

current accounts

helping you manage your money



branch · internet · mobile

current accounts

from the **Cumberland**

Our current accounts
will help you with your
everyday banking needs.

We offer a choice of
accounts with a range of
features, including safe and
secure internet and mobile
banking.

Banking with the
Cumberland - simple,
convenient and safe.

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be more than
a number



CURRENT ACCOUNTS...

Our current accounts offer you a simple and convenient way of managing your money.

Cumberland Current Account



Visa Debit Card

to use in ATMs, shops or online



Internet Banking

manage your money 24 hours a day, at your convenience



Mobile Banking

transfer money, pay bills and view recent transactions on the go



Customer Service Helpline

based in Carlisle, our local, friendly and knowledgeable team are on hand to help

Branch

You can also call into any of our 33 branches to manage your Current Account.

Cumberland Plus

Additional features include:

Overdraft Facility

subject to eligibility

FREE* foreign currency transactions

we will not charge you any additional fees when using your card for foreign currency transactions

FREE Transfer Service

switch your existing bank account to Cumberland Plus and our dedicated team will...

- transfer all your existing credits and debits
- contact the companies you pay direct debits to and provide them with your new account details
- close your old bank account
- tell you when the transfer has been completed
- keep you informed throughout the transfer process

* The Cumberland does not charge you to use your Cumberland card but the provider of an ATM or retailer may apply a charge

A CHOICE OF ACCOUNTS...

CUMBERLAND PLUS

Minimum age	18		
Minimum funding requirement	£750 per month ⁽¹⁾		
Charge if funding requirement is not met	£2 per month ⁽¹⁰⁾		
Standing Orders & Direct Debits	✓		
Visa debit and cashcard	✓		
Verified by Visa protection	✓		
Withdraw cash at Link ATMs across the UK	£300 per day		
Mini statements from Cumberland ATMs	✓		
Withdraw cash at Cumberland branches	£500 per day		
Foreign currency transaction charge	Free ⁽⁴⁾		
Cheque book	Free (on request)		
Statements	Free		
Use of 33 Cumberland branches	✓		
Internet banking	✓		
Mobile banking	✓		
Customer Service Helpline	✓		
Overdraft facility available	✓ (on request - subject to status)		
Credit interest paid on your account	Minimum Balance	Variable Gross Interest ⁽⁶⁾ AER ⁽⁸⁾	Net Interest ⁽⁷⁾
	£1	0.10%	0.08%
Authorised overdraft interest rate	9.99% p.a. variable EAR ⁽⁹⁾ Representative example: If you are overdrawn by £400 for 16 days you will pay interest at 9.99% variable. The total charge for this credit would be £1.68		

Credit interest rates correct at 8/11/11. (1) You must fund your account with at least £750 per month from an external source. Cash, cheques and transfers from other personal Cumberland accounts will not count towards the minimum funding requirement. Transfers from Cumberland Business accounts will count towards the minimum funding requirement. In the case of joint accounts, one such source of income is acceptable. (2) Applications from 13-15 year olds must be approved by a parent/guardian. (3) You must fund your account with at least £200 per month from an external source. Transfers from other personal Cumberland accounts will not count towards the minimum funding requirement. Transfers from Cumberland Business accounts will count towards the minimum funding requirement. This requirement does not apply for customers under 24 years of age. In the case of joint accounts, one such source of income is acceptable. (4) The Cumberland does not charge you to use your Cumberland card but the provider of an ATM or retailer may apply a charge. (5) A fee of 2.5% of the transaction amount will be charged for every foreign currency transaction (with effect from 1 May 2012). The provider of an ATM or retailer may also apply a charge. (6) Gross rate is the contractual rate of interest payable before the deduction of income tax at the rate specified by law. (7) Net interest is the rate of interest

