

To read a mobile-friendly version of this update, go to danskebank.co.uk/personalchanges

Notice of changes to our terms and conditions

and other important information

Hi and welcome to our mid-year update.

We're working hard to reduce our environmental impact and we have an ambition to reduce the paper we send to you. To achieve this, we'll communicate with you digitally, where possible.

To do that we need your help. Below you'll find details about how to receive your statements digitally and how to check we have the most recent contact details for you, to make sure you get our emails.

We really value your business, so thanks for banking with us.

Aisling Press
Managing Director, Personal Banking

Section 1 - Changes to our terms and conditions

In this section we tell you what's changing and then list the terms and conditions affected.

The updated terms and conditions, replace the existing ones from 1 September 2024 unless otherwise stated.

You can view these at danskebank.co.uk/docs.

You don't have to do anything but if you're not happy with these changes you can end your agreement with us at any time.

We're changing how the arranged overdraft interest rate on your account is set

Currently, the arranged overdraft interest rate (or debit interest rate) is made up of the Bank of England Bank Rate plus a margin.
 From 18 July 2024, it will be set as a standalone rate. This means if the Bank of England Bank Rate changes, it won't change your rate.
 We're making this change to help you understand the arranged overdraft interest rate more easily and to give you more certainty over the amount of interest you will pay on your overdrawn balance.

- General Terms and Conditions Personal Banking – clause 16

If we have the right contact details for you, we'll communicate digitally first

Our preferred approach for contacting you is digitally. For instance, by secure mail, electronic mailbox, email, or SMS. If we've got up to date contact details for you, this is how you should expect to hear from us. Otherwise, you'll receive communications from us on paper.
 If you're still receiving paper statements from us and you'd like to switch to digital statements and other communications simply complete the online form at danskebank.co.uk/GoPaperless or send us a secure mail in eBanking.
 By doing so, you'll receive statements and communications like this into your electronic mailbox, making them easy to access anytime, and saving paper.
 If you'd like more information on how to review and update your contact details simply search 'How to update your contact details' on our website.

- Terms and Conditions Personal Banking – clause 26

Steps we may take to keep your accounts safe

As a security measure to help keep your accounts safe, we may restrict payments being made or block access to them in the following circumstances:

- If your account has become inactive (for current accounts this means there have been no transactions for 12 months and for savings accounts this means there have been no transactions for 3 years)
- If letters we've sent to you by post are returned to us.

Where possible, we'll try to make contact with you before taking these steps. Don't worry, you'll be able to lift any restriction we place on your account by contacting us and providing any relevant information we require.

- Terms and Conditions Personal Banking – clause 9

Section 2 - Other important information

Consider saving your surplus money

With changing interest rates, it's important to consider how you save. It may be beneficial to keep surplus funds in a savings account where you could earn interest. Always keep some of your savings in an instant access savings account in case you need to use the money. Once you have emergency funds in an instant access savings account, you could think about a Notice Account or Fixed Term Deposit. These often pay higher interest but don't offer instant access to your funds. Minimum deposits apply.

An ISA (subject to eligibility criteria) lets you deposit up to £20,000 each tax year. Interest earned is tax-free.

If you're already saving with us, you may want to check that your account meets your needs. See more at danskebank.co.uk/savings or in the Mobile Banking app.

Could you spot a scam?

Fraud can involve large sums of money but is just as common with smaller amounts. Anyone can be a target, but awareness and action can stop you from becoming a victim.

It's important to know how to keep yourself safe. Be careful if someone contacts you claiming to be from Danske Bank. We might call you, but we'll never ask you to:

- Share your personal banking information such as passcodes for eBanking or Mobile Banking, or approve payment or log on requests on Danske ID.
- Share info such as your password, PIN, or codes sent by text message, even if we call you.
- Install programs on your computer or ask for remote access to it.
- Move money to a 'safe account'.

Some other things to keep in mind:

Before sending money to someone, confirm their bank details are correct by contacting them on a trusted phone number or in person. Get professional advice before investing and use the FCA register to ensure the firm you are dealing with is legitimate.

Visit danskebank.co.uk/keepitsafe for more on the latest scams.

Contact us:

Phone 0345 600 2882 | Send us a message on Mobile Banking or eBanking | Write to us at Danske Bank, PO Box 2111, Belfast, BT10 9EG.

Call charges may vary. Lines open 8am to 6pm Monday to Friday (except for bank holidays) and 9am to 1pm on Saturdays.

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