

# Key features

What's inside:

Key features

Terms and conditions: 5 August 2018

Please keep this leaflet for your reference

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## Key product information

### What is an NS&I Index-linked Savings Certificate?

It is a lump sum investment that protects your money from inflation over a set period of time (called an 'investment term'). Each year the investment's value moves in line with a measure of inflation called the Retail Prices Index (RPI). To check the RPI, visit the Office for National Statistics website at [ons.gov.uk](https://ons.gov.uk) and search for **RPI All Items Index**.

The investment also earns interest daily – this is added to your Certificate on each anniversary. Index-linked Savings Certificates are designed to be held for their full term. You can have access to your investment before the end of the term, but there will be a penalty – see 'Access' below for more details.

Index-linked Savings Certificates are not always on general sale – we sell them in 'Issues', each with a specific interest rate that is guaranteed in addition to index-linking for the period of the investment term. Issues can be withdrawn by NS&I at any time. You can buy a new Issue at the fixed rates on offer without affecting the interest rates on any previous Issues you hold.

### Who can invest?

Anyone aged 16 or over, by yourself or jointly with one other person. For joint investments, we will send the investment record, anniversary statements and any correspondence to the first investor named on the application. Index-linked Savings Certificates can also be held in trust.

### Investment limits

The minimum for each investment is £100 and you can invest up to a total of £15,000 per person per Issue. Joint investors can combine their allowance to invest up to £30,000 per Issue. For trust investments the limit is £15,000 per trust per Issue.

### Interest and tax

The interest rate for each Issue of each investment term is guaranteed in addition to index-linking. We apply the index-linking and add the interest annually on each anniversary of your investment. For details of how we calculate the index-linking and interest, see the terms and conditions. All the index-linking and interest you earn is free from UK Income Tax and Capital Gains Tax so should not be declared to HM Revenue & Customs.

### Online and phone service

You can now manage your Index-linked Savings Certificates online and by phone. It's a secure and convenient way to keep track of your money with NS&I.

### Access

To get the full return from your Index-linked Savings Certificates, you will need to keep your money invested for the whole of your chosen term. You can cash in your Certificate at the end of its term with no notice and no penalty.

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If you do need access to your money before the end of the term, you can cash in all or part of your Certificate early, but we will deduct a penalty from the payment. The penalty will be equivalent to 90 days' interest on the amount you cash in. And if you cash in early, you won't earn any index-linking on the whole Certificate for the investment year in which you cash in, even if you only cash in part of your Certificate.

Bear in mind that if you cash in all of your Certificate within 90 days of investing, you will get back less than you originally invested.

If you cash in part of a Certificate, you must keep at least £100 invested for the Certificate to remain open. If you've registered for our online and phone service, you can cash in online or by phone. Otherwise you can download and print a cashing in form for Index-linked Savings Certificates from **nsandi.com/forms**, or call us on **08085 007 007** and we'll send you one.

We will normally issue your payment within five banking days of receiving your instructions, but you'll receive your money sooner if you request it online or by phone.

If your Certificate is held jointly, you will both be able to take money out and close the investment independently.

### Giving us instructions

We cannot change or cancel an instruction to cash in given by you, because we start processing it as soon as we receive it.

### What happens at the end of the investment term?

Around a month before the end of the term, we'll contact you in writing to let you know your options.

### Keeping your personal details up to date

It is important that you keep your personal details up to date, including your name, address, nominated bank account and email address, so that any payments or communications from us about your Index-linked Savings Certificates reach you safely. If you've registered for our online and phone service, you can update your personal details by logging in at **nsandi.com** or calling us on **08085 007 007**. Otherwise you'll need to complete a change of details form and post it to us.

**Please also read the enclosed summary box.**

### Any questions?

Call us free on **08085 007 007**. You can call us any time. We're here in the UK all day, every day. Calls from the UK are free. We may record your call to help us give you the best service.

Minicom (textphone) users can contact us on **0800 056 0585**.

# Terms and conditions: 5 August 2018

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## Description

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1. This agreement applies to National Savings and Investments ("NS&I") Index-linked Savings Certificates ("Certificates"), and these terms and conditions have been set subject to section 12 of the National Loans Act 1968. These terms and conditions set out the obligations we have to you, as a customer, and the obligations you have to us. Please read these carefully and keep for reference.
2. Certificates are UK Government securities subject to the National Savings (No.2) Regulations 2015 (Statutory Instrument Number: 2015/624) as amended or re-enacted from time to time. In the event of any differences between these terms and conditions and the Regulations, the Regulations will prevail.

