

# Savings General Terms & Conditions

Connecting our communities  
with a better financial future



# What you need to know

These Savings General Terms and Conditions are part of a package of documents which give you important information about our accounts and services. Please read these terms and conditions carefully. If you have any questions or need additional support, please get in touch.

You also need to read any product special conditions which apply to you and the accounts you hold.

You should keep a copy of the documents we give you – you may need them in the future. If you need additional copies of any documents, just let us know.

We're committed to making sure that all of our products and services are accessible to all of our members. If you want to receive communications from us in a different way, for example, if you need these terms and conditions in large print, in braille or audio format, please call us on **0345 734 4345** Monday to Friday 8am – 6pm (excluding bank holidays) or contact your local branch.

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# Definitions

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**Account** means your savings account with us

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**Account holder(s)** means a person whose name the account is held in (whether alone or with someone else)

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**CHAPS** means the Clearing House Automated Payment System and is a way of making electronic bank to bank same day payments in the UK

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**CoP** means the Confirmation of Payee scheme

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**Cut-off time** means the latest time we can process instructions

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**FSCS** means the Financial Services Compensation Scheme

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**Joint account** means an account which is held by more than one account holder

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**Nominated linked account** means a UK personal current account, which can receive electronic transfers, held in your name

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**Ombudsman** means an official appointed to investigate an individual's complaints against an organisation, for example the Financial Ombudsman Service

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**Personal notice** means a notice we give to you individually either by letter or email

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**Product special conditions** means the product terms and conditions specific to your account

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**Registered contact** a person, over the age of 18 years, who can operate an account on behalf of a child under the age of 16 years

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**Secure Customer Authentication Code** a code we will send you to verify your nominated linked account if you opened your account online

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**Security details** means your passbook or passcard and any Secure Customer Authentication Codes we send you. If your account is operated online or by telephone, “security details” also means your unique user ID, password, memorable data and any other personalised security details

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**Strong customer authentication** means verification of a customer’s identity based on the use of two or more independent methods

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**Working day** means any day except Saturdays, Sundays or English Bank Holidays.

# You and Newcastle Building Society

## Getting in touch

### How we can contact you

We can contact you by post, telephone, email, secure online messaging or by text message. We will use the contact details we have for you. For joint accounts, we will send communications to the first named account holder. If we hold an email address for you, we will send communications to you by email. If we don't, we will send them by letter. If we cannot successfully deliver an email to your email address, we will send you information by letter instead.

We will communicate with you in English.

### Changing your contact details

You must tell us if any of your contact details change. This includes your name, address, telephone number and email address. If you don't tell us, we may not be able to contact you or we might send confidential information to an old address. We won't be responsible if this happens because you have not told us your details have changed.



### Visit a branch

For addresses, phone numbers and opening hours of our branches, visit [newcastle.co.uk/branch-finder](http://newcastle.co.uk/branch-finder)



### Call us on 0345 734 4345

Calls to 03 numbers cost the same as a call to a standard '01' or '02' landline number, even when calling from a mobile. The actual cost you are charged will depend on your landline or mobile provider. Our lines are open Monday to Friday 8am – 6pm (excluding bank holidays).



### Visit us online

[newcastle.co.uk](http://newcastle.co.uk)



### Write to us

Newcastle Building Society  
1 Cobalt Park Way,  
Wallsend, NE28 9EJ

# Opening an account

To have an account with us, you must be a UK resident with indefinite leave to remain in the UK.

The account must be for your own personal use and the money held in your account must be your own personal money. Unless permitted by your product special conditions, your account must not be used for business purposes. When you open your account with us, we are required by law to perform certain checks. For example, we will check your identity and address. We will do this when you apply for an account, by using an appropriate external agency or by asking you for certain documents. We may do further checks at any time during your relationship with us.

## As a member of Newcastle Building Society

### **Most of our account holders are members**

Your account is a share account unless the product special conditions of your account say otherwise. This means that you will have membership rights in Newcastle Building Society. For joint accounts, only the first named account holder can vote in our Annual General Meeting.

