

Your questions answered

On Tuesday 9 October 2007, the Bank of England and HM Treasury confirmed that the guarantee arrangements previously announced to protect existing deposits with Northern Rock plc will be extended. The guarantee arrangements provide cover for all deposits – existing and new - held in Northern Rock Ireland.

The Bank of England and HM Treasury guarantees:

- All accounts existing at midnight on Wednesday, 19 September, including new deposits made into those existing accounts.
- All new retail deposits made after Wednesday, 19 September, including new deposits made into those accounts.
- All future interest payments and movement of funds between accounts.
- All term deposits for the duration of their term.

These new agreed arrangements protect all savers regardless of the amount deposited and apply to all existing and new products. The guarantee arrangements will remain in place during the current instability in the financial markets.

1. Why has the funding facility been put in place by the Bank of England and HM Treasury?

There has been a global liquidity crisis, which is impacting markets around the world. This has made it very difficult for banks to borrow money from each other. Whilst we remain caught up in this crisis, we felt it responsible to agree an additional funding facility with the Bank of England and HM Treasury. This facility allows us to raise an appropriate amount of funds, if necessary. This additional source of funding will enable Northern Rock to manage more effectively the current, extreme market conditions.

2. What are the guarantee arrangements and how long will they stay in place?

Northern Rock has agreed an extension that brings enhanced protection for all of our customers – existing and new - in Northern Rock Ireland.

The Bank of England and HM Treasury has announced that it will extend the guarantee arrangements already provided for existing deposits to cover new deposits made with Northern Rock after 19 September 2007. These arrangements will cover all deposits, regardless of the amount deposited and applies to all existing and new products. The guarantee will remain in place during the current instability in the financial markets.

3. What do the guarantee arrangements cover?

Northern Rock has agreed an extension that brings enhanced protection for all of our customers – existing and new, including customers of Northern Rock Ireland.

The Bank of England and HM Treasury have guaranteed:

- All accounts existing at midnight on Wednesday, 19 September, including new deposits made into those existing accounts.
- All new retail deposits made after Wednesday, 19 September, including new deposits made into those accounts.
- All future interest payments and movement of funds between accounts.
- All term deposits for the duration of their term.

4. Is my money safe?

Yes. The Bank of England and HM Treasury has announced that it will extend the guarantee arrangements already provided for existing deposits to cover new deposits made with Northern Rock after 19 September 2007. This new arrangement protects all savers in all accounts, regardless of the amount deposited and applies to all existing and new products. The guarantee will remain in place during the current instability in the financial markets.

5. How do I re-invest into my original account?

If you have received your funds and would like to return them to us please download a Savings Re-investment Form, from our website. You should fill this in and send it back with your cheque to the address on the form.

If you received your funds by EMTS and would like to return them via the same method, you will need to contact the bank which now holds the funds and arrange a transfer using your original account details. Alternatively, you can download a Savings Re-investment Form, which you should fill in and send back with your cheque.

If you have not yet received your funds, please call us on (01) 602 0324 or 1850 315 115 to cancel your instructions.

6. I'm a new customer, are my deposits covered by the guarantee?

Yes. The Bank of England and HM Treasury has announced that it will extend the guarantee arrangements already provided for existing deposits to cover new deposits made with Northern Rock, including Northern Rock Ireland, after 19 September 2007. These arrangements will cover all deposits, regardless of the amount deposited and applies to all existing and new products. The guarantee will remain in place during the current instability in the financial markets.

7. I paid a same day charge between 13 and 19 September. Will that be refunded if I re-invest with Northern Rock?

Yes, if you re-invest into the same account before 12 October, your same day (electronic transfer) charge will be refunded to that account.

8. I have paid a penalty interest charge, will that be refunded if I re-invest with Northern Rock?

Yes, if you re-invest the same amount of money into the same account before 12 October 2007, your penalty interest charge will be refunded to that account. In addition you will also receive interest as normal on your account for the time that the money was withdrawn, providing this is returned by 12 October 2007.

9. Can I still withdraw money from my account?

The Bank of England and HM Treasury has made it clear that all existing and new deposits in Northern Rock, including Northern Rock Ireland, are covered by these guarantee arrangements and are safe and secure. Of course, if you still wish to make a withdrawal, you may do so in accordance with the Terms & Conditions of your account.

We're open

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