## Definitions

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3. In these terms and conditions:
  - (a) "anniversary date" means any anniversary of the date of purchase of a Certificate, but if the date of purchase was 29 February, the anniversary date will always be 28 February (even in leap years);
  - (b) "BACS" means the Banking Automated Clearing Service;
  - (c) "banking day" means a day (other than a Saturday, Sunday or bank holiday) on which banks are generally open for business in London, and, in relation to the processing of a payment, any other place of receipt;
  - (d) "calendar month" means a named month beginning on its first day and ending on its last (eg 1 to 31 January);
  - (e) "Certificate" means an NS&I Index-linked Savings Certificate;
  - (f) "Director" means the Director of Savings;
  - (g) "electronic transfer" means payments, or purchases, by BACS or Faster Payments, including under a standing order (unless the context requires otherwise);
  - (h) "maturity date" means the day after the last day of the term;
  - (i) "NS&I" means National Savings and Investments;
  - (j) "prospective user" means a person described in paragraph 96 who is entitled to become registered as a "registered user";
  - (k) "registered user" means a person who has registered to use the Service;
  - (l) "renewed investment" means an investment in a Certificate that has reached maturity and has been invested for a further term of any length in the same or another Certificate;
  - (m) "RPI" means the Retail Prices Index compiled by the Office for National Statistics, or any Index replacing it;
  - (n) "Service" means the telephone and internet services provided by NS&I for the purposes of purchasing and

managing Certificates as described in paragraph 96;

- (o) "term" means, in relation to any Certificate, the specified period of time for which a particular rate of interest has been fixed for that Certificate (see also paragraphs 8 to 10 inclusive) (unless the context requires otherwise).
4. For the purposes of these terms and conditions, any references to "we", "us" or "our" are references to the Director or those acting under the Director's authority.

## Meaning of complete month

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5. For the purposes of these terms and conditions, a month is completed at the end of the day immediately before the same date as the date of purchase of a Certificate, but in a month following the month of purchase (for example, for a Certificate purchased on 5 January, the first month is completed at the end of 4 February).
6. Where the date of purchase was 29, 30 or 31 of a month, and a later calendar month does not contain such a date, the later month is completed at the end of the day preceding the last day of that calendar month (for example, for a Certificate purchased on 31 March, the first month is completed at the end of 29 April).
7. In the case of a Certificate with a purchase date of 29 February, every 12th month will be completed at the end of 27 February, even where that month falls in a leap year.

## Investment terms

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8. A Certificate earns index-linking and earns interest at rates fixed for a specified period of time (for example, 1 year, 3 years, etc) starting on the date of purchase. We call each period of time a term.
9. In the case of terms expressed as a number of months, the term ends when the last month is completed (see paragraphs 5 to 7 inclusive).
10. In the case of terms expressed as a year or a number of years, the last day of the term will be the day which immediately precedes the relevant anniversary date (eg the last day of a one year term beginning on 5 January will be 4 January in the following year).

## Issues of Certificates

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11. Each Certificate issued belongs to an "Issue" (eg 3-year Issue 19). Each Issue has a term and specific interest rate that applies to it.
12. Any Issue can be withdrawn from sale without notice. An application can only be accepted for Issues on sale on the date of purchase (see paragraphs 42 to 44 inclusive).
13. Some Issues may be exclusively available:
  - through certain sales channels (for example telephone and internet); and/or
  - to existing Certificate holders with maturing Certificates.

14. The details applicable to each Issue on general sale offered under these terms and conditions will be:

- published on the NS&I website;
- published in our Interest Rates leaflet available from us;
- published in the London, Edinburgh and Belfast Gazettes; and
- made available directly from us over the phone.

15. The details applicable to Issues exclusively available to existing Certificate holders with maturing Certificates will be provided in the pre-maturity information that holders receive when their existing Certificates are due to mature.

### Interest and Index-linking

16. Subject to paragraphs 61 and 91 to 93 inclusive, interest is earned for each day a Certificate is held and index-linking is earned for each complete investment month a Certificate is held. The amount of interest earned is based on the value of the Certificate at the end of that day. For this purpose the value of a Certificate will be reduced by any repayments dated for that day (see paragraphs 70 and 72).

17. Interest is earned on a daily basis at  $1/365$ th of the annual interest rate for each day.

18. Any positive index-linking (see paragraphs 23 to 25) will be calculated on each anniversary date. See paragraphs 75 and 76 for how cashing in before the maturity date affects this.

19. We will add any positive index-linking and any interest earned to the value of the Certificate annually on the anniversary date. It will then form part of the capital value of the Certificate, which will earn further index-linking and interest unless the Certificate is cashed in. Any positive index-linking and annual interest will be rounded to the nearest penny before it is added to the Certificate.

20. If the anniversary date falls on a day which is not a banking day, the Certificate will not be credited with interest until the next banking day. If the anniversary date falls on 29 February, any positive index-linking and interest will be added on 28 February, even where that month falls in a leap year.

### The Index

21. An index-linked valuation under these terms and conditions will be related to the movement of the RPI. This movement is indicated by the RPI figure issued monthly and subsequently published in the Gazettes.

