



# Updates to our Saving Accounts Terms and Conditions and Specific Terms

**COVENTRY**  
Building Society



# Below are the updates we've made to our Saving Accounts Terms and Conditions

## Changes to online payments

You can now transfer a maximum of £20,000 to another bank or building society (that isn't your Named Account) up from the previous limit of £10,000. You can also now transfer £20,000 to a Coventry Building Society account that's not in your name, up from the previous maximum of £5,000.

We've changed some wording to make it clearer that you'll need the same details in every scenario.

## Electronic transfers

We've added some wording to show that 'payment initiation services' count as electronic transfers in your terms.

## Telephone Grid Card

We've changed how we'll confirm it's you on the phone, and the new wording reflects that we may ask for details from your Telephone Grid Card or some personal and account-based questions.

In the definition for 'Telephone Grid Card' we've also reflected that there are these two options now.

## Resetting your passwords

We've made it clear that you can now only reset your Online Password online.

## Changes to Security Details

We've let you know that there's a possibility that we may make changes to Security Details in the future.

## When money you pay is received

We have made a correction to this information. If you're making future dated payments to another Coventry Building Society account, the money will be received on the same day unless it's a bank holiday.



# Changes to some Specific Terms

On 18 February 2022 we've made some changes to the Privilege Saver and Regular Saver ISA Specific Terms. We've updated the reference to 2021/2022 in the Specific Terms to the current tax year for both accounts from 6 April 2022.

## The new tax year allowance

For the tax year 2022/2023 you have a new ISA allowance of £20,000 (£9,000 for Junior ISAs).

## Can we have your email address?

Help us reduce our impact on the planet by saving paper and postage. We can email you updates on your account, society activity or news and special offers. We will never spam your inbox and you can easily opt out at any time from receiving updates. To update your email address log in to Online Services, pop into a branch or call us for free on 0800 121 8899. You'll need your Security Details to hand.

## Manage your money online

We're pleased to say that managing your money online is now easier than ever. Not only have we redesigned our site to work better on a mobile device, but the whole process is smoother. If you don't already have log in details for another account, you can register online at [www.coventrybuildingsociety.co.uk/register](http://www.coventrybuildingsociety.co.uk/register)

### Need to call us?



Opening hours have changed.

Our Customer Service Centre is now open Monday to Friday 8am-7pm and Saturday 9am-2pm.

To discover more about how we're delivering on our promise to be 'All together, better' visit [thecoventry.co.uk](http://thecoventry.co.uk)



## Contact us

### At a branch

For details of our opening hours,  
visit [thecoventry.co.uk](https://www.thecoventry.co.uk)

### Online [thecoventry.co.uk](https://www.thecoventry.co.uk)

### By phone 0800 121 8899

### By post Economic House, PO Box 9, High Street, Coventry CV1 5QN.

Coventry Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority ([www.fca.org.uk](https://www.fca.org.uk)) and the Prudential Regulation Authority (firm reference number 150892).

Our Customer Service Centre is open Monday to Friday 8am-7pm and Saturday 9am-2pm.

Calls to 0800 numbers are free when made from the UK. You may be charged for calls to all other numbers; please contact your service provider for further details. We may monitor, record, store and use telephone calls to help improve our service and as a record of our conversation.

Information correct at time of going to print (April 2022).