

KEY FEATURES DOCUMENT

SAFE DEPOSIT LOCKER

This document gives you important information about our Safe Deposit Locker to help you to decide whether our Safe Deposit Locker is right for you, and meets your needs.

For your ease of reference, we have signposted where you can find more information such as our website and our Schedule of Charges on the right side of the page.

If you have any questions or you need some help, please contact us, (see **How to Contact Us** at the end of this document).

Punjab National Bank (International) Limited is authorised by the Prudential Regulation Authority, regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Firm Reference Number: 459701). Punjab National Bank (International) Limited (Company Number: 05781326), with a registered office at 1 Moorgate, London, EC2R 6JH. Your eligible deposits With the Punjab National Bank (International) Limited are protected up to a total of £85,000 by the Financial Services Compensation Scheme, the UK's deposit protection scheme. For further information please visit our website: <https://www.pnbint.com> or Contact us on +44 (0) 800 849 9229.

<p>What is the purpose of a Safe Deposit Locker?</p>	<p>A Safe Deposit Locker is a secure storage container for use by our customers located in three of our branches, Southall, Ilford and Birmingham Branch. A Safe Deposit Locker is a small compartment with dual locking facility built in strong, fire and burglar resistant cupboards.</p>	<p><i>www.pnbint.com</i></p> <p><i>How to Contact Us (below)</i></p> <p><i>What can I keep in my Safe Deposit Locker?</i></p>
	<p>Safe Deposit Locker cabinets are stored in our Strong Room and are fully secured.</p>	
	<p>Our Safe Deposit Lockers offer a secure place for our personal customers to store valuable items and documents that are important but not frequently accessed or required for day-to-day use.</p>	
	<p>Using a Safe Deposit Locker is not an alternative to insuring your valuables. You must continue to insure your valuables and tell your insurer where they are stored.</p>	<p><i>Insurance</i></p> <p><i>Financial Services Compensation Scheme</i></p>
<p>How do I open a Safe Deposit Locker?</p>	<p>You must have a Current Account or a Savings Account with us. If you do not have an account with us, you can open a Current Account or a Savings Account at the same time as opening a Safe Deposit Locker with us. You will be required to complete an application form and to provide proof of your identity (such as your current passport or driving licence) and proof of your address (such as a recent bank statement or utility bill showing your full name and address). We are legally required to carry out certain checks, for example, to fight money laundering and to prevent fraud.</p>	<p><i>I don't have an account with you but I want a Safe Deposit Locker, can I open an account?</i></p> <p><i>www.pnbint.com</i></p> <p><i>Forms</i></p>
	<p>If you already have an account with us but you have not used it for a consecutive period of twelve months, you will not be able to open a Safe Deposit Locker until we have confirmed your identity again.</p>	<p><i>What if I have an account but I have not used it for some time?</i></p>
	<p>You will need to maintain your Current Account or Savings Account to continue to operate the Safe Deposit Locker.</p>	
	<p>Safe Deposit Lockers are for personal use by eligible individuals only.</p>	
	<p>You can open a Safe Deposit Locker by visiting our Southall, Ilford or Birmingham Branch.</p>	

