

We've been
rated
best
for customer
services
for the last
five years*

Why wouldn't you
want to be with a
bank like this?



Our commitment to you

We have a great reputation for providing high quality customer service. That's why **70%** of our new business comes to us by way of customer recommendations.

And in 2009, we were rated **top for customer services** by the readers of Charity Finance magazine in its annual banking survey – beating all the other mainstream banks for the fifth year in a row.

We are so confident in our service delivery that we're offering new current account customers a **£100** service commitment.

How it works

Open a current account with us

Maintain an average balance of at least £1,000

We're confident that, like the hundreds of other customers who join us every year, you'll love banking with us. But if we don't meet your service expectations then simply let us know so that, where possible, we can put things right

If, at the end of your first 12 months, you're unhappy with how we've managed your account, we'll give you £100 and help you to move your account to another provider

It's as simple as that - so call us today on **0845 155 3355** to discuss your requirements or visit www.unity.co.uk/commitment

What's so great about Unity?

With 25 years experience, we're experts when it comes to understanding the needs of the social economy sector.

- ✓ We are a safe, secure home for your deposits.
- ✓ We were the first UK bank to abolish penalty charges.
- ✓ We share your values and put social change, social benefit and community involvement at the core of our business.
- ✓ When you call our Birmingham-based customer service team you'll come through to one of our experienced advisors, not a machine.
- ✓ We'll answer your calls within 10 seconds.
- ✓ We'll deal with you fairly and openly at all times.
- ✓ We use plain English.
- ✓ As a customer we will encourage you to tell us how we can improve our service and act on it wherever possible.
- ✓ We develop our services with your needs and convenience in mind.
- ✓ We're human so sometimes we make mistakes, but when we do we aim to put them right. No fuss. No delay.
- ✓ We've no exposure to sub-prime lending and toxic debts.



So why wouldn't you want to be with a bank like this?

Opening an account couldn't be easier

We're here to make opening an account easy.
To discuss your requirements, call us on **0845 155 3355**
or visit www.unity.co.uk/commitment

Terms and conditions

The offer is open to all social economy customers who we accept for a new current account opened from 1 June 2009. If, during your first 12 months, the service provided by Unity Trust Bank falls below your expectations you must advise us so that, where possible, we can resolve any issues to your satisfaction. If, at the end of your first 12 months, you are not happy with the service received from Unity Trust Bank, we'll help you to close your account and move to another provider. In this case, £100 will be paid into an account of your choice within a month of the closure of the Unity Trust Bank account. Customers are not eligible for this offer if they currently hold a Unity Trust Bank account. The offer is open only to customers who maintain an average balance of at least £1,000 in the account during the 12 month period. Only one £100 service commitment payment per organisation or relationship. The offer is limited and can be withdrawn at any time.



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