22. For the purposes of these terms and conditions, the RPI figure applicable to any calendar month will be the RPI figure published in the immediately preceding month. For example if the Certificate is purchased in March, we would use the RPI figure for January (published by the Office for National Statistics part way through February) as the RPI start level.

### Calculating index-linking

23. The index-linked return will be calculated as  $V \times ((B - A) / A)$  where:

- (a) 'V' is the value of the Certificate at the beginning of the index-linked period (this will be the purchase price or the value at an anniversary date);

(b) 'A' is the RPI start level and is the index figure applicable to the calendar month in which the first day of the index-linked period falls (this will be the purchase date or an anniversary date); and

(c) 'B' is the RPI end level and is the index figure applicable to the calendar month in which the day after the final day of the index-linked period falls. This will be the maturity date, an anniversary date, or the day after the last completed month for which index-linking is earned.

24. In the event of the calculation in paragraph 23 producing a negative value, no index-linked return will be applied.

25. If the Certificate holder makes an encashment before the end of the term (see paragraphs 59 and 60), no index-linking at all will be earned for the 12-month period beginning on an anniversary date (or the date of purchase, if the Certificate has been held for less than 12 months) and in which the encashment falls. This applies whether the encashment is for the whole or for only part of the Certificate value.

26. If the RPI is reset to 100 points the Director will calculate notional RPI figures designed to produce as closely as practicable the same effect as if the RPI had not been so reset. These will apply to Certificates bought before the revision.

### Tax

27. Sums payable in respect of positive index-linking and interest on investments held within allowable holding limits and in accordance with these terms and conditions will be free of UK Income Tax and Capital Gains Tax.

### Who may purchase and hold Certificates

28. **Individuals** Individuals of at least 16 years of age may, on their own behalf, purchase and hold Certificates:

- (a) in their own name; or  
(b) jointly with one other individual of at least 16 years of age.

29. **Attorneys** An individual of at least 16 years of age may also purchase Certificates in the name of another such individual where acting under a valid Power of Attorney.

30. **Trustees** A person who holds money in trust for one or more individuals (whether they are an individual or corporate trustee) may purchase and hold Certificates in their capacity as a trustee either:

- (a) by themselves; or  
(b) jointly with one or more other trustees.

31. A body (whether or not it is incorporated) may be a beneficiary of a trust, but only with the approval of the Director.

32. Any person or persons acting as a trustee may purchase a Certificate on behalf of an individual aged 16 or over or on behalf of two or more such individuals. The Certificate may be held jointly with the individual or individuals concerned.

33. **Deputies** A person who is legally entitled to make investments on behalf of a person who lacks capacity may purchase Certificates on behalf of, and in the name of, that person.



**34. Bankrupts** Certificates may not be purchased by a person who is an undischarged bankrupt.

#### How to purchase Certificates

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**35.** Subject to paragraph 36, an application to purchase Certificates can be made:

- (a) via the internet;
- (b) by telephone; or
- (c) by post to NS&I.

**36.** Applications made by trustees can only be made by post.

**37.** Because the Certificates on sale at any one time may have different terms, the applicant must specify their choice of term when applying to purchase.

**38.** As Certificates have a specified term, it is not possible to invest further money in a particular Certificate once it has been issued. Where a person purchases Certificates of a particular Issue on different dates, a new Certificate will be issued in respect of each purchase.

**39.** Where an applicant applies by telephone or via the internet, the Certificate must be purchased using a debit card in the name of the proposed Certificate holder (or in the case of joint applicants, in the name of either or both of the proposed Certificate holders) issued by a UK bank or building society.

**40.** Where an applicant makes an application via the internet or by telephone, we may ask the applicant (or in the case of joint applicants, both of those applicants) to provide their signature(s). If so, we will write to the applicant(s), specifying the time by which we need to receive their signature(s). If we do not receive the signature(s) within the specified time we will not be able to process the application. If this is the case any money paid to us will be refunded to the relevant debit card or by issuing a crossed warrant (like a cheque). However, we reserve the right to use a different method of payment if necessary. No interest will be earned or paid for the intervening period.

**41.** When an application is made by post the Certificate must be purchased using a cheque drawn on a UK bank or building society account held by the proposed Certificate holder (or in the case of joint proposed Certificate holders, in the name of either or both of them). Where a Certificate is being purchased by an attorney, a trustee(s), a person on behalf of another or a deputy, the Certificate can also be purchased using a cheque drawn on a UK bank or building society account held in the name of the attorney, trustee(s), person acting as a trustee or deputy. In all cases a Certificate can also be purchased using a building society branch cheque or banker's draft.

**42.** In all cases, an application to purchase is subject to acceptance by us.

**43.** Once an application to purchase has been accepted, the date of purchase will be the date that the completed application to purchase was received by us. For these purposes:

- (a) an application to purchase using a debit card for payment will not be considered complete until we have received the authorisation of payment from the debit card issuer; and

- (b) we accept no responsibility for applications which are lost in the post or affected by postal delays, and proof of postage will not be accepted as proof of delivery.