CUMBERLAND DAY2DAY

Minimum age	13 ⁽²⁾		
Minimum funding requirement ⁽³⁾	£200 per month for those aged 24 and over. No minimum funding requirement for those aged 23 or under ⁽¹²⁾		
Charge if funding requirement is not met	£2 per month ⁽¹⁰⁾		
Standing Orders & Direct Debits	✓		
Visa debit and cashcard	✓		
Verified by Visa protection	✓		
Withdraw cash at Link ATMs across the UK	£300 per day		
Mini statements from Cumberland ATMs	✓		
Withdraw cash at Cumberland branches	£500 per day		
Foreign currency transaction charge	2.5% of transaction ⁽⁵⁾		
Cheque book	Available on request to over 18s ⁽¹¹⁾ (£5 charge per cheque book)		
Statements	Free ⁽¹³⁾		
Use of 33 Cumberland branches	✓		
Internet banking	✓ ⁽¹⁴⁾		
Mobile banking	✓		
Customer Service Helpline	✓		
Overdraft facility available	-		
Credit interest paid on your account	Minimum Balance	Variable Gross Interest ⁽⁶⁾ AER ⁽⁸⁾	Net Interest ⁽⁷⁾
	£1	0.00%	0.00%
Authorised overdraft interest rate	-		

which would be payable after allowing for the deduction of income tax at 20%, i.e. the rate specified by law. Net interest rates have been rounded and are for illustrative purposes only. (8) Annual Equivalent Rate (AER) illustrates what the interest rate would be if interest was paid and added each year. (9) EAR – Effective Annual Rate. (10) If you do not meet the minimum funding requirement in a calendar month, a charge of £2 will be applied to the account in the following month. The charge will be applied for every calendar month that the minimum funding requirement is not met. The charge will not be applied if the average balance of your account during a calendar month is £1,000 or above and your account has remained in credit. Further details of this charge can be found in the 'Account Funding' section of this leaflet on page 12. (11) In the case of joint accounts, all account holders must be over 18 for a cheque book to be issued. (12) In the case of joint accounts, the minimum funding requirement will apply once the oldest account holder reaches 24. (13) Free eStatements provided if the account is registered for Internet Banking. If the account is not registered for Internet Banking, monthly paper statements are available at a charge of £2 per statement. (14) Internet Banking is a requirement for all new accounts where all applicants are under 24.

Internet and Mobile Banking

Making your life that little bit easier

Internet and Mobile Banking are free⁽¹⁾ and easy to use services giving you the freedom to keep in touch with your money whenever, and wherever⁽²⁾, you want.

Internet Banking

With internet banking, you can view details of all of your Cumberland current accounts and savings accounts, transfer money between them and make payments to other people and companies. You can also check the balance on your Cumberland mortgage.

For a simple demonstration of our internet banking service, go to the 'current accounts' section of www.cumberland.co.uk on a computer internet browser and open the 'demo' to see how easy it really is.

A key fraud prevention feature of Cumberland Internet Banking is SecureCall™, a system which contacts you by phone to confirm it is you making certain payments from your account.



Mobile Banking

Cumberland Mobile Banking will work on most mobile and smart phones which can access the internet via a browser (you do not need an 'app').

In mobile banking, you can check your balances, transfer your money between accounts and make payments to other people and companies that you have paid before in internet banking. You can also check the balance on your Cumberland mortgage.

(1) Cumberland will not charge you to use its mobile banking service, although your mobile plan data use charges may still apply. (2) Subject to coverage.

Safe and secure

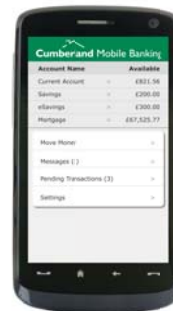
Our services are designed to protect you and your money from fraud. We are so confident you are in safe hands that for your own peace of mind we give you our Security Promise.

Still unsure?

If you aren't sure you want to take the plunge and start moving your money around online or on your mobile straight away, you could try 'read-only' access. That way you can check your Cumberland accounts online without the ability to carry out transactions.

Make the most of your spare cash

With internet and mobile banking you get an opportunity to open an online eSavings account. A competitive rate and instant access - the best of both worlds. See page 8 for further details.



Cumberland Internet & Mobile Banking OUR PROMISE TO YOU

Cumberland Internet & Mobile Banking services have been designed to protect you and your money, but you must also take all recommended precautions to ensure that your devices are secure and that your personal details are kept safe. If you are ever an innocent victim of fraud as a result of our Internet or Mobile Banking services, we will fully reimburse the money taken from your account. Simple as that.

eSavings

eSavings is an exclusive savings account for Cumberland current account holders.

