CAF Bank Personal Account – Features and Benefits

A unique way of personal banking for individuals who care, who believe in causes that matter to them and who want to make a lasting difference.

About CAF Bank

CAF Bank is the specialist in charity banking, providing banking services to over 15,000 charities and not-for-profit organisations.

Our values of integrity and social responsibility are at the heart of everything we do, and are central to achieving our mission of helping charities make a better society.

Encouraging philanthropy is an essential part of this and the introduction of the CAF Bank Personal Account aims to make a real impact in this area. Calling on our wealth of sector expertise, we have created a banking service for philanthropic-minded individuals that value a high quality, traditional and bespoke approach, to help them meet both their charitable and financial needs.

CAF Bank is a not-for-profit bank, owned by Charities Aid Foundation (CAF), one of the UK’s largest charities. Any surplus we make is gifted to CAF and therefore stays within the charitable sector. We are a bank that you can trust, and a bank with whom you can be proud to be associated.

A unique account

The CAF Bank Personal Account is an invitation-only current account with a unique difference – it has been set up exclusively for individuals who have philanthropy at their core and is designed to increase the opportunity for regular charitable giving.

Alongside your CAF Bank Personal Account you will have a CAF Charity Account (a dedicated giving fund to help you give more) into which it would be our expectation that you give regularly. With a CAF Charity Account you can put money aside to donate to the charities of your choice at any time, so the money is there for when it’s needed most.

You can decide how and when you choose to support the causes you care about – whether it is making a one-off donation to an emergency appeal, sponsoring friends and family or making regular donations to help causes close to your heart.

If you are resident in the UK for tax purposes, you can have peace of mind that your charitable donations are made tax-efficiently when you top up your CAF Charity Account. We will take care of the administration and automatically claim Gift Aid on your donation, adding 25p to every £1 you give if you are a basic-rate tax payer. Even greater tax-efficiency is available for higher-rate tax payers.

CAF Bank is dedicated to delivering efficient and friendly banking services. Our philosophy is to help people who want to make a difference in society. Banking with CAF Bank is a unique way to have access to traditional banking, as well as offering you the flexibility to choose to donate to the causes you care about in a tax-effective way.

Personal service

A team of experienced and dedicated relationship managers will deliver a personal and first class banking service. They will be easily accessible and available for you to contact by whichever method of communication is best for you.

We will provide a friendly and efficient service encompassing essential day-to-day banking based on a close understanding of your individual requirements.

Account features

The CAF Bank Personal Account offers:

- traditional, bespoke current account banking
- dedicated relationship managers
- face-to-face, telephone, email and online banking
- contactless debit card to make secure card payments in pounds and in foreign currency and make cash withdrawals in pounds in the UK and in foreign currency outside the UK wherever you see the MasterCard® symbol
- cheque and paying-in books
- flexible borrowing with an arranged overdraft facility (at the Bank’s discretion subject to status and credit assessment)
- access to a wide branch network for deposits (via HSBC branches in England and Wales)
Fees

There will be a monthly fee for maintaining the CAF Bank Personal Account. Please see the Personal Fee Information Document and Terms and Conditions for details.

Receiving money

You can receive money by electronic transfer or by cheque or cash over the counter at any HSBC branch in England and Wales.

Sending money

You can use a variety of paying methods:

- make debit card payments 24/7 with a CAF Bank MasterCard® contactless debit card
- secure transfer through online banking
- send money outside the UK by completing our Sending money outside the UK form
- CHAPS bank transfer
- direct debit
- standing order
- Faster Payments
- make cash withdrawals from an international network of cash machines wherever you see the MasterCard symbol
- cheque.

Loans

Secured loans are available on request. Loans are subject to accepted application and credit assessment.

Arranged Overdrafts

An arranged overdraft facility can be provided (at the Bank’s discretion and subject to status and credit assessment).

