Contacting us

For product information, including the current interest rates please visit your local branch or visit our website **www.alliance-leicester.co.uk**

The website also provides a branch and ATM locator so that you can find your nearest branch and ATM.

*Toxtphone **0845 300 0073** for hearing and **s**peech impaired customers only.*
Lines are open 9am - 5pm Monday - Friday and 9am - 1pm on Saturdays.

Lost or stolen cards

If your card is lost or stolen notify your local branch immediately or telephone our emergency number **0500 31 32 33** which is staffed 24 hours every day, This number **MUST NOT** be used for general enquiries.

Security

In the interest of security, do not write your PIN down. Change your PIN to something you can remember. You can change your card PIN at all Alliance & Leicester ATMs.

If we contact you we will never ask you for your PIN. You should never reveal this information to anybody who contacts you.

Telephone calls will be recorded and may be monitored for security, training and quality purposes.

Telephone calls are charged at local rates, unless otherwise stated.

This statement is available in large print, Braille or on audio tape.

Alliance & Leicester plc, Registered Office:
Carlton Park, Narborough. Leicester LE19 OAL.
Company No: 3263713. Registered in England.

Alliance & Leicester plc is authorised and regulated by the Financial Services Authority. Our FSA register number is 189099.

MMM DD: INFO

Charges

Duplicate copy of your interest statement (excluding Instant Access Card accounts)	per statement	£10
Detailed statement of transactions (including duplicate copy for Instant Access Card account statements)	per year	£15

All charges shown are variable and may change from time to time.

We offer a range of additional sen/ices for which there is a charge, for further details of these please refer to our websile or your local branch.

Timescales for clearance of payments into your Savings account

Cheque Deposits

Where a cheque is paid into your account at an Alliance & Leicester branch counter, it will be processed that day and be available so that you can draw against it on the eighth working day.

If you deposit a cheque using an Alliance & Leicester branch cash machine before 2pm it will be processed on that day providing it is a working day and the money will be available so that you can draw against it on the eighth working day. If you deposit after 2prn it wi I be processed on the following working da/ and the money will be available so that you can draw against it on the eighth working day.

Where your account allows a cheque to be paid into your account by post or through a Post Office® branch you most allow at least seven working days from the lime we receive !he cheque at our clearing centre before any withdrawal is made against it.

Cash Deposits

Where cash is paid into your account at an Alliance & Leicester branch counter, it will be available so that you can draw against it straight away.

If you pay cash into an Alliance & Leicester branch cash machine before 2pm it will be added to your account that day providing it is a working day and will normally be available so that you can draw against it on the same day. If you pay cash into an Alliance & Leicester branch cash machine after 2pm it will be added to your account the next working day and will normally be available so that you can draw against it on that day.

Where your account allows you to pay cash in with your card at a Post Office® branch, the money will normally be available so that you can draw against it an the same day.

Direct Transfers

Direct transfers into your account from another financial institution will take four working days before any payments can be made against them. For direct transfers into your account from another Alliance & Leicester account you must normally allow at least one clear working day before any payments are made against them.

The time periods given above for clearance are indicative only.

Timescales for debiting of payments from your Savings account

When you withdraw cash from your account it will be debited from your account on the same day.

When you ask us to transfer funds to another account with a UK bank or building society the transfer will normally take four working days to reach the account.

If you transfer money from your account to another Alliance & Leicester savings account the money will normally be available the same day.

If you transfer money from your savings account to an Alliance S Leicester current account, the money will normally be available on the next working day but allow two working days before presenting cheques drawn against cr payments from the current account.

Interest Payments

Where a cheque is paid into your account, interest is paid on this from the fifth working day. Where cash is paid into your account or a transfer is made to your account, interest is paid from the next working day. Interest is paid up to and including the day before withdrawal, closure or until the actual date of transfer to another account.

Working Day means any day other than a Saturday, Sunday or bank holiday in any part of the United Kingdom.

Transferring money to your Savings account

When setting up Standing Orders or transfers into your account please quote the following details to your financial provider where the funds are due tc come from:
Sort Code: 72-58-10.

Account Number: 00000000 (eight zeros - this is the Alliance & Leicester Account that funds are received in before going in to your savings account).

Your Reference: Your 11-digit account number given on the front page, this information is essential to make sure we credit the money to your account.

Free account review

We offer a free, no obligation, account review service to find ways of helping to make or save you money, please make an appointment at your local branch.