

# **Your account, the finer details...**

The important information you need to know about us, our general investment conditions and a summary statement for the financial year 2013.

# Important information

## Opening your account

To open an account at one of our branches or by post you will need to provide the following:

- 1 a completed and signed application form; and
- 2 a deposit for your investment (for postal applications, a personal cheque is preferred).

This Account is with Leeds Building Society and our Head Office is at 105 Albion Street, Leeds LS1 5AS. The Society's main business is the provision of savings products, mortgages and general insurance.

## Verifying your identity

Under the Money Laundering Regulations and Financial Conduct Authority rules, we are required to verify the name, address and date of birth of customers. To do this, we will ordinarily use an electronic verification system.

For branch applications, you will also need to supply additional proof of your identity, preferably in the form of a full UK or EU photo driving licence or a valid UK or EU passport. For postal applications, you will need to supply a certified copy of one of the aforementioned documents or an original utility bill which is less than 3 months old (not a mobile phone bill). For details of other forms of acceptable identification, please contact your local branch (for branch applications) or call our Customer Helpline on 0113 225 7777 (for branch or postal applications).

## Existing customers

If you already have an open account with us, you do not ordinarily need to provide any proof of your name or address. Please ensure you write your existing account number in the space provided on the application form.

## Customer service and protection

We aim to provide a high quality service to customers at all times. Unfortunately mistakes do occur, but when this happens we shall do our best to resolve problems or misunderstandings that may arise. Should you need to refer a matter of complaint to us, details of the procedure are available from your local branch or our Customer Helpline. Ultimately, your complaint may be referred to the Financial Ombudsman Service of South Quay Plaza, 183 Marsh Wall, London E14 9SR or to the Financial Conduct Authority of 25 The North Colonnade, Canary Wharf, London E14 5HS.

The Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority and our registration number is 164992. You can check this on the Financial Services Register by visiting the FCA website at [www.fca.org.uk](http://www.fca.org.uk) or by contacting the FCA on 0800 111 6768.

## Important information about compensation arrangements

We are covered by the Financial Services Compensation Scheme (FSCS). The FSCS can pay compensation to depositors if a building society is unable to meet its financial obligations. Most depositors - including most individuals and small businesses - are covered by the scheme.

In respect of deposits, an eligible depositor is entitled to claim up to £85,000. For joint accounts each account holder is treated as having a claim in respect of their share so, for a joint account held by two eligible depositors, the maximum amount that could be claimed would be £85,000 each (making a total of £170,000). The £85,000 limit relates to the combined amount in all the eligible depositor's accounts with the building society, including their share of any joint account, and not each separate account.

For further information about the scheme (including the amounts covered and eligibility to claim) please ask at your local branch, refer to the FSCS website [www.FSCS.org.uk](http://www.FSCS.org.uk) or call the FSCS on 0800 678 1100 or 020 7741 4100. Please note *only* compensation related queries should be directed to the FSCS.

## How to contact us?

Branches are usually open from 9am to 5pm Monday to Friday and from 9am to 1pm on Saturdays (Head Office branch is open until 4pm most Saturdays). Once a week, opening may be delayed by 30 minutes to allow for staff training.

The telephone number for your branch will be listed on our website at [www.leedsbuildingsociety.co.uk](http://www.leedsbuildingsociety.co.uk) or in local directories. A message receiving service is available outside of opening hours. Alternatively, you may contact our Customer Helpline on 0113 225 7777 from 8am to 8pm seven days a week.

If you have a postal account, please telephone Leeds Building Society Direct for your requirements during branch opening hours. The telephone number is 0113 225 7755. At other times, please ring the Customer Helpline. Branches are not able to effect transactions on postal accounts.

The Society takes seriously the need to ensure security of your personal and financial information. Please quote your account number whenever you contact us by post or telephone. For your protection when you contact us by telephone, we will confirm with you some security details before we discuss any information.

Our postal address is Customer Services Department, Leeds Building Society, 105 Albion Street, Leeds LS1 5AS. You may also obtain information about our available accounts and current interest rates from our website, by calling our customer helpline on 0113 225 7777 for details of all other accounts, or by asking at your local branch.

## Automated Payments can be made to your General Investment Account in the following ways:

- Faster Payment, BACS, Standing Order, CHAPS and IMO, quoting sort code 40-27-15, account number 12440040 and your General Investment Account number.

## Automated Payments can be made from your General Investment Account in the following ways:

- CHAPS and IMO
- Faster Payment (at product maturity only)
- Standing Order (where this is permitted by the Product Terms and Conditions)
- Direct Debits, quoting sort code 40-27-15, account number 12440040 and your General Investment Account number (where this is permitted by the Product Terms and Conditions).

General Investment Tariff of Fees and Costs	
Copies of documents such as cheques or statements	£5 per item or page
Transfer of funds from your account by CHAPS	£20 per transfer
Transfer of funds from your account by IMO	£25 per transfer
Cheques credited to your account but returned to us unpaid by the paying bank or building society	£10 per cheque
Other charges may be applied to accounts that operate outside of the agreed account terms and conditions	These will be advised when charged

You will find specific Product Terms and Conditions and information about how your Account works in the product literature for the Account you have chosen. If there is a conflict between these General Investment Conditions and the Product Terms and Conditions then the Product Terms and Conditions will apply. These General Investment Conditions are split into two sections. Section 1 contains General Conditions which apply to your Account. Section 2 contains Payment Services Conditions which only apply to transactions on your Account made using an Automated Payment. Please read this literature and keep it in a safe place for future reference together with the product literature. (Effective from date of account opening)

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### Definitions

In these conditions, unless the context requires otherwise:

**Account** means your savings account.

**Account Document** means your Passbook, certificate or similar item which we have designated an Account Document.

**Automated Payment** means any automated payment into your Account by BACS, Faster Payment, CHAPS, IMO or Standing Order or out of your Account by CHAPS, IMO or Faster Payment (at product maturity or where permitted by the Product Terms and Conditions) or Standing Order or Direct Debit (where this is permitted by the Product Terms and Conditions).

**BACS** stands for Bankers' Automated Clearing Services and is a way of electronically transferring funds from one account to another.

**CHAPS** stands for the Clearing House Automated Payment System and is the process for making electronic bank-to-bank sterling payments within the United Kingdom (also known as telegraphic transfers).

**Costs** means all our costs and expenses incurred because you fail to fulfil an obligation under these conditions.

**Direct Debit** an instruction you give to a payee to collect an amount directly from your Account. You will not be permitted to make payment from your Account by Direct Debit unless the Product Terms and Conditions state that Direct Debits are permitted.

**Faster Payment** is a way of electronically transferring funds from one account to another. Faster Payments from your Account are only permitted at product maturity or in accordance with the Product Terms and Conditions.

**Fees** means the fees we charge for any service we provide in connection with the Account including (but not limited to) the examples given in condition 12.

**General Investment Tariff of Fees and Costs** means the Society's published list of Fees and Costs for the Account which will be provided to you before you open the Account.

**IMO** stands for International Money Order and is the process for making bank-to-bank payments abroad.

**Our Savings Accounts Rates and Features Leaflet** means the Society's list of interest rates.

**Passbook** means any passbook we give or send to you to use with your Account.

**Payment Account** means an account we name as a Payment Account in the Product Terms and Conditions.

**Payment Services Conditions** means the conditions set out at Section 2 of these General Investment Conditions.

**Reference Rate** means an externally set interest rate such as the Bank of England Base Rate.

**Society** means Leeds Building Society.

**Standing Order** means a payment from an account, usually on a regular basis, to a specified bank or building society account. You will not be permitted to make payment from your Account by Standing Order unless the Product Terms and Conditions state that Standing Orders are permitted.

