

# Helpful Start Account Terms

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## Barclays Bank UK PLC – Helpful Start Account Issue 1

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### Additional Conditions

These additional conditions apply to your Helpful Start Account and supplement and amend the general conditions of the Retail Customer Agreement (the “**Customer Agreement**”) with us (Barclays Bank UK PLC). In the event of any inconsistency between these additional conditions and the Customer Agreement, these additional conditions will apply in relation to any Helpful Start Accounts you open with us.

#### 1. Eligibility and non-transferability

- 1.1 The Helpful Start Account is available to persons aged 18 years or over (solely or jointly) who are UK residents, to be used together with a Family Springboard Mortgage (the “**Mortgage**”).
- 1.2 We are offering to make a larger loan than we would normally offer to the Borrower(s) under the Mortgage, based on the value of the property the Borrower(s) intend to buy. Our offer is based on the Special Conditions of the Mortgage. In particular, our offer is based on the condition that we would be able to use the balance of your Helpful Start Account to pay towards any amount still owing if the Borrower(s) do not make all the mortgage payments under the Mortgage and we have to sell the mortgaged property. You must sign a legal charge in the form provided to you by us (the “**Charge**”), allowing us to use the money in your Helpful Start Account in this way.
- 1.3 Each Helpful Start Account issue will be limited and is therefore subject to availability.
- 1.4 We will open your Helpful Start Account after we have sent a written mortgage offer to the Borrower. If we are not able to make a mortgage offer to the Borrower, we will not open a Helpful Start Account.
- 1.5 You may not transfer the ownership of your Helpful Start Account to anyone else or use your Helpful Start Account as security for any borrowing other than as expressly set out below.
- 1.6 If you apply by post, we will not be responsible if your application is lost or delayed in the post and will not accept proof of posting as proof of delivery.

#### 2. Additional Deposits

You are not allowed to make additional deposits at any time during the term of your Helpful Start Account. Condition 5 explains when and how we pay interest into the account.

#### 3. Withdrawals

No withdrawals are permitted during the Deposit Term.

#### 4. The Deposit Term

4.1 The “**Deposit Term**” is the 60-month period from the date we release the First Advance (the “**Five-Year Period**”) unless:

- (a) the loan and all other amounts owing under the Mortgage Conditions are repaid before the end of the Five Year Period, in which case the Deposit Term will end on the date on which all of those amounts are finally repaid.
- (b) Condition 4.2 below applies.

4.2 This condition 4.2 applies if the Borrower misses three or more Monthly Payments during the Five-Year Period. In that event, the Deposit Term will continue beyond the Five-Year Period and will end on the first date on which all of the following conditions are satisfied:

- (a) the Mortgage account is up to date; and
- (b) no Monthly Payments have been missed during the previous 12 months; and
- (c) no more than two Monthly Payments have been missed during the previous 60 months.

#### 5. Interest

- 5.1 The rate of interest on our Helpful Start Accounts (or rates of interest if more than one rate applies) is a tracker rate. The reference rate and the margin will be as notified to you at the time of your application for the Helpful Start Account.
- 5.2 Interest is calculated on the daily statement balance of your Helpful Start Account. Interest will be paid monthly on the working day after the day on which interest becomes payable and will form part of the balance of the account into which it is paid. This means that, if the interest is paid into your Helpful Start Account, you receive interest on interest but also means that any interest paid will be subject to the Charge.

## 6. Maturity and repayment

- 6.1 Your Helpful Start Account will mature and will close at the end of the Deposit Term or the next working day if that is not a working day.
- 6.2 We will contact you at least 30 days before we expect the Deposit Term to end, in order to set out the options for dealing with the proceeds of your maturing Helpful Start Account. We will offer you a new instant access savings account and the information we send you will provide full details of the account including the interest rate(s), features and terms and conditions. You will not have to accept the instant access savings account we offer you.
- 6.3 If you do not want to accept the new account offered in your maturity letter, you should tell us as soon as possible. You can do this by signing and returning the instruction form we will send you with your maturity letter, or in person at a branch or by telephone banking. Unless you tell us you do not want to accept the account, we will open the new account, and transfer your existing Helpful Start Account proceeds into it on the first working day after your Helpful Start Account matures. We will confirm the details of the new account shortly after it has been opened.

