Name
Address1
Address2
Address3
Address4
Postcode

Date

Hello [name]

Bringing The Co-operative Bank and Coventry Building Society together

On 1 January 2025, Coventry Building Society (the Society) purchased The Co-operative Bank (the Bank). Both our organisations have strong histories built on ethics and values.

We're working on the next steps to bring our organisations together. To do this, we're proposing to transfer the Bank's business to the Society. We expect this to happen on 1 January 2027, subject to Court approval of the proposed transfer.

Please read this letter carefully. It explains what the proposed transfer may mean for you. There's more detail in our customer booklet and frequently asked questions (FAQs) which you can find on our website below or by scanning the QR code. **If you need a printed version of the booklet, you can obtain one from your local Co-operative Bank branch, by completing the online form or calling the telephone number below. co-operativebank.co.uk/coventry-transfer/.**

If you're happy with the information in this letter, you don't need to do anything. Please note that some of your money may no longer be covered by the FSCS in the way that it was before the proposed transfer. If that happens, we'll contact you and explain how you can withdraw money if you feel you have been disadvantaged.

What the proposed transfer means for you

There will be no change to the way you manage your account(s) with us on a day-to-day basis.

If the proposed transfer becomes effective, the Society will still use 'The Co-operative Bank' as a trading name. This means you'll continue to see the Bank branding and logo on communications we send you, such as letters, statements and emails. If the proposed transfer is approved, the Society will then be responsible for providing your account(s).

The Society will become the data controller of any of your personal information which the Bank uses or holds. This means the Society will look after your data and make sure it's safe. Further information about how the Society will look after your data is contained in the customer booklet and FAQs.

You can find out more details in the '**What will the proposed transfer mean for you and your account(s)?**' section of our customer booklet.

Becoming a member of Coventry Building Society

The Society is a mutual which means it is owned by and run for the benefits of its members. It doesn't have shareholders, so everything it does is in the best interests of its members.

Becoming a member will depend on the type of account(s) you have when the transfer happens. Membership will also depend on your personal circumstances and status.

You can find out more details in the '**Coventry Building Society membership**' section of our customer booklet.

Your protection with the Financial Services Compensation Scheme (FSCS)

The FSCS is the UK's deposit guarantee scheme. It protects up to £120,000 for each eligible person, per bank or building society should they fail.

Joint accounts are eligible for FSCS protection up to the same limit of £120,000 for each person. This limit includes any individual accounts held with the same bank or building society. This means that a two-person joint account is protected up to £240,000.

Your money would still be protected by the FSCS if the proposed transfer is approved. But, as any deposits you hold in accounts with the Bank and smile brands will be held by the Society after the proposed transfer, you will have a single FSCS protection limit of £120,000 which will apply to your eligible deposits with the Bank, smile and the Society.

If you only have and keep account(s) with the Bank, you'll still have £120,000 of protection for those accounts after the proposed transfer. If you already have an account or open one with the Society in the future, your protection will be limited to £120,000 in total for your account(s).

Here's an example of what this means:

<table>
<tr><td>Before the proposed transfer</td><td>Separate protection applies for your deposits. This means you can have up to £120,000 with both the Bank and £120,000 with the Society.</td></tr>
<tr><td>After the proposed transfer</td><td>The protection covers your total combined deposits with both the Bank (including any smile accounts) and the Society.</td></tr>
<tr><td colspan="2">Here's some examples:

So, let's say you had £80,000 of deposits in a Bank account(s) and £60,000 with the Society, together that would equal £140,000. Before the proposed transfer, the full amount of the deposit balances would be covered by FSCS. If the proposed transfer is approved, the extra £20,000 above £120,000 would not be covered by the FSCS.

For joint accounts, the balance is split equally between account holders, so 50% of the balance counts towards each account holder's £120,000 limit. Let's say, you have a joint account with one other account holder with £90,000 in it, you and the other account holder would each have £45,000 protected. Any accounts in your sole name would also be accounted for when calculating your entitlement to the £120,000 deposit limit.</td></tr>
</table>

Moving your money due to the changes in your FSCS protection

If you hold eligible deposits with both organisations and the proposed transfer is approved:

- Some of your money may no longer be covered by the FSCS in the way that it was before the proposed transfer.
- If that happens, we'll contact you and explain how you can withdraw money if you feel you have been disadvantaged.
- We'll allow you to withdraw some money without notice, penalty or charges (known as 'penalty free' withdrawals). This is so that you do not lose any FSCS protection you currently have on your deposits because of the proposed transfer. This will be for a limited period of three months, following Court approval of the proposed transfer. We'll write to you with more information nearer the time if you're impacted by this.

You can find out more information in our customer booklet or at **www.fscs.org.uk**

We will never contact you to ask you to transfer money, or for your account details. **If you're contacted and asked to do this, it will be a scam.**

Our next steps

A Court hearing will take place on 2 December 2026. This is when a decision will be made whether to approve the proposed transfer.

