

## Teachers Building Society Online Terms & Conditions

These terms and conditions cover your use of Teachers Building Society 'My Accounts' Online service please read them carefully. They should be read in conjunction with the General Savings Account Terms and Conditions and the specific account terms and conditions to which apply to your account. In the event of any conflict or inconsistency with these Online Terms and Conditions the account specific terms and conditions shall apply.

### 1. Definitions

In these conditions, unless the context requires otherwise:

“**account**” means any savings account with us which is held either in your own name or jointly with somebody else;

“**account holder**” means the person(s) in whose name the account is held;

“**activation key**” means the code we send to you to be used the first time you access your account details using My Accounts or when your use of My Accounts is being reactivated;

“**agreement**” means My Accounts terms and conditions;

“**memorable word**” means the personal memorable word you select, as amended from time to time, which we use to check your identity when you access My Accounts;

“**password**” means the combination of letters, numbers and other characters you select when you register for My Accounts, as amended by you from time to time, which we use to check your identity when you access My Accounts;

“**User ID**” means the unique number we give you to identify you when using My Accounts;

“**Society**” “**we**” “**us**” and “**our**” refers to Teachers Building Society;

“**secure messaging facility**” means secure communication system;

“**you**” and “**your**” means the customer who registers with us to use My Accounts.

### 2. Who can register for My Accounts?

2.1 My Accounts is available to individuals for viewing and transacting on investment accounts and viewing only on mortgage accounts.

### 3. Joint accounts

3.1 Only joint accounts on which instructions can be authorised by any one account holder can be transacted on within My Accounts

3.2 Each joint account holder must register separately for access to their account(s) using our My Accounts service and must always use their own User ID, password and memorable word.

3.3 By applying to register for My Accounts you confirm your joint account holder(s) are happy for you to access your joint accounts via our service. We will suspend your transactional use of My Accounts immediately if we are notified at any time by a joint account holder that they wish to change the account mandate to require joint authorisation.

### 4. Online service availability

4.1 Whilst the My Accounts service is designed to be used with a range of internet browsers and equipment it is your responsibility to provide compatible equipment and software with which to access and take all reasonable steps to keep it free from viruses and other malicious software.

4.2 My Accounts is intended to be available 24 hours a day, 7 days a week. Teachers Building Society will use reasonable endeavours to make the service available on a continuous basis. However, the Society cannot accept responsibility for any loss or inconvenience caused should My Accounts be unavailable, for instance, for maintenance, updates or technical problems.

4.3 Transaction requests cannot be accepted by telephone, unless it is one of our telephone based accounts.

4.4 Teachers Building Society shall at all times own the copyright and any other rights to the material on this website. You are not permitted to download, reproduce, store or transmit any information on this website other than for your own personal use without our permission.

4.5 Teachers Building Society cannot warrant that this site is free from technical defects or viruses and will not be responsible for any loss or inconvenience arising from technical problems with this service.

## 5. Security

5.1 When you register to use My Accounts we will ask you to select a password (which needs to be between 8 and 15 characters long with at least 1 numeric, 1 special character and a mixture of lower and upper case characters.) and a memorable word. These should be kept secret and you will need to remember these to access My Accounts. Please note: Teachers Building Society cannot view these security details.

5.2 Once your registration has been accepted by us and your identity confirmed we will write to you with your User ID and activation key. You must not disclose the activation key to anyone before using it. If it is not used for the first time within 28 days it will expire.

5.3 We use dual factor authentication as a verification process when accessing your online account. In addition to inputting your password credentials, you will be sent a one-time passcode by SMS text message or automated phone call, to the telephone number you registered on your account.

5.4 "Security details" means any information, processes or security procedures we ask you to provide or use to give us instructions via My Accounts. You must keep your security details secret. In particular, you must:

- (a) not disclose your security details to anyone else (including any joint account holder or Teachers Building Society employee), write them down or otherwise record them in a form that would be recognisable by anyone else; take all reasonable care to ensure that no-one sees your security details when you use them;
- (b) else; take all reasonable care to ensure that no-one sees your security details when you use them;
- (c) not allow anyone else to use any of the computer or electronic equipment you use to access My Accounts service without taking suitable precautions;
- (d) ensure you have fully logged off from My Accounts when you are not using it;
- (e) follow any instruction we give you from time to time regarding the safe keeping and use of your security details or other matters relating to the security of your account.

5.5 You must notify us as soon as possible by calling our Online Savings Team on 0800 783 2367 or by emailing us at [memberservices@teachersbs.co.uk](mailto:memberservices@teachersbs.co.uk) if you discover or suspect that:

- (a) someone else knows your security details; or
- (b) someone else (other than a joint account holder) is trying to access your account without your authority.

5.6 If you give us notice under Condition 5.4 or if we reasonably believe it is necessary in order to protect either your security details or your account, we may suspend the use of your security details as a means of accessing your account. As soon as the reason for the suspension has ended we will either remove the suspension or provide you with new security details.

