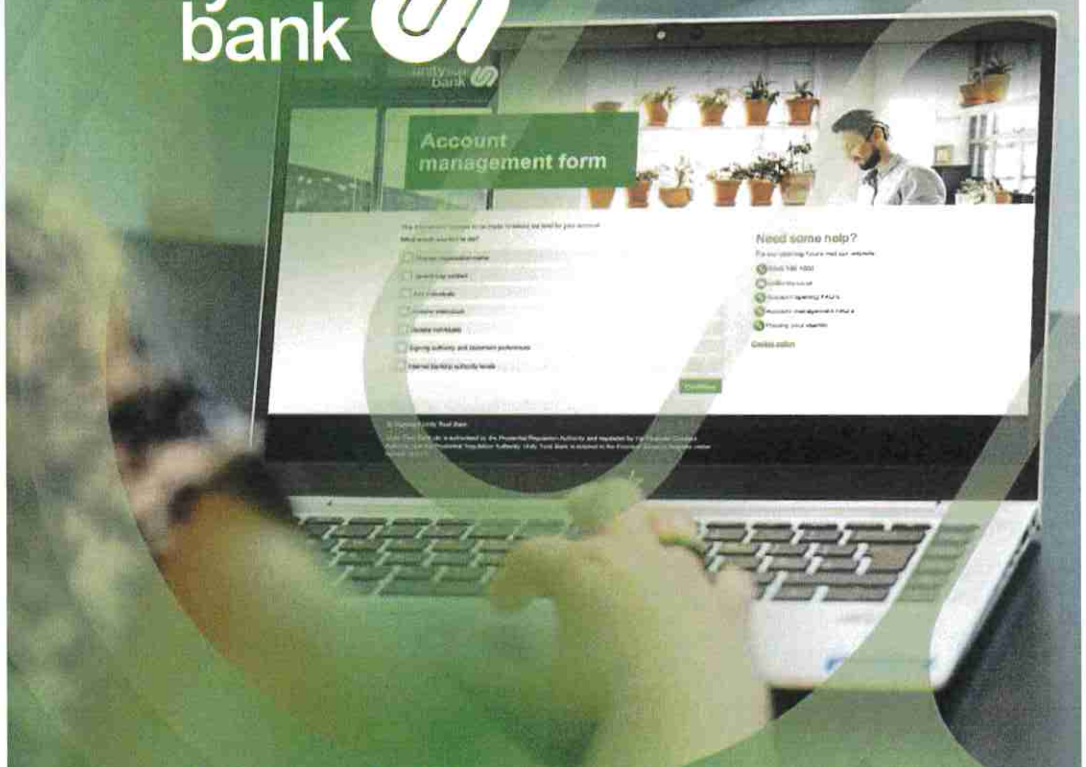
unity trust bank



Local Councils

Account opening guidance

This guide provides useful information to help you progress an application for a new or addtional bank account with Unity Trust Bank.

If your turnover exceeds £2m or if you require a call to discuss the solutions/ products available for councils (or your future requirements), please contact the Public & Third Sectors team by email: localcouncils@unity.co.uk prior to submitting your application.

Below is a list of documents of information that will be needed.

1. **Balance sheet total and annual budget or latest AGAR Report (showing income/expenditure)**
2. **Information about organisation e.g. number of employees / volunteers, activities**
3. **Last six months' bank statements for the Council**
4. **Governing documents:**
   - Rules / Standing Orders
   - Minutes from the last meeting held (on Council letterhead)
5. **Personal details of individuals (e.g. key contact, signatories, internet banking users):**
   - Their full name
   - Date of birth
   - Nationality
   - Current home address (plus previous address(es) if they have moved within last 3 years)
   - Mobile telephone number **and** Email address for each official

NB: It is recommended that **internet banking users** add **mobile numbers** rather than landlines (if they have them). This is because verification codes are easier to receive and see via text message. Any landlines should be personal rather than office based too, for ease.

Important: each person requiring internet banking access will be asked to provide a memorable word. Please ensure they remember the word provided, as it is often forgotten by the time it comes to register for the first time.

Identity checks are carried out automatically when the application form is submitted. Please ensure **FULL LEGAL NAMES** are inserted in the application. If electronic identity searches are unsuccessful for any individual listed on the application form, customers are notified if the searches are unsuccessful. Additional proof of identity and residence will then be requested - Full details here: www.unity.co.uk/identity

If the Current Account Switch Service (CASS) is being used to transfer from old to new accounts, please advise, and further information can be supplied regarding the types of switch available.

Application Form Link: https://apply.unity.co.uk/

See guidance on Page 2

unity trust bank

On completion of application form

Once you have submitted the online application form, you will receive an automated link to download a copy of your application form for signing.

You will also receive a copy of the completed online form and transfer mandate (as applicable).

The submission/application form will need to be:

- **Printed and signed by all signatories in black ink**
  (electronic signatures are not acceptable)
- **Accompanied by any supporting documentation**
  (as specified on the submission form)
- **Uploaded online via the link provided or scanned and emailed directly to us@unity.co.uk**
- **If you email the application, please cc the Public & Third Sectors team, for them to monitor progress – localcouncils@unity.co.uk**

The account will need to be opened with the correct key contact and signatories in place and an account number allocated. Once this happens, internet banking password(s) will be issued. Our Unity Connect Team can help with the registration process at that stage.

Useful Links

Step-by-Step Internet Banking Video Tutorials: https://www.unity.co.uk/tutorials/

Tips for running your bank account: https://www.unity.co.uk/running-your-account/

For Businesses. **For Communities. For Good.**

unity trust bank

Key Features

Business Current Account

Important information

For Businesses. For Communities. **For Good.**

www.unity.co.uk

Business Current Account

This document explains the key features of our Business Current Account and provides general information about this product.

Unity offers one Business Current Account with three pricing tariffs which are determined based upon the value of account turnover.

All accounts are subject to our decision criteria and we reserve the right to decline any Business Current Account application.

Important Information:

- Tier 3 accounts will be allocated a Relationship Manager.
- Access to a UK based customer service centre.
- No debit card available.
- We do not provide financial advice to our customers and you are not entitled to rely on us for advice or recommendations.
- We offer a Tier 0 account within our business current account range with limited facilities, that is free and reserved specifically for loan servicing only.

Summary:

- Manage your account online with 24/7 access with single, dual and triple authorisation of payments available using Online Banking.
- Personal customer service from our dedicated team who take the time to get to know your organisation.
- Access to the Unity Corporate MultiPay Card, which is Unity's charge card solution. This allows you to monitor cardholder spend and set transactional limits.
- Pay in cash and cheques on the high-street at NatWest (England and Wales), RBS (Scotland) or Ulster Bank (Northern Ireland), or cash only at the Post Office.
- Predictable, transparent monthly fees.
- Access to payment services such as BACS, Accepting Card Payments, International Payments and Bulk Faster Payments.
- Plan for the future with access to our range of Savings Accounts.

Key Features – Account overview

Terminology	Summary Definition
Account Name	Business Current Account
Credit Interest	0.00%
Debit Interest and overdrafts	Arranged overdrafts* are available on request and subject to eligibility criteria. The unarranged overdraft rate is a nominal rate of 25%, with an EAR** of 28.39%.
Transactional fees and charges	The Business Current Account has a fee of £6 per month. Transactional fees vary based upon your annual account turnover and tariff. See page 5 for more detail.
Frequency of charging	All account fees are charged monthly based on the previous month's transactions. Customers using Tier 2 and Tier 3 tariffs will also receive a monthly pre-notification of all Transactional fees and charges.
Opening an account	All accounts must be opened online using Unity's application form and an initial deposit of £500 (by electronic payment) is required.

* Not available with the T0 Loan Servicing Account

** Equivalent Annual Rate: This is equivalent to the rate of interest you'll pay if you're overdrawn for a year. You'll pay interest on the amount you're overdrawn by, and on the interest that builds up from being overdrawn.

Terminology	Summary Definition
Eligibility Criteria	UK based organisation and standard screening checks apply.
Cancellation period	If you change your mind after you have opened the account and decide you don't want it, you can close your account and have your money returned, as well as any account fees you have paid and interest you have earned provided that you tell us you want to close your account within 14 days of the later of the date you opened your account, or when you received the **General Terms and Conditions**. If you cancel or switch your account after this time, you won't be refunded any account fees.
Closing account	You can close your account at any time. To close your account please email us at **us@unity.co.uk** attaching a scanned instruction signed in accordance with the account mandate or write to us at: **Unity Trust Bank PO Box 7193 Planetary Road Willenhall WV1 9DG.** See **General Terms and Conditions** for more information.

Key Features – Account Fees

We offer one Business Current Account where pricing is set dependant upon account turnover*.

	Loan Servicing	Turnover below £100k*	Turnover between £100k & £2 million*	Turnover above £2 million*
Fee Description	Tier 0	Tier 1	Tier 2	Tier 3
Account Fee	Free	£6 per month	£6 per month	£6 per month
Transactional Fees**	Not applicable	Not applicable	15p per individual transaction	Individual transaction cost negotiated across 3 transaction types**: 1. Automated payments 2. Faster payments 3. Manual transactions
Other fees and charges**	See Standard Service Tariff	See Standard Service Tariff	See Standard Service Tariff	See Standard Service Tariff
Relationship Manager	Yes	No	No	Yes
Account Restrictions	Solely for loan servicing, day to day banking unavailable.	Turnover does not exceed £100k	Turnover does not exceed £2m	Turnover does not fall below £2m

*Turnover is the total value of payments received into your account, excluding internal transfers, in a 12-month period.

**More information available at www.unity.co.uk/terms-and-conditions.

Key Features – Payment Services*

Receiving Payments	
Terminology	**Summary Definition**
Cash	A credit slip is required and cash can be deposited at any Post Office, NatWest (England and Wales), RBS (Scotland) or Ulster Bank (Northern Ireland). Please **contact us** to register for this service.
Cheque	A credit slip is required and cheques can be deposited at any NatWest or RBS branch.
Credit slips	Paying in books are available on request and will be typically sent to you within 10 working days.
Foreign Currency	Unity has one International Bank Account Number (IBAN) for all Unity accounts. You must specify this on all payments we will then route your funds to your specific account.
Faster Payments	Charged in accordance with your standard sales tariff.
BACS	Unity supports the receipt of BACS payments. Funds are credited to your account as soon as available.
CHAPS	Unity supports the receipt of CHAPS payments. Funds are credited to your account as soon as available.
Accepting Card Payments	Unity has partnered with Elavon to help customers accept card payments. For more information visit **www.unity.co.uk/accepting-card-payments.**

*These features are not applicable for Loan Servicing accounts.

For more information on fees and charges related to Unity's payment services please visit **www.unity.co.uk/terms-and-conditions**

Making Payments

Terminology	Summary Definition
Cheque	Cheque books are available on request and will be typically sent to you within 10 working days.
Debit Card	Business Current Accounts do not have a debit card. Unity offers a Corporate MultiPay Charge Card. See **www.unity.co.uk/corporate-multipay-card** for more information.
Foreign Currency	Unity uses Western Union as its International Payments provider.
Faster Payments	Charged in accordance with your standard sales tariff. Unity has 3 Faster Payment windows where payments are received each day. Cut off times are 10.00am, 12.00pm and 3.00pm. (payments after 15.00pm will be sent the following working day).
BACS	Unity supports direct to BACS services and BACS Bureau services. • Direct to BACS is supported by NatWest. For more information please contact us at **0345 140 1000**. • Bureau services are available using Unity e-Payments. For more information please visit **www.unity.co.uk/business-e-payments.**
CHAPS	Unity supports CHAPS payments, all payments are issued on written request. Payments are released immediately.

