

Terms and Conditions of the National Solidarity Bond (Series 1)

For ease of understanding these Terms and Conditions (T&C) are divided into four sections relating to

- National Solidarity Bond (Series 1)
- State Savings™ Account
- National Solidarity Bond & State Savings™ Account – T&C common to both.
- General Terms and Conditions

1	<u>Definitions</u>
	<u>National Solidarity Bond (Series 1)</u>
2	Who can invest?
3	Minimum and Maximum Investment
4	Payment Methods for investing in the National Solidarity Bond
5	Interest on the Bond
6	Tax free Bonus
7	Term of Bond
8	Taxes on the National Solidarity Bond
	<u>State Savings™ Account</u>
9	Purpose of your State Savings™ Account
10	Periodic / Regular Savings
11	Group Savings Scheme
12	Payment Methods
13	Interest on your State Savings™ Account
14	Taxes on your State Savings™ Account
	<u>National Solidarity Bond & State Savings™ Account</u>
15	Statement of Account
16	Cancellation of Bond
17	Joint Applicants
18	Withdrawals & Charges
19	Change in Legal Status
	<u>General Terms and Conditions</u>
20	Complaints
21	Changes to the Terms and Conditions
22	Service Provider Obligations
23	Assignment
24	Governing Law and Jurisdiction
25	Invalidity
26	No Waiver
27	No Exclusion
28	Dormant Accounts
29	Processing of Personal Data
30	Communications and Notices
31	Provision of Information
32	Recording
33	Contact Details

1. Definitions

Throughout the text certain words have a specific meaning wherever they appear and we have defined them below:

‘Address’	the address last provided by You to Us. In the case of a Joint Applicant this means the address of the Joint Applicant whose name appears in the section entitled ‘Investor A Details’ in the Application Form.
‘Agreement’	these terms and conditions and all other documents that are incorporated into these terms and conditions or otherwise become part of Our agreement with You.
‘Application Form’	the National Solidarity Bond Application Form.
‘An Post’	An Post , acting as the operator of State Savings™ Accounts and as Selling Agent for State Savings™ products on behalf of the NTMA.
‘Bond ’	a National Solidarity Bond (Series 1).
‘Business Day’	Mondays to Fridays, excluding bank holidays, in the Republic of Ireland.
‘Customer Service’	the office which operates the State Savings™ Scheme, which can be reached by telephone 1 850 30 50 60, by post at State Savings, GPO, Dublin 1, or by email at Service@StateSavings.ie
‘Joint Applicant’	two or more individuals applying to jointly purchase a National Solidarity Bond. They are joint owners of the Bond and the linked State Savings™ Account.
‘Interest Coupon’	the 1% fixed annual interest paid by Us on each anniversary of the Investment Date of each Bond.
‘Investment Date’	the date on which a National Solidarity Bond is purchased by an investor.
‘Investment Amount’	the amount invested in a Bond on the Investment Date, the minimum of which is €500 or as otherwise determined by the NTMA.
‘Lodgement’	your initial deposit of money into Your State Savings™ Account or any subsequent lodgements.
‘Maturity Date’	the last day of the term of Your Bond, which shall be the ten year anniversary of the Investment Date, unless the Bond is otherwise redeemed.
‘NTMA’	the National Treasury Management Agency.
‘Post Office’	any post office in Ireland.
‘Selling Agent’	An Post.
‘State Savings™’	State Savings™ is a brand name of the National Treasury Management Agency and describes the range of savings products which the NTMA offers to retail customers.
‘State Savings™ Account’	the account operated by An Post which is linked to Your Bond. The State Savings™ Account will be used for all lodgements, electronic funds transfers, interest payments and, upon maturity, proceeds and bonus payments.
‘State Savings™ Products’	the NTMA’s range of savings products for retail customers.
‘Term’	the duration of the Bond, being the period from the Investment Date to the Maturity Date.
‘Transaction’	any transaction on Your State Savings™ Account.
‘We’, ‘Our’, ‘Us’	the National Treasury Management Agency or its agent on behalf of the NTMA.
‘You’, ‘Yours’ or the ‘Account holder’	the account holder, which expression shall include Your personal representatives, executors and assigns. In the case of a Joint Applicants, unless otherwise notified, the terms above refer to either and all Joint Applicants..
‘Website’	www.StateSavings.ie

These Terms and Conditions set out the agreement between You, Us and An Post relating to the sale / purchase of the National Solidarity Bond (Series 1) and the operation of State Savings™ Accounts. Additional copies are available on request from Customer Service or at www.StateSavings.ie

These Terms and Conditions may be amended or varied by Us in accordance with the terms set out below.