### **You must comply with our rules**

As a member, you must comply with the rules of Newcastle Building Society. If you'd like a copy of our rules, you can request a copy in branch, or alternatively you can call us or visit [newcastle.co.uk/who-we-are/our-governance/corporate-governance](https://newcastle.co.uk/who-we-are/our-governance/corporate-governance)

### **Transferring windfalls to charity**

A windfall benefit is a benefit which a person has the right to receive as a shareholding member of Newcastle Building Society. These rights will apply if there is a future transfer of Newcastle Building Society's business. For example, this could happen if there was a takeover of Newcastle Building Society or if we were no longer a Building Society.

When you open an account with us, you'll agree that unless you were a member on 31 March 1999, or you have been a member for at least 5 years at the time of any transfer, any windfall benefits may be passed directly to our selected charity. For more information on this please ask us or visit [newcastle.co.uk/faqs/charitable-foundation](https://newcastle.co.uk/faqs/charitable-foundation)

# Your account

## Paying money in

The table opposite shows you the different ways you can pay money into your account. It also shows when the money will show in your account, and when it will start earning interest. The timescales opposite run from when we receive the money.

We may ask for information about the money you pay in to your account. The money must belong to you. We do not accept money from accounts based outside of the UK.

Please quote your account number as the reference for any of the opposite payment methods, otherwise the payment may be returned.

Ways to pay money in	When will the money show in my account?	When will the money start earning interest?
<p><b>Cash</b> Over the counter at a branch.</p>	<p>The money will show in your account immediately.</p>	<p>From the day we receive the money.</p>
<p><b>Debit card</b> Over the counter at a branch. <b>The debit card must be in the name of the account holder.</b></p>	<p>The money will show in your account immediately.</p>	<p>From the day we receive the money.</p>
<p><b>An electronic transfer</b> between Newcastle Building Society accounts.</p>	<p>The money will show in your account immediately.</p>	<p>From the day we receive the money into the receiving account.</p>
<p><b>An electronic transfer</b>, including standing orders from a UK account with another bank/building society.</p>	<p>The money will show in your account the same working day, and typically within 2 hours.</p>	<p>From the day we receive the money.</p>
<p><b>Cheque</b> Over the counter at a branch or received at our head office. <b>Cheques should be made payable to the account holder and the account number, e.g. Mr. A Smith 1234567 and not Newcastle Building Society.</b></p>	<p>If paid in at a branch during branch opening hours, or received at our head office before 2pm, the money will show in your account immediately. The funds will be available no later than the 4th working day after you pay it in. For example, if you pay a cheque in at a branch at 10am on Friday, the funds will be available by no later than Thursday of the following week.</p>	<p>From the next working day following receipt of the cheque (assuming it clears).</p>
	<p>If received at our head office after 2pm, the money will show in your account on the following working day. The funds will be available no later than the 5th working day after we receive it. For example, if head office receive a cheque at 3pm on Friday, the funds will be available no later than Friday of the following week.</p>	<p>From the second working day following receipt of the cheque (assuming it clears).</p>

Please note: we will not deduct any cheque payment for cheques which are returned unpaid, after the end of the fourth working day following the day of receipt.

# Taking money out

## How you can take money out of your account

How you use your account will depend on how your account was opened.

If you opened your account in branch, you can take money out using your passbook or passcard in any of our branches.

If you opened your account online, you can take money out by logging in to your account through our website or mobile app. To do this, you will need to have set up a nominated linked account.

Whether you set up your account in branch or online, you can take money out by requesting an electronic transfer by telephone.

You must always have a balance of at least £1 in your account, unless your product special conditions say otherwise. You can only take money out if you have enough money in your account.

The table below shows the ways you can take money out and the limits for how much money you can take out of your account each day. How much you can take out depends on both the way you take money out and the type of account you hold. Please check your product special conditions for more information.

Type of withdrawal	Daily limit	How you can take money out of your account
<b>Cash</b>	£500	Visit one of our branches.
<b>An electronic transfer to a nominated account</b>	Any amount	By logging in to your account online. At one of our branches, if you have a nominated linked account set up. Call us on <b>0345 734 4345</b> .
<b>Cheque</b>	Any amount	Visit one of our branches. Write to us at our head office. Call us on <b>0345 734 4345</b> .
<b>CHAPS</b> (only available for house purchases)	Any amount	Visit one of our branches. Call us on <b>0345 734 4345</b> .