*These features are not applicable for Loan Servicing accounts.

For more information on fees and charges related to Unity's payment services please visit **www.unity.co.uk/terms-and-conditions**

Key Features – Using your account

Receiving Payments	
Internet Banking	Unity has a suite of digital functionality to satisfy your day to day banking needs. You can view all current and savings accounts, send us secure messages, view digital statements, make single and bulk faster payments, and manage standing orders and Direct Debits. You can also subscribe to BACS services. Please note that there is no mobile app available on this account.
Customer Service Centre	All customers can access our Birmingham-based contact centre. Please call us on **0345 140 1000.**
Relationship Manager	Available for accounts that have an annual turnover of more than £2,000,000 (Tier 3).

Clearing time-scales

The table below highlights typical clearing times, click to view our **Terms and Conditions** and **Standard Service Tariff**.

	NatWest/RBS	Ulster Bank	Post Office
Receive cash deposits	Yes	Yes	Yes
Cash deposit clearing	Deposit day +2	Deposit day +2	Deposit day +2
Cash withdrawals	Yes	Yes	No
Coin provision	No	No	Yes
Cheque Clearing	Yes	Yes	No

General Information

This information is available to you at any time on our website.
Please read this important information carefully and retain it for future reference.

Further information

All Business Current Accounts are subject to status and Terms and Conditions apply.

Unity adheres to the Lending Standards Board's Standards of Lending Practice which set the benchmark for good lending practice in the UK, outlining the way registered firms are expected to deal with their customers throughout the entire product life cycle.

The protections of the Standards of Lending Practice for business customers apply to businesses which at the point of lending:

- Have an annual turnover of up to £25 million in its last financial year (exclusive of VAT and other turnover related taxes), and;
- Does not have a complex ownership structure (for example, businesses with overseas, multiple or layered ownership structures).

More information can be obtained at **www.lendingstandardsboard.org.uk**

Go Paperless!

You can choose to receive online statements and we'll notify you by email or SMS when they're available. **Contact us** to switch to paperless statements.

Financial difficulties

If you would like more information about managing your finances, please speak to your Relationship Manager or call us on **0345 140 1000.**

You can also find more information about financial difficulties in the Services section of our website – **www.unity.co.uk/debt-counselling** or by calling Business Debit Line on **0800 197 6026.**

Start your application today by visiting www.unity.co.uk

How and where to complain

If you are not satisfied with any aspect of our service or products, you can tell us about your concerns. To find out how, please read our **dedicated complaints page.**

Contact us: Call us: 0345 140 1000 Email us: us@unity.co.uk Visit us: www.unity.co.uk

Business Current Account – Important Information

Switcher Guarantee

The Current Account Switch Service allows you to switch your current account from one bank or building society to another in a simple, reliable and stress-free way. It will only take seven working days. As your new current-account provider we offer the following guarantee.

For more information visit **www.unity.co.uk/content/uploads/Current-Account-Switch-Guarantee.pdf**

FSCS Compensation Scheme

It's good to know that your deposits are protected. If eligible, your deposits with Unity Trust Bank are protected up to a total of £85,000 by the Financial Services Compensation Scheme, the UK's deposit guarantee scheme.

For more information and to find out if you're eligible please visit **www.unity.co.uk/fscs**

Our Commitments to our business customers

As a lender we have committed to follow the Standards of Lending Practice for business customers. By adhering to the Standards, we are demonstrating a commitment to ensuring that our customers are treated fairly.

- We will lend responsibly and treat your business fairly and reasonably at all times.
- We will ensure that all information we provide about our products and how they work is clear and understandable so that you can decide what is best for your business' needs.
- We will provide clear, upfront information on the documents required to support an application. Taking account of this will help to ensure that we can deal with your application efficiently.
- If we are unable to approve your application, we will explain why and provide a referral, where appropriate, to alternative sources of finance.
- If your application is declined you have the right to appeal the decision.
- We will set out any requirements/conditions we may have to support any borrowing in a clear, understandable way.
- We will confirm the conditions of your business borrowing in writing and highlight any covenants or material conditions attached to it.
- We will clearly set out the type and frequency of information we will require to monitor the business' performance.
- If your business experiences difficulties, we will seek to understand the overall circumstances to try and identify suitable and pragmatic solutions. Where appropriate, we will provide details of free debt advice.

LSB
STANDARDS OF LENDING PRACTICE
BUSINESS CUSTOMERS

What we ask of you:

That, prior to making an application you double check what information we will need to process an application. If you are unsure or have any questions, please contact us.	Yes ☐
That all information you provide to us during our relationship is accurate and timely.	Yes ☐
We ask you to think carefully about whether the business can afford the product applied for and to be open in your dealings with us.	Yes ☐
To make sure that you understand the terms and conditions associated with your product.	Yes ☐
That you seek professional advice, where this is appropriate for the needs of your business and the type of product you are applying for.	Yes ☐
That the business maintains any commitments it has to us, for example providing information which we may reasonably request to monitor performance.	Yes ☐
Take care of any security information to help prevent fraud and protect your account(s).	Yes ☐
Tell us as soon as possible if someone is misusing confidential information.	Yes ☐
Carefully check your business' account statements/records to make sure they are accurate. If anything isn't right, please get in touch with us.	Yes ☐
Please let us know if	
Your contact details change or there is a change in how your business is run for example, ownership/directorships etc, so we can keep our records up to date;	Yes ☐
Your business may be about to experience, or is experiencing difficulties. The sooner you do this, the more likely it is we'll be able to find a way to help you	Yes ☐

unity trust bank

You can download our Key Features at: unity.co.uk

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Key Features Document

Business Savings Accounts

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Contents

FTDA Table

	Instant Access Savings Account	30 Day Term Deposit	90 Day Term Deposit (Deposit of £85k -£10m)	90 Day Term Deposit (Deposit of £10m+)	6 Month Fixed Term Deposit	12 Month Fixed Term Deposit
Interest Rate as of 27/02/2025	2.25%	2.96%	3.06%	3.16%	4.00%	4.00%
Term	–	30 days	90 days	90 days	6 months	12 months
Minimum Deposit	None	£85k	£85k	£10m	£85k	£85k
Maximum Deposit	None	None	£10m	None	£20m	£20m
Access	Instant	No Access	No Access	No Access	No Access	No Access
Fixed or Variable	Variable	Fixed for the term	Fixed for the term	Fixed for the term	Fixed for the term	Fixed for the term
Fee	Free	Free	Free	Free	Free	Free

Key Features

Instant Access Savings Account

Instant Access Savings Account

This document explains the account:

1. Key features.
2. Provides other important information about our Instant Access Savings Account.

Please read this document carefully to ensure you understand this product and we recommend saving it and keeping it safe for future reference.

This document is supplementary to both the **General Terms & Conditions** and the **Fixed Term Deposit Account Terms and Conditions**.

Important Information:

- The credit interest rate can change at anytime subject to our Terms & Conditions.
- There is no debit card available for this product.
- We do not provide financial advice to our customers and you are not entitled to rely on us for advice or recommendations.
- All account opening requests are subject to eligibility criteria.

Summary:

- There are no fees and you have instant access to your money.

FSCS Compensation Scheme

It's good to know that your savings are protected. If eligible, your savings with Unity Trust Bank may be protected up to a total of £85,000 by the Financial Services Compensation Scheme, the UK's deposit guarantee scheme.

For more information and to find out if you're eligible please visit **www.unity.co.uk/fscs**

Summary Box		
Account Name	Instant Access Savings Account	
What is the Interest Rate?* (Effective 27th February 2025)	**Gross Rate****	**AER*****
	2.25%	2.27%
	*Interest rate is the fixed or variable rate of interest earned per year expressed as a percentage and which is subject to terms and conditions, may be varied or withdrawn by the Bank at any time and without notice. ** Gross Rate is the contractual rate of interest payable before the deduction of income tax at the rate specified by law. *** AER stands for Annual Equivalent Rate and illustrates the interest rate if interest was paid and compounded each year. Interest will accrue daily on the amount of Funds deposited in the Account and subject to any Withdrawal is compounded quarterly, interest is capitalised on the Funds deposited quarterly in March, June, September and December.	
Can Unity Trust Bank change the interest rate?	The interest rate is variable and may be altered in accordance with our Terms and Conditions for Business Savings Accounts.	
What would the estimated balance be after 12 months based on a £10,000 deposit?	A deposit of £10,000 at an annual gross rate of 2.25% (variable) would generate an estimated balance of £10,225 in one year. This is for illustrative purposes only. (This example assumes no withdrawals, no changes to the variable interest rate over the period and interest paid annually on a cleared deposit).	
How do I open the account?	• To open an account, you must be a UK-based organisation. • All applications are subject to standard screening and eligibility criteria. • There is no minimum or maximum account opening balance. • You can open an account by visiting **https://apply.unity.co.uk** and completing and signing a submission form (or application form for existing customers). This will need to be printed and signed by all signatories and sent with any relevant supporting documentation (those required will be specified on the submission form) to the address below.	

Instant Access Savings Account (continued)

Summary Box	
How do I manage the account?	• You'll be able to access your account 24 hours a day and you won't incur an account fee. • You can close your account at any time. • This account is not designed for transactional banking, it cannot be used to make payments. To withdraw available funds you will need to make a transfer to another account.
When can I access my funds?	• Unlimited withdrawals, you can access your funds at anytime with no notice of withdrawal required. • Withdrawals and deposits can be made at any time to and from your nominated account only. • Please note: This is not a transactional account. Withdrawals can only be made via external transfer, which incurs a £28 CHAPS fee for same-day transfers. To avoid this fee, funds must be transferred to a Unity Trust Bank current account. For full details please refer to the **Standard Service Tariff**.
Additional Information	• This is a variable rate product. If rates change we will provide 60 days notice of any changes in writing. • If you change your mind after you have opened the account and decide you don't want it, you can close your account and have your money returned, as well as any interest you have earned. • You can close your account at any time. To close your account please email **us@unity.co.uk** attaching a scanned instruction signed in accordance with the account mandate or write to us at: Unity Trust Bank PO Box 7193 Planetary Road Willenhall WV1 9DG. See **General Terms and Conditions** for more information.

To see the full comparative table **click here**

Key Features

30 Day Term Deposit Account

30 Day Term Deposit Account

This document explains the account:

1. Key features.
2. Provides other important information about our 30 Day Term Deposit Account.

Please read this document carefully to ensure you understand this product and we recommend saving it and keeping it safe for future reference.

This document is supplementary to both the **General Terms & Conditions** and the **Fixed Term Deposit Account Terms and Conditions**.

Important Information:

- There is a minimum account opening balance of £85k.
- There is no access to the funds for the fixed term period.
- You can access our UK-based customer service centre.
- This account is only open to customers holding a Unity current account.
- We do not provide financial advice to our customers and you are not entitled to rely on us for advice or recommendations.
- All account opening requests are subject to eligibility criteria.

Summary:

- There are no fees.
- We pay a fixed interest rate for a set period of time.

FSCS Compensation Scheme

It's good to know that your savings may be protected. If eligible, your savings with Unity Trust Bank may be protected up to a total of £85,000 by the Financial Services Compensation Scheme, the UK's deposit guarantee scheme.