NATIONAL SOLIDARITY BOND (Series 1)

2. Who can invest?

Persons may invest in the Bond as:

- (a) a sole applicant; or
- (b) joint applicants of two or more individuals; or
- (c) a child applicant under the age of 16, (either as a sole or joint applicant) , provided that the parent / guardian gives their written consent; or
- (d) a charity, partnership, club, society or other unincorporated body or friendly society, subject to the prior written permission of the Selling Agent. All unincorporated bodies wishing to purchase a Bond will be required to provide a Revenue Registration Number. For further details and the Application Form please see our website www.StateSavings.ie or contact Customer Service.

3. Minimum and Maximum Investment

Minimum investment is €500. The maximum investment is €250,000 for a sole applicant, €500,000 for 2 joint applicants or €750,000 for 3 joint applicants provided always that each holder shall not exceed the maximum personal holding of €250,000. For the purpose of the maximum limit the amount invested in a joint Bond will be deemed joint personal property and will be divided equally between the number of Joint Applicants when computing the individual maximum limit.

4. Payment methods for investing in the National Solidarity Bond.

4.1 Unless otherwise permitted by Us, payments may be made in euro, by cash, paper clearing items (e.g. cheque, bank draft) or electronic fund transfer as follows:

- (a) cash lodgement made through a Post Office only;
- (b) debit card payment subject to a daily maximum of €1,500 at any Post Offices, Customer Service or www.billpay.ie;
- (c) paper clearing items (cheque or bank draft made payable to An Post) lodged at a Post Office or sent by post to Customer Service. Personal cheques and cheques payable to the account holder may be lodged;
- (d) Direct Debit (on a one off or for a regular monthly amount);
- (e) lodgements through group schemes

4.2 Only paper clearing items (cheques or bank drafts) drawn on banks in Ireland will be accepted.

5. Interest on the Bond

5.1 The Bonds will pay a fixed annual Interest Coupon rate of 1% which is paid on each anniversary of the Investment Date in arrears.

5.2 Encashment of a Bond between Interest Coupon payment dates will not accrue any interest for that partial year prior to the date of encashment.

6. Tax Free Bonus

Where a Bond has been held at least for a set period of 5, 7 or 10 years it will qualify for an encashment bonus as follows:

- If a Bond is redeemed on or after the 5th (but before the 7th) anniversary day of the Investment Date, an encashment bonus of 10% of the Investment Amount will be paid.
- If a Bond is redeemed after the 7th (but before the 10th) anniversary day of the Investment Date, an encashment bonus of 22% will be paid.
- If the Bond is held to its Maturity Date, an encashment bonus of 40% will be paid on the Maturity Date.

7. Term of Bond

7.1 The maximum term of a Bond is 10 years from the Investment Date.

7.2 You may apply for repayment of the Investment Amount of a Bond at any time prior to its Maturity Date subject to 7 Business Days advance notice in writing to Customer Service.

7.3 We will notify You in writing at least 10 Business Days in advance of the Maturity Date of Your Bond.

7.4 National Solidarity Bonds are non transferrable (subject to clause 19 “Change in Legal Status”).

8. Taxes on the National Solidarity Bond

8.1 Interest Coupon payments paid on Your Bond are subject to Deposit Interest Retention Tax (“**DIRT**”) at the prevailing rate.

DIRT will be deducted by Us at source and paid to the Revenue Commissioners from any gross interest payable from time to time in accordance with Irish law.

8.2 Normal Revenue Commissioners requirements will apply to **DIRT** exempted accounts.

8.3 The bonus payment (10% or 22% or 40% as appropriate) is **not** subject to tax in Ireland.

STATE SAVINGS™ ACCOUNT

9. Purpose of Your State Savings™ Account

9.1 Upon receipt of Your completed National Solidarity Bond application form and valid obligatory supporting documentation, An Post will automatically open a State Savings™ Account in Your name.

9.2 Your State Savings™ Account shall be used to –

- Facilitate periodic / regular savings so that You can accumulate enough money to meet the minimum investment amount of €500. Your minimum lodgement to the State Savings™ Account is €25.
- receive Interest Coupon payments, and, upon redemption, proceeds on Your Bond(s);
Alternatively, if You prefer, You may request payment directly to You by post or by any other means agreed with An Post.