**We/our/us** means the Society.

**Working Day** means any day which is not a Saturday, Sunday or English bank or public holiday.

**You/your** means the account holder(s) in whose name(s) the Account is held.

## Section 1 - General Conditions

### 1 Rights of enforceability

No one apart from you or your personal representatives can enforce against us either these conditions or your rights in respect of the Account.

### 2 Joint Accounts

2.1 If the Account is held in joint names:

- all information regarding the Account will be sent to the first named account holder's registered address;
- liability to the Society is joint and several, meaning that each named account holder is responsible for all the obligations of the Account;
- if one account holder dies, the Account vests in the name(s) of the survivor(s) and will be automatically transferred to the other(s) on production of the death certificate or a certified copy;
- subject to condition 2.2 below, any account holder named on the Account will be able to withdraw money from the Account and give

other instructions as to the operation or closure of the Account without the authority of the other(s);

- it is the responsibility of joint account holders who are partners and become subject to divorce or separation to give notice to the Society if they wish to change the operation of their Account (e.g. if a signatory is to be removed).

2.2 If you do not want us to accept either signature you must give us written notice and we will amend your Account details accordingly.

### 3 Membership

- Unless the Product Terms and Conditions provide otherwise or you are not eligible for membership, your Account is a share account. This means that you will become a shareholding member of the Society through holding the Account.
- If your Account is not a share account, it will be a deposit account which does not give membership rights.
- If you are a shareholding member, you are bound by the Rules of the Society. Copies of the Rules are available from your local branch or our Customer Helpline.
- In accordance with the Society's Rules, only the first named of joint account holders is entitled to exercise the rights of membership (such as voting and participation in any distribution of the Society's assets). Joint account holders may select which of them is to be the representative (i.e. first named) account holder.

### 4 Operating your Account

- Your Account must always be kept in credit.
- Your Account is held entirely on your own behalf and the Society need not accept notice of any rights to, or interest in, the money in your Account.
- Your Account Document remains our property and must be returned to us on request. We may need to request the return of your Account Document to update your Account or for other reasonable purposes as we may notify to you.
- You must write straight away to our Customer Services Department to advise of any change of name, address or telephone number. Please provide your Account number with this communication. If you are advising of a change of name, please also enclose your Account Document. Alternatively, you may call into any branch to advise of these changes. You may be asked to produce evidence of any such change.

### 5 Payments to your Account

- The minimum operating balance must be maintained at all times. In the event that the balance falls below the minimum operating balance, please see Our Savings Accounts Rates and Features Leaflet for the rate which will apply until the Account returns to the minimum operating balance.
- The minimum operating balance and the maximum investment and operating balance will be set out in the Product Terms and Conditions.
- Any restrictions on the methods of payment into your Account together with details of whether payments can be accepted at Society branches will be set out in the Product Terms and Conditions for your Account. Subject to any restriction in the Product Terms and Conditions, cash, cheques and postal orders can be paid in at any branch of the Society. Cheques and postal orders (but not cash) can also be sent to the Society by post for the credit of your Account. We are not responsible for cheques, postal orders or any other items lost in the post. When you pay in money by cheque:
  - interest is calculated from the second Working Day after the cheque is paid in at the branch or the second Working Day after the cheque is received at the Society's Head Office. Cheques received after 3.30pm will be held over until the next Working Day before being processed;
  - the cheque should be made payable to the account holder(s) or to Leeds Building Society and where it is made payable to Leeds Building Society it should include on the payee line details of the Account number and/or name(s) of the account holder(s) to whom the cheque is being paid. For example, "Leeds Building Society re Mr A.B. Smith", or "Leeds Building Society re a/c no. 1234567890". We will not accept cheques that are payable only to Leeds Building Society unless they are drawn on an account which matches the name(s) of the account holder(s) on your Account;
  - the cheque may be returned unpaid due to lack of funds, the cheque being stopped, irregularities in the way the cheque has been completed or other reasons as determined by the bank on which the cheque has been drawn. In such circumstances the Society will debit the value of the cheque to your Account and may apply a Fee for this;
  - the cheque will be deemed as being out of date and will not be accepted if it is presented in more than six months after its date;
  - cheques should be crossed "account payee only".

- 5.4 When you pay money into your Account by cash or Automated Payment from another bank or building society account or from another account with the Society, interest is paid from the day of receipt of the payment into your Account. For further details on the execution of Automated Payments see the Payment Services Conditions in Section 2.
- 5.5 When money is paid into your Account by cash or internal transfer from another Society account, you will be able to withdraw the funds immediately, subject to our normal opening hours. For details in respect of Automated Payments into your Account, please see the Payment Services Conditions in Section 2.
- 5.6 You may not pay in money in a currency which is not legal tender in the UK. Payments into your Account cannot be accepted if made by way of:
- (a) foreign currency (except by way of IMO in accordance with condition 1 of the Payment Services Conditions in Section 2);
  - (b) foreign currency travellers cheques;
  - (c) cheques from foreign banks;
  - (d) cheques in a foreign currency.

## 6 Withdrawals

- 6.1 Subject to any further restrictions detailed in the Product Terms and Conditions, you can only make withdrawals from your Account in the following ways:
- (a) cash (subject to the applicable daily limit from time to time in force, details of which are available from your local branch or our Customer Helpline);
  - (b) Automated Payment;
  - (c) cheque;
  - (d) internal transfer to another Society account.
- 6.2 You may not withdraw funds against a cheque until the money has reached your Account (cleared) in accordance with the central clearing cycle operated by banks. A cheque deposited to your Account will be available for withdrawal no later than the sixth Working Day after the cheque is paid in at the branch or the sixth Working Day after the cheque is received at the Society's Head Office. Cheques received after 3.30pm will be held over until the next Working Day before being processed. By the end of the sixth Working Day after the cheque is paid in at the branch, or the end of the sixth Working Day after the cheque is received at the Society's Head Office, you can be certain that the money is yours and cannot be reclaimed without your permission (as long as you are not party to any deliberate fraud).
- 6.3 Maximum building society cheque withdrawal limits apply. Ask at your local branch or contact our Customer Helpline for details.
- 6.4 We will debit your Account with the amount of:
- (a) all cash withdrawals from your Account;
  - (b) any Automated Payments you have instructed us to pay and have authorised. Specific provisions about the execution of Automated Payments on the Account are set out in the Payment Services Conditions in Section 2;
  - (c) cheques paid into your Account which are subsequently returned unpaid;
  - (d) any Fees and Costs which are incurred in the operation of your Account;
  - (e) any loss or expense which the Society suffers in connection with your Account as a direct consequence of a breach by you of these conditions and/or the Product Terms and Conditions;
  - (f) any sum taken from your Account in accordance with condition 18;
  - (g) any other transaction which you have authorised.
- 6.5 Before a withdrawal is made from your Account by cash, building society cheque or internal transfer to another Society account, this must be authorised by you providing the relevant Account Document to us and requesting such a withdrawal. For the authorisation of Automated Payments, please see condition 1.1 of the Payment Services Conditions in Section 2.
- 6.6 We are not obliged to stop payment of a building society cheque issued from your Account unless you return the cheque to us for cancellation before it is presented for payment.
- 6.7 We reserve the right to refuse to pay a building society cheque where the cleared balance in your Account is insufficient and payment would cause the Account to become overdrawn.
- 6.8 If you wish to make a withdrawal from your Account you may be asked to produce confirmation of your identity before the transaction is carried out and a withdrawal is not authorised by you until this confirmation has been provided to us.