**44.** Once an application has been accepted, the Certificate holder will receive a confirmation showing the amount and date of purchase.

#### Evidence of identity

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**45.** We are required to verify the identity and address of our customers before we can accept an application to invest. To do this we may make electronic checks with a credit reference agency. When you apply to invest with us, you confirm that you, and anyone else named on the application, are aware that your and their identity and address will be checked.

**46.** When applying to invest or at any time, we may also request documentary evidence of identity, address and/or source of funds. Our request will let you know by when you need to send us the documents. If we don't receive your documents within that time, we will not be able to process the application. We accept no responsibility for documents which are lost in the post, or affected by postal delays. Proof of posting will not be accepted as proof of delivery.

**47.** Where we can't accept your application in these circumstances (paragraphs 45 and 46), we will cancel it and refund the money to your debit card or by issuing a crossed warrant (like a cheque). However, we reserve the right to use another method for payment if necessary. No interest will be earned or paid for the intervening period.

#### Cancellation rights

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**48.** As Certificates are a fixed rate investment with a set term, there is no right to cancel after investment. However Certificates can be cashed in at any time. If a Certificate is cashed in prior to the maturity date a penalty will be applied (see paragraphs 61 to 64).

#### Purchase and holding limits

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**49.** The minimum value Certificate that may be purchased is a £100 Certificate.

**50.** An applicant may not apply to purchase a Certificate if immediately after that purchase the Certificate holder would hold more than £15,000 (at purchase price) of Certificates of that Issue.

**51.** Where a Certificate is held jointly, each Certificate holder will be treated as holding an equal share of that Certificate. For example, if two Certificate holders hold a £20,000 Certificate of a particular Issue, they will each be treated as holding £10,000 of that Issue. This will mean that each can purchase up to another £5,000 of Certificates of that Issue. This paragraph does not apply to applications made by a person applying to purchase as a trustee or on behalf of another person acting as a trustee (see paragraphs 52 to 54), nor do any Certificates held by a person as a trustee count towards their personal holding for the purpose of this paragraph.

**52.** An applicant who is a trustee or is making a purchase on behalf of another person acting as a trustee may not apply to purchase a Certificate if immediately after that purchase they would hold more than £15,000 (at purchase price) of Certificates of that Issue under that trust or on behalf of that person.

53. Where a Certificate is held by trustees jointly, each will be treated as holding the full value of that Certificate. For example, if two trustees hold £15,000 of Certificates of a particular Issue jointly, they will each be treated as holding the full £15,000 of Certificates of that Issue. This will mean that neither of those trustees will be permitted to purchase further Certificates of that Issue under that trust.

54. Certificates held in the joint names of a trustee and a beneficiary will not count towards the beneficiary's own holding. But if two or more persons purchase a Certificate for one or two other persons, each person acting as a trustee will be treated as holding the full value of that Certificate. This applies whether or not they hold the Certificate jointly with the beneficiary (or beneficiaries).

55. Renewed investments do not count towards a person's maximum holding limit for the purposes of determining whether an application to purchase further Certificates of the same or any other current Issue may be made. For example, a Certificate holder could renew a maturing £15,000 Certificate into any current Issue and could purchase up to an additional £15,000 in that Issue, if that Issue is on general sale (see paragraph 13).

56. If a person inherits a Certificate and an application is made to transfer that Certificate into that person's name, that application, as it is not an application to purchase, and will not be subject to the purchase limits in paragraphs 49 and 50. However, the inherited Certificate will count towards that person's holding for the purposes of determining whether that person can purchase further Certificates of that Issue. For example, if a person has £10,000 of Certificates of a particular Issue, and inherits £10,000 of Certificates of that Issue, that person will be able to hold the £10,000 of inherited Certificates, but will not then be able to purchase further Certificates of that Issue.

### Cashing in

57. Certificates purchased by cheque or debit card can only be cashed in after payment has cleared. However, in certain circumstances, we may allow Certificates purchased by debit card to be cashed in before the payment has cleared. If we so allow, we will repay the sum requested to the debit card from which the payment was made.

58. It will normally take seven banking days from the date of purchase for payments to clear. For example, if we receive a cheque on a Monday, the payment will be cleared on the Tuesday of the following week. One additional day should be allowed for each English bank holiday. The same clearance periods apply for debit card payments.

59. For internet or telephone applications to cash in made via the Service, repayment will be made by electronic transfer to the nominated bank account (see paragraph 65).

60. For postal applications to cash in, repayment will normally be made by electronic transfer to the nominated bank account. However in certain circumstances we may accept requests for repayment to be made by crossed warrant (see paragraphs 72 and 73).