For more information and to find out if you're eligible please visit **www.unity.co.uk/fscs/**

Protecting your money FSCS

Summary Box		
Account Name	30 Day Term Deposit Account	
What is the Interest Rate?* (Effective August 2023)	**Gross Rate****	**AER*****
	2.96%	2.96%
	*Interest rate is the fixed or variable rate of interest earned per year expressed as a percentage and which is subject to terms and conditions, may be varied or withdrawn by the Bank at any time and without notice. ** Gross Rate is the contractual rate of interest payable before the deduction of income tax at the rate specified by law. *** AER stands for Annual Equivalent Rate and illustrates the interest rate if interest was paid and compounded each year. Interest is credited at the end of the fixed term.	
Can Unity Trust Bank change the interest rate?	The interest rate is fixed for the term.	
What would the estimated balance be after 30 days based on a £85,000 deposit?	A deposit of £85,000 at an annual Gross Rate of 2.96% (fixed) would generate an estimated balance of £85,207 after 30 days. This is for illustrative purposes only.	
How do I open and manage the account?	To open an account you'll need to complete and sign the application form from **here**. The letter will need to be printed and signed by all signatories in accordance with your bank mandate and sent to: **Customers Account Team, PO Box 7193, Planetary Road, Willenhall, WV1 9DG** or emailed to **us@unity.co.uk**	

30 Day Term Deposit Account (continued)

Summary Box	
What is the minimum criteria to open an account?	• To open an account, you must be a UK-based organisation. • All applications are subject to standard screening and eligibility criteria. • There is a minimum account opening balance of £85k. • There is no maximum account opening balance.
How do I manage the account?	• This account is not designed for transactional banking, it cannot be used to make payments. To withdraw available funds you will need to transfer to another account.
Additional Information	• At maturity, you can request to transfer your funds into a new Savings Account, Term Deposit or to another account of your choice (subject to any specific account terms and conditions). If you do not let us know what you wish to do by the maturity date, your funds will automatically transfer into your nominated bank account.

To see the full comparative table **click here**

Key Features

90 Day Term Deposit Account

90 Day Term Deposit Account

This document explains the account:

1. Key features.
2. Provides other important information about our 90 Day Term Deposit Account.

Please read this document carefully to ensure you understand this product and we recommend saving it and keeping it safe for future reference.

This document is supplementary to both the **General Terms & Conditions** and the **Fixed Term Deposit Account Terms and Conditions**.

Important Information:

- There is a minimum account opening balance of £85,000.
- There is no access to the funds for the fixed term period.
- You can access our UK-based customer service centre.
- This account is only open to customers holding a Unity current account.
- We do not provide financial advice to our customers and you are not entitled to rely on us for advice or recommendations.
- All account opening requests are subject to eligibility criteria.

Summary:

- There are no fees.
- We pay a fixed interest rate for a set period of time.
- If eligible, your savings with Unity Trust Bank may be protected by the Financial Services Compensation Scheme up to £85,000.

FSCS Compensation Scheme

It's good to know that your savings may be protected. If eligible, your savings with Unity Trust Bank may be protected up to a total of £85,000 by the Financial Services Compensation Scheme, the UK's deposit guarantee scheme.

For more information and to find out if you're eligible please visit **www.unity.co.uk/fscs/**

Protecting your money FSCS

Summary Box			
Account Name	90 Day Term Deposit Account		
What is the Interest Rate?* (Effective December 2023)		**Gross Rate****	**AER*****
	£85k - £10m	3.06%	3.06%
	£10m +	3.16%	3.16%

*Interest rate is the fixed or variable rate of interest earned per year expressed as a percentage and which is subject to terms and conditions, may be varied or withdrawn by the Bank at any time and without notice.

** Gross Rate is the contractual rate of interest payable before the deduction of income tax at the rates specified by law.

*** AER stands for Annual Equivalent Rate and illustrates the interest rate if interest was paid and compounded each year.

Interest is credited at the end of the fixed term.

Can Unity Trust Bank change the interest rate?	The interest rate is fixed for the term.
What would the estimated balance be after 90 days based on a £85,000 deposit?	A deposit of £85,000 at an annual Gross Rate of 3.06% (fixed) would generate an estimated balance of £85,641 after 90 days. This is for illustrative purposes only. Please note that this account has a step interest rate depending on the value of deposits, please see previous page for example of interest rates.
How do I open the account?	To open an account you'll need to complete and sign the application form from **here**. The letter will need to be printed and signed by all signatories in accordance with your bank mandate and sent to: **Customers Account Team, PO Box 7193, Planetary Road, Willenhall, WV1 9DG** or emailed to **us@unity.co.uk**

90 Day Term Deposit Account (continued)

Summary Box	
What is the minimum criteria to open an account?	• To open an account, you must be a UK-based organisation. • All applications are subject to standard screening and eligibility criteria. • There is a minimum account opening balance of £85k. • There is no maximum account opening balance for £10m+ accounts. For accounts less than £10m, the maximum account opening balance is £10m
How do I manage the account?	• This account is not designed for transactional banking, it cannot be used to make payments. To withdraw available funds you will need to transfer to another account.
When can I access my funds?	• Withdrawals cannot be made from the account. At the end of the term you can transfer to a different account.
Additional Information	• At maturity, you can request to transfer your funds into a new Savings Account, Term Deposit or to another account of your choice (subject to any specific account terms and conditions). If you do not let us know what you wish to do by the maturity date, your funds will automatically transfer into your nominated bank account.

To see the full comparative table **click here**

Key Features

6 Month Fixed Term Deposit Account

6 Month Fixed Term Deposit Account

This document explains the account:

1. Key features.
2. Provides other important information about our 6 Month Fixed Term Deposit Account.

Please read this document carefully to ensure you understand this product and we recommend keeping it safe for future reference.

This document is supplementary to both the General Terms & Conditions and the Fixed Term Deposit Account Terms and Conditions.

Advantages:

- There are no fees.
- We pay a fixed interest rate for a set period of time.
- Your eligible deposits with Unity Trust Bank are protected by the Financial Services Compensation Scheme up to a total of £85,000.

Important Information:

- There is a minimum account opening balance of £85,000.
- There is a maximum account limit of £20m
- There will be no early access to the funds, however we may consider allowing you to terminate the agreement early in exceptional circumstances, if we agree that you can end the agreement early the interest rate applied for the entire period to the whole balance will revert to the early closure rate of 2.25% AER.
- All Fixed Term Deposits require a Servicing Account. If you do not already hold either a Current Account or Instant Access Savings Account with Unity you will need to apply for an Instant Access Savings Account first. (this account is free of charge).
- We do not provide financial advice to our customers, and you are not entitled to rely on us for advice or recommendations.
- All account opening requests are subject to eligibility criteria.

How it works

Summary Box			
Account Name	6 Month Fixed Term Deposit Account		
	Minimum Deposit	**Gross Rate****	**AER*****
	£85k+	4.00%	4.00%
What is the Interest Rate?* (Effective 9th December 2024)	*Interest rate is the fixed or variable rate of interest earned per year expressed as a percentage and which is subject to terms and conditions, may be varied or withdrawn by the Bank at any time and without notice. ** Gross Rate is the contractual rate of interest payable before the deduction of income tax at the rates specified by law. *** AER stands for Annual Equivalent Rate and illustrates the interest rate if interest was paid and compounded each year. Interest is credited at the end of the fixed term.		
Can Unity Trust Bank change the interest rate?	The interest rate is fixed for the term.		

How it works (continued)

Summary Box	
What would the estimated balance be after months based on a £85,000 deposit?	A deposit of £85,000 at an annual Gross Rate of 4.00% (fixed) would generate an estimated balance of £86,700 after 6 months. This is for illustrative purposes only.
How do I open and manage the account?	To open an account you'll need to complete and sign the application form from **here**. The completed form will need to be printed and signed by all signatories in accordance with your bank mandate and sent to **Customers Account Team, PO Box 7193, Planetary Road, Willenhall, WV1 9DG** or emailed to **us@unity.co.uk** All Fixed Term Deposits require a Servicing Account. If you do not already hold either a Current Account or Instant Access Savings Account with Unity we will open an Instant Access Savings Account for you. This account is not designed for transactional banking, it cannot be used to make payments. At the end of the term, available funds will automatically transfer to your Unity servicing account. You can then transfer the funds to a different account.

Summary Box	
Can I withdraw my money?	• There will be no early access to the funds, however we may consider allowing you to terminate the agreement early in exceptional circumstances, such as but not limited to: - In the case of a sole trader or partnership, death of a signatory; or - The customer facing exceptional and unforeseen hardship. • If we allow you to terminate the agreement early, we will transfer the funds to your servicing account 31 calendar days after receipt of your cancellation request. You will not be entitled to receive interest at the advertised rate, and instead the reduced rate of 2.25% shall apply to the whole balance for the period the account was open. • At maturity, you can choose to reinvest your funds into a new Unity Savings Account or Term Deposit. If you do not let us know what you wish to do by the maturity date, your funds will automatically transfer into your Unity Instant Access or Current Account.
Additional Information	• To open an account, you must be a UK-based organisation. • All applications are subject to eligibility criteria. • There is a minimum account opening balance of £85k • There is a maximum account opening balance of £20m

To see the full comparative table **click here**

Key Features

12 Month Fixed Term Deposit Account

12 Month Fixed Term Deposit Account

This document explains the account:

1. Key features.
2. Provides other important information about our 12 Month Fixed Term Deposit Account.

Please read this document carefully to ensure you understand this product and we recommend keeping it safe for future reference.

This document is supplementary to both the **General Terms & Conditions** and the **Fixed Term Deposit Account Terms and Conditions**.

Advantages:

- There are no fees.
- We pay a fixed interest rate for a set period of time.
- Your eligible deposits with Unity Trust Bank are protected by the Financial Services Compensation Scheme up to a total of £85,000.

Important Information:

- There is a minimum account opening balance of £85,000.
- There is a maximum account limit of £20m
- There will be no early access to the funds, however we may consider allowing you to terminate the agreement early in exceptional circumstances, if we agree that you can end the agreement early the interest rate applied for the entire period to the whole balance will revert to the early closure rate of 2.25%.
- We will send you a statement every six months.
- All Fixed Term Deposits require a Servicing Account. If you do not already hold either a Current Account or Instant Access Savings Account with Unity you will need to apply for an Instant Access Savings Account first. (this account is free of charge).
- We do not provide financial advice to our customers, and you are not entitled to rely on us for advice or recommendations.
- All account opening requests are subject to eligibility criteria.

How it works

Summary Box			
Account Name	12 Month Fixed Term Deposit Account		
	Minimum Deposit	**Gross Rate****	**AER*****
	£85k+	4.00%	4.00%
What is the Interest Rate?* (Effective 12th June 2025)	*Interest rate is the fixed or variable rate of interest earned per year expressed as a percentage and which is subject to terms and conditions, may be varied or withdrawn by the Bank at any time and without notice. ** Gross Rate is the contractual rate of interest payable before the deduction of income tax at the rates specified by law. *** AER stands for Annual Equivalent Rate and illustrates the interest rate if interest was paid and compounded each year. Interest is credited at the end of the fixed term.		
Can Unity Trust Bank change the interest rate?	The interest rate is fixed for the term.		