## 7 Blocking the Account

We can refuse to carry out any transaction on the Account if we reasonably think that:

- (a) you or someone else is using the Account illegally or fraudulently;
- (b) we are required to do so by law;
- (c) you are subject to a bankruptcy order or administration order or you have entered into a voluntary arrangement with your creditors or

where we reasonably believe that any of these are likely to happen;

- (d) the relationship between you and us has irretrievably broken down (for example you have been threatening or abusive to our staff);
- (e) there is a dispute (which we reasonably believe to be genuine) about the ownership or entitlement to the money in the Account;
- (f) you are in breach of these conditions or the Product Terms and Conditions;
- (g) we need to contact you to verify the validity of the instructions;
- (h) we need to contact you to clarify the instructions;
- (i) we need to verify the identity or authority of any person attempting to carry out the transaction on the Account or who informs us that they are acting for you;
- (j) there are insufficient cleared funds in the Account to cover the amount of the payment;
- (k) the terms of the payee's account prevent completion of the Automated Payment;
- (l) there are technical issues which prevent us from executing the Automated Payment;
- (m) circumstances beyond our reasonable control prevent us from offering a normal service (such as computer failure or industrial action).

Where we have refused to authorise an Automated Payment for any of the reasons listed above, we will notify you in accordance with condition 2 of the Payment Services Conditions in Section 2. If an Account is blocked for any of the reasons listed in conditions 7(a) to (f), it will not be possible to make deposits or withdrawals. We can also refuse to carry out a transaction on your account where we have asked you to provide identification or otherwise prove your identity to ensure we are meeting our regulatory obligations to prevent the risk or financial crime and/or fraud. Subject to there being sufficient funds in your Account there is a maximum cash withdrawal limit which is currently £300 per day unless otherwise agreed with us in advance.

## 8 Interest

- 8.1 Interest will normally be paid after deduction of income tax at the relevant rate. However, if you do not have to pay income tax, interest may be paid gross (i.e. without deduction of tax) if you provide us with the appropriate completed HM Revenue & Customs form. These forms are available from your local branch or our Customer Helpline. Completed forms may be handed in at your local branch or sent to our Customer Services Tax Team, Leeds Building Society, 105 Albion Street, Leeds LS1 5AS.
- 8.2 If the Account is held in joint names and one account holder is entitled to gross interest then interest will be credited to the account holders in equal proportions provided that a completed HM Revenue & Customs form is received.
- 8.3 Interest payments are ordinarily calculated several days in advance of the actual payment. If transactions occur after the preparation of the interest calculation they will not be taken into account until the next interest payment date. It may be necessary to adjust your capital balance to compensate for any overpayment or underpayment of interest if withdrawals or deposits have taken place in this period.
- 8.4 We will pay interest on any credit balance on your Account at the rates set by us from time to time. Details of interest rates applying at account opening are detailed in Our Savings Accounts Rates and Features Leaflet. You may also obtain information about our available accounts and current interest rates from our website, by calling our customer helpline on 0113 225 7777, or by asking at your local branch.
- 8.5 We can change the interest rate at any time if we reasonably believe that the change is to your advantage or is needed for any one or more of the following reasons (which may relate to circumstances existing at the time or those which are expected to apply in the near future):
- (a) to respond, in a proportionate manner, to changes in the Bank of England Base Rate or any other Reference Rate;
  - (b) to enable us to manage margins between interest rates charged to our borrowers and interest rates paid to our investors, or the providers of funds to us, in the interests of our customers as a whole;
  - (c) to respond, in a proportionate manner, to any increase or reduction in costs reasonably incurred by the Society in operating its personal savings business;
  - (d) to enable us to harmonise, in a reasonable manner having regard to the interests of all of our investors, the interest rates being paid to investors following any acquisition or transfer of deposit or savings accounts or any takeover of, or merger with another savings provider or deposit taker;
  - (e) to respond, in a proportionate manner, to changes in the law or the interpretation of the law, decisions or recommendations of an Ombudsman, regulator or similar person, or any code of practice with which we intend to comply. We can also change the interest rate on your Account for any other valid reason (not being a reason specified in this condition 8.5)

where we believe the change is appropriate. Depending on the nature of the change and the type of account you have, we will give you notice of a change in interest rate on your Account in one of the ways set out in conditions 8.6 to 8.9 (inclusive) below.



- 8.6 Unless your Account is a Payment Account, where we make a change in the interest rate which is:
- (a) to your advantage; or
  - (b) linked to a Reference Rate and the change in the interest rate is as a result of a change in the Reference Rate; or
  - (c) to your disadvantage for any of the reasons listed in condition 8.5(a) to (e); then the change will be applied to your Account immediately and will be publicised on our website, in our branches and on our 24 hour Investment Interest Rateline. If the change in the interest rate is a disadvantageous change of a material nature, we will give you at least 14 days' (or if greater, a period of time equal to your notice period) advance notice of the change in writing at the last property address known to us. Please see condition 8.7 for details of what will be considered to be a disadvantageous change of a material nature. For Accounts which can only be opened and operated by post, details of changes will be given to you by individual notice in accordance with any relevant laws and regulations.
- 8.7 For the purposes of condition 8.6, a disadvantageous change to the interest rate will be of a material nature when:
- (a) the interest rate on the Account falls in a single movement by more than 0.25%; and
  - (b) the Account has a balance of £500 or more at the time the decision is taken to change the interest rate; or
  - (c) a single interest rate fall of 0.25% or less will result in there having been a cumulative downward movement of the Account's interest rate over the preceding 12 months of 0.50% or more; and
  - (d) the Account has a balance of £500 or more at the time the decision is taken to change the interest rate which results in the cumulative downward movement of 0.50% or more.
- 8.8 Where we make a change in the interest rate on an Account which is not a Payment Account for any other valid reason (not being a reason mentioned in condition 8.5(a) to (e)) we will:
- (a) give you reasonable advance, individual notice of the change in writing at the last property address known to us;
  - (b) tell you that the change is made under this condition 8.8 in the notice we send you;
  - (c) if we require you to give notice before making a withdrawal or restrict the amount you may withdraw and/or number of withdrawals you may make in any period, then from the date you receive notice of the change you will have a minimum of 60 days' or if greater, a period of time equal to your notice period, to close your Account without notice or loss of interest and without paying any Fees and/or Costs for withdrawal which would otherwise be due.
- 8.9 Where your Account is a Payment Account, we will give you two months' notice in writing of the change at the last property address known to us. Where the change is made for any other valid reason (not being a reason mentioned in condition 8.5(a) to (e)) we will tell you the change is made for another valid reason in the notice we give you. Where we give you notice under this condition 8.9 and you give us notice that you do not accept the change in the interest rate, we will take this as notification that you wish to close your Account immediately and you may do so without notice or loss of interest and without paying any Fees and/or Costs for withdrawal which would otherwise be due. This condition does not apply where:
- (a) the change is to your advantage;
  - (b) the rate of interest on your Account is linked to a Reference Rate and a change in the interest rate is as a result of change in the Reference Rate. Where condition 8.9 (a) or (b) applies the change will be applied to your Account immediately and will be publicised on our website, in our branches and on our 24 hour Investment Interest Rateline.
- 8.10 You will continue to earn interest on amounts invested up to and including the day before withdrawal.

