



Habib Bank Zurich plc

FIXED RATE E-DEPOSIT ACCOUNT

Frequently Asked Questions

June 2016

Habib Bank Zurich plc is incorporated in England & Wales and trades under the name "Habib Bank AG Zurich". Our registered address is at Habib House, 42 Moorgate, London, EC2R 6JJ. Our Company register number is 08864609. Habib Bank Zurich plc is authorised by the Prudential Regulation Authority ("PRA") and regulated by the Financial Conduct Authority ("FCA") and the PRA.

Habib Bank Zurich plc – HBZ Fixed Rate e-Deposit

Your Frequently Asked Questions and Answers

Eligibility

Eligibility

Am I Eligible for Saving / e-Deposit Account?

HBZ e-Deposit account is available to an individual aged 18 and over residing in UK for tax purposes with a permanent verifiable UK address. You must also have a personal UK Bank or Building Society account.

BALANCE REQUIREMENT

Are there any minimum deposit requirement?

Yes, there is a minimum & maximum deposit limit to open an HBZ e-Deposit account

Minimum £1000

Maximum of £1,000,000

** These terms can be changed by any time by us*

Verification of Details

How do you verify my details?

We verify your identity and address by checking a number of electronic database. This process involves matching your personal details against a range of publicly available records and credit records. We require you to provide us with your passport or driving licence detail, in order for us to process your online web deposit application. If we are not able to verify the details provided to us, for example if you have recently moved house or have little or no credit history or for any other unknown reason. In such cases we will ask you to provide documentary proof of identity.

What if my details cannot be verified and required documents cannot be provided

In this situation, we will not be able to open an e-Deposit account for you.

JOINT ACCOUNTS

Can I have a joint account?

Yes, you can open a sole or a joint account for up to two individuals. For more information on operation of Joint account please refer to our Terms and Conditions.

ADDITIONAL DEPOSIT ACCOUNT

Can I apply for another e-Deposit?

Yes, you can apply for another e-deposit by transferring the funds to your existing account, by quoting the term and reference number (Quoted earlier) in your fresh payment order.

For more guidance please contact the customer desk.

PAYMENTS

Transferring the Money to my e-Deposit account?

We must receive your payment within 14 days of account being opened. Your account will be closed if Bank does not receive your payment within 30 days of opening your account.

Simply contact your UK Bank or building society to transfer your deposit amount to HBZ e-Deposit account that will be sent to you via email/text message.

You can make a Bank transfer via BACS/ FPS/ CHAPS or a Cheque *(Please note that a cheque outside UK may take longer to clear and/or incur charges.*

Key points to remember:

- Please ensure that you quote your unique account reference number at the time of making the payment/deposit.
- Please note that you can only make one payment into your account from your nominated Bank account as provided at the time of your application.
- The payment into your HBZ e-deposit account must be done from a UK Bank or Building society account held in your name (Applicant's name) and amount must match with what was specified at time of application.
- You can also send us a cheque. Please note that cheque must be payable to yourself with your unique HBZ reference number on it. The cheques must be drawn on a UK bank. The cheques can be sent to the following address;

Habib Bank Zurich plc

42, Moorgate,
London
EC2R 6JJ
United Kingdom

Please note we cannot accept any post-dated cheques and if your deposit is by cheque and the cheque fails to clear, no interest will be earned and your account will be closed.

An email confirmation followed by post will be sent as soon as the funds are placed in your account as per your request. This deposit confirmation will contain your HBZ e-Deposit account details i.e. account name, account number, amount, tenor, interest and maturity date.

Account Statement

How often will I get my Statement?

We will not send you any paper statement. We will only send you the deposit confirmation certificate once your funds received in HBZ e-Deposit account.

Cancellation or Closure of account

Can I cancel/close my account?

No. You cannot close your account once you have made the payment into your deposit account.

You do, however, have 14 days after opening your account to tell us if you want to close/cancel it as long as no funds have been received in your web deposit account.

What are the exceptional circumstances allowing me to do early withdrawals or close the account prematurely?

For HBZ e-Deposit account withdrawals or early closures are not allowed but If you need access to your funds due to exceptional circumstances, we will pay the balance on your account (without interest) and account will be closed. You will not be charged for this. Please refer to our terms and conditions for more details on exceptional circumstances for closing an account.

INTEREST

Is the interest rate fixed or variable?

The interest rate payable is fixed for the term of the account. Please note if you do not transfer the funds within 14 days you will not be entitled for the rate advertised on the date you applied on.

When will interest be paid to me?

The interest will only be paid on the maturity of your deposit. Your deposit confirmation will confirm the details.

What happens to my interest if I request early withdrawal or close my account before maturity?

No interest is payable on account that are closed before maturity. However, the Bank will not charge you any penalty for early closure / withdrawals.

When will I start getting interest on my investment?

Interest will be payable on your deposit from the business day that the cleared funds are received by the Bank.

Will I pay tax on interest paid to me?

It is your responsibility to pay your taxes on the interest earned on your deposit. Please refer to our Terms & Conditions for more information.

Please note that you may be subject to external or additional tax or costs that we do not charge or deduct. For example, you may be liable to pay extra/higher rate of income tax on the interest you earn depending on your individual circumstances.

Please contact the HMRC directly at www.hmrc.gov.uk if you need more information on tax or tax exemptions.

Where will my interest be paid to?

Interest will be paid into your HBZ e-Deposit account upon maturity.

What is the interest rate on my account?

The details of your account and interest are supplied in your deposit confirmation. The interest rate is fixed for the term of your account.

Change of Circumstances

Change of email address and residential address

It is imperative that you inform HBZ UK of any change in your residential or email address registered in our records by writing to us. The Bank will require the original or certified copy of the following;

1. Your passport or driving licence (if not already used as proof of address)
2. For proof of address, please note the following;
 - A Bank statement less than 3 months old (Original – Not one obtained from the internet)
 - Utility bill less than 3 months old
 - Council tax bill / letter (For the current year)

Maturity

What happens when my fixed deposit terms ends?

We will send you a reminder at least 14 days before your account matures with options on what you can do with your money.

If we do not receive any instruction before the maturity date we will keep hold deposit plus interest earned in our sundry account.

Please note that no additional interest will be paid unless by mutual agreement.

Transfer of deposit

You may choose to have your funds repaid transfer to you at the time of maturity. Please note that the Bank will pay the funds into a nominated bank account you specified at the time you opened your HBZ e-Deposit. If you wish for us to transfer these funds into different account you will need to write to us on the details provided in the contact section.

CONTACT INFORMATION

How to contact us

You can contact us at our registered office in the UK.

Habib Bank Zurich plc
42 Moorgate
London EC2R 6JJ
Telephone: +44 (0) 20 7452 0200 or 080 81642242
E-mail: edeposit.uk@habibbank.com
Website: www.habibbank.com

You may contact us by telephone. Our lines are open Monday to Friday between 9am to 5 pm.