How it works (continued)

Summary Box	
What would the estimated balance be after 12 months based on a £85,000 deposit?	A deposit of £85,000 at an annual Gross Rate of 4.00% (fixed) would generate an estimated balance of £88,400 after one year. This is for illustrative purposes only.
How do I open and manage the account?	To open an account you'll need to complete and sign the application form from **here**. The letter will need to be printed and signed by all signatories in accordance with your bank mandate and sent to **Customers Account Team, PO Box 7193, Planetary Road, Willenhall, WV1 9DG** or emailed to **us@unity.co.uk** All Fixed Term Deposits require a Servicing Account. If you do not already hold either a Current Account or Instant Access Savings Account with Unity we will open an Instant Access Savings Account for you. This account is not designed for transactional banking, it cannot be used to make payments. At the end of the term, available funds will automatically transfer to your Unity servicing account. You can then transfer the funds to a different account.

Summary Box	
Can I withdraw my money?	• There will be no early access to the funds, however we may consider allowing you to terminate the agreement early in exceptional circumstances, such as but not limited to: - In the case of a sole trader or partnership, death of a signatory; or - The customer facing exceptional and unforeseen hardship. • If we allow you to terminate the agreement early, we will transfer the funds to your servicing account 31 calendar days after receipt of your cancellation request. You will not be entitled to receive interest at the advertised rate, and instead the reduced rate of 2.25% shall apply to the whole balance for the period the account was open. • At maturity, you can choose to reinvest your funds into a new Unity Savings Account or Term Deposit. If you do not let us know what you wish to do by the maturity date, your funds will automatically transfer into your Unity Instant Access or Current Account.
Additional Information	• To open an account, you must be a UK-based organisation. • All applications are subject to eligibility criteria. • There is a minimum account opening balance of £85k • There is a maximum account opening balance of £20m

To see the full comparative table **click here**

Key Features

General Information

Key Features
Using your account

Service	Summary Definition
Online Banking	Term deposits can be viewed and accessed through Online Banking.
Customer Service Centre	All customers can access our UK-based contact centre. Please call us on 0345 140 1000.

Further Information

All Business Savings Accounts are subject to status and Terms and Conditions apply.

Get in touch to find out more about applying for a Business Savings Account.

Go Paperless!

You can choose to receive online statements and we'll notify you by email or SMS when they're available. Contact us to switch to paperless statements.

How and where to complain

If you are not satisfied with any aspect of our service or products, you can tell us about your concerns. To find out how, please read our dedicated complaints page.

Contact us: Call us: 0345 140 1000 Email us: us@unity.co.uk Visit us: www.unity.co.uk

Our Commitments to our business customers

As a lender we have committed to follow the Standards of Lending Practice for business customers. By adhering to the Standards, we are demonstrating a commitment to ensuring that our customers are treated fairly.

- We will lend responsibly and treat your business fairly and reasonably at all times.
- We will ensure that all information we provide about our products and how they work is clear and understandable so that you can decide what is best for your business' needs.
- We will provide clear, upfront information on the documents required to support an application. Taking account of this will help to ensure that we can deal with your application efficiently.
- If we are unable to approve your application, we will explain why and provide a referral, where appropriate, to alternative sources of finance.
- If your application is declined you have the right to appeal the decision.
- We will set out any requirements/conditions we may have to support any borrowing in a clear, understandable way.
- We will confirm the conditions of your business borrowing in writing and highlight any covenants or material conditions attached to it.
- We will clearly set out the type and frequency of information we will require to monitor the business' performance.
- If your business experiences difficulties, we will seek to understand the overall circumstances to try and identify suitable and pragmatic solutions. Where appropriate, we will provide details of free debt advice.

LSB STANDARDS OF LENDING PRACTICE BUSINESS CUSTOMERS

What we ask of you:

That, prior to making an application you double check what information we will need to process an application. If you are unsure or have any questions, please contact us.	Yes ☐
That all information you provide to us during our relationship is accurate and timely.	Yes ☐
We ask you to think carefully about whether the business can afford the product applied for and to be open in your dealings with us.	Yes ☐
To make sure that you understand the terms and conditions associated with your product.	Yes ☐
That you seek professional advice, where this is appropriate for the needs of your business and the type of product you are applying for.	Yes ☐
That the business maintains any commitments it has to us, for example providing information which we may reasonably request to monitor performance.	Yes ☐
Take care of any security information to help prevent fraud and protect your account(s).	Yes ☐
Tell us as soon as possible if someone is misusing confidential information.	Yes ☐
Carefully check your business' account statements/records to make sure they are accurate. If anything isn't right, please get in touch with us.	Yes ☐
Please let us know if	
Your contact details change or there is a change in how your business is run for example, ownership/directorships etc, so we can keep our records up to date;	Yes ☐
Your business may be about to experience, or is experiencing difficulties. The sooner you do this, the more likely it is we'll be able to find a way to help you	Yes ☐

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Standard Service Tariff

Effective from 5 June 2023

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Standard Service Tariff

Unity Business Current Account

Unity Tier 0 Loan Servicing Account	
Turnover per annum*	N/A
Fee	Free with limited facilities. Only to deposit payments to service your loan with us.
Opening deposit	Nil
Interest	No credit interest paid

Unity Tier 1 Current Account	
Turnover per annum*	Under £100k
Fee	£6 per month
Charged	Monthly
Opening deposit	Minimum £500
Interest	No credit interest paid

Unity Tier 2 Current Account	
Turnover per annum*	£100k – £2m
Fee	£6 per month plus 15p per individual transaction
Charged	Monthly
Opening deposit	Minimum £500
Interest	No credit interest paid

Standard Service Tariff

Unity Business Current Account (continued)

Unity Tier 3 Current Account	
Turnover per annum*	£2m+
Fee	£6 per month**
Charged	Monthly
Opening deposit	Minimum £500
Interest	No credit interest paid

Unity Custom Account***	
Turnover per annum*	£2m+
Fee	Negotiated
Charged	Negotiated
Opening deposit	Minimum £500
Interest	No credit interest paid

*Turnover is the total value of payments received into your account, excluding internal transfers, in a 12-month period.

** Plus Negotiated transaction fees. A different fee will be agreed for each of the following: faster payments, automated payments and manual transactions.

***No longer available for new to bank customers.

We may charge for services which aren't set out in our Standard Service Tariff but we'll always tell you how much they'll be and check you're happy to pay them before we provide the service.

Standard Service Tariff

Additional Charges

Tariff of Charges	
Audit letter	£29.17^
Bank originated bill payment	£15.00
Bankers draft/cheque	£15.00
Bankers reference/status enquiry	£12.50^
Certificate of balance	£12.50^
CHAPS payment	£28.00
Copy cheque/deposit slip (per item)	£6.00
Copy statement (per statement)	£8.00
Special presentation (Special presentation allows you to know with certainty whether a cheque will clear or not)	£15.00
Stop cheque by phone by internet banking	 £15.00 £8.00
Trace missing funds (This is to trace a payment made by you to an incorrect account)	£25.00
Unarranged overdraft letter (Where a payment has taken your account balance overdrawn, and we have honoured that payment, we will write to advise that the unarranged overdraft rate has been applied to the overdrawn balance)	£10.00
Unarranged overdraft rate	Nominal rate 25% 28.39% EAR* (Equivalent Annual Rate)
Unpaid cheque in (Where drawer's bank has returned a cheque unpaid, which you had previously deposited)	£6.00
Unpaid items out (per item)	£15.00, up to a maximum of £45.00 in any one day

^ plus VAT

*This is equivalent to the rate of interest you'll pay if you're overdrawn for a year. You'll pay interest on the amount you're overdrawn by, and on the interest that builds up from being overdrawn.

We may charge for services which aren't set out in our Standard Service Tariff but we'll always tell you how much they'll be and check you're happy to pay them before we provide the service.

Standard Service Tariff

Additional Charges

Paying in cash to your account

You can pay into your account by cash or cheques at NatWest (England and Wales), Ulster (Northern Ireland) and RBS (Scotland).

Cash paid per £100.00	Cash paid in at Bank Counters 50p* Cash paid in at Post Office 60p*
Cheque collected, per item	30p**

*Cash paid in per £100 or part thereof, for each payment calculated monthly and charged quarterly.

Applies to all Instant Access Savings accounts and Current Accounts unless your account turnover is below £100k per annum, on our fixed £6 per month tariff and you pay in less than £1,500 cash or 15 cheques per month.

If you exceed the total amount of free cash paid in (£1,500>) and/or the total number of free cheques (15>) paid per month, the charges will apply on the whole cash amount and/or all cheques paid in during that month.

**Cheques can be deposited at Bank Counters or via our Freepost service.

Reconciliation Service

This service gives customers the ability to reconcile receipts and payments by automated means.

Internet download set-up	£100.00 per account
Re-creation of internet download	£10.00
Daily internet download	£62.50 per quarter
Weekly internet download	£25.00
Monthly internet download	£12.50

We may charge for services which aren't set out in our Standard Service Tariff but we'll always tell you how much they'll be and check you're happy to pay them before we provide the service.

Standard Service Tariff

Additional Services

Bacstel IP - Set up Costs	
Bacstel IP set up costs are set by NatWest.	
SUN	£200.00
AUDDIS	£200.00
Paperless Direct Debit	£200.00
New Smart Card*	£85.00 per card
Smart Card reader and software	£35.00
HSM certificate*	£1,100.00

Bacstel Transaction Costs - Standard	
Per transaction	14p**
File (Per file)	£8.00
Exceeding agreed credit limit	£100.00
Transfer of sponsorship	£100.00
File extractions/ Stop/Reinput	£195.00
Recall Bacs payment	£20.00
File referral	£45.00

*This is also payable when renewing the facility every 3 years.

**These charges are set by NatWest or other third party provider.

AUDDIS: the process that enables the electronic set up of Direct Debits once your organisation has received instructions from your customer.

Paperless Direct Debits: the process that enables your organisation to receive your customers Direct Debit instructions over the telephone or internet i.e. there is no need for a paper instruction from your customer.

Please note that all customers originating direct debits must use AUDDIS.

We may charge for services which aren't set out in our Standard Service Tariff but we'll always tell you how much they'll be and check you're happy to pay them before we provide the service.

Standard Service Tariff

Additional Services

Unity e-Payments	Tariff 1	Tariff 2
Set up*	£300.00	£300.00
Template	£125.00	£125.00
Monthly charge**	£12.00	£28.00
Transaction per item***	48p	25.2p
File submissions (per file)	£2.75	£2.75
Exceeding agreed credit limit	£100.00	£100.00

If you require additional SUN or authorised users the following charges apply:

Additional SUN	£6.00 per month
Additional user	£6.00 per month

*These charges are set by NatWest or other third party provider.

**All prices include three SUN and six users

***This charge applies to all debit and credit payments and AUDDIS transactions. Please note that Unity e-Payment can be used for direct debit collection, however to do this, you would need to be set up as an AUDDIS originator.

We may charge for services which aren't set out in our Standard Service Tariff but we'll always tell you how much they'll be and check you're happy to pay them before we provide the service.

Standard Service Tariff

Additional Services

Bulk Faster Payments	
Transaction fee	*30p per transaction

*Negotiable as part of the T3 Account tariff.

MultiPay Card	
Set up fee (one off)	£50.00
Card fee	3.00 per month, per card
Transaction fee	Free
Cash Advance fee	2.5% (min £2.50) and min £50 withdrawal
Overseas transaction fee	2.75% of transaction
Non sterling transaction fee	1.75%
Returned payment charge	£30.00
Card re-issue at customer request	£10.00 (excluding lost, stolen, damaged or expiry)
Copy of sales voucher	£10.00
Copy of statement report	£10.00
Urgent card request	£25.00 (excluding delivery)
Emergency card replacement	£120.00
Settlement	14 days post statement date
Late payment fee	2% (min) of £10

We may charge for services which aren't set out in our Standard Service Tariff but we'll always tell you how much they'll be and check you're happy to pay them before we provide the service.