## 9 Account closures

- 9.1 Your Account will remain open until it is closed by either you or us in accordance with this condition 9.
- 9.2 From the date of Account opening, or (if later) the date you receive these Account conditions and the Product Terms and Conditions on paper or electronically, you have 14 days' to notify us (in writing) at Customer Services Department, Leeds Building Society, 105 Albion Street, Leeds LS1 5AS if you are not happy with your choice of account. Within that period we will, if instructed by you, refund your investment with interest from Account opening, or subject to eligibility, transfer the investment to another account of your choice without applying any Fees, Costs or other charges associated with early withdrawal which would otherwise be due.
- 9.3 If you wish to close your Account you must first:
- (a) give us notice;
  - (b) return your Account Document; and
  - (c) pay all amounts you owe us on your Account, including any Fees and Costs due. In relation to some accounts such as fixed term investments, the Product Terms and Conditions may impose restrictions or further conditions upon closing the Account which you must comply with.

- 9.4 Where your Account is a Payment Account, we can at our discretion close your Account and terminate this agreement at any time by giving you at least two months' individual notice sent to the last property address known to us unless you have materially breached these Account conditions and/or the Product Terms and Conditions and/or the relationship between you and us has irretrievably broken down (for example you have been violent or abusive to our staff), in which case we can immediately terminate this agreement with you and close your Account. Where, in our reasonable opinion, the breach of the Account conditions and/or the Product Terms and Conditions is capable of remedy, we will provide notice to you of the breach and grant you with a reasonable period to remedy the breach before closing your Account. If we terminate this agreement and close your Account we will return your investment to you with any interest we owe you on your Account.
- 9.5 We can close your Account immediately, regardless of whether your investment has been accepted for a fixed term which has not yet expired, if we receive notice of your death, bankruptcy or mental incapacity.
- 9.6 Unless your Account is a Payment Account or the investment has been accepted for a fixed term which has not yet expired, we can at our discretion close your Account at any time and give you at least 1 month's notice provided that if you are required to give more than 1 month's notice to close your Account we shall give you an equivalent period of notice.
- 9.7 Unless your Account is a Payment Account, we can close your Account immediately, regardless of whether your investment has been accepted for a fixed term which has not yet expired, where you have materially breached these Account conditions and/or the Product Terms and Conditions and/or the relationship between you and us has irretrievably broken down (for example, you have been violent or abusive to our staff). Where, in our reasonable opinion, the breach of the Account conditions and/or the Product Terms and Conditions is capable of remedy, we will provide notice to you of the breach and grant you with a reasonable period to remedy the breach before closing your Account.
- 9.8 If we close your Account you must return your Account Document and pay all amounts you owe us on your Account, including any Fees and Costs due.
- 9.9 If you want to transfer your Account to another person you need to have our prior approval which is at our discretion. Only the named account holder(s) has any rights to the investment or the right to operate the Account held with the Society.
- 9.10 If your Account has a balance of less than £100 and has not been used to deposit or withdraw money for three years or more, we can close the Account and retain the balance if we cannot trace you after reasonable enquiry. If you then contact us at a later date requesting that the Account be re-opened we shall not unreasonably refuse such a request (providing that you supply us satisfactory proof of your identity). If we agree to re-open the Account you will not have continuous membership. We may change the Account to a different account type, and credit interest accordingly, or else repay the Account balance to you with interest.
- 9.11 If you have money in a dormant Account, this will always be your property, or if you die, it will become part of your estate no matter how many years have passed.
- 9.12 We can close your Account and transfer the money to the reclaim fund under the Dormant Bank and Building Society Accounts Act 2008 if:
- (a) we have not been able to find you after making reasonable attempts; and
  - (b) you have not taken any money out of your Account or paid any money into it for the past 15 years.
- 9.13 If we close your Account under condition 9.12 we will re-open the Account if:
- (a) you ask us to; or
  - (b) we think it is reasonable to re-open it.
- If we re-open your Account, we will pay back any money which was in the Account when we closed it, together with any interest which the money would have earned if the Account had stayed open in the meantime. We will reclaim this money back on your behalf from the reclaim fund under the Dormant Bank and Building Society Accounts Act 2008.

## 10 Loss, theft and use of your Account Document

- 10.1 You should check your Account Document regularly. If you discover that an Account Document is missing, lost, stolen or might be being used by someone else you must tell us as soon as possible by contacting your local branch or our Customer Helpline on 0113 225 7777. In the case of a lost or stolen Account Document you will be issued with a new Account Document after you have given such evidence of loss and proof of your identification as we may reasonably require and paid a fee if we reasonably require this.
- 10.2 We will accept telephone notification of a lost Account Document but you must write to the Society to confirm your instructions.

- 10.3 We will not order a replacement Account Document until we have received your written confirmation that the Account Document has been lost or stolen, and if any Account Document is recovered, that you will immediately return it to the Society.
- 10.4 We may give the police or any other prosecuting authority any information we consider relevant.
- 10.5 In the case of any disputed transaction, the burden of proving fraud or that you acted without reasonable care, or that the Account Document has been received by you, will lie with us. In such cases, we shall expect you to co-operate with us in our investigations.
- 10.6 You must not use any Account Document once it has been reported lost or stolen. If you do use your Account Document then the Society may withdraw the relevant funds from your Account notwithstanding that you have agreed not to use it.

## 11 Statements and Information

- 11.1 Statements will be issued on request or at least annually for all Accounts (except where the Account is a Passbook or a certificate type account where statements will be issued on request). We may charge for duplicate requests, please see our General Investment Tariff of Fees and Costs.
- 11.2 You must check your statements regularly and tell us as soon as possible of any disputed entry. Please see condition 14 for further details in relation to disputed transactions. Where a disputed transaction relates to an Automated Payment please see conditions 3 and 4 of the Payment Services Conditions in Section 2.
- 11.3 You can request a copy of these conditions, the Product Terms and Conditions, Our Savings Accounts Rates and Features Leaflet, and our General Investment Tariff of Fees and Costs at any time free of charge.
- 11.4 Where the Account is a Passbook type account then, on presentation of your Passbook for updating, your Passbook will be updated to include details of the payment date and payment type for each transaction carried out on your Account (for example whether the payment is a BACS, CHAPS or Standing Order payment). If you require any further details in relation to any transaction, please contact us on our Customer Helpline on 0113 225 7777.
- 11.5 Additional information about Automated Payments on the Account can be obtained in accordance with condition 5 of the Payment Services Conditions in Section 2.