## 7. What happens if you die or become bankrupt

- 7.1 If you die and the Helpful Start Account is held in your sole name then, unless we have enforced our Charge, we will repay the amount of the Deposit and any interest to your representatives at the end of the Deposit Term. We will not do this unless we have received the necessary legal documents to confirm the death and to confirm the authority of your representatives. If the Helpful Start Account is held in joint names, it will continue to be held in the name(s) of the surviving account holder(s).
- 7.2 If you become bankrupt then, unless we have enforced our Charge, we will repay the amount of the Deposit and any interest that has accrued at the end of the Deposit Term to the person administering your estate. We will not do this unless we receive the necessary legal documents to confirm the bankruptcy and to confirm the authority of the person administering your estate.
8. **Account closure**  
You may not close your Helpful Start Account before the end of the Deposit Term. This means that the part of section 11 of the Customer Agreement called 'When you can close your account' does not apply to your Helpful Start Account. We may close your Helpful Start Account six months or longer after the date the Borrower applied for the Mortgage if the Mortgage has not yet completed; or before the end of the Deposit Term for any of the reasons set out in Section 11 of the Customer Agreement.

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## When we can close an account

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We can close an account (and stop providing services and end this agreement) by giving you at least two months' notice in writing. Any benefit or services linked to your account will stop at the same time.

We may end this agreement immediately (and stop providing services and close your account) if we reasonably believe you have seriously or persistently broken any terms of the agreement or we have reasonable grounds for thinking that you have done any of the following things, which you must not do:

- you put us in a position where we might break a law, regulation, code or other duty that applies to us if we maintain your account
- you give us any false information at any time
- you commit (or attempt) fraud against us or someone else
- you use (or allow someone else to use) your account illegally or for criminal activity (including receiving proceeds of crime into your account)
- you inappropriately let someone else use your account
- you behave in a threatening or abusive manner to our staff.

If we do, we will return to you the balance of your Helpful Start Account (including accrued interest to the date of closure) unless prevented from doing so by law.

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## When you can close an account

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If you wish to, you can close an account, stop any service you've applied for separately or end this agreement – which means stopping banking with Barclays completely – by telling us. We may ask you to confirm it in writing.

If you tell us that you wish to stop banking with us, you won't be able to use your account or any services linked to it any more. Your cards and cheque books will no longer work after the account is closed. We recommend you cut them up and dispose of them securely.

Your account will stay open until you've repaid any money you owe us. This includes any payments you have already made but that have not been taken out of your account. When you close an account, you are responsible for cancelling any payments to or from your account.

However, if someone pays money into a closed account, we'll try to send the money back to them if we have the information we need to do so.

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## Cancellation Rights

A legally binding agreement to open a Helpful Start Account will come into force as soon as you sign the Helpful Start Account application form. If you wish to change your mind, you have a 14-day period in which to contact us to cancel this agreement. This period begins on the date you sign the application form. If you contact us within this period to cancel, this agreement will be cancelled and any balance on your account, together with any interest earned, will be paid to you. However, we will not reimburse you for any fees you may have incurred for obtaining Independent Legal Advice. If you wish to cancel your account, you should tell us by writing to Barclays Bank UK PLC, Mortgage Services, PO Box 8575, Leicester LE18 9AW. This cancellation right applies to your Helpful Start Account in place of any cancellation right in the Customer Agreement or in Rates for Savers.

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## Your feedback

We want to hear from you if you feel unhappy with the service you have received from us. Letting us know your concerns gives us the opportunity to put matters right for you and improve our service to all our customers.

You can complain in person at your branch, in writing, by email or by telephone. A leaflet detailing how we deal with complaints is available on request in any of our branches, from the Barclays Information Line on 0800 400 100 2 or at [barclays.co.uk](http://barclays.co.uk). Alternatively you can write to Barclays, Leicester LE87 2BB.

If we do not resolve your complaint internally to your satisfaction, you may be able to refer it to the Financial Ombudsman Service at South Quay Plaza, 183 Marsh Wall, London E14 9SR (Tel: 0845 080 1800). The Financial Ombudsman Service is an organisation set up by law to give consumers a free and independent service for resolving disputes with financial firms. Details of those who are eligible complainants can be obtained from the Financial Ombudsman Service.

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## Important information

Barclays is covered by the Financial Services Compensation Scheme (FSCS), the UK's statutory deposit guarantee scheme. The FSCS pays compensation to eligible depositors if a bank is unable to meet its financial obligations. Most depositors are covered by the scheme.

As one of our regulators, the Prudential Regulation Authority requires us to give you the FSCS Information Sheet and accompanying Exclusions List to help you understand whether and how your deposits are protected. This information is included in the Rates for Savers leaflet and the Flexible Bond interest rate leaflet. You should read the relevant leaflet carefully and then keep it safe for future reference.

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You can get this in Braille, large print or audio by calling **0800 022 4022\*** (via Text Relay if appropriate) or by ordering online from [barclays.co.uk/accessibleservices](http://barclays.co.uk/accessibleservices)

### Call monitoring and charges information

\*To make sure we maintain a high-quality service, calls may be monitored or recorded for training and security purposes. Charges may apply when using a mobile phone or when calling from abroad. Calls to 0800 numbers are free from a UK landline. The price on non-BT phone lines may vary. Opening hours may vary.

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