We will do extra security checks if you want to take out more than £250,000. Taking money out of your account must be approved by you or someone authorised by you. For information on when someone else can support you to manage your account, please contact us or visit our website at [newcastle.co.uk/help-and-support/power-of-attorney-court-of-protection](https://www.newcastle.co.uk/help-and-support/power-of-attorney-court-of-protection)

We may ask you to give us proof of your identity or provide extra information before we agree to make a payment. In that case, the payment will not be made until you have provided us with the information we have asked for.

We also have the right to reject a payment instruction if we reasonably believe the security of your account is at risk. For example, this may happen if we reasonably believe you have not instructed us to make the payment, or if there is suspected unauthorised or fraudulent use of your account. If we decide to reject a payment instruction, we will tell you as soon as we can. We will not do this if it creates a security risk or if we would be breaking the law if we did.

### **Delaying payments if we suspect fraud or a scam**

There may be times when we need to delay a payment to protect you should we suspect fraud or a scam. This will typically be held for no more than four business days.

If we delay a payment, we will notify you and may ask you to provide information to help us confirm you are not a victim of fraud. In some cases, we may not be able to contact you for legal reasons.

Unless we believe you to have acted fraudulently, we will refund any loss of interest or incurred charges because of the delayed payment.

### **When will we send your electronic payments to the recipient's bank?**

If your withdrawal is authorised before the cut-off times shown below, it will be processed and received by the recipient's bank on the same day (assuming it is a working day). If your withdrawal is authorised after the cut-off time, it will be received by the recipient's bank the following working day. Please note, however, that we cannot be held responsible for any delays caused by circumstances beyond our control. **The cut-off times are:**

<b>Method</b>	<b>Cut-off time</b>
<b>Branch</b>	Branch closing time (unless your withdrawal must be processed by our head office in which case, it will be 3pm)
<b>Automated payment</b>	4pm (payments can only be made to a nominated linked account in your name)
<b>CHAPS</b>	11am (but only where this is by prior arrangement with us)

## Nominated linked accounts

A nominated linked account is a personal UK bank or building society account, held in your name and registered to your home address. This is linked to your Newcastle Building Society savings account and is used to receive your money electronically. We do not accept pre-paid cards or e-money accounts as nominated linked accounts.

If you want to take money out by electronic transfer, you will need to set up a nominated linked account. You can only have one nominated linked account which will apply across all of your accounts with us. If you hold a joint account, the same nominated linked account will also be linked to this.

A nominated linked account can only be set up in the name of the account holder, even when there is a Power of Attorney registered on the account.

### **How to change your nominated linked account**

If you opened your account online you can change your nominated linked account by logging in to your account online. Once you have done this a Secure Customer Authentication Code will be sent to you by second class post. When you receive the code, you will need to activate your nominated linked account by following the instructions provided.

If you opened your account by telephone, post, or in branch you can change your nominated linked account by writing to us, or by visiting one of our branches. If you add or change your nominated linked account by telephone, post, or in branch, it can take up to six working days for this to happen. You may be required to complete security checks.

Until the new nominated linked account has been authorised, no payments can be made to that account. Your existing nominated linked account will remain active until this step has been completed.

### **What will we do to ensure the account is held in your name?**

When you set up or change a nominated linked account, we will carry out electronic checks to ensure the account is held in your name.

If we cannot confirm that the nominated linked account is held in your name, we will ask you to provide documents to prove that it is your account.

## Confirmation of payee

Since September 2024, we have participated in the Confirmation of Payee (CoP) scheme. The CoP scheme is designed to reduce fraud and prevent payments from being sent to the wrong accounts, by requiring name checks to be carried out between bank or building society accounts.

When you set up a new nominated linked account, we will ask the account provider to check that the name on the nominated linked account matches your name. If the information does not match, we will ask you for proof that the proposed nominated linked account is in your name before you can add it.

## Joint accounts and support with managing your account

### **All joint account holders are responsible for any charges owed**

Your account may be held as a joint account by up to four people unless your product special conditions say otherwise. These terms and conditions apply to each of you together and separately. Each person is jointly and individually liable for all amounts owed to us.

### **All joint account holders can make changes and take money out**

Each joint account holder can manage the account and take money out unless:

- all of you have told us that two or more account holders must authorise all withdrawals and changes, or
- we are made aware of a dispute between any of the account holders.