10. Periodic / Regular Savings

10.1 If You do not have the minimum €500 to invest in the National Solidarity Bond You can save it in Your State Savings™ Account subject to a minimum lodgement of €25. We will check the balance on Your State Savings™ Account daily and as soon it has reached €500 or more, excluding interest payments, Your funds will be automatically invested in a National Solidarity Bond in Your name. There is no limit as to the number of individual National Solidarity Bonds You may hold except that the aggregate amount You invest in National Solidarity Bonds is subject to the maximum investment amounts referred to in Clause 3.

10.2 Lodgements to an existing State Savings™ Account must specify the 8-digit a/c number, unless otherwise permitted by An Post.

10.3 If We credit Your State Savings™ Account or National Solidarity Bond with any amount of a paper clearing item such as a cheque or bank draft or other payment order which is subsequently dishonoured we will debit the account with such amount and make any other necessary adjustments.

10.4 If the National Solidarity Bond (Series 1) is closed at a future date (i.e. the series is closed and no further series announced), then funds in Your State Savings™ Account which have not reached the minimum amount (Clause 3) will be automatically transferred into a National Solidarity Bond in Your name, in such amount.

11. Group Savings Scheme

11.1 Group Savings schemes (where instalments are deducted from employees' salaries on a regular basis and remitted to a State Savings™ Account in the name of each participating employee) may be established for the purpose of purchasing Bonds.

11.2 Instalments may be paid on a weekly, fortnightly or monthly basis by members of such schemes, but subject always to the limits prescribed in Clause 3.

11.3 Application forms for group saving schemes may be obtained directly from Customer Service or from participating secretaries of group Savings schemes.

11.4 Completed application forms and notifications to change the amount of the monthly instalment should be given to the employer operating the group saving scheme.

11.5 Notification to terminate an employee's participation in a group saving scheme should be sent to the secretaries of group Savings schemes.

11.6 Instalments deducted from an employee's pay must be remitted in a prescribed electronic format (contact Customer Service for further details).

11.7 Instalments remitted on behalf of a group Savings scheme will have the effective date of lodgement as the date on which it is received by An Post from the employer.

12. Payment Methods

As set out in Clause 4 above.

13. Interest on Your State Savings™ Account

13.1 Interest rates on the State Savings™ Account are variable and are subject to change as determined by the NTMA at their absolute discretion. Current interest rates are available on the State Savings™ website www.StateSavings.ie or at any local Post Office.

Any revision of interest rates will be notified to You by any one of the following methods : email, post, published in a national newspaper, published on our website or other electronic means.

13.2 Interest will be calculated on the principal balance in Your State Savings™ Account on a daily basis and credited to Your Account in arrears, less DIRT at the prevailing rate, on the 31st December of each year.

13.3 If You decide to close Your State Savings™ Account at any time, unpaid interest will be paid on the date Your Account is closed in respect of that year to date. No interest will be paid in respect of the day the account is closed.

13.4 Your State Savings™ Account cannot be closed if You still hold a Bond.

14. Taxes on Your State Savings™ Account

14.1 Interest earned on the balance in Your State Savings™ Account is subject to Deposit Interest Retention Tax ("DIRT") at the prevailing rate. DIRT will be deducted by Us at source and paid to the Revenue Commissioners from any gross interest payable from time to time in accordance with Irish law.

14.2 Normal Revenue Commissioners requirements will apply to DIRT exempted accounts.

NATIONAL SOLIDARITY BOND & STATE SAVINGS™ ACCOUNT (T & C common to both)

15. Statement of Account

- 15.1 We will provide an opening statement following Your initial lodgement, as part of a welcome pack.
- 15.2 We will also provide a statement in January and July each year in respect of both Your Bond and State Savings™ Account.
- 15.3 Statements will be in written format and will be mailed to You at Your current registered address or as otherwise agreed with An Post.
- 15.4 If You become aware of an inaccuracy in relation to Your accounts as set out in the statements, You must notify Customer Service immediately. If We find that the relevant entries are incorrect, We will amend Your statement accordingly. If You do not contest the contents of a statement, We will consider that You accept the statement to be correct and accurate.
- 15.5 To ensure that We have Your correct address for mailing of the account statements You must notify Us of any change of Address (Clause 19.1).