Standard Service Tariff

Additional Services

Foreign Service Charges		
Foreign cheque	**Minimum**	**Maximum**
Negotiation with recourse	£10.00	£71.00
Collection	£20.00	£71.00
Inward collection (£10.00 of the charge is deducted from the outward proceeds)	£15.00	£21.00
Foreign cheque unpaid (cheque returned unpaid)	£10.00	
Foreign draft (sterling or currency)	£30.00	£36.00
Foreign transfer (sterling or currency)*	£24.00	

*Commission fees may also be payable per transaction.

Important information about Unity Foreign Services

- All foreign payments and transactions are undertaken for us by third party agents, and the type of foreign service will determine which agent we use. The fee shown includes their charge for providing the service in addition to our charge for processing your request. This fee will be debited to your account as a separate item.
- Your account with Unity will be debited with the sterling equivalent of your foreign transfer, together with any associated fees, on the day we process your request.
- From time to time there may be additional charges made by foreign banks, relating to foreign payments, over which we have no control. These may be passed onto you when advised to us. We will notify you of the charges before we debit your account.

We may charge for services which aren't set out in our Standard Service Tariff but we'll always tell you how much they'll be and check you're happy to pay them before we provide the service.

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For more information, visit www.unity.co.uk

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Financial Services Compensation Scheme

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Information Sheet and Exclusions List

Basic information about the protection of your eligible deposits	
Eligible deposits in Unity Trust Bank are protected by:	The Financial Services Compensation Scheme ("FSCS")[1]
Limit of protection:	£85,000 per depositor per bank / building society / credit union[2]
If you have more eligible deposits at the same bank / building society / credit union:	All your eligible deposits at the same bank / building society / credit union are "aggregated" and the total is subject to the limit of £85,000[2]
If you have a joint account with other person(s):	The limit of £85,000 applies to each depositor separately.[3]
Reimbursement period in case of bank, building society or credit union's failure:	7 working days[4]
Currency of reimbursement:	Pound sterling (GBP, £)
To contact Unity Trust Bank for enquiries relating to your account:	Unity Trust Bank, 4 Brindleyplace, Birmingham B1 2JB Tel: 0345 140 1000 www.unity.co.uk Email: us@unity.co.uk
To contact the FSCS for further information on compensation:	Financial Services Compensation Scheme 10th Floor, Beaufort House 15 St Botolph Street London EC3A 7QU Tel: 0800 678 1100 or 020 7741 4100 Email: ICT@fscs.org.uk
More information:	www.fscs.org.uk

Additional information

[1] Scheme responsible for the protection of your eligible deposit

Your eligible deposit is covered by a statutory Deposit Guarantee Scheme. If insolvency of your bank, building society or credit union should occur, your eligible deposits would be repaid up to £85,000 by the Deposit Guarantee Scheme.

[2] General limit of protection

If a covered deposit is unavailable because a bank, building society or credit union is unable to meet its financial obligations, depositors are repaid by a Deposit Guarantee Scheme. This repayment covers a maximum of £85,000 per bank, building society or credit union. This means that all eligible deposits at the same bank, building society or credit union are added up in order to determine the coverage level. If, for instance a depositor holds a savings account with £80,000 and a current account with £20,000, he or she will only be repaid £85,000.

In some cases eligible deposits which are categorised as "temporary high balances" are protected above £85,000 for six months after the amount has been credited or from the moment when such eligible deposits become legally transferable.

These are eligible deposits connected with certain events including:

(a) certain transactions relating to the depositor's current or prospective only or main residence or dwelling;

(b) a death, or the depositor's marriage or civil partnership, divorce, retirement, dismissal, redundancy or invalidity;

(c) the payment to the depositor of insurance benefits or compensation for criminal injuries or wrongful conviction.

More information can be obtained under www.fscs.org.uk

[3] Limit of protection for joint accounts

In case of joint accounts, the limit of £85,000 applies to each depositor.

However, eligible deposits in an account to which two or more persons are entitled as members of a business partnership, association or grouping of a similar nature, without legal personality, are aggregated and treated as if made by a single depositor for the purpose of calculating the limit of £85,000.

[4] Reimbursement

The responsible Deposit Guarantee Scheme is the Financial Services Compensation Scheme, 10th Floor Beaufort House, 15 St Botolph Street, London, EC3A 7QU, Tel: 0800 678 1100 or 020 7741 4100, Email: **ICT@fscs.org.uk**. It will repay your eligible deposits (up to £85,000) within 20 working days until 31 December 2018; within 15 working days from 1 January 2019 until 31 December 2020; within 10 working days from 1 January 2021 to 31 December 2023; and within 7 working days from 1 January 2024 onwards, save where specific exceptions apply.

Where the FSCS cannot make the repayable amount available within 7 working days, it will, until 31 December 2023, ensure that you have access to an appropriate amount of your covered deposits to cover the cost of living (in the case of a depositor which is an individual) or to cover necessary business expenses (in the case of a depositor which is not an individual or a large company) within 5 working days of a request. Again, there are specific exceptions to this obligation.

If you have not been repaid within these deadlines, you should contact the Deposit Guarantee Scheme since the time to claim reimbursement may be barred after a certain time limit. Further information can be obtained under **www.fscs.org.uk**.

Other important information

In general, all retail depositors and businesses are covered by Deposit Guarantee Schemes. Exceptions for certain deposits are stated on the website of the responsible Deposit Guarantee Scheme. Your bank, building society or credit union will also inform you of any exclusions from protection which may apply. If deposits are eligible, the bank, building society or credit union shall also confirm this on the statement of account.

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Exclusions List

A deposit is excluded from protection if:

1. The holder and any beneficial owner of the deposit have never been identified in accordance with money laundering requirements. For further information, contact your bank, building society or credit union.
2. The deposit arises out of transactions in connection with which there has been a criminal conviction for money laundering.
3. It is a deposit made by a depositor which is one of the following:
   - credit institution
   - financial institution
   - investment firm
   - insurance undertaking
   - reinsurance undertaking
   - collective investment undertaking
   - pension or retirement fund[1]
   - public authority, other than a small local authority.

The following are deposits, categories of deposits or other instruments which will no longer be protected from 3 July 2015:

- deposits of a credit union to which the credit union itself is entitled
- deposits which can only be proven by a financial instrument[2] unless it is a savings product which is evidenced by a certificate of deposit made out to a named person and which exists in a Member State on 2 July 2014
- deposits of a collective investment scheme which qualifies as a small company[3]
- deposits of an overseas financial services institution which qualifies as a small company[4]
- deposits of certain regulated firms (investment firms, insurance undertakings and reinsurance undertakings) which qualify as a small business or a small company[5] – refer to the FSCS for further information on this category

For further information about exclusions, refer to the FSCS website at www.fscs.org.uk

[1] Deposits by personal pension schemes, stakeholder pension schemes and occupational pension schemes of micro, small and medium sized enterprises are not excluded; [2] Listed in Section C of Annex 1 of Directive 2014/65/EU; [3] Under the Companies Act 1985 or Companies Act 2006; [4] See footnote 3; [5] See footnote 3

Unity Trust Bank plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Unity Trust Bank is entered in the Financial Services Register under number 204570. Registered Office: Unity Trust Bank, 4 Brindleyplace, Birmingham B1 2JB. Registered in England and Wales no. 1713124. Calls are recorded and may be monitored for security, quality and monitoring purposes.

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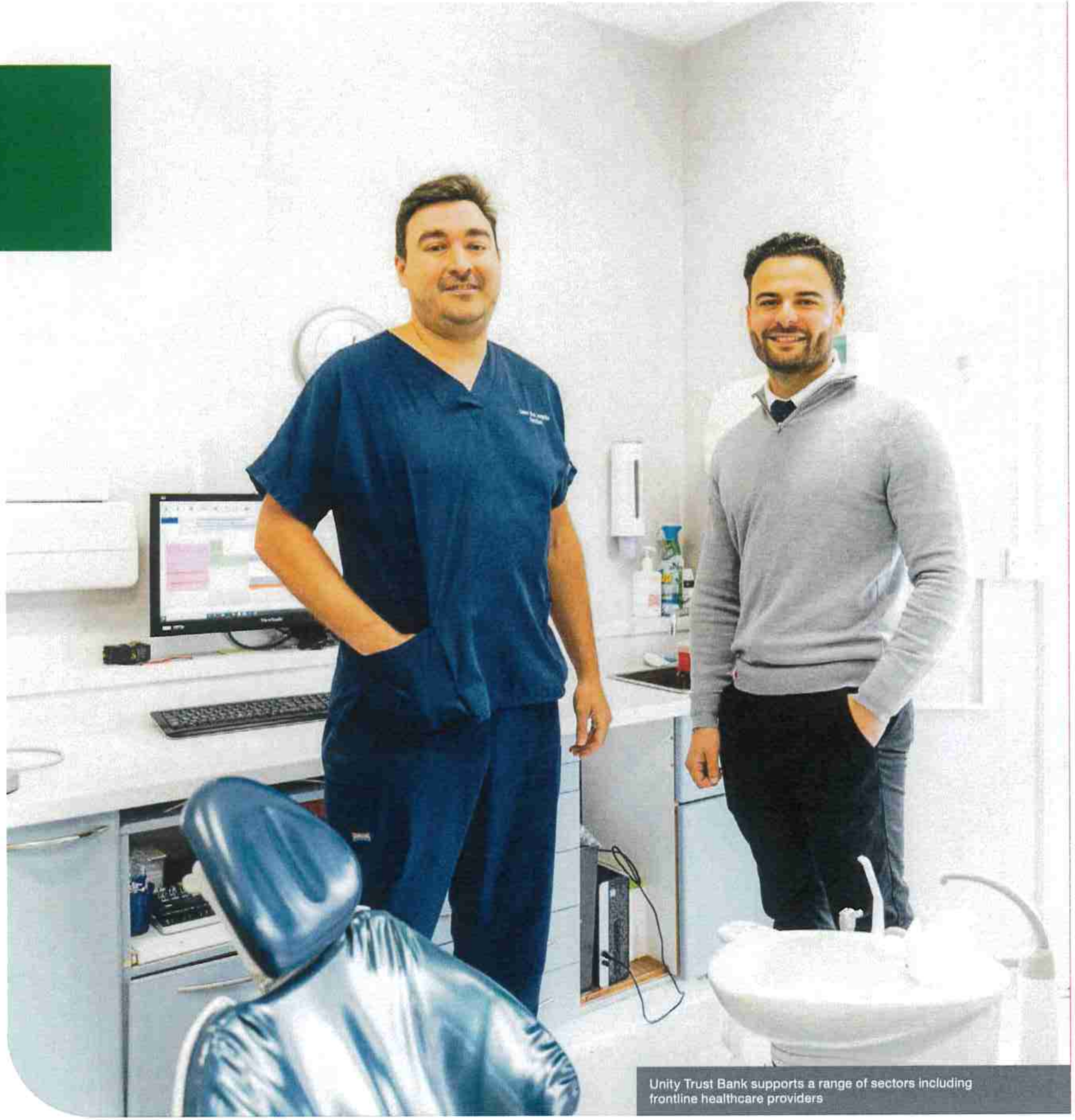
Impact Report

2024

Contents

Written by: Juan David Perez, Carla Walker and Joshua Meek



Unity Trust Bank supports a range of sectors including frontline healthcare providers

CEO Update

In our 40th year, Unity continued to strengthen services for socially-minded customers and deliver positive outcomes for communities across the UK.