If we know that there is a dispute between any of the account holders, we will not let any money be taken out or let anyone make changes to the account until we receive signed instructions from each account holder.

### **Each joint account holder can take all of the money out**

Each joint account holder can take all of the money out of the account. We will not get involved in how the money is split between you.

### **What happens if a joint account holder dies**

If a joint account holder dies, the account will remain open in the name(s) of the surviving account holders and they will own all of the money in the account, regardless of what the deceased account holder's will might say.

When we receive the death certificate or grant of representation, we will change the account into the name(s) of the surviving account holder(s).

### **Support with managing your account**

You can arrange for someone to manage your account for you.

Information about options for assistance with your financial affairs can be found within our Power of Attorney and Court of Protection Guide, available in branch or on our website at [newcastle.co.uk/help-and-support/power-of-attorney-court-of-protection](https://newcastle.co.uk/help-and-support/power-of-attorney-court-of-protection). You must provide any evidence that we require to prove that you have given authority to someone else to manage your account.

## **Closing your account**

You have the right to cancel your account within 14 calendar days of opening the account without penalty and without giving us a reason. Any interest earned by you during this period will be paid based on the product rate(s) which applies to your account at that time.

The table on page 13 shows how your account can be closed and the reasons why this may happen.

If we close your account for any of the reasons set out opposite, we will act in a way we think is reasonable and we will try to reduce any inconvenience to you.

Who is closing the account?	Reason	How much notice will we give you, or do you need to give us?
You	Any reason	You can do this at any time, subject to any notice periods set out in your product special conditions
Us	<p>You've been physically or verbally abusive or threatening to our staff or customers or have damaged our property.</p> <p>You were not eligible to open an account.</p> <p>You have not given us information that we have requested.</p>	None
Us	<p>You have given us information which is not true.</p> <p>We reasonably suspect that you or someone else is using or intends to use your account for fraud or to break the law.</p> <p>You seriously or repeatedly breach these terms and conditions or the product special conditions and you do not put things right within a reasonable time after we ask you to; by continuing to operate your account we may be at risk of breaking the law or a code, court order or other duty, or</p> <p>By continuing to operate your account, we may be at risk of action from any government, regulator or law enforcement agency.</p>	None
Us	Any other reason	60 days (or longer if required by law)

### What happens to your money if you close your account

If there is any money remaining in your account when it is closed or cancelled, we will either;

- electronically transfer the balance to your nominated linked account within 14 calendar days; or
- send you a cheque for the balance (together with any interest) within 14 calendar days.

# Interest, charges and changes

## Changes to our terms, conditions, interest rates and charges

We can change these terms and conditions and the product special conditions for your account at any time. This includes changes to interest rates and charges. Any change will be made in a way which we think is reasonable.

We can change these terms and conditions, the product special conditions, the rate of interest or any of our charges for any of the following reasons unless the product special conditions say otherwise:

- to reflect changes in market conditions;
- if the change is to the advantage of our members;
- to respond to changes in how much it costs us to provide accounts, including our funding costs if relevant;
- to make the interest rates being paid to savers consistent following any acquisition or transfer of savings accounts or any conversion or takeover of, or merger with, another financial institution;
- to reflect changes in technology, or to introduce new or improved systems, methods of operation or services;
- to make sure we maintain our financial strength and are run prudently for the benefit of our members;
- to correct mistakes (if it is reasonable for us to do so);
- to respond to changes in the law, the interpretation of the law, decisions or recommendations of an Ombudsman, regulator or any code of practice; or
- to respond to changes in a reference rate.

How we will let you know if we make any changes to our terms and conditions, interest rates or charges:

Type of change	Notice	When we inform you	Can you close your account without charge?
<b>Changes relating to payment services</b>	Personal notice in writing	At least two months before the change is due to happen	Yes, within two months of our notice
<b>Changes to our product special conditions, these terms and conditions or charges that disadvantage you or if introducing new charges</b>	Personal notice in writing	At least 30 calendar days before the change is due to happen	Yes, within 60 calendar days of our notice
<b>Changes to your interest rate that disadvantage you</b>	Personal notice in writing	At least 14 calendar days before the change is due to happen	Yes, within 30 calendar days of our notice
<b>Any other changes</b>	Personal notice and/or notice in our branches or on our website	Immediately	Yes, unless the product special conditions say otherwise

## Charges

There are currently no fees or charges for your Newcastle Building Society savings account.