16. Cancellation of Bond

- 16.1 You have the right to cancel Your Bond without giving Us any reason within 14 days of receiving the Terms and Conditions from Us (where the Terms and Conditions were not provided to You with the Application Form) or within 14 days of the opening of Your State Savings™ account (where the Terms and Conditions were provided to You with the Application Form) (the 'Cancellation Period') subject to clause 13.4.
- 16.2 You can exercise Your right to cancel Your Bond by sending Customer Service a signed, written instruction (by post), within the cancellation period, to cancel Your Bond and to close Your State Savings™ Account.
- 16.3 All parties to a Joint Application must sign the instruction to cancel the Bond and close the State Savings™ Account.
- 16.4 If You do not exercise Your right under this Clause 16 to cancel Your Bond within the Cancellation Period, We will assume that You have accepted these Terms and Conditions.
- 16.5 If You cancel, all payments due to You will be made directly to You and sent to the address provided on Your application form.

17. Joint Applicants

- 17.1 A maximum of three persons may complete the Application Form on a joint basis.
- 17.2 If You are a Joint Applicant Your funds (whether in the National Solidarity Bond or in the linked State Savings™ Account) can be withdrawn by **any** one of the people named on the National Solidarity Bond joint account.
- 17.3 All Joint Applicants acknowledge that all joint bond holders own such Bond on a joint basis, and are jointly and severally responsible for all matters in relation to the Bond and the State Savings™ Account.
- 17.4 If a Joint Applicant, who is a child under 16, wishes to redeem a Bond, the consent of the other joint-holder(s) of that Bond is required.
- 17.5 If We become aware of a dispute between Joint Applicants (or any of them), We, acting in our sole discretion, may suspend any and all transactions related to the Bond until We receive further written instructions from all Joint Applicants.
- 17.6 If We become aware that a Joint Applicant has been adjudicated bankrupt or is suffering from a mental incapacity, We may freeze all transactions on the Bond and the State Savings™ Account and only permit it to be operated by the person responsible for distributing the assets of the bankrupt person, or the person lawfully appointed to manage the affairs of the person suffering from mental incapacity.
- 17.8 Subject to all applicable probate laws, tax laws, regulations and any clearance required from the Irish Revenue Commissioners, if a Joint Applicant dies, the Bond shall pass to the surviving Joint Applicant(s).
- 17.9 If there are several Joint Applicants, notices and correspondence in relation to that Bond will be valid if sent to the first-named Joint Applicant listed on the relevant application form.
- 17.10 Additional terms are applicable to certain Joint Applicants as further specified in these terms and conditions.

18. Withdrawals and Charges

- 18.1 There are no charges or other fees applied by Us in respect of the National Solidarity Bond or State Savings™ Account.
- 18.2 Full or Partial withdrawals from the Bond or State Savings™ Account may be made on giving 7 business days prior notice to Customer Service.
- 18.3 Any partial withdrawal from an existing National Solidarity Bond will reduce the principal balance in the Bond and thus the amount of future annual interest coupons and subsequently the encashment bonus will be based on the remaining Investment Amount of the Bond.
- 18.4 Where a full or partial encashment is made on a National Solidarity Bond after the completion of the set periods specified in Clause 6, You will be entitled to an encashment bonus as set out in Clause 6.
- 18.5 All Cheques/Drafts are subject to a clearance period (12 business days) and may effect the time required for processing a repayment on these funds.
- 18.6 For Joint Applicants, all must sign the withdrawal form to close a State Saving™ Account.
- 18.7 Upon redemption of a Bond, the balance will be transferred to Your State Savings™ Account. Alternatively, You may request payment directly to You by post or by any other means agreed with An Post.
- 18.8 Funds in Your State Savings™ Account are not available for withdrawal on demand at Post Offices (Clause 18.2)
- 18.9 A child under 16 may only redeem their bond or withdraw money from their State Savings™ Account with the consent permission of their parent(s)/ guardian(s).

19. Change in Legal Status (Death, Divorce, Residence, etc)

19.1 You/Your personal representatives must inform Us immediately in writing of any of the following:

- (a) a change in Your legal status, including change of name, address or residential status for tax purposes;
- (b) Your divorce or legal separation (Joint Applicants only);
- (c) Your bankruptcy; or
- (d) Your death.

19.2 If We are not made aware of the occurrence of any of the above, We will have no liability in respect of any action taken by Us between the date that any of the above occurs, and the date on which We are notified of same.

19.3 In the event of death, We must be informed and the necessary documentation produced before any transaction is made on the State Savings™ Account or in relation to any Bond.

