Account Terms* at www.cafonline.org/cafbank-tariff-terms

CAF Bank General Terms and Conditions	
Section	Summary of changes
1 Introduction	1.6 For consistency across our Terms and Conditions, we have reworded this clause to make clear that whenever we communicate with you we will do so in English. Also, we will only accept communication and instructions from you in English.
4 Deposits, Withdrawals and Payments	4.8 We have made clearer the cut-off times for paying in cash or cheques at HSBC, RBS or Post Office branches, and when the funds will be available in your Account.
6 Account closure or transfer	6.3 We have added the following circumstance in which we can suspend or close your Account or withdraw a service immediately and without notice: There have been no customer-initiated Transactions on any of your Accounts for at least 24 months and no credit balance remains. 6.6 If your Account is frozen because no customer-initiated Transactions have been made on any of your Accounts for 24 months, the only Transactions allowed on the Account will be interest and charges which will continue in line with prevailing rates.
20 Amendments to the Terms and Conditions relating to your Account	20.1 Whenever we need to make changes to the Terms and Conditions in the documents set out in Condition 1.1, we will tell you In Writing and give you at least two months' notice, instead of 60 days' notice, before the changes are due to take effect. 20.5 We have changed the number of days' notification that we give you, from 60 days to 14 days, if we are going to reduce a variable interest rate that we pay you on any current or savings Account. If we notify you In Writing of a reduction to your variable interest rate, we have provided details of the relevant time periods during which you can close your Accounts without penalty or charge. If the interest rate change is to your benefit, we will tell you by publishing the new rates on our website. We have provided similar information within the <i>Account Terms</i> .
21 Miscellaneous	21.5 We have updated the governing law information to ensure consistency in how we word this across our Terms and Conditions.

CAF Cash Account – Account Terms

Section	Summary of changes
2 Interest and charges	<p>2.3 This new Condition explains that if we are going to reduce a variable interest rate that we pay you, we will tell you In Writing 14 days before we do so. You can at any time, up to 30 days from the date we tell you about the change, close your Account without paying any penalty or other charges. If you do not do so, we will consider that you have agreed to the rate change.</p> <p>If the change is to your benefit, we will tell you by publishing the new rates on our website.</p>
5 Statements	<p>We have added this Condition to confirm that you can contact us by telephone or In Writing to change your Statement frequency. Charges apply to Statements issued more frequently than monthly, as set out in our <i>Tariff of Charges</i>.</p>
6 Governing law	<p>We have updated the governing law section to ensure consistency in how we word this information across our Terms and Conditions.</p>

CAF Gold Account – Account Terms

Section	Summary of changes
4 Interest and charges	<p>4.3 This new Condition explains that if we are going to reduce the variable interest rate that we pay you, we will tell you In Writing 14 days before we do so. You can at any time, up to 30 days from the date we tell you about the change, close your Account without paying any penalty or other charges. If you do not do so, we will consider that you have agreed to the rate change.</p> <p>If the change is to your benefit, we will tell you by publishing the new rates on our website.</p>
5 Statements	<p>We have added this Condition to confirm the quarterly frequency of your Statements.</p>
7 Governing law	<p>We have updated the governing law section to ensure consistency in how we word this information across our Terms and Conditions.</p>

CAF Platinum Account – Account Terms

Section	Summary of changes
2 Operating the Account	<p>2.6 We have added this Condition to clarify that if, after opening the Account, you are not happy with it, you have 14 days in which to cancel your Account, without giving us 95 days' notice.</p>
4 Interest and charges	<p>4.4 This new Condition explains that if we are going to reduce the variable interest rate that we pay you, we will tell you In Writing 14 days before we do so. If we notify you of such a reduction, you can close your CAF Platinum Account within the 14-day notification period without penalty or charge.</p> <p>You can close your CAF Platinum Account following the rate reduction within 95 days of the rate reduction without penalty or charge.</p> <p>If the change is to your benefit, we will tell you by publishing the new rates on our website.</p>
5 Statements	<p>We have added this Condition to confirm the quarterly frequency of your Statements.</p>
7 Governing law	<p>We have updated the governing law section to ensure consistency in how we word this information across our Terms and Conditions.</p>