### Penalty

61. Except where paragraph 62 applies, the following penalties will apply:

- an amount equivalent to 90 days' interest on the sum requested (which may be the whole or part of the investment), at the interest rate the Certificate is earning, will be deducted from the repayment. This penalty also applies to Certificates held for less than 90 days, and this means that if a Certificate holder cashes in an entire Certificate that they have held for less than 90 days, they will get back less than they originally invested; and
- no index-linking at all will be earned for the year in which an early repayment is made (see paragraph 19). This applies whether the encashment is for the whole or for only part of the Certificate value.

62. No penalty will be applied:

- (a) where a Certificate is cashed in at the end of its original term, or at the end of any further term (see paragraph 91), and we received the instruction to cash in by the end of that term;
- (b) where an instruction to cash in is given after the death of a sole, or last surviving, Certificate holder;
- (c) where a Certificate is registered as held in trust and the instruction to cash in is made after the death of a sole, or last surviving, beneficiary;
- (d) where a Certificate is cashed in as a result of a detrimental change to the terms and conditions applying to the Certificate (see paragraph 118);
- (e) where the Director is satisfied that it would for any other reason be unjust to apply the penalty.

63. **Partial encashments** Certificate holders may cash in part of a Certificate, subject to the payment of the penalty for early repayment (see paragraph 61). Please note that requesting partial encashment before the end of a term will result in no index-linking at all being earned (not even on the part of the Certificate which is not encashed) for the year in which early repayment is made.

64. There is no minimum limit for repayments. However, where a Certificate holder is requesting a partial encashment, at least £100, excluding interest which has not yet been added, must remain invested in that Certificate, otherwise the request will be rejected.

### Repayments by electronic transfer

65. Where repayment is to be made by electronic transfer, repayments will normally be made to a UK bank account (including an NS&I Direct Saver or Investment Account) or building society account in the Certificate holder's name. The account to receive such repayments must be nominated at the time of the application to invest. Any applications to invest that do not contain nominated bank account details will be rejected.

66. We intend to use BACS as the means of making these electronic transfers (although we reserve the right to use a different means if necessary).

67. The nominated bank or building society account must be capable of receiving payments via BACS.

68. For telephone or internet applications to cash in, we will normally initiate the electronic transfer within three banking days of receiving instructions.

69. For postal applications to cash in, we will normally initiate the electronic transfer within five banking days of receiving instructions.

70. Once we have initiated the electronic transfer, the date of repayment, for the purposes of these terms and conditions, will be considered to be the date on which, in the normal course, the requested amount would be credited to the specified bank or building society account. In the case of BACS, this is normally two banking days after we initiate the transfer.

71. Where an electronic transfer is initiated properly we will not be liable for:

- (a) any failure or delay of the receiving bank or building society in crediting the specified account;
- (b) any failure or delay in any part of the electronic transfer process which is beyond our direct control (including any failure which occurs because the specified account is incapable of receiving an electronic transfer).

#### Repayments by crossed warrant

72. In exceptional circumstances payment can, on request, be made by crossed warrant (like a cheque). In such cases the date the Certificate is cashed in will be taken to be the date on the warrant.

73. We will normally put the warrant in the post within five banking days of receiving the instructions to cash in.

#### Amount due when cashing in the entire Certificate

74. The amount due when a Certificate is cashed in on the maturity date will be the capitalised value of the Certificate (see paragraph 19).

75. The amount due when a Certificate is cashed in on an anniversary date (except where it is also the maturity date) will be the capitalised value of the Certificate (see paragraph 19) less any penalty deducted (see paragraphs 61 and 62).

76. The amount due when a Certificate is cashed in between anniversary dates will be the capitalised value of the Certificate (see paragraph 19) (or the original Certificate value if the Certificate has been held for less than one year) plus interest earned at 1/365th of the fixed interest rate for each day held since the last anniversary date (or date of purchase if the Certificate has been held for less than one year) less any penalty deducted (see paragraphs 61 and 62).

#### Transfers

77. A Certificate, or part of a Certificate, can only be transferred with the consent of the Director. The Director will only give consent in exceptional circumstances. Generally, the Director will give consent in the case of the inheritance of Certificates on the death of a Certificate holder, but not to any transfer which is by way of sale.

#### Repayment of Certificates by NS&I

78. We can repay Certificates immediately, without needing an application to cash in, if:

- (a) we reasonably think any of the persons named in the application have provided false information;
- (b) we reasonably suspect that the Certificate is being held for an illegal purpose;
- (c) the applicant who applied to purchase the Certificate was not entitled to purchase it, or the Certificate holder was not entitled to hold it;
- (d) the Certificate holder's holding exceeds the maximum allowable (see paragraph 50) (to the extent that the holding exceeds the maximum allowable in any one Issue);
- (e) the Certificate holder fails to comply, in a material manner, with the terms and conditions for holding the Certificate;
- (f) the Certificate has reached its maturity date and the Treasury has decided that it is not eligible to earn interest for a further term of the same length (see paragraph 91); or
- (g) we have any other valid reason to do so.