We will always let you know in advance if we decide to introduce any fees or charges.

# Security

## Using and protecting your account

### **You must keep your passbook and security details safe**

You must not share security details or items such as your passbook or passcard with anyone who you do not want to have access to your account. You must keep all of these in secure places.

We will never ask you for details about your account, security details or any confidential information by email. So please do not reply to any email asking for this information.

We will never give out your security details but we may include your account number on communications we send to you to make things easier for you. We will never ask you for details about your account, security details, or any confidential information by email. Please do not reply to any email asking for this information.

You must tell us immediately if your security details are used by someone else who you have not authorised to operate your account.

You must tell us immediately if your security details are lost, stolen or at risk of being misused. You can do this by contacting us (see 'Getting in touch'). We may reset your security details if we reasonably think that they could be used by someone else who you have not authorised to operate your account.

### **Operating an account for account holders under 16**

If the account is opened for a child under the age of 16, we will open it in the child's name. We will only open the account for a child under 16 if there is a named person aged 18 years or over who can operate the account. They will be called the registered contact. If there is a registered contact, any money taken out must be solely for the benefit of the account holder and not the registered contact.

When the account holder reaches the age of seven they can use the account as well as the registered contact. When they reach 16, the registered contact will be removed and will no longer have access to the account.

# What happens if something goes wrong

## **You must authorise transactions**

If you take money out using a passbook or passcard, by telephone, or online we will consider the transaction to have been authorised. You may also need to give us your account number. Once you've asked us to make a payment from your account, you cannot cancel it.

An "unauthorised" transaction is when a payment leaves your account without you having authorised it. An "incorrect" transaction is where we make a mistake in processing a payment for you, such as sending money to a different account number to the one you have provided to us.

## **If you are tricked into paying a fraudster**

Authorised Push Payment Fraud (APP Fraud) is when a fraudster tricks you into paying a person who is not the person you thought they were, or the payment is for different reasons than you expected.

If this happens you should tell us as soon as possible by calling us on **0345 734 4345**. You must tell us within 13 months of the date of the last payment or you may not get a refund. Reimbursement rules apply to CHAPS and Faster Payments you send after 7 October 2024 to an account which you don't control.

We will consider each refund request and provide a refund if we're required to under the refund rules. If you are entitled to a refund, you should get your money back within five business days, but it could take up to 35 business days if we need more information.

These rules do not apply to payments you send to accounts outside of the United Kingdom or any payments using cash, cheque, or cards.

For more information about the rules and how the rules might apply to you, please visit [psr.org.uk/information-for-consumers/app-fraud-reimbursement-protections](https://psr.org.uk/information-for-consumers/app-fraud-reimbursement-protections). This will include information on the claims process and the maximum reimbursement claim limit of £85,000.

We can take back any refund paid (following reasonable notice), should we later believe you have acted fraudulently when making the claim. Further information on rights to reimbursement is available on our website at [newcastle.co.uk/authorised-push-payment-fraud](https://newcastle.co.uk/authorised-push-payment-fraud)

## **If you discover an unauthorised or incorrect transaction**

You must let us know as soon as possible, but always within 13 months of the date of the payment. If you don't notify us within 13 months, we may be unable to give you a refund. Please see the "Getting in Touch" section for details on how to contact us.

## **Refunds**

If money is taken out of your account without you authorising it, we will refund you, unless;

- You have been very careless with your security details and / or deliberately failed to keep them secure.
- If we can prove you authorised the payment or you have acted fraudulently

We will provide a refund if the payments were made after you reported concerns about the security of your account to us, we haven't used Strong Customer Authentication when we should have done or we haven't provided a way for you to report concerns about the security of your account to us.

If you tell us that you didn't authorise a payment from your account, and neither of the above apply to you, we'll refund the amount taken out within 24 hours. This will be by the end of the next working day if you tell us on a Friday. This is unless we decide to investigate. If we refund you, we will also always refund any charges you had to pay and make any interest adjustment required so that you have not lost money.

If we discover later that you did authorise the transaction or that you were not entitled to a refund, we'll claim the amount back from you as well as any fees and interest you owe us.