I am delighted to present Unity Trust Bank's 2024 Impact Report. This report demonstrates how we have strengthened our customer services and continued to support organisations that address social, economic and environmental needs.

In 2024, Unity reached the 10,000 customer milestone. We continued to focus on offering tailored support with the introduction of specialist Relationship Managers and dedicated phone lines for key sectors.

We increased our Retrofit Transition Initiative (RTI) to support Housing Associations to reduce their carbon footprint and we established our first 'Theory of Change'.

With over £1 billion of lending supporting over 700 organisations across the UK, Unity continues to deliver against our 'double bottom line' of delivering sustainable returns and positive impact for communities where it is most needed.

In 2024, Unity committed over £137 million (2023: £260 million) to 117 organisations. 50.5% of this lending went to organisations based in, or delivering services in areas of high deprivation (2023: 45.3%)

Unity's lending supported 1,109 people and households with affordable homes. Unity's RTI loans supported decarbonisation work for 931 homes through retrofitting activities - £700k more than in 2023. We supported 1,798 care home spaces, 1,806 day care spaces and 216 education spaces for a range of users.

Our lending to pharmacies provided over 3.8 million prescriptions. Our finance helped to support or create over 3,100 jobs and £9.4 million of lending enabled social investors and Community Development Finance Institutions (CDFIs) to leverage an additional £4.8 million of investment for hard to reach organisations.

We continued to align our lending practices to the United Nation's Sustainable Development Goals (SDGs) with SDG 3 – Health and Wellbeing, SDG 8 – Decent Work & Economic Growth, SDG 11 – Sustainable Cities & Communities and SDG 4 - Quality Education being the areas that received the most support in 2024.

In this year's report, we announce our commitment to reach net zero by 2045 with a critical focus on 'Just Transition'. We are ensuring our pathway includes support to organisations delivering critical social services and working with communities.

We actively engage with sector leading initiatives to improve best practice standards for impact reporting. We continued our commitment to share the 'ABC Impact Classification' of our 2024 committed loans, with 33% of loans classified as 'C – Contribute to Solutions' within Unity's classifications.

To mark our 40th anniversary, we were proud to launch a new annual Unity Impact Grants programme. We received more than 140 applications from customers and awarded six £5,000 grants.

Overall, over £89,000 was donated to organisations delivering impact across the UK through staff donations, match funding and fundraising activities. Through our partnership with The King's Trust, we provided mentoring, training and support to 106 young people. Our colleagues collectively spent a total of 283 days volunteering for good causes.

We remained an active member of the Global Alliance for Banking on Values (GABV) and signed the Fossil Fuel Non-Proliferation Treaty alongside our GABV peers. Throughout 2024 we worked with like-minded organisations that share our values. We hosted the Centre for the New Midlands 'Path to Sustainability for SMEs' roundtable and provided thought leadership at the HOMES UK 2024 conference around strategies for scalable retrofit for warmer homes.

I would like to thank our customers, shareholders, partners and our wider community for working with Unity Trust Bank to support communities across the UK and ultimately to create a better society together.

Our core purpose to delivering positive impact in local communities and adopting socially responsible business practices was recognised by the prestigious King's Award for Enterprise for Sustainable Development. Unity was one of only 29 business acknowledged for excellence in the Sustainability category in 2024.

Colin Fyfe
Chief Executive Officer
Unity Trust Bank

Developing our Impact Model

In 2024, Unity engaged New Philanthropy Capital (NPC) to develop a Theory of Change aligned to our 2025 to 2030 strategy. The Theory of Change became our 'Impact Model'.

This impact model shows how Unity's actions contribute to and deliver a range of positive social, economic and environmental impacts in the UK all aligned to our purpose:

Enablers

- Our Values
- Our People
- Our Customers
- The way we do things
- Our Purpose

What we do

- Customer loans
- Customer deposits
- Support our customers with great service and expertise

What we do differently

- Lending to deliver impact
- Flexible, relationship-led banking supported by sector expertise which is data-informed and people-led
- Larger base of deposits from organisations within the social economy, enabling more direct lending to high-impact sectors

Outcomes

More capital is distributed to...

- Organisations in the social economy
- Organisations creating jobs and supporting local economies
- Organisations addressing climate change
- Increase financial inclusion of organisations facing barriers to banking services
- Increase volume of deposits by organisations

Generating evidence of delivering positive change in communities... proving that impact works

Impact

Capital and services enable customers to achieve...

- **Environmental impact**
- **Social impact**
- **Economic impact**

Achieving impact that advances the UN Sustainable Development Goals

What We Delivered in 2024

Unity's Impact Model articulates how we aim to deliver our double bottom line with a customer-first approach. In 2024 our delivery against our core strategy is:

2024 Highlights

£1.7 billion deposits & accounts for over **10,500** values-aligned organisations

Over **£1 billion** lending to **714** organisations delivering impact

Launched new **'sector specialist'** Relationship Manager roles who help organisations meet their needs and create impact

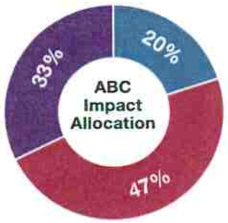
Doubled our commitment to decarbonising social housing through **£50 million** to the **'Retrofit Transition Initiative'**

What we do differently

£137 million committed to **117** organisations delivering positive outcomes to their customers and communities where it's needed.

(2023: £263m committed, 162 organisations)

50.5% Deprived | **24.0% Not Deprived** | **25.5% Least Deprived**



20%
A - Act to Avoid Harm

47%
B - Benefit Stakeholders

33%
C - Contribute to Solutions

Key beneficiaries

- **Older people**
- **People with long-term health conditions/ life-threatening or terminal illness**
- **People living in poverty and/or financial exclusion**

Outcomes

Community Spaces and Services:
1,806 day care spaces and £1.6 million donated by customers to other impact driven organisations.
(2023: 572 day care spaces and £12.4m donated)

Employment, Education and Training:
3,194 jobs supported and 216 education spaces.
(2023: 7,143 jobs supported and 36 education spaces)

Environment:
Retrofit Transition Initiative (RTI) increased to £50 million with 931 homes supported.
(2023: £25m funded and 452 homes supported)

Health & Wellbeing:
Pharmacies delivered over 3.8 million prescriptions, 1,798 care beds supported and 12,500 patients access dentistry services.
(2023: 2.4m prescriptions and 1,458 care beds)

Responsible Finance:
£9.4 million lent to the impact economy through CDFIs and 171 businesses assisted.
(2023: £15m lending 365 businesses assisted)

Sustainable and Affordable Housing:
1,109 homes provided across the UK.
(2023: 1,225 homes)

Impact

Our Impact in 2024

Unity Trust Bank's mission is to help create a better society. Our aim is to be the bank of choice for all socially-minded organisations in the UK.

We support our customers to deliver social, economic and environmental impact in their communities while also meeting their commercial needs. Our double bottom line and customer-centric approach drives everything we do.

In 2024, we supported impact-driven organisations with the following:

Total lending over
£1 billion
in 2024

We increased our deposits by over
£150 million
to enable more direct lending to high-impact sectors

50.5%
of lending to high deprivation areas
(2023: 45.5%)

88%
of our customers said they were 'satisfied' or 'extremely satisfied' with our services

£50 million
commitment for our RTI to support housing associations in delivering energy efficiency projects.

RTI - Retrofit Transition Initiative

10,000+
values-aligned customers
depositing £1.8 billion with Unity.

UN Sustainable Development Goals in 2024

Every loan we approve contributes to one or more of the UN Sustainable Development Goals (SDGs) alongside a wider framework to assess positive impact. In 2024, we continued using the SDGs as one of the impact frameworks for our strategy.

The most representative SDGs were as follows:

55% — **UN SDG 3 – Good Health & Wellbeing**
Delivering health services to all
2023: 44%

16% — **UN SDG 8 - Decent Work & Economic Growth**
Supporting organisations building inclusive growth and good jobs
2023: 6%

11% — **UN SDG 11 - Sustainable Cities & Communities**
Providing affordable, sustainable and quality housing in the UK
2023: 25%

6% — **UN SDG 4 - Quality Education**
Increasing education spaces for those most in need
2023: 4%

4% — **UN SDG 7 - Affordable & Clean Energy**
Providing support to housing associations to decarbonise their homes
2023: 1%

Other SDGs supported
UN SDG 1, 5, 9, 10 & 17 — **8%**

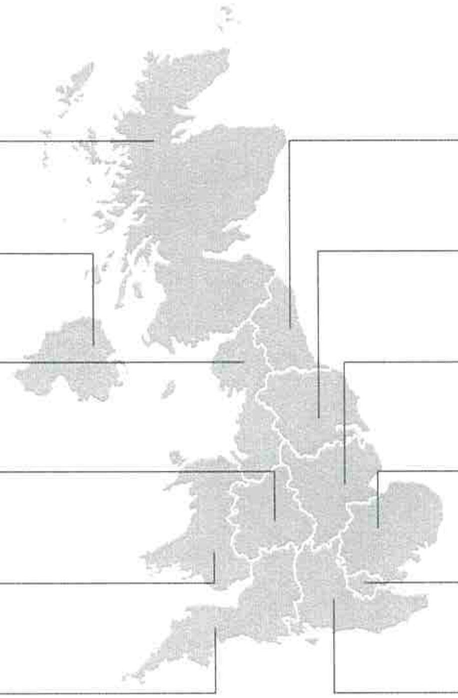
Our lending directly contributed to
10 out of 17
UN Sustainable Development Goals.

32%
of our lending in 2024 was allocated to customers that contribute to solutions (C)
(2023: 23%).

Regional distribution of new commitments in 2024

Unity Trust Bank continued to provide loans across the UK. 50.5% (2023: 45.5%) of our loans went to organisations based in areas of high deprivation.

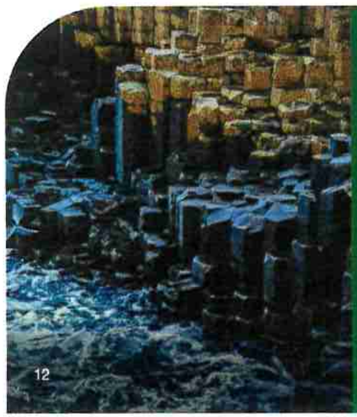
London continued to be the largest regional concentration with 25.4% (2023: 22.0%) of commitments. We increased our loan allocation in areas such as North West 20.2% (2023: 13.9%), North East 6.5% (2023: 3.0%) and West Midlands 10.3% (2023: 8.7%).



Values committed by deprivation

	Deprived	Not deprived	Least deprived
2024	50.5% deprived	24.0% not deprived	25.5% least deprived
2023	45.5% deprived	22.8% not deprived	31.7% least deprived

*Defined through assessing lending committed to the top four deciles of deprivation (deprived), deciles five and six (not deprived) and greater than six (least deprived) according to Indexes of Multiple Deprivation.



Supporting organisations in Northern Ireland

Unity provided a loan to a care home delivering much-needed care services in an area of high deprivation in Northern Ireland.

This new finance supported a customer to deliver positive impact where the elderly population had limited access to care homes.

Thanks to the financial support provided by Unity Trust Bank, the care home has been able to maintain its services providing 36 beds and protecting 38 jobs.

By measuring the 'location of impact' we identified

£59.6 million

where positive impact was delivered in a different location/region than our customers' head office.

(43.5% of total commitment in 2024)

Additionally...

