

Key Product Information

Key Product Information: Easy Access Account (maturity default options only)

Information Correct at 22nd July 2016

This is an Easy Access Account (EAA) and is available only to existing Milestone Savings customers as the default maturity option on our Fixed Term Deposit accounts. This is an instant access savings account and you can access your money at any time without any notice. 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 Easy Access Account
Expected profit rate	0.50% Gross*/AER**
How do I open and manage my account?	You can open and manage your account at www.milestonesavings.co.uk Minimum deposit - £1 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 or cheque within 14 days of making your application. Please be aware that if we have not received your deposit amount as cleared funds within 45 days of making your application, the account will not be opened and you will need to reapply.
Can I withdraw money?	Your Easy Access Account is an instant access savings account. You can transfer your funds to another Milestone Savings product or you can withdraw all or part of your funds to your nominated account.
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.