#### Giving us instructions

79. Instructions can be given:

- (a) via the internet (where a holder is registered for the Service);
- (b) by telephone (where a holder is registered for the Service);
- (c) by post by completing the relevant forms (available from us) and returning them to us. Where we do not have a record of the holder's signature, we may make additional security checks before we carry out the holder's instructions.

80. Certificate holders cannot change or cancel payment instructions that they have given because we start processing them as soon as we receive them.

81. We may refuse to act on instructions if:

- (a) we reasonably believe that they were given by a person who was not entitled to give us instructions;
- (b) we reasonably suspect fraudulent activity in relation to the Certificate;
- (c) the instructions are unclear, incomplete or not in the required form;
- (d) in carrying out the instructions, we might thereby act contrary to a law, regulation, code or other duty which applies to us;
- (e) it would cause any limit or restriction which applies to a Certificate holding to be exceeded; or
- (f) we have any other valid reason for not acting on the instructions.

82. If we refuse to act on instructions we will notify the Certificate holder and, if possible, give our reasons for doing so. Certificate holders can obtain information about the refusal



and, where appropriate, our reason for refusing, along with information on how to correct any errors that led to the refusal, by contacting us using the details at the end of these terms and conditions (unless we are prevented by legal obligations, or circumstances beyond our control, from providing this information).

### Joint investments

**83.** For all Certificates that are held jointly:

- (a) the Certificate is the joint property of all joint Certificate holders;
- (b) in the event of the death of one of the joint Certificate holders, ownership will pass to the survivor (or survivors in the case of a trust holding with three or more trustees) who will be entitled to manage the Certificate on the same terms;
- (c) all correspondence, including statements and investment records (see paragraphs 86 to 90) will be sent to the Certificate holder named first on the application to purchase the Certificate;
- (d) upon the application of all of the surviving Certificate holders, we may remove the name of any person from the title of the Certificate.

**84.** For Certificates purchased jointly by Certificate holders who are not trustees or acting as trustees:

- (a) where the Certificate holders have registered to use the Service in respect of that Certificate, they will each have a separate password and separate security information;
- (b) we will accept instructions, including instructions to cash in the Certificate, from either Certificate holder acting independently;
- (c) if either joint Certificate holder informs us of a dispute between the Certificate holders, or requires that instructions should only be accepted with the assent of both Certificate holders, neither Certificate holder may use the Service (which depends on us being able to accept instructions from either Certificate holder). From that point onwards instructions will need to be given by post and be signed by both Certificate holders. We may permit joint Certificate holders to use the Service again if satisfied that both Certificate holders have authorised us to accept instructions from either one of them, acting independently.

**85.** Where Certificates have been purchased jointly by Certificate holders who are trustees or made the purchase on behalf of one or two individuals acting as trustees, we will only accept instructions sent to us by post and which have been signed by all Certificate holders.

### Statements and investment records

**86.** The Certificate holder will receive an anniversary statement showing all transactions for the previous year. The statement will include details of all transactions and interest added to the Certificate since the last anniversary statement (or the date of investment if this is the Certificate's first anniversary statement).

**87.** Certificate holders can request, at any time, an interim statement of all transactions on their Certificates. This statement will include all transactions since the last anniversary statement (see paragraph 86) or the date of investment if the Certificate is in its first investment year.

**88.** The Certificate holder will receive an investment record every time they purchase a new Certificate or make a partial encashment. The investment record will confirm the details of the transaction that has taken place and, in the case of a partial encashment, the new value of the Certificate immediately following that encashment. Certificate holders can request a duplicate investment record at any time.

**89.** When a Certificate is repaid in full the Certificate holder will receive a closing statement. The closing statement will include details of all transactions and interest added to the Certificate since the last anniversary statement was issued (or since the date of purchase if no anniversary statement has yet been issued in respect of the Certificate (see paragraph 86)).

**90.** The Certificate holder is responsible for checking the information we provide and must tell us as soon as possible if it includes something which appears to be wrong or if a repayment was not made in accordance with the instructions given.

### Retention after the fixed term

**91.** After any term a Certificate may be eligible to earn interest for a further term of the same length. The Treasury will decide whether this will apply and, if so, what the interest rate will be. We will contact the Certificate holder, using the last recorded contact details, at least 30 days before the end of the term to tell them of the Treasury's decision.

**92.** The interest rate set by the Treasury for any further term may be different from the interest rate earned previously on the Certificate. Typically the Treasury will decide to set a different interest rate to enable us to respond proportionately to a change, or an anticipated change, in:

- (a) gilt prices, the Bank of England's base rate or any other publicly listed market rate;
- (b) the interest rates paid or charged by other banks and financial institutions;
- (c) the Government's funding requirements;
- (d) the costs we reasonably incur in providing Certificates;
- (e) the law or a decision by an ombudsman;
- (f) regulatory requirements; or
- (g) any codes of practice to which we subscribe.

