



Your Pots Terms

1. Introduction

1.1 Your agreement with us

These are the **Terms** for Pots. These terms form part of the agreement between you and us, the National Westminster Bank Plc, trading as Ulster Bank, registered in England and Wales (Registered Number 929027). They cover your use of Pots. **Your Current Account Terms** also forms part of our agreement. Your Current Account Terms include details of how payments are made (where applicable), what happens if something goes wrong and how your account can be closed.

For details on how we use your information, please see our privacy notice provided on our website (www.ulsterbank.co.uk/privacy). It's important that you read this carefully together with these Terms. If there is any inconsistency between these Terms and Your Current Account Terms, these Terms will apply.

If you ever need up to date copies of these Terms, please ask us and we'll give you a copy. You can also find them on our website.

1.2 Using your Pots

To open and register for the Pots service, you must:

- Be 18 or over
- Hold a valid personal current account with us
- Be resident in the UK
- Be registered to use our mobile app or online banking

If your circumstances change, please tell us as soon as possible as this may affect whether we can keep your Pots open.

2. Linking a current account with your Pots

Your Pots must be linked to a current account with us (**your linked account**).

Once registered, we'll open a separate Pots account for you. This is where you'll hold any money you choose to put into your Pots.

3. Managing your Pots

You can view, manage and give instructions on your Pots through our mobile app or online banking.

4. How Pots work on a joint account

If your linked account is a joint account, both account holders will have access to any Pots created. Each account holder will be able to view, manage and give instructions on your Pots without the consent of the other account holder.

If you add an account holder to your linked account, that new account holder will be able to access any Pots already created and linked to that account. This means they'll also be able to view, manage and give instruction on your Pots without the consent of the other account holder.

If you want to remove an account holder from your linked current account, that removed party will lose access to the Pots linked to that account and will not be able to view, manage and give instructions regarding the Pots.



5. Adding and removing funds from your Pots

You can only add funds to your Pots from your linked account. In most cases, the money will be added to your chosen Pot immediately.

You won't be able to add funds to your Pots if you're using an overdraft on your linked account.

The only way to use the funds in your Pots is to transfer that money from your Pots to your linked account and then spend it from your linked account. In most cases, the money will be added to your linked account immediately.

6. Statements and Communications

Unless we agree otherwise, we'll provide you with a statement for your Pots account every month and free of charge. These will be sent to your mobile app or online banking mailbox, provided that there have been payments on your Pots during the month.

We'll send you an alert to let you know that your statement is available to view.

Any other communications about your Pots will be emailed to you or delivered to your secure inbox in the mobile app or online banking.

7. Using money in your Pots to repay money you owe us

If you've borrowed money from us (for example, through a loan, credit card or overdraft) and the money or the repayments are overdue for payment, we may take money from your Pots to repay some or all of the money you owe us (including any fees or interest). This is called "set-off".

8. What happens when something goes wrong?

If you suspect that an incorrect or unauthorised payment has been made from your Pots, you must contact us as soon as possible.

If you're entitled to a refund from us in line with Your Current Account Terms, we'll send the refund to your linked account, not your Pots.

9. Closing your Pots

9.1 How to close your Pots

You can choose to close your Pots at any time, free of charge.

If you still have funds in your Pots, you'll have to transfer them back to your linked account before you can close your Pots.

If you choose to close your linked account, your Pots account will be closed automatically.

If you hold multiple Pots with us and you decide to close your last remaining Pot, we'll take this as an instruction that you wish to be removed from the Pots service.

If you change your mind in the future and want to open a new Pot, you'll need to re-register for the Pots service.

9.2 When we can close your Pots

We may need to close your Pots immediately for the reasons listed in Your Current Account Terms or if:

- You fall into financial difficulty on your linked account;
- You ask us to switch your linked account to another provider; or
- Your linked account is closed by us.



We can also close your Pots by giving you at least 90 days' notice. We'll explain our reasons for closing your Pots account, unless there are legal or security reasons which means we can't provide an explanation.

If we need to close your Pots account and you still have funds in your Pots, we'll transfer those funds back to your linked account.

10. Making changes to these Terms

If we have a valid reason for doing so, we may change these Terms. If we need to do this, we'll tell you about this by email or by a message in the mobile app or online banking.

If we need to update the Terms to introduce a new feature to the Pots account, which does not change the Terms relating to any existing feature, we may do so immediately and will tell you as soon as we can afterwards.

If we make any other change to the Terms, we'll give you at least 60 days' notice before it takes effect.

We'll assume that you've accepted the changes unless you close your Pots account before the changes take effect.