

Key Product Information

Key Product Information: 5 Year Fixed Term Deposit

Information Correct at 10th November 2017

This is a 5-year deposit account and may not be suitable for you if you think you will need access to your money during that time. Profit will be paid on anniversary and maturity of your deposit at the end of the 5 year term. No withdrawals are permitted. Please look at our full range of accounts before making your choice, we also offer longer term accounts should you be looking for a higher return. Shariah principles mean we do not offer interest. In its place we invest your funds in Shariah compliant ways to earn profit which we then share with you. For more information, please see our [Short Guide to Shariah Investing](#).

Account name	Milestone Savings 5 Year Fixed Term Deposit Account
Expected profit rate	2.37% Gross*/AER**
Estimated balance after 1 year based on a £1,000 deposit	£1,023.70 Please note: This projection is provided for illustrative purposes only and does not take into account customer's individual circumstances. This projection is based on an initial £1,000 deposit and no further deposits or withdrawals are made.
How do I open and manage my account?	You can open and manage your account at www.milestonesavings.co.uk Minimum deposit - £1,000 Maximum deposit - £1,000,000
How do I fund my account?	We will apply the profit rate shown on our website, or a higher rate if we have increased it, provided that you send us your deposit amount by bank transfer of cheque within 14 days of making your application. Please be aware that if we have not received your deposit amount as cleared funds within 21 days of making your application, the account will not be opened and you will need to reapply.
Can I withdraw money?	You are not allowed to withdraw funds from your account before the maturity date other than in exceptional circumstances as set out in the Terms and Conditions. Accounts will mature 5 years from the date of opening the account. You can choose to reinvest or withdraw your funds on maturity. If we do not receive maturity instructions by the maturity date, we will transfer your money into an Easy Access account (0.50% Gross*/AER**).
Additional information	Profit will be paid gross of UK income tax. This means that we will not deduct any income tax from the profit payments you receive on your Milestone Savings deposit.

*Gross is the rate of profit payable per annum before deduction of tax

**AER is the Annual Equivalent Rate and it shows you what the gross rate would be if profit were paid and compounded each year

Expected Profit Rate Definition

The profit we aspire to share with you is the 'expected profit rate' and we quote this rate at the time you open your account. We monitor your account on a daily basis to ensure the expected profit rate will be achieved. If we feel the expected profit rate will not be achieved, we will contact you giving you advanced notice of the new expected profit rate. You will then have the option to continue your account with us at the new expected profit rate or close your account immediately. If you choose to close your account we will return your original deposit along with the profit you have earned up to that date. If the profit exceeds the expected profit, we will pay the expected profit to you and we will be entitled to retain the remaining amount.

Customer Support

Support is available by telephone and online using the Client Login area at www.milestonesavings.co.uk

Contact Information

Postal Address: Milestone Savings, PO Box 861, Wallsend, NE28 5BP

Telephone: 0345 600 3350

Email: info@milestonesavings.co.uk

Complaints

If you are unhappy with our service and wish to make a complaint, please [contact us](#) in the first instance and we will try to resolve the complaint as fast and fairly as possible. Our [complaints procedure](#) is available on our website. If you remain unhappy, you can contact the Financial Ombudsman Service (FOS) at complaint.info@financial-ombudsman.org.uk. The FOS is available to resolve certain complaints if they cannot be resolved through our internal complaints procedure. For more information about the FOS, please visit www.financial-ombudsman.org.uk.

Financial Services Compensation Scheme (FSCS)

Your eligible deposits are protected by the Financial Services Compensation Scheme (FSCS), the UK's deposit protection scheme. The FSCS can pay compensation if a bank is unable to meet its financial obligations. Each account holder is entitled to claim up to the current FSCS limit in respect of the total value of all accounts you hold with us. Currently, this is up to £85,000 per person and £170,000 for joint accounts. Any deposits you hold above these limits are not covered. Please visit www.fscs.org.uk for further information.

Further Information

If you have a query that is not addressed here, please refer to our [FAQs](#) and Terms and Conditions.

We will communicate with you only in English for any purpose relating to your account.

The laws of England and Wales govern this agreement and we both submit to the exclusive jurisdiction of the courts of England and Wales to settle any dispute between us, however, if you are a resident in Scotland you may start proceedings in the courts of Scotland and, if you are a resident in Northern Ireland, you may start proceedings in the courts of Northern Ireland.

Important Notice

This product including the expected profit rate set out above is available for applications only whilst the document is published on our website. We may vary the details at any time by withdrawing this document from our website.

Milestone Savings is a trading name of Gatehouse Bank plc (the Bank), which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. The Bank is incorporated in England and Wales (registered number 06260053), with its registered office at 14 Grosvenor Street, London, W1K 4PS