£25.9 million

was allocated to deprived areas by measuring where impact is delivered.

Key Outcome Areas

In 2024, Unity continued to work with impact-driven organisations across the UK. This work has enabled Unity to support the delivery of a range of benefits to diverse communities with different needs, especially in areas of high deprivation.

Unity updated our key outcome areas in 2024 to reflect the variety of users, communities and services we support. Our key outcome areas are:

- Community Spaces and Services
- Health and Wellbeing
- Environment
- Employment, Education and Training
- Responsible Finance
- Sustainable and Affordable Housing

1,806
Day care spaces
2023: 572

1,109
People in supported housing
2023: 1,225

216
Education spaces
2023: 36

1,798
Bed spaces created and renovated
2023: 1,458

3,194
Jobs supported, created and/or protected
2023: 7,143

3.76m
Prescriptions supported by pharmacies
2023: 2.44m

14.1m
Onward lending into Impact Economy
2023: 18.5m

931
Accommodation and housing supported to decarbonise
2023: 452

What is our lending used for?

In 2024, our loans supporting organisations to purchase fixed assets (property/land) or undertake acquisitions was 49% of total commitment (2023: 42%). Refinancing loans from other lenders decreased 25 percentage points (2024: 16%, 2023: 41%).

Key beneficiaries and end users of Unity's lending:**

- **Older people**
- **People with long-term health conditions/ life threatening or terminal illness**
- **People living in poverty and/or financial exclusion**
- **People with learning disabilities and/or other neurodivergence**
- **People experiencing homelessness**
- **Young people who are NEET (Not in Education, Employment or Training)**

We recognised that over half* of our 2024 lending commitment was allocated to impact-driven organisations serving disadvantaged people or those facing discrimination.

In line with Unity's commitment in the care home sector, the most representative beneficiary group was Older People 27% (2023: 19%); nevertheless, the young people who are NEET (Not in Education, Employment or Training), people with mental health needs, refugees, asylum seekers, undocumented and other migrants groups displayed a remarkable growth.

*Measurement taken from 96% sample of the value of the loans committed in 2024 based on data availability.
**Beneficiary groups taken from the Good Finance 'Outcomes Matrix' categories.

The ABCs of Impact in 2024

In 2024, Unity continued the 'ABCs of Impact' as developed by Impact Frontiers and hosted by the Impact Management Platform.

The ABCs aim to support the high-level communication and analysis of the types of impact delivered by investment into three broad categories. Unity has developed the categories with the following classifications for our portfolio:

A Act to Avoid Harm

Includes:

Improving outcomes that are unsustainable to become closer to sustainable

or

Supporting organisations that do not create unsustainable outcomes and contribute indirectly to B or C grade initiatives*.

B Benefit Stakeholders

Includes:

A Acting to Avoid Harm

and

Actively benefiting stakeholders by maintaining or causing improved wellbeing.

C Contribute to Solutions

Includes:

A Acting to Avoid Harm

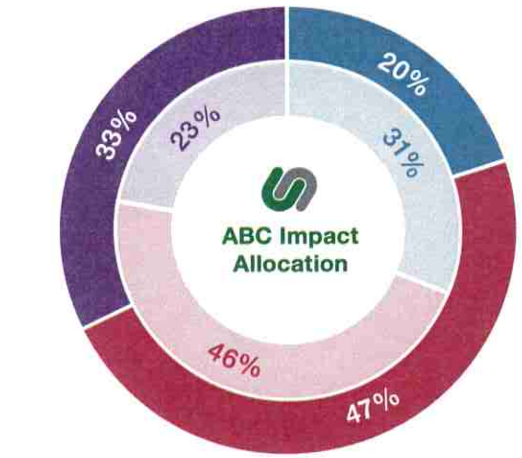
B Benefit Stakeholders

and

Improves the wellbeing of end-stakeholders and/or the environment so that the outcome moves from unsustainable or negative outcome range.

We continued our commitment to share the 'ABC Impact Classification' of our 2024 committed loans, with 33% (2023: 22%) of loans classified as 'C – Contribute to Solutions' within Unity's classifications. This result reflects that our commercial and credit team recognise and measure the difference when an organisation supports a specific disadvantaged group. Unity's Retrofit Transition Initiative (RTI) was a pivotal element to increase our 'C – Contribute to Solutions' participation in our loan commitments to support the decarbonisation of many homes in the housing association sector.

All loans committed in 2024 were assessed against these categories with the following allocation:



89% and 81% of the lending to housing associations and charities, respectively, went to **Contribute to Solutions.**

20%

Act to Avoid Harm

98 charities across the UK benefit from donations made by impact-driven organisations categorised as A. In 2024, Unity identified a total of £1.6m in donations.

47%

Benefit Stakeholders

Customers such as **N and F Properties Limited** based in Liverpool demonstrate the importance of providing long-term and reliable for facilities for others.

33%

Contribute to Solutions

Customers such as **The Winner Group** provide specialist support for women and children fleeing domestic abuse. This women-led organisation offers a wide range of services to help a vulnerable group.

*This is an adaptation made by Unity Trust Bank based on the ABCs of Enterprise Impact. Organisations that commit to onward grant and donations to positive outcomes.

[2]ABC of Enterprise Impact | Impact Frontiers

The Winner Group

Support centre run by women, for women, expands its presence in Hull following six-figure funding.

Ann Clarkson CEO at Winner with Unity Trust Bank Relationship Manager Michael Wicks

C
Contribute to Solutions

Loan amount: £294,500

Region: Yorkshire and the Humber

An award-winning organisation providing housing and support for thousands of women and children escaping domestic violence is expanding its purpose-built HQ, Purple House, thanks to finance from longstanding banking partner Unity.

The Winner Group started life in the late 1990s when a handful of volunteers from the Preston Road Estate came together to support women in crisis.

Now a multi-million pound enterprise with a portfolio of 180 properties, it provides flexible short and long-term accommodation and an array of services including specialist domestic abuse support, a charity shop, training centre, not-for-profit law firm and free nursery places for women accessing services.

Winner first banked with Unity over a decade ago after the organisation secured a £1 million grant through the Government's Empty Homes programme and wanted to match it with finance.

Lisa Hilder MBE, Treasurer and founding member, said: "We shopped around for a social purpose bank and Unity lent us £980,000 to help multiply the benefit that we could achieve.

"Bringing all these homes back into use to help women was the beginning of our relationship. Unity worked with us and understood our aspirations. Some banks are only concerned about the money side of things whereas Unity is genuinely interested in helping customers to develop and grow.

"If we ever have an issue we always get help really quickly through the call centre or through our Relationship Manager Michael Wicks."

Chris Gibson, Affordable Justice Office Administrator and Lisa Hilder MBE, Treasurer at Winner, with Unity Trust Bank Relationship Manager Michael Wicks

Impact

Winner Group's 42-strong female workforce - some of whom are previous service users – are based at Purple House in Preston Road. The building's purple, green and white colours are in homage to the Suffragette movement and its feminist ethos.

The expansion will create additional storage space for the charity shop which serves the whole Preston Road Estate. It's an area of high deprivation and all items are 50p.

There will also be extra office space for providing affordable legal advice.

Lisa said: "Around one in four women will be in a violent relationship at some point.

"Typically, when a woman comes to us, she's in crisis. She's stressed and worried about her children. She might have physical injuries and she doesn't know which way is up. She's anxious and in tears.

"After that first conversation with us, you can see her physically start relaxing; understanding that there is hope and that she's not stuck in whatever hell she's been experiencing.

"From there everything we do is about helping her rediscover her own identity, take back control and rebuild a safe life.

"By the time we've finished working with her, she's a different woman. She's relaxed, happy, can articulate what her hopes and goals are and her children are happy too."

> "Some banks are only concerned about the money side of things whereas Unity is genuinely interested in helping customers to develop and grow."
>
> **Lisa Hilder MBE, The Winner Group**

N and F Properties with YMCA Together

Seven-figure funding helps create new supported-living accommodation for people experiencing homelessness in Liverpool.

B Benefit Stakeholders

Loan amount: £1,239,000

Region: North West

11 SUSTAINABLE CITIES AND COMMUNITIES

Property development company, N and F Properties, has transformed a piece of derelict land into purpose-built accommodation for YMCA Together offering 17 en-suite bedrooms and office space, thanks to a £1.2 million loan from Unity.

The former brownfield site, in the Conservation area of Toxteth, now boasts a bespoke Victorian-style house that complements the district's architectural heritage while incorporating modern features such as energy efficient heating and lighting, solar panels and insulation.

The building's energy consumption is 30% lower than most new builds – earning it a prestigious 'very good' BREEAM rating alongside the critical social impact provided to people experiencing homelessness by YMCA Together.

N and F Properties, owned by Neil Colquhoun, specialises in good quality multi-occupancy developments across Merseyside and this is the latest in a series of collaborations with YMCA Together.

Ellie McNeil, CEO at YMCA Together, said: "Neil is a great landlord partner for us. There's the flexibility of the lease, the mutual high standards and expectations over the quality of the accommodation, and from a business point of view, we can talk openly about what we need and what can be delivered and that's really helpful."

Neil said: "We've worked with the YMCA for six years now, developing properties and leasing to them. There's a sense of fulfilment knowing that you're creating accommodation for people who haven't had a good start in life or who aren't doing very well at the moment.

"This is the second loan we've had with Unity. I was introduced through my broker, Empire Finance, and my Relationship Manager David Robinson is perfect to work with. There's a real common-sense approach with David; he's very practical and I get clear answers to questions."

> "There's a sense of fulfilment knowing that you're creating accommodation for people who haven't had a good start in life or who aren't doing very well at the moment"
>
> **Neil Colquhoun, N and F Properties**

From left: Neil Colquhoun, owner of N and F Properties, David Robinson, Relationship Manager at Unity Trust Bank and Ellie McNeil, CEO at YMCA Together

Impact

The YMCA plays in an important role in providing housing and support for people experiencing homelessness and the Bentley Road service was commissioned by Liverpool City Council.

Ellie said: "I've been working in this field for 20 years and the number of people sleeping rough is the highest it's ever been. We aren't an organisation that grows for a business purpose, we grow to meet the needs of the people, and the need for our services is ever increasing."

Ten of the beds in Bentley Road are for people experiencing homelessness, while the other seven are for people who have complex needs including personal care needs.