Available online, this savings account can only be operated via our internet and mobile banking service. The account offers instant access to your money via internet and mobile banking, and pays a higher rate of interest than our Instant Savings account.

KEY PRODUCT INFORMATION SUMMARY BOX

ACCOUNT NAME	eSAVINGS ACCOUNT
Interest rates (AER)	Variable interest paid yearly on 31st March to your selected Cumberland current account For current interest rates please refer to the following: <ul style="list-style-type: none"> • Interest Rates leaflet available from your local branch • Customer Services Helpline: 0845 601 8396 or 01228 403141 • Website: www.cumberland.co.uk
Tax Status	Interest is paid net of basic rate tax If you are eligible you may register to receive interest paid gross
Conditions for bonus payment	No bonus payment applies to this account
Withdrawal arrangements	Instant access withdrawals via online transfer to your Cumberland current account. Withdrawals not permitted by direct debit, standing order, regular internal transfer or faster payments.
Access	Online: www.cumberland.co.uk

Important information

You must hold an internet-enabled Cumberland Current Account to open and operate an eSavings Account. Maximum balance of £25,000 for a sole account and £50,000 for a joint account. Minimum balance of £1. Only one sole eSavings account per customer. If you close or de-register your internet banking current account your eSavings account will, in the absence of any alternative instructions, be transferred to an Instant Savings account.

Business

Whether you have a small or large business, we have a current account for you.

Move your banking to the Cumberland and you'll get your first 12 months banking FREE. You can then choose from two competitive banking solutions to meet your business needs.

Cumberland • business

As with our personal current accounts, you'll get the same great service whether you use one of our branches or our internet banking service, and our dedicated team will help you transfer your existing accounts to us.

We also have a range of savings accounts to help your business make the most of its money.

Ask for our Banking & Savings leaflet from any of our branches, visit the website at www.cumberlandbusiness.co.uk or call us on 0845 601 8396 or 01228 403141.

Internet banking is available for business customers, however, mobile banking is currently only available to personal current account customers.



Open an account

Before opening an account, we believe it is important to establish your requirements, so that we can be sure we are able to offer the services you require and open the most appropriate account for you.

To discuss your requirements, simply call into or contact your local branch and make an appointment with one of our friendly staff. If you are opening a joint account you should both visit the branch.

If you are unable to call into a branch to open an account personally, please telephone 0845 601 8396 or 01228 403141 and our staff will be happy to discuss alternative arrangements with you.

Unless you have an account with us already, we will need you to provide proof of your identity and evidence of your address. This is necessary to help protect against fraud and money laundering.

Proof of identity

Please bring one of the following:

- Current valid signed passport
- Current signed UK Photo-card Full Driving Licence
- Firearms Certificate or Shotgun Licence
- A blue disabled driver's pass.
- An EU Photo-card Driving Licence.

Evidence of your address

Please bring an original of one of the following:

- Recent utility bill dated within the last six months. Mobile phone bills cannot be accepted.
- A council tax bill valid for the current year
- Bank, building society, or credit union statement within the last six months

If you open an account as a trustee, we will need proof of identity and evidence of address for both you and the account holder.

If you do not have any of the required documents, please contact us before you visit.

We may also verify your identity and address by making searches about you at credit reference agencies who supply us with information, including information from the Electoral Roll. We also use a 'credit scoring' system to assess your application.

Evidence of your income

You also need to bring evidence of your income and your most recent bank statement for a full month for an existing current account. If you are applying for a Cumberland Day2Day account and you are aged 17-23 and in full time education, you will need to provide evidence of your attendance at your school, college or university. If you are applying for an overdraft, bank statements for the last three full months will be required.

We do not accept applications from new customers who live outside our branch operating area. Some restrictions also apply to existing customers who live outside our branch operating area. Existing customers should telephone 0845 601 8396 or 01228 403141 for further information.

Account Availability

The accounts described in this leaflet are share accounts. Cumberland Plus is available to personal customers aged 18 or over, Cumberland Day2Day is available to personal customers aged 13 or over. Cumberland Day2Day accounts are only available to customers under the age of 16 where the written consent of their parent/guardian is provided. Customers requiring an account for business purposes, club, society or other similar organisation should contact any Cumberland branch to discuss alternative accounts.