## **We may investigate before we refund you**

We may investigate the circumstances of the payment before giving you a refund. If we decide to investigate, we will tell you within 24 hours. This will be by the end of the next working day if you tell us on a Friday. We may ask you to confirm in writing that you didn't authorise the payment. We will carry out an investigation as quickly as we can.

Once a decision has been made to provide a refund to you, we will refund the amount taken out by the end of the next working day. If we refund you, we will also always refund any charges you had to pay and make any interest adjustment required so that you do not lose money.

If we discover later that you did authorise the transaction or that you were not entitled to a refund, we will claim the amount back from you as well as any fees and interest you owe us.

## If we make a mistake

If we make a mistake, here's what we will do:

What mistake did we make?	What we will do
You gave us the right details, but we sent the money to the wrong place.	We will refund the payment as quickly as we can.
We sent more money than you asked us to.	We will return the extra amount to you as quickly as we can (instead of refunding the full payment amount).
We sent less money than you asked us to.	We will send the missing money to your other account provider as soon as we can after you have told us.
We take longer to make a payment to your nominated linked account than we should have done.	You can ask us to contact your other account provider and ask that the payment is treated as if it arrived at the right time. This means you won't lose out on interest or have to pay extra interest or charges.
We receive a payment to you, from another bank, but we don't put the money in your account.	We will put the money in your account and immediately make the money available to you.

If we make a mistake, we will also always refund any charges you had to pay and make any interest adjustment that is needed so that you do not lose money. If you ask us to, we will also immediately try to trace a payment and let you know the outcome of this.

## If you make a mistake

If you have made a mistake (for example, you gave us incorrect account information) or if we can show that the correct amount was received by your other account provider, you won't get a refund.

# Other information

## Our right of set off

### **If you owe us any money, we can take it from another account you have with us**

If you owe us money (for example, on a loan or mortgage) and, even after we remind you, you do not pay us, we may set off your debt. This means we use the money you have in another account with us (including this savings account) or any interest we owe you to reduce or repay the amount you owe us.

### **We'll tell you before we set off**

When we want to use our right of set off, we'll tell you at least 14 days before we do it.

If we do set off, we'll write to you immediately to confirm how much we deducted from the amount you owe us and when we did it.

### **We're fair and sensible about setting off**

We won't set off if we know that someone else has rights to the money in the account or if you received the money from a government body or agency.

When we're deciding whether to set off, we'll consider whether the account is used for day to day living expenses.

## What to do if you want to make a complaint

### **If you're not happy with our service, please let us know**

We always try and provide a high quality service to you. However, we understand things sometimes go wrong. If they do, we will try to put them right quickly and fairly.

Our complaints procedure can be viewed by visiting one of our branches, or by visiting [newcastle.co.uk/complaints](http://newcastle.co.uk/complaints). Alternatively, please call us on **0345 734 4345** and we'll send you a copy.

### **You can take your complaint to the Financial Ombudsman Service**

If after receiving our response you're still not happy with the way we've dealt with your complaint, you can refer your complaint to the Financial Ombudsman Service for investigation. For more information about this service, visit [financial-ombudsman.org.uk](http://financial-ombudsman.org.uk)

# Financial Services Compensation Scheme

Your eligible deposits held by a UK establishment of Newcastle Building Society are protected up to a total of £120,000 by the Financial Services Compensation Scheme, the UK's deposit guarantee scheme. This limit is applied to the total of any deposits you have with the following: Newcastle Building Society and Manchester Building Society (as a trading name of Newcastle Building Society). Any total deposits you hold above the limit between these brands are unlikely to be covered. For further information about the compensation provided by the FSCS, refer to the FSCS website at [fscs.org.uk](https://www.fscs.org.uk)

## Our privacy policy

Our privacy policy describes how we collect your information, how we use it and why we do this.

To view our current privacy policy, please visit our website at [newcastle.co.uk/legal-information/customer-privacy-policy](https://www.newcastle.co.uk/legal-information/customer-privacy-policy)

## Governing Law and Courts

### **We're governed by English law and the courts where you deal with disputes**

The laws of England and Wales will decide any legal questions relating to these terms and conditions or your product special conditions. Any disputes will be dealt with by the courts having jurisdiction over the part of the United Kingdom where you live (i.e. England & Wales, Scotland or Northern Ireland).

**newcastle.co.uk**

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