## 12 Fees and Costs

- 12.1 The Society will not charge for the normal use of cheques or Automated Payments (except for CHAPS and IMOs), debited to the Account. However, the Society reserves the right to apply Fees and Costs, if the Society provides other services to you in connection with your Account, or if you do not comply with these conditions and/or the Product Terms and Conditions.
- 12.2 (a) Where we charge a Fee because you ask us to provide a service in connection with the Account, whether to you or anyone else and the amount of the Fee is set out in our General Investment Tariff of Fees and Costs, it may only be changed in accordance with conditions 12.4, 12.5 and 12.6. Examples of activities we may charge a Fee for under this condition include (but are not limited to): cheques credited to your Account which are unpaid.  
(b) Where we incur a Cost because you fail to fulfil an obligation you have under these conditions or your Product Terms and Conditions, you must pay us all reasonable Costs which we reasonably incur as a result of your failure. Where we have made a genuine pre-estimate of the expenses we are likely to incur, the amount of the Cost we will charge is set out in our General Investment Tariff of Fees and Costs and may only be changed in accordance with conditions 12.4, 12.5 and 12.6.
- 12.3 Where a Fee for a particular service is not set out in our General Investment Tariff of Fees and Costs, we will tell you the Fee for any other service or product before we provide that service or product and at any time you ask.
- 12.4 Unless your Account is for a fixed term, we can vary the Fees and/or Costs set out in our General Investment Tariff of Fees and Costs for any of the reasons specified in condition 12.6 by giving you at least two months' notice in writing at the last address known to us. Where we give you notice of a change under this condition 12.4, the change will automatically take effect and you will be taken to have accepted the change unless you notify us in writing that you do not agree to the change as soon as possible and in any event before the end of the two month period. If you do not agree to the change, you can close your Account. If you notify us that you do not accept a change, we will take this as notification that you wish to close your account immediately and you may do so without notice or loss of interest and without paying any Fees and/or Costs for withdrawal which would otherwise be due.

- 12.5 If your Account is for a fixed term, we can vary the Fees and/or Costs set out in our General Investment Tariff of Fees and Costs for any of the reasons specified in condition 12.6 by giving you at least two months' notice in writing at the last address known to us. Where we give you notice of a change under this condition 12.5, the change will take effect at the end of the fixed term (or, if later, two months from the date of receipt of the notice) and you will be taken to have accepted the change unless you notify us in writing that you do not agree to change as soon as possible, and in any event before the end of the fixed term (or, if later, two months from the date of receipt of the notice). If you do not agree to the change, you can close your Account at the end of the fixed term (or, if later, two months from the date of receipt of the notice) without notice or loss of interest and without paying any Fees and/or Costs for withdrawal which would otherwise be due.
- 12.6 We can at any time vary the Fees and/or Costs set out in our General Investment Tariff of Fees and Costs in accordance with the notice provisions in condition 12.4 or 12.5 for any one or more of the following reasons (which may relate to circumstances existing at the time or those which we reasonably expect to apply in the near future):
  - (a) to respond, in a proportionate manner, to changes in the expenses which we reasonably incur in carrying out the relevant activities;
  - (b) to respond, in a proportionate manner, to changes in the law or the interpretation of the law, decisions or recommendations of an Ombudsman, regulator or similar person, or any code of practice with which we intend to comply;
  - (c) to enable us to harmonise, in a reasonable manner having regard to the interests of our investors, the Fees and Costs concerned following any acquisition or transfer of deposit or savings accounts or any takeover of, or merger with, another deposit taker or savings provider.

## 13 Changes to these conditions

**Condition 6 of the Payment Services Conditions in Section 2 will apply to the variation of the Payment Services Conditions. Otherwise, the provisions of this condition 13 will apply to the variation of the conditions of your Account (including the Product Terms and Conditions).**

- 13.1 We may vary these conditions, including the level of any bonus payments, (other than in respect of changes to interest rates or Fees and Costs) at any time if the change is to your advantage, or for any of the following reasons:
  - (a) to respond, in a proportionate manner, to changes in the products or services we provide or the way we provide these;
  - (b) to respond, in a proportionate manner, to changes in the law or interpretation of the law, decisions or recommendations of an Ombudsman, regulator or similar person, or any code of practice with which we intend to comply; and/or
  - (c) to enable us to harmonise, in a reasonable manner having regard to the interests of all of our investors, the conditions of your Account following any acquisition or transfer of deposit or savings accounts or any takeover of, or merger with, another deposit taker or savings provider.
- 13.2 Whenever we make a change to these conditions to your advantage, then the change will be made immediately and will be publicised on our website, in our branches and on our Customer Helpline within 30 days of the change.
- 13.3 Whenever we vary these conditions, including the level of any bonus payments, (other than in respect of changes to interest rates or Fees or Costs) to your disadvantage for any reason mentioned in condition 13.1:
  - (a) we will give you individual notice in writing at the last address known to us at least 30 days before the change is to take effect; and
  - (b) if we require you to give notice before making a withdrawal or restrict the amount you may withdraw and/or number of withdrawals you may make in any period, then from the date you receive notice of the change you will have a minimum of 60 days, or if greater, a period of time equal to your notice period, to close your Account without notice or loss of interest and without paying any Fees and/or Costs for withdrawal which would otherwise be due.

## 14 Liability

- 14.1 Provided that you properly notified us in accordance with condition 10.1 if you believe your Account Document is missing, lost, stolen or might be being used by someone else (unless it is used by you or on your behalf), your maximum liability for unauthorised payments is £50.
- 14.2 There will be no limit on your liability where you have acted fraudulently or been negligent in failing to comply with condition 10.1.
- 14.3 Unless you have been fraudulent or negligent, you will not be liable for any losses incurred in respect of unauthorised transactions:
  - (a) occurring after notification of the loss of your Account Document under condition 10.1; or
  - (b) where we failed to provide a notification process to allow you to report the potential misuse of your Account Document unless the failure to provide the service was beyond our reasonable control; or
  - (c) before you received any Account Document.

## 15 Confidentiality

- 15.1 We will only give details of your Account or personal details to anyone else if:
- you have specifically requested or consented to the disclosure; or
  - the law permits or requires us to do so; or
  - our interests make disclosure necessary; or
  - we have a public duty to disclose.
- Your application form will include a declaration requesting your consent to disclosure for particular purposes.
- 15.2 If, after opening your Account, you would like to exercise the right to refuse receiving information about additional services and products, please contact your local branch or call our Customer Helpline.

## 16 General

- 16.1 Where necessary, any word in these conditions which is in the singular shall also be read as in the plural and any word which is in the plural shall also be read as if it was in the singular.
- 16.2 These conditions and the Product Terms and Conditions constitute a legal agreement between the Society and you and govern the conduct of your Account.
- 16.3 We will not be liable for any loss you may suffer of any kind whatsoever if we are unable to operate your Account or fulfil our obligations to you because of any abnormal and unforeseeable circumstances beyond our control.
- 16.4 Any failure by the Society to enforce any of its rights against you on one occasion, whether in whole or in part, should not be regarded as a waiver of the Society's rights to enforce these obligations on any other occasion whether in whole or in part.
- 16.5 Each of the provisions of these conditions and the Product Terms and Conditions is severable and distinct from the others and if at any time one or more of such provisions becomes illegal, invalid or unenforceable, this will not impair or affect the legality, validity or enforceability of the remaining provisions.
- 16.6 A reference to a statute, statutory provision or subordinated legislation is a reference to it as it is in force from time to time, taking account of any amendment or re-enactment and includes any statute, statutory provision or subordinate legislation which it amends or re-enacts.
- 16.7 We will not be liable for losses or costs caused by abnormal or unforeseeable circumstances outside our reasonable control, which would have been unavoidable despite all efforts to the contrary, for example, delays or failures caused by industrial action, problems with another system or network or mechanical breakdown. We cannot limit our liability for acting fraudulently or very carelessly, or otherwise exclude or limit our liability to the extent we are unable to do so by law.
- 16.8 If it appears to us that you are suffering from a mental disorder or through mental infirmity arising from disease or age you are incapable of managing your affairs, any person, appearing to us to have your care or the management of your affairs (subject to sight of appropriate documentation) may, with our consent, withdraw the whole or part of the amount standing to the credit of your account. We will not give our consent until we have complied with the necessary legal requirements in respect of receiving from the Court of Protection notice that it does not object to the consent. We may require any person appearing to us as having the care of your affairs to confirm to us that they will repay all claims in respect of the amount withdrawn from the account where we reasonably consider this necessary to protect us.

