

OWN WOMAN

42 BRIMMONDSIDE, BUCKSBURN, ABERDEEN, AB21 9WA

Account number	Sort code	Statement date
00020445	82-12-08	01 Sep 24 - 30 Sep 24

No transactions found for the period

Important information about compensation arrangements

We are covered by the Financial Services Compensation Scheme (FSCS). The FSCS can pay compensation to depositors if a bank is unable to meet its financial obligations. Your deposit is covered by the scheme. Details on the protection of eligible deposits can be found in the information sheet and deposits excluded from the scheme can be found in the exclusion list which can be obtained from your local branch. For further information about the compensation provided by the FSCS, refer to the FSCS website at www.FSCS.org.uk.

Interest rate information

Arranged Overdraft interest rates apply to the amount of any borrowing, up to your Arranged Overdraft limit. Unarranged Overdraft interest rates apply to any borrowing which is the result of our agreeing to a request from you for a temporary Unarranged Overdraft or temporary increase to an existing Arranged Overdraft to cover a payment despite lack of funds. Interest rates applicable during the statement period are available on request, please call the team at Virgin Money on **0800 121 7365** or **+44 141 221 7300**.

Dispute resolution

If you have a complaint, please talk to us first so that we can try to resolve it. If you are not happy with the way we handled your complaint or the result, you can then refer the matter to the Financial Ombudsman Service. The Financial Ombudsman Service is an independent organisation that helps resolve complaints that customers and financial institutions haven't been able to solve themselves.