If it's approved, we expect the transfer to happen on 1 January 2027.

These dates may change. If they do, we'll update our website **co-operativebank.co.uk/coventry-transfer/**

What to do if you have any questions

The customer booklet and FAQs have more information to help you understand how the proposed transfer affects you. Please read these carefully.

We're happy to help if you have any questions or objections. Please get in touch using the details below.

What to do if you wish to raise a concern or object to the proposed transfer

You have a right to object to the proposed transfer if you think you'll be negatively affected by it. There are a few ways you can do this;

Complete the online form
You can submit your objections or questions by visiting **co-operativebank.co.uk/coventry-building-society-transfer/**

Call us
Please call us on 0800 028 4321*. The team will register your objections or answer any questions you may have. Lines are open Monday to Friday between 9am and 6pm.

Write to us
Please use the address: The Co-operative Bank, 1 Balloon Street, Manchester, M4 4BE.

We'll send a copy of your objection to the Court. We'll also send a summary of all objections received to the UK financial services regulators ahead of the hearing on 2 December 2026.

Please note, you won't be able to object after the hearing takes place on 2 December 2026.

Attend the Court hearing in person or send a representative on your behalf

You can attend the Court and raise your objection in person or send a representative on your behalf. The Court hearing is due to take place on 2 December 2026 at the Rolls Building, Fetter Lane, London EC4A 1NL.

You'll find full details in the 'Sending us your concerns and objections' section of our customer booklet.

If you would like to receive this information in an alternative format (e.g. large print, audio or Braille), please call us on 0800 028 4321*. Lines are open Monday to Friday between 9am and 6pm. Alternatively you can use the online form at **co-operativebank.co.uk/coventry-transfer/**

Stay safe from scams

Remember, we'll **never** ask for your PIN, password, or other security details in full over the phone or anywhere else. Fraudsters often use times of change to try to steal personal details. We will never contact you to ask you to transfer money.
Please stay vigilant if you're contacted by phone, email or text by someone claiming to be us or the Society.

If you're suspicious, stop all contact and report it. Stop, Hang Up, and dial 159.

Visit **co-operativebank.co.uk/help-and-support/fraud-and-security/** to find out more about how to protect yourself from scams.

Thank you for your continued support.

Yours sincerely,

Andrea Melville
CEO – The Co-operative Bank

*Calls to 0800 and 0808 numbers are free from landlines and mobiles. Charges for calls made outside of the UK will be determined by your network provider. Calls may be monitored or recorded for security and training purposes.

Please see below for some additional information that may be relevant to the accounts you hold with the Bank or to your personal circumstances

Customers with buy to let mortgages

If the proposed transfer happens, your mortgage will be transferred to and managed by the Society. This means that if you qualify, you will receive membership rights.

In future, the Society may move your Buy-to-Let mortgage to a different company in its group. This would only happen after 1 January 2027. If that happens, you'll no longer be a member. If your account is selected to move in the future, we'll contact you well in advance to explain what this means and to make sure you have all the information you need, how it will affect you and your membership status.

Customers with payment plans

If the proposed transfer is approved, you should continue with any existing payment plans you currently have. There will be no change to this, whether your plan is directly with us, via an insolvency practitioner or debt management company.

Customers with ISAs

If the proposed transfer is approved, the Society will become the manager of your ISA(s). You can continue to open and

subscribe to ‘Co-operative Bank’ branded Cash ISAs after the Effective Date.
If you do not want Coventry Building Society to become your ISA Manager, you can request an ISA transfer to a new provider. Please note that withdrawing funds instead of using the formal ISA transfer process would result in the loss of tax-free status. If you are not adversely impacted by a change in FSCS cover, please be aware that penalties for withdrawals or transfers out may apply in line with your existing account terms and conditions.

Please read more information in the customer booklet on what this means and how to complete an ISA transfer if this is your preference.

Please note that if you are transferring your ISA to another provider because your FSCS protection will be reduced following the proposed transfer, there will be a penalty free window that this can be completed in. Please see the FSCS section within the customer booklet for more information. We’ll contact you nearer the time if you’re impacted.

Customers with packaged accounts and Credit Card Plus

There will be no changes to packaged bank account or Credit Card Plus insurance benefits. Your insurance policies will continue to be provided by the current third-party insurers, and there will be no changes to how you manage your policy or contact the insurer.

Credit card customers with International SOS emergency cover

There will be no changes to your International SOS emergency cover. Your insurance policy will continue to be provided by the current third-party insurer, and there will be no changes to how you manage your policy or contact the insurer.

Customers with Child Trust Funds

If the proposed transfer is approved, the Society will become the manager of your Child Trust Fund. For more information on what this means and how to transfer a Child Trust Fund if this is your preference, please see the ‘**Child Trust Fund**’ section of our customer booklet.