## 17 Applicable law and jurisdiction

- 17.1 The relationship between you and the Society is based upon the laws of England and Wales.
- 17.2 These conditions and the Product Terms and Conditions are subject to the laws of England and Wales, and the courts of England and Wales shall have exclusive jurisdiction.
- 17.3 These conditions and the Product Terms and Conditions and all documentation relating to your Account are supplied in English. All communications issued by the Society will be in English.

## 18 Set Off

- (a) We may use the money in your Account towards payment of any money that you owe us (for example, under a mortgage) which is due for payment but which has not been paid. This is known as our right of set off.
- (b) We can use our right of set off, when your Account is in your sole name as well as joint accounts you hold with another person. We can use money in an account held by you to set off against debts owed by you jointly with other people.
- (c) If we propose to use our right of set off in relation to your account we will contact you at least 14 days beforehand to tell you this. During this notice period we will not allow any transactions in respect of the money in your Account.
- (d) Once we have used a right of set off, that money will stop being yours and you will stop receiving interest or any right to a bonus on it.

## Section 2 - Payment Services Conditions

**The provisions of this Section 2 apply only to transactions made by way of Automated Payment on your Account.**

### 1 Transactions on the Account

- 1.1 Before a withdrawal is made from your Account by Automated Payment, this must be authorised by you by providing the relevant Account Document or Account details and completing any necessary formalities to complete an Automated Payment on the Account. Where appropriate, the authorisation of an Automated Payment can include authorising any single payment, a series of recurring payments (including payments for an indefinite period such as a regular Standing Order) or pre-authorising a future payment of an uncertain amount, such as a Direct Debit.
- 1.2 In the event that an Automated Payment is not authorised in accordance with condition 1.1, you may authorise the payment after it has been made by providing consent to us verbally or in writing.
- 1.3 Your instructions and authorisation for an Automated Payment may not be withdrawn (or revoked) after the point in time at which your instructions and authorisation for the payment have been received by us. However, in respect of future dated Automated Payments (such as future Standing Order payments or Direct Debit instructions) your instructions and authorisation to make the payment may be withdrawn if you give notice to us and to the payee (where relevant) provided the notification of cancellation is received by us no later than close of business on the Working Day before the date set for execution.
- 1.4 Where we receive your instructions and authorisation in accordance with condition 1.1 to carry out an Automated Payment and your instructions and authorisation are received before 3pm, we will treat your instructions to make the payment as having been received that day. For any instructions and authorisation received after 3pm, or received by us on a non-Working Day, your instructions and authorisation will be treated as having been received by us on the next following Working Day. For example, if we receive your instructions and authorisation to make a BACS payment at 3.30pm on Tuesday, we will treat your instructions to make the payment as having been received on Wednesday for the purposes of determining when the money is transmitted (provided both Tuesday and Wednesday are Working Days). Where you are setting up a Standing Order to pay someone for the first time we will not treat your instructions and authorisation as having been received until we have completed our process for setting up the payment.
- 1.5 Any instructions and authorisation received on a non-Working Day are deemed received on the next following Working Day.
- 1.6 Where you have instructed and authorised us to make an Automated Payment out of your Account the money will be available to the payee:
- (a) (unless the Automated Payment is initiated by way of a paper-based authorisation process) within 1 Working Day of the day after we receive your instructions under condition 1.4;
  - (b) where the Automated Payment is initiated by a paper-based authorisation process, within 2 Working Days of the day after we receive your instructions under condition 1.4;
  - (c) for any Automated Payments transmitted from the United Kingdom to another country within the European Economic Area, where the payment transaction is not in sterling or euro, within 4 Working Days of the day after we receive your instruction under condition 1.4;
  - (d) for any Automated Payments transmitted outside the European Economic Area, these timings do not apply. Please ask at your local branch or call our Customer Helpline for details. Subject in each case to the provisions of condition 1.4 where your instructions and authorisation is received after 3pm.
- 1.7 If you pay money into or out of your Account by IMO in a foreign currency, we will change the amount of the payment into pounds sterling on the date that we pay it out of or receive it into your Account. We may also make a charge for this service as set out in the General Investment Tariff of Fees and Costs. We can make immediate changes to the exchange rate used to convert foreign currency. Further details of the applicable current exchange rate can be obtained by calling our Customer Helpline on 0113 225 7777.

- 1.8 If you wish to set up a Standing Order you should write to us with your instructions or call into your local branch and provide us with your instructions.
- 1.9 When money is paid into your Account by Automated Payment, provided the payment is received by us prior to 3pm on a Working Day you will be able to withdraw the funds that day, subject to our normal opening hours. Otherwise, you will be able to withdraw the funds on the next following Working Day, subject to our normal opening hours.

### 2 Blocking the Account

- 2.1 We can refuse to carry out any Automated Payment on the Account for any of the reasons set out in condition 7 of the General Conditions in Section 1. If an Account is blocked for any of the reasons listed in conditions 7(a) to (f) of the General Conditions in Section 1, it will not be possible to make deposits or withdrawals.

- 2.2 Provided it would not be unlawful for us to tell you why we refused to authorise an Automated Payment, we will notify you either verbally or in writing when we have done this at the earliest opportunity and in any event no later than the day by which the funds should have been available to the payee under condition 1.6. Following receipt of this notification you can visit your local branch or call our Customer Helpline for details of how to rectify any errors.

### 3 Liability

- 3.1 Where an Automated Payment is properly authorised in accordance with condition 1.1, we are responsible for its correct execution unless we can prove that the error was due to the fault of the payee's bank or building society. Where we are liable for an incorrectly executed Automated Payment out of your Account we will restore your Account to the state in which it would have been had the defective payment not taken place in accordance with condition 4. Where we are liable for the misallocation of funds into your Account we will restore your Account to the state it would have been in if the payment had been correctly allocated.
- 3.2 Where you wrongly identify the person and/or account (including account number and sort code) to which an Automated Payment should be made, we will make reasonable efforts to recover the payment made, but we will not be liable for any losses which may be incurred by you.

### 4 Refunds

- 4.1 You may be entitled to claim a refund in relation to an Automated Payment where:
- (a) the payment was not authorised by you in accordance with condition 1.1; or
  - (b) we are responsible for the transaction which has been incorrectly executed and you have notified us in accordance with condition 4.3.
- 4.2 Direct Debit refunds will be made in accordance with the UK Direct Debit Scheme Rules and the UK Direct Debit Guarantee.
- 4.3 If you become aware of an Automated Payment which has not been properly authorised or has been incorrectly executed on the Account you must notify us by calling our Customer Helpline on 0113 225 7777. This notification must be provided as soon as you become aware of the error and in any event within 13 months of the date of the Automated Payment. If you do not notify us within these timescales you will not be entitled to a refund under this condition 4.
- 4.4 If you are entitled to a refund we will reimburse you for any interest and charges you have incurred as a result of the incorrect execution. We will not be responsible for any losses which are not a direct consequence of our incorrect execution of the Automated Payment, for example, any loss of profits.
- 4.5 In the case of a disputed Automated Payment the burden of proving fraud or negligence will lie with us.