**93.** If a Certificate is eligible to earn interest for a further term of the same length, and we have not received a request to cash in that Certificate before the maturity date, the rate of interest set by the Treasury for the further term will be applied automatically and will be guaranteed for the whole of the further term.

**94.** When a Certificate begins a further term in accordance with paragraph 91, the terms and conditions applicable to that Certificate for that further term shall be those specified on NS&I's website at the point at which that further term begins for the Issue which is current at the time. This may mean that the terms and conditions applicable to the Certificate will change. If we notify a Certificate holder that the Treasury has decided that



their Certificate is eligible to earn interest for a further term of the same length, that notice will include a copy of the terms and conditions that will apply for that further term. The Certificate holder should contact us if they do not receive notice of their options when their Certificate is due to mature.

95. The Certificate holder will remain free to cash in the Certificate at any time, including for investment into another Issue or another NS&I product, under the normal rules for cashing in as set out in paragraphs 57 to 64 inclusive.

### Telephone and internet service

96. We offer the opportunity to purchase and manage Certificates via the telephone and/or internet, and to opt to receive paperless documents. The Service is offered to Certificate holders and, where a Certificate holder lacks capacity or has created a valid Power of Attorney, a Service is offered to those entitled to manage their savings and investments (each a "prospective user"). To use the Service to both invest and manage their account or an account they have the authority to manage on behalf of someone else, a prospective user can register either by telephone or via the internet, or as part of an application to invest. We may need to ask you to return documents by post to complete your registration.

97. If a prospective user registers via the internet, they will be asked to supply security information and choose a password. If they are an existing customer who has already registered to use the Service, they must use their existing security information and password to purchase and manage the relevant Certificates (see also paragraph 100).

98. If a prospective user registers by telephone, they will be asked to supply security information. After registration, we will send a temporary password to the registered user. Before the registered user can manage their Certificate using the Service, they will need to change the temporary password to one of their own choosing. This temporary password will expire after 60 days so the registered user will need to change it before then. If they do not change their temporary password before it expires we will issue them with a new password when they next contact us. The new temporary password must be changed within 60 days.

99. We will use the password and security information to verify the identity of the person seeking access to the Service. If for any reason a registered user wishes to change their security information or password they can do so via the internet, or by calling us. We may ask for any change to be confirmed in writing.

100. Registered users must take reasonable precautions to prevent unauthorised use of the Service. They should not disclose any information which will give access to the Service to anyone other than us. They should not record their password or security information in any way that may result in them becoming known to another person.

101. Please note that after initial registration we will never contact registered users, or ask anyone to do so on our behalf, with a request to disclose security information in full. If a registered user receives any such request from anyone (even if they are using our name and logo and appear to be genuine) then it is likely to be fraudulent and security information should not be supplied under any circumstances. Registered users should report any such request to us immediately.

102. The registered user will be responsible for any instructions

received by us between the time they pass the security procedure until the time that they exit from the Service. Please note that this includes any input errors or instructions sent by someone other than the registered user, so registered users are asked not to leave the device they are using to access the Service unattended while logged on.

103. Please note that we are entitled to repay Certificates where instructions to cash-in have been given through the Service, if particulars of the security information were correctly provided.

104. If a registered user has reason to suspect that their security information and/or password have become known to a third party, they should immediately notify us by telephone. We may ask for this to be confirmed in writing.

105. While we will make reasonable efforts to provide the Service, we will not be liable for any failure to provide the Service, in part or full, for any cause that is beyond our reasonable control. This includes, in particular, any suspension of the Service resulting from maintenance and upgrades to our systems or the systems of any party used to provide the Service.

106. We may, where we consider it is appropriate for the protection of Certificate holders, suspend, withdraw or restrict the use of the Service or any part of the Service. We will inform Certificate holders as soon as practicable if we take such action. We may also end the Service or any part of the Service at any time by giving registered users reasonable notice.

### Liability

107. If a Certificate holder or their legal representative tells us that an application to cash in was not authorised, we will carry out an investigation. As soon as we are reasonably satisfied that the application to cash in was unauthorised, we will, subject to paragraph 108, refund the amount repaid and return any relevant Certificates to the position they would have been in if the unauthorised repayment had not taken place. This means that, in addition to the amount of the unauthorised repayment, we will refund any interest on the amount incorrectly paid but we will have no further liability.

108. However, we will not give a refund if the Certificate holder or their legal representative has acted fraudulently.

109. If a Certificate holder or their legal representative asks us to make a repayment by electronic transfer and, after a reasonable period has elapsed, the bank or building society to which repayment should have been made says that it did not receive the repayment, we will, subject to paragraphs 110 and 111, refund the amount of the repayment and return any relevant Certificates to the position they would have been in if the repayment had not been made.

110. We will not make a refund in relation to paragraph 109 if there was a mistake in any of the details contained in the instructions to cash in. In such circumstances, we will, however, make reasonable efforts to recover the funds for the Certificate holder.