Account Conditions

This leaflet is only a summary of the main features and conditions of our current accounts and eSavings account and is intended to make your choice of product as simple as possible. For additional conditions and details of how your account operates, please read our separate Cumberland Savings & Current Account Terms & Conditions, Cumberland Internet Banking & Cumberland Mobile Banking Terms & Conditions and Cumberland Card Terms & Conditions leaflets.

Account Funding

Please note that it is your responsibility to ensure that you pay in the minimum funding requirements each calendar month and we will not write to advise you each month of the amount you have paid in.

If you do not comply with your account's funding requirements, you will incur a charge of £2 for each calendar month in which you do not meet the minimum funding requirement. If you do not comply with your account's funding requirements for a sustained period of time, your account may be transferred to a more suitable account or closed. Before we do this we will write to you to advise you that we are doing this and where relevant, to inform you of the new interest rates that will then apply.

Direct Debit, Standing Orders and Faster Payments

You can make payments to or from your account through these banking systems. For these you should quote the Society's Sort Code 16 52 21 and your eight digit account number shown on your account statement, chequebook or card, together with any additional reference information requested.

Changing Your Mind

If after opening an account you find that you are not happy about your choice of account you may cancel it within 14 days of:

1. the day the account is opened or your first deposit made: or
2. the day you receive your Cumberland Savings & Current Account Terms & Conditions leaflet

whichever is the later.

We will then help you switch to another of our accounts or we will give you all of your money back with any interest you have earned. The interest we pay to you in these circumstances may be calculated at the rate advised at that time for our Instant Savings account. If your account has been overdrawn you may be required to repay any debit interest owed before the account can be closed. We will however ignore any other extra charges normally associated with a closure in these circumstances.

If you do not exercise your right to cancel during this period, you will be bound by these terms and conditions.

CHAPS Payments and Payments from Banks Outside the UK

For CHAPS (Clearing House Automated Payments) payments you should quote Sort Code 15 10 00, account number 23074349, your name and your eight digit account number in the reference field. For bank transfers from overseas, you should quote IBAN (International Banking Account Number) GB68 RBOS 1510 0023 0743 49 and Bank SWIFT BIC (Bank Identifier Code) RBOS GB 2L. You should quote the beneficiary name as 'Cumberland Building Society', with your name, address and your eight digit account number in the additional information sections of the payment instruction.

Charges For Account Services

Most basic account services are free while your account remains in credit. We do, however, make charges for some non standard services, including when the value of a transaction you ask to be paid from the account is greater than the available balance. Details of our main charges for account services are set out in our Charges for Account Services leaflet, copies of which are available from any Cumberland branch or via our website. Any charges not in this leaflet will be notified to you when you request the service.

Credit Reference Agencies

We will normally carry out a search at a credit reference agency when you apply to open a Cumberland current account. We will use this with a 'credit scoring' system to help assess your application. We may also give information to credit reference agencies, fraud prevention agencies and other organisations that may record, use and give out information to other financial institutions and insurers. The information may be used to make assessments for credit and all types of insurance (including handling claims) for debt tracing and to prevent money laundering.

They may also make a record of searches against your name. We will give details of how you manage your current account to these organisations.

Interest

Full details of interest rates can be found in our separate Interest Rates leaflet, available from any Cumberland branch. Details can also be obtained from our website www.cumberland.co.uk or by telephoning 0845 601 8396 or 01228 403141 between 8am and 8pm Monday to Friday, 8.30am to 4pm on Saturdays and 10am to 4pm on Sundays.

Joint Accounts

(Accounts in more than one name)

We will treat all joint account holders as being entitled to all money in the account. We will not recognise or be concerned as to any division of ownership of the money between the account holders and / or other persons (unless we are required to do so by law). This applies even in the event of a breakdown in the relationship between joint

account holders, although where you advise us that this has happened (or we become aware of this), we may require all future instructions to be confirmed by all of you and in the event of this resulting in a dispute about who owns the money in the account, we may freeze the account. If you owe us money, we can claim it back from any of you or all of you.