Online banking

You can access your account with our free and simple-to-use online banking, helping you manage your money on a day-to-day basis. Online banking will enable you to:

- view transaction history and balances for all your accounts
- view statements online
- send and receive money between your CAF Bank accounts
- send money to other UK bank accounts
- set up additional users with various administration permissions
- sole or dual authorisation of payments
- set up, amend and cancel standing orders
- view direct debits
- order cheque or paying-in books.

What you need to know

Here are some of our most frequently asked questions. If we have not answered your question, please email personalbankingteam@cafonline.org or call 03000 123 434.

1) How often do I receive a statement?
You can apply for online statements where you can view, print and save a PDF copy of your statement. You can also select to receive a printed statement.

By selecting online statements, you can help us reduce paper usage and keep our charges low. You can keep track of your day-to-day transactions through our online banking service.

2) How do I arrange for existing standing orders and direct debits to operate on my new CAF Bank Personal Account?
Simply complete this section in the application form so that we can contact your existing bank for full details of your standing orders and direct debits. Once they have responded to us we will contact you to confirm which payments to transfer and put everything in place for you. We recommend that you maintain sufficient funds in your old account until your new CAF Bank Personal Account is fully operational and your funds have been successfully transferred to your new CAF Bank Personal Account. We estimate this process will take four weeks. For credits to your account, you need to inform payees of your new bank account details.
3) Is there any statutory protection?
We are covered by the Financial Services Compensation Scheme (FSCS). The FSCS can pay compensation to depositors if a bank is unable to meet its financial obligations. Most depositors, including most individuals and small businesses, are covered by the scheme.

For further information about the scheme (including the amounts covered and eligibility to claim) please contact your relationship manager on 03000 123 434 or visit the FSCS at www.FSCS.org.uk or call 0800 678 1100 or 0207 741 4100. Please note only compensation related queries should be directed to the FSCS.

4) How safe is my money?
CAF Bank invests deposits with the Bank of England and in ‘AAA’ rated bonds, and with a range of other carefully selected highly rated financial and non-financial organisations. CAF Bank does not invest in derivatives or structured products.

5) What if I have a complaint?
At CAF Bank we value your custom highly and trust you will be entirely satisfied with our service. If however you do have a comment or complaint about us we would like to hear from you. We will do our utmost to resolve your concerns fully and promptly. If you have a complaint, please call your relationship manager on 03000 123 434 between 9am and 5pm Monday to Friday (excluding bank holidays). The team is fully trained in matters of this nature and all calls are recorded. Alternatively you can write to us at CAF Bank Ltd, 25 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JQ or email us at personalbankingteam@cafonline.org

Other CAF services

CAF Charitable Trust
A CAF Charitable Trust lets you plan your long-term philanthropic giving without the time-consuming tasks usually involved in setting up and running a charitable trust.

Our experienced private client managers are on hand to help when you are choosing causes to support, considering investment options, or tracking the impact your CAF Charitable Trust is having on its beneficiaries.

Advisory and consultancy services
The opportunities to contribute to wider society have never been greater or more exciting, but it can be difficult to choose where to focus your support and to ensure your efforts have a real impact.

Our expert advisors can help you get the most from your philanthropy at any stage of its development.

We can work with you to:

- design your giving strategy
- help you explore the causes that you care about and assess the best way to support them
- arrange site visits to see first hand where you are helping
- review grant applications and make donations on your behalf
- help you to measure success and impact
- set-up and administer a grant-making foundation in your name.

CAF Charitable Legacy
Leaving a gift to charity in your will not only gives you profound satisfaction in knowing that your support will live on into the future, but can also make the burden of inheritance tax on your estate lighter.

However you choose to remember charity in your will, and whatever size your legacy may be, you can be sure that with our help, setting up your CAF Charitable Legacy will be a simple and flexible process.
We’re here to help

Our dedicated team are here to answer questions and guide you through the application process.

T: 03000 123 434
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W: www.cafonline.org