Am I eligible?	You must be an individual aged eighteen or older. We are unable to offer Safe Deposit Lockers to individuals aged under 18.	
	A Safe Deposit Locker is for personal use. You must not be acting for purposes of your trade, business, or profession.	
	You will need a mobile phone number and a personal email address.	
	You must have an active Current Account or a Savings Account with us.	
	You can open a Safe Deposit Locker with up to three other individuals who are eligible to open a Safe Deposit Locker with us. In this case, the Current or Savings account must be in the name of all Safe Deposit Locker holder(s). You can select the mode of operation of the Safe Deposit Locker as Single or Jointly.	
	Safe Deposit Lockers can only be issued in the name of the customer(s) and can be operated by the customers only.	
I am an existing customer with a Current Account or a Savings Account	You can visit one of our three branches, Southall, Ilford and Birmingham Branch with Safe Deposit Lockers and request an application form.	<i>www.pnbint.com</i>
	Alternatively, you can download the Safe Deposit Locker application form from our website.	<i>Forms</i>
What if I have an account but I have not used it for some time?	We are committed to safeguarding our customers from financial crime and fraud. As a fraud prevention measure we may tell you that you have not used your account.	
	We will classify your account as inactive when there has been no activity, except for the posting of charges and interest, for a period of twelve consecutive months.	
	You will not be able to open a Safe Deposit Locker whilst your account remains classified as inactive. You will not be able to update the information that we hold about you or operate your Safe Deposit Locker or your account until we have confirmed your identity again. We will ask you to provide up to date documentation to confirm your name and your address.	<i>How to Open a Safe Deposit Locker (above)</i>
I don't have an account with you but I want a	If you do not have a Current Account with us, you can open a Safe Deposit Locker by opening a Savings Account at the same time as your Safe Deposit Locker	<i>www.pnbint.com</i>

<p>Safe Deposit Locker, can I open an account?</p>	<p>with us. There is no charge to open a Savings Account and you are not required to maintain a minimum balance on your Savings Account.</p>	<p><i>Savings Account Key Features Document</i></p> <p><i>Savings Account Summary Box</i></p>
	<p>If you would prefer to open a Current Account with us, you must maintain a minimum quarterly average balance of £250 on your Current Account to avoid incurring a charge of £10 per quarter.</p>	<p><i>www.pnbint.com</i></p> <p><i>Current Account Key Features Document</i></p>
	<p>Other specific transactional charges may apply to your Current Account or Savings Account with us. For example, we will charge you if you pay a cheque into your account which is returned to us unpaid because the person who gave you the cheque does not have enough money in their account.</p>	<p><i>www.pnbint.com</i></p> <p><i>Schedule of Charges</i></p>
	<p>You will be required to complete an application form and to provide proof of your identity (such as your current passport or driving licence) and proof of your address (such as a recent bank statement or utility bill showing your full name and address). We are legally required to carry out certain checks, for example, to fight money laundering and to prevent fraud.</p>	<p><i>www.pnbint.com</i></p> <p><i>Current Account Key Features Document</i></p> <p><i>Savings Account Key Features Document</i></p> <p><i>Forms</i></p>
	<p>Once your Current Account or Savings Account and the Fixed Term Deposit Account is opened, we can then process your application for a Safe Deposit Locker.</p>	
<p>How much does it cost to have a Safe Deposit Locker?</p>	<p>We request a refundable security deposit and payment of an annual fee for each Safe Deposit Locker.</p>	<p><i>Refundable Deposit (below)</i></p> <p><i>Safe Deposit Locker Charges and Annual Fee (below)</i></p>
	<p>The refundable security deposit and the annual fee are both payable annually in advance. The annual fee includes six free visits in a period of 6 months. We make a charge for additional visits.</p>	<p><i>Six Free visits in a period of six months</i></p>
	<p>Other specific and transactional charges may apply to your other account(s) with us.</p>	<p><i>I don't have an account with you but I want a Safe Deposit Locker, can I open an account?</i></p>
<p>Refundable Security Deposit</p>	<p>We will require you to pay a refundable security deposit of £1,000 into a Fixed Term Deposit Account for a minimum deposit period of 12 months on the date that you open your Safe Deposit Locker.</p>	<p><i>www.pnbint.com</i></p>
	<p>You will be required to complete a separate application form to open your Fixed Term Deposit Account.</p>	<p><i>Forms</i></p>