Overdrafts

Overdrafts can be arranged but are only available to Cumberland Plus holders aged 18 years or over and are subject to status. If you apply for an overdraft we will consider your financial position. This will include how you have handled your financial affairs in the past, evidence of income and expenditure, the conduct of other accounts, loans or other credit agreements. We also consider information we get from credit reference agencies, credit assessment techniques for example 'credit scoring', your age and whether you can afford to repay the overdraft. We may be able to help you if you have difficulty paying back your overdraft but you must talk to us as soon as possible. Details of how overdrafts work can be obtained from any Cumberland branch. You can find out about the rates of interest charged on overdrafts by asking for a copy of our Charges for Account Services leaflet, from any Cumberland branch or via our website.

Our Cumberland Day2Day current accounts do not offer a formal overdraft facility. These accounts may become overdrawn however as a result of third party or Society processing errors, service charges made by the Society or transactions made using your Visa debit card, where the transaction amount exceeds your available balance and was not authorised by the Society prior to the transaction being processed. In these circumstances, no interest will be charged on the overdrawn balance but a service charge will be made by the Society for any Visa transactions paid against an overdrawn balance.

Overdrafts and bank charges

If you use a Cumberland current account to make payments when:

- you do not have enough money in your account and have not agreed an authorised overdraft with us; or
- the payment takes you over the limit of your authorised overdraft;

you may have to pay charges as a result.

Please visit our website: www.cumberland.co.uk or ask a member of staff for examples of our charges for making payments when you have insufficient funds in your account.

We have developed these examples with the Office of Fair Trading and leading consumer groups to help you to think about how changing the way you use your account can affect the amount we may charge you.

Statements

If you register for Internet Banking, your statements will be provided online and we will not send you any paper statements. If you do not register for Internet Banking, we will send you a paper statement at least once every month.

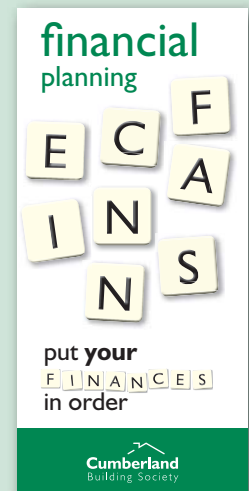
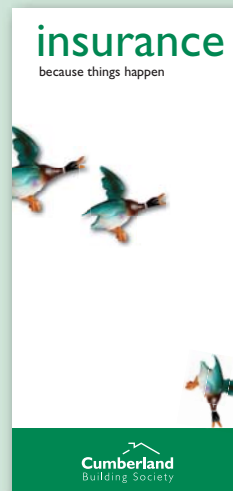
For Cumberland Day2Day please refer to the account information on page 5, point 13.

Unless stated otherwise, monthly statements are available shortly after the end of each calendar month. A charge may be payable if you ask us to send you a statement more frequently than this or if you ask us to send you a duplicate statement.

The Lending Code and Financial Ombudsman Service

We support the Lending Code and Financial Ombudsman Service. We have an internal complaints procedure to help resolve any problems you may have concerning the operation of your account. Further details are available from any Cumberland branch.

For details of our other products and services pick up a leaflet or speak to a member of staff at your local branch, or visit our website www.cumberland.co.uk





When you have finished with
this leaflet please recycle it

This leaflet should be read in conjunction with the following leaflets

- Interest Rates
- Cumberland Savings & Current Account Terms & Conditions
- Cumberland Card Terms & Conditions
- Cumberland Internet Banking & Cumberland Mobile Banking Terms & Conditions
- Charges for Account Services

These leaflets are available from any Cumberland Branch or via our website.

IMPORTANT NOTE

New Investors. The Society requires new investors to agree to assign any possible future windfall rights, in the unlikely event of conversion to a bank or a takeover, to a charitable foundation. Full details are set out in the Society's new account application form.

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Cumberland Building Society, Cumberland House, Castle Street,
Carlisle, CA3 8RX · Phone: 0845 601 8396 · 01228 403141
customerservice@cumberland.co.uk

To help us monitor and improve customer service telephone calls may be recorded.

www.cumberland.co.uk