### 5 Transactional information

If at any time you require additional information about Automated Payments on the Account this information is available by calling our Customer Helpline on 0113 225 7777. You can request and we will provide you with the following information about any Automated Payment:

- (a) details of the payment into and out of the Account including a reference enabling you to identify the transaction (and, where appropriate, information relating to the payee);
- (b) the amount of the transaction;
- (c) any charges for the transaction; and
- (d) the date of the payment into or out of the Account.

### 6 Variation of the Payment Services Conditions

Where we make a change to the Payment Services Conditions, we will give you at least two months notice in writing at the last address known to us. Where we give you notice of a change under this condition 6, the change will automatically take effect and you will be taken to have accepted the change unless you notify us in writing that you do not agree to the change as soon as possible and in any event before the end of the two month period. If you notify us that you do not accept a change, we will take this as notification that you wish to stop using the functionality to make Automated Payments on your Account immediately. If you subsequently use the functionality to make Automated Payments on your Accounts again, you will be deemed to have accepted the change.

### 7 General

Conditions 16 and 17 of the General Conditions in Section 1 shall apply as appropriate.

Leeds Building Society is a member of the Building Society's Association. The Society is covered by the Financial Ombudsman Service. We may monitor and/or record your telephone conversations with the Society to ensure consistent service levels (including colleague training).

The Society's main business is the provision of savings products, mortgages and general insurance. The Society offers some investment products that may be operated through branches and by post and certain products which can be operated by post only.

Leeds Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority and our registration number is 164992. You can check this on the Financial Services Register by visiting the FCA website at [www.fca.org.uk](http://www.fca.org.uk) by contacting the FCA on 0800 111 6768.

Other taxes or costs may exist that are not paid by Leeds Building Society.

**Large text, Braille and audio tape versions of our brochures are available on request.**



# Summary financial statement

## For the year ended 31 December 2013


The Directors have pleasure in presenting the Summary Financial Statement of the Society and its subsidiaries ('the Group') for the year ended 31 December 2013. The Statement is a summary of information published in the audited Annual Accounts, Directors' Report and Annual Business Statement, all of which are available to Members and Depositors, free of charge, on request at any branch from 12 March 2014, or from the Society's website ([www.leedsbuildingsociety.co.uk](http://www.leedsbuildingsociety.co.uk)).

The auditor's report on the Society's full Annual Report and Accounts was unqualified.

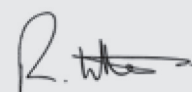
Approved by the Board of Directors on 25 February 2014 and signed on its behalf by:



**Robin Ashton**  
Chairman



**Peter Hill**  
Chief Executive



**Robin Litten**  
Finance Director

## Summary Financial Statement

### Results for the year 2013

	2013 £M	2012 Restated* £M
Net interest receivable	163.2	133.2
Other income and charges	15.0	17.0
Fair value gains less losses on financial instruments	(0.9)	0.7
Administrative expenses	(55.5)	(49.7)
Impairment losses	(47.9)	(41.9)
Investment property fair value movement	(1.3)	(1.1)
Impairment loss on land and buildings	(0.8)	-
Provisions for liabilities and charges	(7.6)	(3.6)
Profit for the year before taxation	64.2	54.6
Taxation	(15.2)	(13.4)
<b>Profit for the year</b>	<b>49.0</b>	<b>41.2</b>

### Financial position at the end of the year

#### Assets

Liquid assets	1,820.1	1,748.7
Mortgages	8,930.6	8,047.8
Other loans	221.3	227.5
Derivative financial instruments	99.5	118.9
Fixed and other assets	122.7	173.0
<b>Total assets</b>	<b>11,194.2</b>	<b>10,315.9</b>

#### Liabilities

Shares	8,622.0	7,738.3
Borrowings	1,703.5	1,721.4
Other liabilities	107.9	89.9
Derivative financial instruments	100.2	148.5
Subordinated liabilities	0.9	0.9
Subscribed capital	25.0	25.0
Reserves		
General reserves	612.1	564.8
Other capital	22.6	27.1
<b>Total reserves and liabilities</b>	<b>11,194.2</b>	<b>10,315.9</b>

### Summary of Key Financial Ratios

Gross capital as a percentage of shares and borrowings	6.44%	6.54%
Liquid assets as a percentage of shares and borrowings	17.63%	18.49%
Profit for the financial year as a percentage of mean total assets	0.46%	0.41%
Management expenses as a percentage of mean total assets	0.52%	0.49%

\*Restated following the implementation of International Financial Reporting Interpretations Committee (IFRIC) 21 Levies.

# Notes to Summary Financial Statement

## Gross capital as a percentage of shares and borrowings

The gross capital ratio measures the proportion that the Group's capital bears to the Group's liabilities to holders of shares and borrowings. The Group's capital consists of profits accumulated over many years in the form of general reserves together with other reserves, revaluation reserves, subordinated liabilities and subscribed capital which cannot be repaid in priority to ordinary investors. Capital provides a financial cushion against difficulties that might arise in the Group's business and, therefore, protects investors.

## Liquid assets as a percentage of shares and borrowings

The liquid assets ratio measures the proportion that the Group's assets held in the form of cash, short term deposits and other securities bears to the Group's shares and borrowings. Liquid assets are generally readily realisable, enabling the Group to meet requests by investors for withdrawals from their accounts, to make new mortgage loans to borrowers and to fund its general business activities.

## Profit for the year as a percentage of mean total assets

The profit/assets ratio measures the proportion that the Group's profit after taxation for the year bears to the average of the Group's total assets during the year. The Group needs to make a reasonable level of profit each year in order to maintain its capital ratio at a suitable level to protect investors.

## Management expenses as a percentage of mean total assets

The management expenses ratio measures the proportion that the Group's administrative expenses bear to the average of the Group's total assets during the year. Management (or administrative) expenses consist mainly of the costs of employing staff, running the Group's branches, information technology costs, advertising and other office costs. Expenses need to be controlled so that the Group operates as efficiently as possible while providing the service that members require.

# Notes from Auditor's Report

## Independent auditor's statement to the members and depositors of Leeds Building Society

We have examined the Summary Financial Statement for the year ended 31 December 2013 which comprises the results for the year, financial position at the end of the year and summary of key financial ratios together with the summary Directors' Report.

This report is made solely to the Society's members, as a body, in accordance with section 76(5) of the Building Societies Act 1986.

Our work has been undertaken so that we might state to the Society's members those matters we are required to state to them in an auditor's report and for no other purpose.

To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Society and the Society's members as a body, for our audit work, for this report, for our audit report, or for the opinions we have formed.

## Respective responsibilities of directors and auditor

The directors are responsible for preparing the Summary Annual Report containing the Summary Financial Statement, in accordance with applicable United Kingdom law.

Our responsibility is to report to you our opinion on the consistency of the Summary Financial Statement within the Summary Annual Report with the full Annual Report and Accounts, Annual Business Statement and

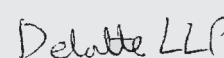
Directors' Report and its conformity with the relevant requirements of Section 76 of the Building Societies Act 1986 and regulations made under it.

We also read the other information contained in the Summary Annual Report containing the Summary Financial Statement as described in the contents section and consider the implications for our report if we become aware of any apparent misstatements or material inconsistencies with the Summary Financial Statement.

We conducted our work in accordance with Bulletin 2008/3 issued by the Auditing Practices Board. Our report on the Society's full Annual Report and Accounts describes the basis of our audit opinion on those financial statements.