111. We will not make a refund in relation to paragraph 109 if we can show that the repayment was received by the bank or building society to which repayment should have been made.

### How we use your information

112. We handle your personal information in line with current

data protection legislation and industry best practice. If you would like to know what information we collect, how we use it and what your data protection rights are, please see our Privacy Notice at [nsandi.com/privacy-notice](https://nsandi.com/privacy-notice) or contact us for a paper copy.

### How to notify us of changes to personal details

113. So that we can manage and protect your Certificates and communicate with you safely and quickly (for example, if we suspect fraud) please let us know straight away if any of these change:

- your name;
- nationality;
- address (including if you move abroad);
- signature;
- telephone number (including mobile);
- email address.

You should also ensure that your nominated bank account details are kept up to date. If you are registered to use the Service you should notify us of any such changes by telephone, or update your details via the internet. Otherwise you should write to us at the address at the end of these terms and conditions.

### Complaints

114. If we make a mistake we'll aim to put things right quickly and without fuss, and we have a procedure designed to resolve complaints effectively and fairly. You can make a complaint by calling us free on **0800 092 1286**, by visiting [nsandi.com](https://nsandi.com) or by writing to our Customer Care Team at the address at the end of these terms and conditions. A leaflet describing our complaints procedure is available on request or you can download one at [nsandi.com](https://nsandi.com)

115. If you feel that we have not resolved your complaint to your satisfaction, you may be able to refer it to the Financial Ombudsman Service, an organisation set up by law to give consumers a free and independent service for resolving disputes. You can call them on **0800 023 4567** (calls to this number from the UK are free). You can also visit [financial-ombudsman.org.uk](https://financial-ombudsman.org.uk) or write to them at **Exchange Tower, London E14 9SR**. Or, if you invested with us online, you can refer your complaint via the Online Dispute Resolution (ODR) website, set up by the European Commission to help consumers resolve disputes with companies within the EU. Visit <https://webgate.ec.europa.eu/odr>

### Changes to these terms and conditions

116. The Director and the Treasury reserve the right to amend these terms and conditions at any time.

117. Typically, changes will be made in relation to paragraphs 94 and 116:

- (a) to make the terms and conditions clearer or more favourable to the Certificate holder;
- (b) to reflect changes in the Government's funding requirements;
- (c) to reflect changes in the law or a decision by an ombudsman;

- (d) to enable us to meet changed regulatory requirements;
- (e) to reflect changes in any codes of practice to which we subscribe;
- (f) to reflect changes in the general practice of banks and other organisations offering similar products or services; or
- (g) to allow for new technology systems, methods of operation, security or facilities.

118. If a change is to the Certificate holder's detriment we will let them know personally at least 30 days before the change. If this is the case the Certificate holder can switch to another NS&I product or cash in their Certificate without notice or penalty (see paragraph 62) within 60 days of us telling them.

119. For any other changes we will let customers know by updating our website and, if appropriate, publishing a notice in a range of national newspapers.

### Regulations

120. The Regulations stated in paragraph 2 can be accessed at [www.legislation.gov.uk](https://www.legislation.gov.uk), and on our website at [nsandi.com](https://nsandi.com)

### Law and jurisdiction

121. These terms and conditions and any agreement made on the basis of them will be governed by and interpreted in accordance with English law.

122. In the event of the death of a Certificate holder, the Director reserves the right to make any payment in respect of the Certificate in accordance with the law of the place in which the Certificate holder resided, or if different, was domiciled at the date of their death.

123. Subject to paragraphs 124 and 125, the courts of England are to have exclusive jurisdiction to settle any dispute (including claims for set off and counterclaims) which may arise in connection with these terms and conditions or any agreement made on the basis of them and which, subject to the Regulations, falls to be determined by a court of law.

124. Where section 16 of the Civil Jurisdiction and Judgments Act 1982 applies the relevant court of law of the relevant part of the United Kingdom shall have jurisdiction to settle any such dispute.

125. Paragraphs 123 and 124 are included for our benefit. Accordingly we retain the right to bring proceedings in any other court which has jurisdiction or to whose jurisdiction the Certificate holder irrevocably submits.

### Index-linked Savings Certificates

National Savings and Investments  
Glasgow  
G58 1SB

Telephone **08085 007 007**

Visit our website [nsandi.com](https://nsandi.com)

5 August 2018

**PLEASE KEEP FOR REFERENCE**



## Always here to help you

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**Find us online**  
**[nsandi.com](http://nsandi.com)**

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**Call us**  
**08085 007 007**

You can call us any time. We're here in the UK all day, every day.

Calls from the UK are free.

We may record your call to help us give you the best service.

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**Write to us**  
**NS&I, Glasgow G58 1SB**

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**Tweet us**  
**[@nsandihelp](https://twitter.com/nsandihelp)**

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## **Do you use a Minicom?**

Minicom (textphone) users can contact us on **0800 056 058501**

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