	<p>You will receive interest on your security deposit. We will apply the interest rate applicable to your Fixed Term Deposit, as published on our website, on the day that you opened your Safe Deposit Locker.</p>	<p>www.pnbint.com</p> <p><i>Fixed Term Deposit Account Key Features Document</i></p> <p><i>Fixed Term Deposit Account Summary Box</i></p>																				
	<p>Your refundable security deposit will be held in a Fixed Term Deposit Account for a minimum deposit period of 12 months until you surrender your Safe Deposit Locker unless you do not make your payments when they fall due or we need to break open your Safe Deposit Locker. We would only do this in limited circumstances, for example, we have to break open your Safe Deposit Locker because you have lost your keys.</p>	<p><i>How to surrender your Safe Deposit Locker (below)</i></p> <p><i>What happens if I lose my Safe Deposit Locker Key?</i></p>																				
<p>Safe Deposit Locker Sizes and Annual Fee</p>	<p>The annual fee for each Safe Deposit Locker is linked to the size of the Safe Deposit Locker. We currently offer Safe Deposit Lockers in three sizes (see table below) and annual fee. The Annual fee includes VAT.</p> <table border="1"> <thead> <tr> <th>Locker Size</th> <th>Width</th> <th>Depth</th> <th>Height</th> <th>Annual Rent</th> </tr> </thead> <tbody> <tr> <td>Small</td> <td>25</td> <td>55</td> <td>6</td> <td>£75</td> </tr> <tr> <td>Medium</td> <td>25</td> <td>55</td> <td>12</td> <td>£150</td> </tr> <tr> <td>Large</td> <td>25</td> <td>55</td> <td>24</td> <td>£225</td> </tr> </tbody> </table> <p>Sizes in centimeters (cms)</p>	Locker Size	Width	Depth	Height	Annual Rent	Small	25	55	6	£75	Medium	25	55	12	£150	Large	25	55	24	£225	<p>www.pnbint.com</p>
Locker Size	Width	Depth	Height	Annual Rent																		
Small	25	55	6	£75																		
Medium	25	55	12	£150																		
Large	25	55	24	£225																		
	<p>The annual fee is charged on an annual basis. We collect this by a standing instruction which is set up on your Current Account or Savings Account.</p>																					
	<p>You must ensure that you have sufficient funds in your Current Account or your Savings Account to make any requested payments and pay any applicable fees and charges. You can find more information about our charges in any of the places listed on the right.</p>	<p>www.pnbint.com</p> <p><i>Schedule of Charges</i></p> <p><i>Current Account Key Features Document</i></p> <p><i>Savings Account Key Features Document</i></p>																				
<p>Six Free visits in a period of six months</p>	<p>Your annual fee includes six free visits in every six month period beginning on the date that you open your Safe Deposit Locker.</p>																					
	<p>Once you have made six visits in the six month period, we charge £10 for each additional visit.</p>																					
<p>Can you increase the annual fee for my Safe Deposit Locker?</p>	<p>We will provide you with three months' advance notice if we change our legal terms and conditions or our charges applicable to your Safe Deposit Locker.</p>																					

	Any changes will take effect at the end of the three months' advance notice period. If you do not agree to the change you can tell us that you want to surrender your Safe Deposit Locker before the end of the notice period. There is no charge for this.	
	If you do not notify us within the period of three months that you wish to surrender your Safe Deposit Locker we will consider that you have accepted the change.	
What happens if I don't pay the annual fee for my Safe Deposit Locker?	We will tell you that you have not paid your annual fee for your Safe Deposit Locker and that payment is overdue.	
	We will inform you by registered email or post if the annual rent remains overdue. We may refuse access to your Safe Deposit Locker if the payment remains unpaid. We may take this from your refundable Security Deposit.	<i>Refundable Security Deposit</i>
How to apply for my Safe Deposit Locker?	We have a limited number of Safe Deposit Lockers in our Southall, Ilford and Birmingham Branch. Safe Deposit Lockers are issued on a first come first served basis.	
	Our Southall, Ilford and Birmingham branches each maintain a list of vacant Safe Deposit Lockers at all times. You can contact your preferred branch to confirm accessibility and the availability of a specific size of Safe Deposit Locker to meet your requirement.	<i>How to Contact Us (below)</i>
	Once we have received all the signed forms, and the administration has been completed, your Current Account or Savings Account has been opened/confirmed as active and your Fixed Term Deposit account has been opened and a standing instruction has been set up to collect the annual fee, we will allocate the Safe Deposit Locker to you.	
	A set of two key(s) are provided to you and another key is held by us. Your Safe Deposit Locker can only be accessed with one of the two keys provided to you and our key used together. You must keep your keys safe and secure.	
	We will request you to set up a code word as a security check for future visits.	