GENERAL TERMS AND CONDITIONS

20. Complaints

20.1 If You have a complaint, contact Customer Service who will register Your complaint.

20.2 Any complaints received will be dealt with in accordance with our complaints procedure which is available on the web at www.StateSavings.ie

21. Changes to these Terms and Conditions

21.1 We may change these Terms and Conditions at any time for any of the reasons set out in Clause 21.3 of these Terms and Conditions.

21.2 If We make any changes to these Terms and Conditions, We will, unless We are permitted by law to give You shorter notice, give You two months' advance notice by any one of the following methods : email, post, published in a national newspaper, published on our website or other electronic means. If You do not contact Us within that two month period to tell Us that You do not agree with the change(s) that We propose, You will be deemed to have accepted such change (s). If You do not want to accept the proposed change(s) You may, during the two month period, immediately terminate the Agreement and instruct Us to redeem Your Bond(s). We will ensure that resulting payments due to You are paid directly to You by post or by any other means agreed with An Post.

21.3 We may alter these Terms and Conditions for any of the following reasons:

- (a) predicted changes in legal or regulatory requirements affecting Us or An Post,
- (b) to maintain or improve operating conditions or service levels,
- (c) to reflect any developments in our systems, services, technology or products.
- (d) to take account of a ruling by a court, ombudsman, regulator or similar body,
- (e) to make our agreement fairer or clearer to You,
- (f) to rectify any mistake discovered in due course,
- (g) to reflect a change in general banking practice, or
- (h) to allow additional services to the suite of products and services offered by Us to our customers.

22. Service Provider Obligations

22.1 We will not be responsible for any loss which You suffer if You or We cannot carry out any Transaction as a result of industrial action, power failure or any other cause beyond our/Your control or that of our agents or subcontractors.

22.2 We will not be liable for any loss or damage suffered by You resulting from the use of, action taken in reliance on information contained in or the unavailability of this document or the services described in these Terms and Conditions, except in the event of negligence or wilful default of Us/our agent in carrying out its duties under these Terms and Conditions.

22.3 We will not be liable, under any circumstances, for any indirect or consequential losses or damages.

22.4 We may refuse to carry out any Transaction if We have reasonable doubts about:

- (a) the identity or authority of the person requesting the Transaction;
- (b) the lawfulness of the Transaction;
- (c) the clearance of any funds required to meet the Transaction; or
- (d) compliance of the Transaction with these Terms and Conditions.

22.5 Subject and without prejudice to Clause 22.2, We will not be liable for relying in good faith on any inaccurate information received from You in circumstances where We reasonably believed such information to be accurate.

23. Assignment

23.1 You may not assign the Bond or the State Savings™ Account, or any balance and We will not accept any notice of assignment.

23.2 You may not assign Your rights under these Terms and Conditions.

24. Governing Law and Jurisdiction

24.1 These Terms & Conditions are governed by, and construed in accordance with, the laws of Ireland.

24.2 The courts of Ireland shall have exclusive jurisdiction to resolve any disputes which arise in relation to these Terms & Conditions.

25. Invalidity

If any provision of the Agreement with Us is held to be unenforceable, it will not affect the validity or enforceability of the remaining provisions of the Agreement with Us.

26. No Waiver

Any failure or delay on our part in enforcing any term of the Agreement shall not constitute a waiver of such term.

27. No Exclusion

Nothing in the Agreement seeks to exclude or restrict any legal liability or duty of care that We may have to You under Irish consumer protection legislation.

28. Dormant Accounts

28.1 A dormant account is an account in which there has been no customer initiated transactions during the last 15 years.

If Your State Savings™ Account is a dormant account, and the credit balance is more than €100, We will contact You to explain Your rights, and our obligations under the Dormant Accounts Act, 2001 (as amended) (the “**Dormant Accounts Act**”).

28.2 We do not have to contact You if;

- (a) You have asked Us not to; or
- (b) We have previously attempted, without success, to contact You; or
- (c) the credit balance is less than €100. In those circumstances, We will instead by way of public advertisement in two or more daily newspapers and the *Irish Oifigiúil* indicate that We have dormant accounts and asking Account-holders to contact Us in relation to them.

28.3 If You do not contact Us, We will deal with the credit balance on that Account in accordance with the Dormant Accounts Act.

28.4 It is possible for a holder of a dormant account to later claim for repayment of the credit balance. Again, We will deal with such a request in accordance with the Dormant Accounts Act.

