



# CAF Bank Terms and Conditions

## Summary of changes, intended to take effect from 12 May 2025

We are improving our banking services, by making them easier to use and adding new features. In preparation for these changes, 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.

The following pages provide a summary of the changes to:

### CAF Bank General Terms and Conditions

- Words and Terms we use
- Deposits, Withdrawals and Payments
- Statements
- Our Online Service

### Account Terms

- CAF Cash Account – Statements
- CAF Gold Account – Receiving and Sending Money
- CAF Platinum Account – Deposits and Withdrawals

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 intended to take effect from 12 May 2025. Should this effective date change for any reason, we will notify you as soon as we are able to.

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

CAF Bank General Terms and Conditions	
What is changing?	How is it changing?
<b>Words and Terms we use</b>	<p>We have changed the terminology relating to primary and secondary users. We now refer to the <b>Account Contact</b>, <b>Online Users</b> and <b>Individuals</b>. In addition, we have replaced the definition for controlling persons with <b>Controller</b>, an individual that holds the right to exercise, or actually exercises, significant influence or control over the management of your organisation.</p> <p>We have also changed the terms and their meanings relating to <b>Payments</b>. A group payment is now known as a <b>Bulk Payment</b>, single immediate payment is no longer a defined term, the definition of <b>Faster Payments</b> has been updated and a <b>Payee</b> is now also referred to as a <b>Beneficiary</b>.</p> <p>As a result of a service change, we have removed the definition for nominated account. Instructions to send money to an account in your organisation's name held with another bank must now be dual authorised as is required for a <b>Payment</b> to an external <b>Beneficiary</b>.</p> <p>Reflecting changes to the two-factor authentication security features of our <b>Online Service</b>, a new definition for <b>HID Approve App</b> replaces CAF Bank UniqueCode.</p> <p>We have also created new definitions for <b>Financial Crime</b> and for entities, such as <b>Reclaim Funds Limited (RFL)</b>, the public body that administers the dormant assets scheme, <b>Third Party Partner</b> and <b>Third Party Provider</b>, to whom our Terms and Conditions refer.</p>

<p><b>Section 4: Deposits, Withdrawals and Payments</b></p>	<p><b>Condition 4.10</b> Where we reasonably believe that a Payment into your Account was made because of fraud or by mistake, we have clarified when we do not need your permission to take the money out of your Account.</p> <p><b>Condition 4.18</b> We have included as an additional way in which we treat you giving authorisation for a Payment, entering your Card's PIN at a merchant's point of sale terminal or when using an ATM.</p> <p><b>Condition 4.21</b> For Payments out by mistake, any corrective action we take and the refund of any resulting interest or charges directly incurred on your Account are subject to Condition 2.7 to protect your Account.</p> <p><b>Condition 4.27</b> We have updated the ways in which you can make a CHAPS Payment to another UK bank or building society account to include through our Online Service or by sending us a signed instruction by post. We have removed as an option transferring money by CHAPS to nominated accounts by using our Telephone Banking Service.</p> <p><b>Condition 4.28</b> When specifying a single immediate payment to be made to any account, you need to send us the instructions In Writing. There is a charge for this service as set out in the <i>CAF Bank Tariff</i>.</p> <p><b>Condition 4.29</b> We have made the cut-off times for the various types of payments easier to find by moving them to our website at <a href="http://www.cafonline.org/payments">www.cafonline.org/payments</a></p> <p><b>Condition 4.30</b> We have reinforced your responsibilities to check for unauthorised Transactions. You <b>must</b> check the Account regularly to identify any Transactions that you do not recognise, or you have not authorised. If this happens, you <b>must</b> tell us without delay.</p> <p><b>Condition 4.31</b> When you tell us that you did not agree to a Payment or money being taken out of your Account, any action we take to reverse the Transaction is subject to Condition 4.12 (concerning funds we mistakenly credit to your account).</p>
<p><b>Section 10: Statements</b></p>	<p><b>Condition 10.1</b> You will automatically be assigned a Statement frequency when applying for a new Account. Please see the Account Terms for more information on the frequency of Statements.</p>
<p><b>Section 11: Our Online Service</b></p>	<p><b>Condition 11.8</b> We have simplified the wording to make it clear that if you need to change the Account Contact, you must complete a <i>Change of Account Contact Details</i> form and send it to us.</p>
<p><b>Section 21: Miscellaneous</b></p>	<p><b>Condition 21.6</b> On 7 October 2024, new rules were introduced about the way banks handle refund claims from customers for Authorised Push Payment (APP) fraud. We have included details of this reimbursement scheme and directed you to further information at <a href="http://www.cafonline.org/app-fraud">www.cafonline.org/app-fraud</a></p>

### CAF Cash Account – Account Terms

What is changing?	How is it changing?
<p><b>Section 4: Statements</b></p>	<p>We have simplified the wording to make clear that you will receive your Statements monthly.</p>

### CAF Gold Account – Account Terms

What is changing?	How is it changing?
<p><b>Section 3: Receiving and sending money</b></p>	<p>We have simplified the wording for clarity. You can receive money directly to your CAF Gold Account. You may send money from your CAF Gold Account to your CAF Cash Account. You cannot send money to third parties directly from a CAF Gold Account.</p>

## CAF Platinum Account – Account Terms

What is changing?	How is it changing?
<b>Section 3: Deposits and Withdrawals</b>	<p><b>Condition 3.1</b> We have expanded this Condition to make clear that if you want to deposit money into your CAF Platinum Account (including by way of cheque or electronic transfer) you must first pay the money into your CAF Cash Account or CAF Gold Account, and then contact us by telephone or In Writing to arrange the transfer.</p> <p><b>Condition 3.3</b> We have added this Condition to clarify that the Online Service can be used to view the Account balance, but not to make Deposits or Withdrawals.</p> <p><b>Condition 3.4</b> We have expanded this Condition to confirm the ways in which you can instruct us to make Withdrawals, at least 95 days before you wish the Withdrawal to be made. Email instructions should be sent from the registered email address. Telephone or written instructions must be from an Account Contact or Account signatory.</p>