<p>Access to Safe Deposit Locker</p>	<p>You can access your Safe Deposit Locker between the hours of 09:30am to 4:30pm (Monday to Friday) except Bank holidays.</p> <p>You will need to bring your Safe Deposit Locker Key and proof of your identity.</p>	<p><i>www.pnbint.com</i></p> <p><i>Schedule of Charges</i></p> <p><i>Safe Deposit Locker Form and Terms and Conditions</i></p>
	<p>We regret step-free access is not available in Southall and Ilford Branch.</p>	
	<p>No prior appointment is required to access your Safe Deposit Locker. Please ensure that you carry proof of your identity.</p>	
	<p>You will be requested to sign a Safe Deposit Locker access sheet which the branch maintains for record purposes only.</p>	
<p>What can I keep in my Safe Deposit Locker?</p>	<p>Our Safe Deposit Lockers offer a secure place for our personal customers to store valuable items and documents that are important, but not frequently accessed or required for day-to-day use.</p>	
	<p>Storage of explosive, corrosive, noxious or dangerous substances or any unlawful object or substance or firearms is not permitted.</p>	
<p>What happens if I lose my Safe Deposit Locker Key?</p>	<p>Please inform us immediately if your key is lost, stolen, or broken. We do not hold a master key. If you lose your key, we call a specialist technician to break open the Safe Deposit Locker. We pass on the specialist's costs to you, at cost. The cost will be informed to you before the lock is replaced.</p>	<p><i>Schedule of Charges</i></p> <p><i>Refundable Security Deposit</i></p> <p><i>How to Contact Us (below)</i></p>
	<p>We will grant you access to remove your contents.</p>	
	<p>At your request and subject to availability, a new Safe Deposit Locker will be allocated to you. We will ask you to sign a new application form.</p>	
<p>Surrender of Safe Deposit Locker</p>	<p>You can surrender your Safe Deposit Locker at any time. Please contact the branch where your Safe Deposit Locker is located. You need not give us a reason.</p>	<p><i>Refundable Security Deposit</i></p>
	<p>You must remove your personal valuables from your Safe Deposit Locker and return both keys.</p>	
	<p>We will refund 50% of the annual fee for your Safe Deposit Locker which you have paid in advance if you surrender your Safe Deposit Locker within the</p>	