5.7 Provided you have not acted fraudulently or you have not, intentionally, or with gross negligence failed to take reasonable steps to keep your security details safe (for example if you have failed to comply with your obligations in conditions 5.1, 5.2 and 5.3 above) you will be liable for only the first £50.00 of any unauthorised withdrawals from your account(s) which are made before you notify us in accordance with clause 5.4 above. However, you will not be liable for any withdrawals after you have notified us of the loss, theft or unauthorised use of your security details, unless you have acted fraudulently.

5.8 In the event of a dispute regarding whether or not you originated a transaction or instruction through our My Accounts service you agree to co-operate with us, the police and/or our insurers in any investigations.

5.9 We cannot guarantee that information passing over the internet will remain confidential or will not be interfered with or disrupted and your use of the My Accounts service will indicate your understanding and acceptance of this risk.

5.10 If you fail to provide the correct security details three times in a row we will block further online access to your accounts. You must follow the online instructions to re-enable use of the My Accounts service.

5.11 We shall be entitled to terminate or suspend our online service to you if we have reasonable grounds to believe that you have attempted to gain access to our programs, or to accounts of other members, or have attempted to introduce viruses or other malicious programs into our services.

## **6. Withdrawals, Transfers and Closures**

6.1 Once you have confirmed a withdrawal/transfer/closure by submitting the security information requested, your consent to the transaction will be deemed to have been given. Consent can be withdrawn at any time prior to the processing of the transaction.

6.2 Withdrawal, closure and transfer requests received before 2 p.m. on a working day will be processed on the same day. Requests received after that time, or not on a Working Day, will be deemed to have been received on the following Working Day.

6.3 Electronic withdrawal(s) will be credited to the destination account no later than the end of the third Working Day following the Working Day on which the instruction was received or deemed to have been received by us (see detail above in relation to instructions received after 2pm).

6.4 Transfers to any other account held with us will be credited on the day on which the instruction was received or deemed to have been received by us (see detail above in relation to instructions received after 2pm).

6.5 Bank accounts that you nominate to receive withdrawal payments must be operated in the UK and have valid UK sort codes and account numbers. They should be personal accounts held in your name. Withdrawal requests will not be accepted until nominated accounts have been validated by the Society. Customers should allow three Working Days for this process to be completed after the required proof of ownership of the bank account has been received by the Society.

6.6 We shall be entitled at any time to refuse to act on instructions given via the internet, or to ask you to confirm them in writing, if for any reason we think they were not given by you or were not clear. We will inform you in writing as soon as practical, giving our reasons, if we decide to do this unless we are prevented from doing so for legal reasons or where it would compromise our reasonable security measures.

6.7 Account transactions can be viewed online and printed at any time. From time to time the Society may delete from My Accounts information concerning transactions that are more than two years old.

## **7. Liability for loss**

7.1 We will not be liable to you for any loss or damage whatsoever if:

- (a) we do not act on your instructions or provide you with account information for any reason set out in these conditions; or
- (b) we are unable to act on your instructions or provide you with account information because of something we cannot reasonably control such as failure or disruption of the internet; or
- (c) we need to suspend access to our website for maintenance, technical, security or any other reason.

## **8. Deregistration**

8.1 If you no longer wish to use My Accounts at any time you should let us know by secure messaging or in writing. The cancellation request will be processed within 14 working days after its receipt by us.

## **9. Charges**

9.1 We currently make no charge for using My Accounts but we reserve the right to introduce and/or vary a charge in the future and will give you at least 30 days' notice before doing so. Please see our General Account Terms and Conditions or ISA General Terms and Conditions for further information. If you do not notify us that you object to the charge or varied charge before it comes into effect, you will be deemed to have accepted it.

## **10. Changes to terms and conditions**

10.1 We can change this Agreement by notifying you personally via My Accounts, by email or by post not less than two months before the change comes into effect if this change is to your detriment. Please see our General Account Terms and Conditions or ISA General Terms and Conditions for further information. If you do not notify us that you object to a change before it comes into effect, you will be deemed to have accepted it. Other changes may be made without notice.

## 11. Email communication

11.1 By registering to use the Online service you are agreeing that we may at our discretion send account and membership related notices and information to you by email at the latest email address held in the Online service.

11.2 If you change your email address you must update your details within My Accounts in order that notifications of secure messages can still reach you.

## 12. Severance

12.1 Each of the provisions of this Agreement is severable from the others and if at any time any one or more of such provisions becomes illegal, invalid or unenforceable, this will not impair or affect the legality, validity or enforceability of the remaining provisions.

## 13. Law and jurisdiction

13.1 This Service Agreement and the relationship between you and us shall be governed and construed in accordance with the laws of England and Wales.



**Allenview House, Hanham Road, Wimborne, Dorset BH21 1AG**

**Online Team – 0800 783 2367 (available 9am – 5pm Monday to Friday)**

**E-mail: [memberservices@teachersbs.co.uk](mailto:memberservices@teachersbs.co.uk)**

Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority. Registration Number 156580

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