## Opinion

In our opinion the Summary Financial Statement is consistent with the full Annual Report and Accounts, the Annual Business Statement and Directors' Report of Leeds Building Society for the year ended 31 December 2013 and complies with the applicable requirements of Section 76 of the Building Societies Act 1986 and regulations made thereunder.



**Deloitte LLP**

Chartered Accountants and Statutory Auditors  
Leeds, United Kingdom  
25 February 2014

# Where to find us

## Aberdeen

68 Carden Place, Aberdeen AB10 1UL  
Tel: 01224 642641

## Banbury

19 High Street, Banbury OX16 5EE  
Tel: 01295 277912

## Barkingside

84 High Street, Barkingside IG6 2DJ  
Tel: 020 8550 7678

## Barnsley

2 Peel Square, Barnsley S70 1YA  
Tel: 01226 770773

## Belfast

19-21 Cornmarket, Belfast BT1 4DB  
Tel: 028 9024 2277

## Birmingham

33-35 Corporation Street, Birmingham B2 4LS  
Tel: 0121 643 6722

## Bradford

Broadway House, Bank Street, Bradford BD1 1HU  
Tel: 01274 391401

## Brecon

12a The Bulwark, Brecon, Powys LD3 7AD  
Tel: 01874 611525

## Bristol

Wine Street, Bristol BS1 2HP  
Tel: 0117 922 6772

## Cardiff

5 St John Street, Cardiff CF10 1GJ  
Tel: 029 2037 2730

## Cheltenham

12 Winchcombe Street, Cheltenham GL52 2LX  
Tel: 01242 222911

## Colchester

30 High Street, Colchester CO1 1DB  
Tel: 01206 563788

## Derby

8 St James Street, Derby DE1 1RL  
Tel: 01332 344644

## Dewsbury

17 Foundry Street, Dewsbury WF13 1QH  
Tel: 01924 469206

## Doncaster

8 Frenchgate, Doncaster DN1 1QQ  
Tel: 01302 730485

## Epsom

13 High Street, Epsom KT19 8DA  
Tel: 01372 728695

## Glasgow

182 Hope Street, Glasgow G2 2UE  
Tel: 0141 331 4525

## Gloucester

43 Northgate Street, Gloucester GL1 2AN  
Tel: 01452 520163

## Halifax

31 Commercial Street, Halifax HX1 1BE  
Tel: 01422 362359

## Harrogate

12 Oxford Street, Harrogate HG1 1PU  
Tel: 01423 546510

## Huddersfield

8 Cherry Tree Centre, Market Street,  
Huddersfield HD1 2ET  
Tel: 01484 530842

## Hull

78 Paragon Street, Hull HU1 3PW  
Tel: 01482 224892

## Kendal

83 Stricklandgate, Kendal LA9 4RA  
Tel: 01539 724460

## Leicester

13 Halford Street, Leicester LE1 1JA  
Tel: 0116 251 6748

## London (Kingsway)

41 Kingsway, London WC2B 6TP  
Tel: 020 7240 2808

## Manchester

47 Cross Street, Manchester M2 4JF  
Tel: 0161 832 0346

## Norwich

6/7 Guildhall Hill, Norwich NR2 1JG  
Tel: 01603 626978

## Nottingham

23 Listergate, Nottingham NG1 7DE  
Tel: 0115 947 2841

## Peterborough

2 Queen Street, Peterborough PE1 1PA  
Tel: 01733 896565

## Reading

10 Cross Street, Reading RG1 1SN  
Tel: 0118 957 5192

## Ripon

17 Market Place North, Ripon HG4 1BW  
Tel: 01765 600300

## Sale

26 School Road, Sale, Cheshire M33 7XF  
Tel: 0161 973 0093

## Sheffield

14 Pinstone Street, Sheffield S1 2HN  
Tel: 0114 272 2230

## Southampton

41 London Road,  
Southampton SO15 2AD  
Tel: 023 8022 6699

## Stevenage

52 Queensway, Stevenage SG1 1EE  
Tel: 01438 741822

## Swansea

16 Union Street, Swansea SA1 3EH  
Tel: 01792 472503

## Watford

67 The Parade, High Street,  
Watford WD17 1LJ  
Tel: 01923 240589

## York

49 York Road, Acomb, York YO24 4LN  
Tel: 01904 335500

## Leeds Area Branches

### Head Office

105 Albion Street, Leeds LS1 5AS  
Tel: 0113 225 7555

### Adel

475 Otley Road, Adel, Leeds LS16 7NR  
Tel: 0113 225 8500

### Armley

45/47 Town Street, Armley,  
Leeds LS12 1XD  
Tel: 0113 225 8510

### Beeston

665 Dewsbury Road, Beeston,  
Leeds LS11 5LF  
Tel: 0113 225 8520

### Boston Spa

181a High Street, Boston Spa,  
Wetherby LS23 6AA  
Tel: 01937 843190

### Chapel Allerton

3 Stainbeck Corner, Chapel Allerton,  
Leeds LS7 3PG  
Tel: 0113 225 8550

### Crossgates

57 Station Road, Crossgates,  
Leeds LS15 8DT  
Tel: 0113 225 8560

### Garforth

38 Main Street, Garforth LS25 1AA  
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### Harehills Road

13 Harehills Road, Leeds LS8 5HR  
Tel: 0113 225 8610

### Headingley

18 Arndale Centre, Otley Road,  
Headingley, Leeds LS6 2UE  
Tel: 0113 225 8620

### Horsforth

80 Town Street, Horsforth,  
Leeds LS18 4AP  
Tel: 0113 258 1668

## Moortown

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Leeds LS17 6PX  
Tel: 0113 225 8680

## Morley

23 Windsor Court, Morley LS27 9BG  
Tel: 0113 253 7444

## Street Lane

69 Street Lane, Roundhay, Leeds LS8 1AP  
Tel: 0113 225 8720

## Wetherby

2 Horsefair Centre,  
Wetherby LS22 6FL  
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## Yeadon

59 High Street, Yeadon LS19 7SP  
Tel: 0113 250 6313

## North East Area Branches

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144 Front Street, Chester-le-Street  
County Durham DH3 3AY  
Tel: 0191 389 1794

### Durham

9 North Road, Durham DH1 4SH  
Tel: 0191 384 0561

### Morpeth

34 Bridge Street, Morpeth NE61 1NL  
Tel: 01670 514083

### Newcastle

142 Northumberland Street,  
Newcastle NE1 7DQ  
Tel: 0191 232 2801

### North Shields

23 West Percy Street,  
North Shields NE29 0AJ  
Tel: 0191 296 0222

### South Shields

42 Fowler Street,  
South Shields NE33 1PG  
Tel: 0191 427 1122

### South Tyneside District Hospital

South Shields NE34 0PL  
Tel: 0191 497 5336

### Wallsend

64/66 High Street West,  
Wallsend NE28 8HX  
Tel: 0191 262 4751

### Silverlink

Mercantile House,  
Kingfisher Way,  
Silverlink Business Park,  
Wallsend NE28 9NY  
Tel: 0191 295 9500

### Whitley Bay

104 Park View,  
Whitley Bay NE26 3QL  
Tel: 0191 251 1376

## Overseas Branches

### Dublin

Ground Floor, 7 Upper Fitzwilliam Street  
Dublin 2  
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### Gibraltar

For customers in Gibraltar and Spain.  
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235 Main Street, Gibraltar  
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