	<p>first six months of the date that you opened your Safe Deposit Locker or the first six months from the anniversary of that date in future years. No refund will be given if you surrender the Safe Deposit Locker later in the year.</p>	
	<p>You have an option to continue your Fixed Term Deposit until maturity or you can request us to close the Fixed Term Deposit.</p>	
	<p>If you try to close your Fixed Term Deposit Account before the end of the deposit period, or if we have to use your Security Deposit we will make an early closure charge.</p>	
	<p>When a Fixed Term Deposit Account is closed before the end of the chosen deposit period, we pay interest on the balance of the Fixed Term Deposit Account for the actual period that the deposit has been in your Fixed Term Deposit Account. We will apply the interest rate applicable to the actual period of the deposit, as published on our website on the day that you opened your Fixed Term Deposit Account, less 0.5%. This interest rate is likely to be lower than the interest rate applicable to your Fixed Term Deposit Account.</p>	
	<p>We will calculate the early closure charge and tell you the amount. We will also seek your confirmation to go ahead and close your Fixed Term Deposit Account before we close your account and apply the early closure charge.</p>	<p><i>Fixed Term Deposit Key Features Document</i></p>
	<p>When you close your Fixed Term Deposit Account before the end of your chosen deposit period, you may receive less interest, or even no interest, but your original deposit will be repaid in full.</p>	
Security	<p>The Safe Deposit Lockers operate on a dual key system, providing maximum security. Both the customer and the bank hold a key, ensuring enhanced protection for the Safe Deposit Locker contents.</p>	<p>www.pnbint.com</p>
Insurance	<p>Using a Safe Deposit Locker is not an alternative to insuring your valuables. You must continue to insure your valuables and tell your insurer where they are stored.</p>	<p>www.pnbint.com</p>
Financial Services Compensation Scheme	<p>Safe Deposit Lockers fall outside the Financial Services Compensation Scheme.</p>	<p>www.pnbint.com</p>

<p>How do I make a complaint?</p>	<p>Sometimes things go wrong. If we do not deliver the standard of service you expect, or if you think we have made a mistake, please tell us.</p> <p>We have an internal complaints procedure which will ensure that your complaint is dealt with quickly.</p> <p>You may raise a complaint to us verbally or in writing. You can raise a complaint by contacting us.</p> <p>If you feel that your concerns have not been satisfactorily addressed by us, you may refer the matter to the Financial Ombudsman Service (FOS). You must contact the FOS within 6 months from the date of our final response or decision. Complaining to FOS does not affect your legal rights. Their contact details are as follows:</p> <p>Address: Financial Ombudsman Service, Exchange Tower, London E14 9SR Telephone number: 0800 023 4567 or 0300 123 9123</p>	<p><i>How to Contact Us (below)</i> <i>You can find more details on Financial Ombudsman Service website</i> <i>https://www.financial-ombudsman.org.uk</i></p>
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<p>How to contact us</p>	<p>You can visit any of our Branches.</p> <p>We currently have seven branches. They are located at Ilford, Moorgate, Southall, Wembley, Leicester, Birmingham and Wolverhampton.</p> <p>Safe Deposit Lockers are located in three of our branches, Southall, Ilford and Birmingham Branch.</p> <p>We will continue to support our customers through our existing branch network.</p>	<p><i>www.pnbint.com branch addresses and opening hours</i></p>
<p>Telephone</p>	<p>You can call our UK based Customer Support Team on 0800 849 9229, Monday to Friday, from 09:30am to 05:00pm, (excluding Bank holidays).</p> <p>Call charges may apply (please check with your service provider). We may monitor or record calls for quality, security and training purposes.</p>	
<p>Email</p>	<p>You can email us at customersupport@pnbint.com</p>	
<p>Website</p>	<p>You can send your question through the "Contact Us form"</p>	<p><i>See www.pnbint.com</i></p>
<p>Complaints</p>	<p>You can contact our Complaints Team on complaints@pnbint.com.</p>	

Our official language is English. However, if you are more comfortable speaking in Hindi, Punjabi, Gujarati language, please tell us and we shall try to accommodate your request.

How we contact you	
Website	We publish urgent advisory information about our products and services on our website. You can always find the interest rate offered on our Savings Account published on our website at https://www.pnbint.com .
	We also publish our Key Features Documents, Schedule of Charges and other information and tools to help you on our website.
Email	We will send emails to the email address that you have provided to us.
Telephone	We will use the telephone number(s) that you have provided to us.
SMS	We will send SMS alerts to you via our SMS Alert Service to the mobile telephone number that you have provided to us.
Post	We will send statements, correspondence and other documents to the address that you have provided to us.
Please tell us if there are any changes to the contact information that we hold about you, such as your address, your phone number(s), your email address or any other details, quickly.	
We will never ask you to disclose your password to us.	