29. Processing of Personal Data

29.1 For the purposes of the Agreement and for associated legal and regulatory purposes, We will collect, process and use personal data relating to You and, if applicable, to a Minor for whose benefit You have purchased a Bond and opened an Account. This personal data will include such information that We are required to obtain from You to comply with our anti-money laundering obligations, our obligations to the Revenue Commissioners and our obligations under the EU Taxation of Savings Income Directive and other relevant legislation and will include Your PPS number.

29.2 By accepting these terms and conditions, You consent on Your behalf and, where applicable, on behalf of the Minor, to any such collection, processing and use of this personal data for the purpose of the administration of Your Bond, State Savings™ Account and State Savings™ Products.

29.3 Customer Data may be processed by Us, An Post our agents, and any third party service providers for regulatory or legal purposes and for any other purpose required for or reasonably incidental to the performance of the duties set out in this Agreement.

29.5 Subject to any preferences indicated by You in any application form, Customer Data may be used by Us, or our agent, for the purpose of marketing State Savings™ Products.

29.6 You have the right to request a copy of any personal data or sensitive personal data held by Us or An Post about You.

29.7 You also have the right to have such data corrected where it is inaccurate or misleading. Should You wish to avail of either of these rights, please contact the Data Protection Officer, An Post, Company Secretary’s Office, GPO, O’Connell Street, Dublin 1 for further details.

30. Communications and Notices

30.1 All correspondence will be sent to the Address provided on your Application Form unless otherwise updated.

30.2 You must notify Us by letter if You change Your name, address or Your telephone number. We will always request documented proof if You change Your name and/or address. We will not accept notification by facsimile or e-mail.

30.3 All notices and communications are regarded as validly given by Us to You if;

- (a) We communicate them via the State Savings™ Website;
- (b) We communicate them via email;
- (c) We send them to the last address notified by You; or
- (d) We advertise them in a national newspaper .

30.4 You agree that We may provide You with notices and communications via the last e-mail address notified by You to Us.

30.5 If there are several account-holders on an account, notices and correspondence in relation to that account will be validly sent if sent to the first-named account-holder listed on the relevant application form.

30.6 Any documents, correspondence and other items sent to Us by You, or sent by You to Us, are sent at Your sole risk.

30.7 All documentation, information and communications between Us and You will be in English, unless otherwise agreed.

30.8 For Your protection, when telephoning our Customer Service, You may be required to answer security questions based on the information You supplied on the National Solidarity Bond Application Form or otherwise provided to An Post.

30.9 We may from time to time monitor or record telephone conversations between You and Us for the purpose of improving our services and/or to assist in dispute resolution. By investing in a National Solidarity Bond, You consent to such recording and it (or a transcript thereof) being used in evidence in any litigation, arbitration or other dispute resolution proceedings, in each case as permitted by law (Clause. 31.2).



30.10 In the absence of a recognised power of attorney, We will not be bound to accept instructions from or recognise the interest or claim of any person other than You (or, in the case of a Joint Applicant, either of the named applicants) in relation to the Bond and State Savings™ Account.

30.11 All notices and communications sent by You to Us should be directed to Customer Service

31 Provision of Information

31.1 You are entitled to obtain a copy of the pre-contract information which We must supply to You before We invest your money in Your National Solidarity Bond or in your State Savings™ Account. This includes the booklet published by Us about the National Solidarity Bond (a copy of which You would have received with the Application Form) and these Terms and Conditions.

31.2 Details of the booklet published by Us about the National Solidarity Bond (a copy of which is provided as part of the Application Form) and these Terms and Conditions are available on the State Savings™ Website www.StateSavings.ie

32. Recording

32.1 We may record telephone conversations with You.

32.2 Such recording is in the interests of the following:

- (a) training and quality control;
- (b) protecting You, and our employees, against misinterpretation or false allegation;
- (c) monitoring compliance with regulatory procedures;
- (d) establishing facts which are relevant to our business; and
- (e) detecting unauthorised use, or abuse, of our communications systems.

32.3 If there is a dispute in relation to dealings with You that may have been recorded, You agree to accept our records as admissible as evidence of the instructions recorded therein, and the conversations recorded therein. Any such telephone recordings will remain our property.

33. Contact Details

For all enquiries relating to the administration of any State Savings products please contact

State Savings, GPO, Dublin 1, Telephone **1850 30 50 60**, Email Service@StateSavings.ie or visit www.StateSavings.ie

These Terms and Conditions relating to the National Solidarity Bond and the State Savings™ Account are issued by the:

National Treasury Management Agency
Treasury Building
Grand Canal Street
Dublin 2

Thursday 29 April 2010