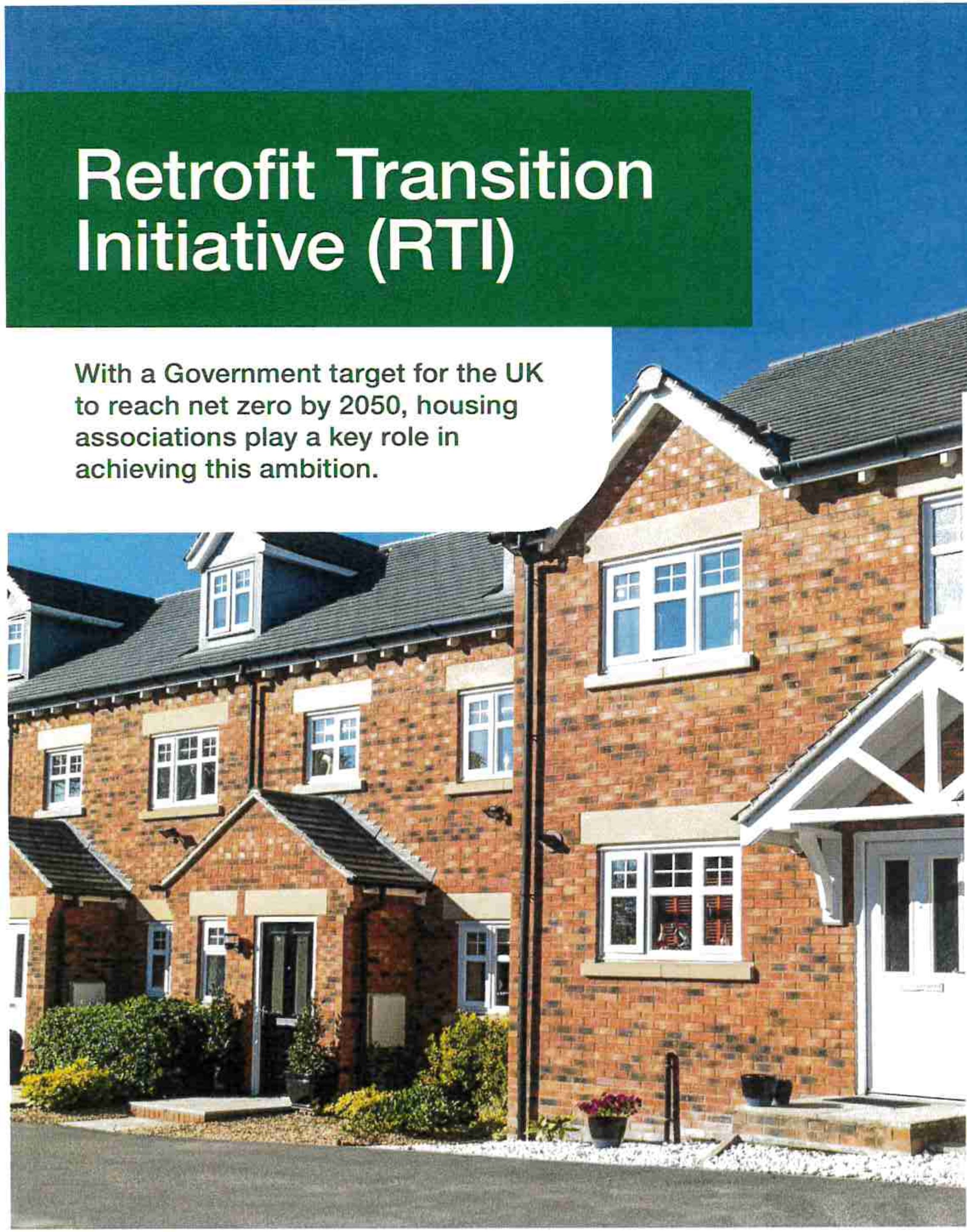
Ellie said: "Some people experiencing homelessness have really poor health inequalities and so part of the work that we do is to provide extra support through partner organisations.

"We work to people's individual outcomes. For some, it's about reconnecting with family. For others, it's about getting their physical health needs sorted or it's getting some stability around their drug and alcohol use. Our work is very person-centred.

"The best outcome is that people can develop their self-efficacy to the point where they no longer require support. They can then step down from the service and maybe move into a property of their own."

Retrofit Transition Initiative (RTI)

With a Government target for the UK to reach net zero by 2050, housing associations play a key role in achieving this ambition.



Unity Trust Bank has committed to provide £50m in funding (up to £3m per customer, alongside a traditional lending product) to Housing Association customers through its new decarbonisation initiative.

The Retrofit Transition Initiative (RTI) offers to support the delivery of energy efficient projects within the UK's social housing stock.

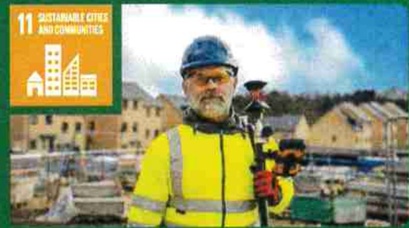
At Unity, we believe that finance has an important role to play in achieving a greener future and positively contributing to the UK's transition to a net zero carbon economy.

In London

In 2024, RTI supported 129 homes located in a deprived area of London, providing accommodation for disadvantaged and vulnerable groups such as refugees, asylum seekers, and undocumented people.

In Scotland

In addition, 802 households in Scotland were able to upgrade their heating systems to meet net zero standards including better insulation.



Sustainable and Affordable Housing

Providing quality, affordable and energy efficient homes is critical for ensuring wellbeing of communities and meeting the UK's net zero goals. In 2024:

18 organisations
Unity provided 21 loans to 18 organisations specifically focused on the provision of housing.

+1,000 households
Over 1,000 households accessed accommodation through our lending.

12 loans to SDG 11
12 loans directly contributed to UN Sustainable Development Goal 11 – Sustainable Cities and Communities.

931 social housing
931 social housing units benefited from decarbonisation as a result of our Retrofit Transition Initiative.

Our loans provided affordable and accessible accommodation to people experiencing homelessness, refugees, and asylum seekers.

Connected Community CIC

Rehabilitation unit for people recovering from addiction opens in the North East following six-figure loan.

From left, John Carling, owner of Solutions Northern; Mark Harrison, owner of Connected Community CIC; Jonathan Bowden, Head of Health Inclusion for Public Health South Tees; Michael Wicks, Relationship Manager at Unity Trust Bank

C
Contribute to Solutions

Loan amount: £500,000

Region: North East

Mark Harrison has transformed a former care home in Middlesbrough into an 11-bed residential home for people recovering from drug and alcohol abuse.

Mark is a local authority health consultant who set up Connected Community CIC because he was concerned about the lack of rehabilitation facilities in South Tees.

He wanted to redevelop the property to provide a safe environment where people can continue their recovery, find employment and move on to a home of their own.

Having bought the care home seven years ago, Mark endured a protracted planning process and escalating costs and required a loan to complete the project.

Using his life savings and £500,000 finance the home finally opened in 2024.

Mark said: "My Relationship Manager at Unity, Michael Wicks, was absolutely brilliant. We talked through everything and the effort he put in was phenomenal.

"Unity's values chimed with mine in terms of what I do and who I support, and it was the type of financial partner I wanted to be with. From where I was, to where I am now, is like night and day."

"Unity's values chimed with mine in terms of what I do and who I support, and it was the type of financial partner I wanted to be with."

Mark Harrison, Connected Community CIC

Impact

Mark, a former nurse and local authority health consultant, joined the NHS in 1987.

When his brother-in-law, a haemophiliac, died after contracting HIV through contaminated blood products, he moved to the needle exchange programme.

He helped other people at risk and educated drug users about the dangers of sharing needles.

Mark said: "There's still a lot of stigma around addiction. People often turn to drugs or alcohol because they're trying to fill a hole in their life, or because of past traumas, not because they're a bad person.

"There weren't enough rehabilitation programmes in South Tees so people had to travel to other parts of the country.

"I wanted to provide somewhere local, where those who've completed their detox programme can learn how to live differently and rebuild their lives."

Jonathan Bowden, Head of Inclusion Health for Public Health South Tees, said: "There is a significant local need for accommodation-based services due to the increasing prevalence of harmful alcohol and drug use.

"This project will provide invaluable support to people who have chosen abstinence. I'm sure the fantastic facility that Mark and Connected Community CIC has developed will be a big part in many recovery journeys."

Health and Wellbeing

In the UK, supporting the health and wellbeing sector is particularly important due to the pressures on the NHS and growing demand for mental health and social care services. We provide lending to health and social care services:

19 UK pharmacies

Unity provided funding (23 loans) to 19 pharmacies who provided over 3.8 million prescriptions and access to services in communities.

Supported 28 care homes

With 31 loans to deliver services to a range of users including older people, people with dementia, people with physical or mental disabilities and people recovering from addiction.

Supporting domiciliary care

Unity widened its sector allocation supporting a customer that focuses on domiciliary care providing services to people with long-term health conditions/life threatening or terminal illness.

Care homes rated 'Good'

80%

80% of care homes that Unity supported are rated CQC 'Good' or above.

4 dental clinics

Our funding enabled 4 dental practices to deliver a range of dental services to their customers.

Newlands Care Home

Care home in Scotland becomes family-owned thanks to funding from Unity.

C
Contribute to Solutions

Loan amount: Six-figure funding

Region: Scotland

3 GOOD HEALTH AND WELL-BEING

From left: Susan Small; Michelle Wilson, Relationship Manager at Unity; Nikki and Trevor Henn

A family has taken over the reins at Newlands Care Home in Dunfermline following a six-figure refinance package from Unity.

Husband and wife, Trevor and Nikki Henn, along with Nikki's mum Susan Small, were part owners at the home for 11 years and are thrilled to have finally made it their own.

Nikki, a former nurse, said: "When we first walked into Newlands it felt really homely and that's still what everyone says today.

"We want to make a difference to the 22 people who live here and make their last years comfortable and enjoyable.

"That was our drive for having a care home, as well as the autonomy of having our own business."

It's not been an easy ride for the couple having navigated the challenges of the pandemic and then enduring a protracted buy-out process.

Trevor said: "We were introduced to Unity through a broker and our Relationship Manager, Michelle Wilson, has been great.

"Michelle understood that this wasn't a straightforward refinance, but she was on the ball and we felt reassured and secure.

"We had an offer from another bank but it felt like it was just a finance deal to them – they didn't even want to see Newlands.

"Michelle was in contact with us throughout and supportive, and that's why we chose Unity."

Michelle Wilson, Relationship Manager at Unity, chats to Susan Small and Nikki Henn about Newlands Care Home

"It might be the resident who comes to live at Newlands but we're supporting the whole family too."

Nikki Henn,
Newlands Care Home

Impact

Trevor and Nikki say their success is down to looking after staff as well as residents.

Nikki said: "I can't emphasise enough how much the staff team make or break a home.

"We've doubled the number of staff since we've been here and every single role is vital.

"We have a brilliant team and I'm so proud of them and the care that they provide"

Newlands, which caters for elderly care and dementia, is resident-led with the help of a wellbeing coordinator.

Nikki said: "Our residents make decisions about what food they eat, what activities we put on, what we use the rooms for, what colours we paint the walls.

"Last year we built a secure garden for them and they planned it all with us."

Nikki added: "It might be the resident who comes to live at Newlands but we're supporting the whole family too.

"It can be stressful looking after a loved one who needs 24/7 care, but once they're with us and settled, a massive weight is lifted off their shoulders.

"Families say they don't know what they'd have done without us, and that's what keeps us going."

Isatlas

Pre-school nursery expands its portfolio in the West Midlands thanks to six-figure funding from Unity.

B
Benefit Stakeholders

Loan amount: £332,000

Region: West Midlands

Emily Carter, Director of Isatlas, with Unity Trust Bank Relationship Manager Sukhie Gakhal

Emily Carter set up her first nursery in Middleton, Tamworth in 2017 and now has four sites across the West Midlands.

Unity funding supported her to open a second nursery in Walmley, Sutton Coldfield in 2021, a third in Whittington in 2023 and a fourth in Aldridge in 2024 thanks to a £332,000 loan.

The nurseries provide over 200 childcare places across all four sites. There are a range of extra curricular activities and with a strong focus on health and wellbeing, all food is freshly prepared on site.

Emily, director at Isatlas, said: "The nurseries have grown beyond belief because of the reputation that we've worked so hard to build up.

"We follow the Reggio Amelia approach which is a very natural child-led way to teaching and learning. It creates a really unique experience and environment for children to thrive."

Emily was first introduced to Unity through a broker.

She said: "There's a personalised, tailored approach at Unity that you don't get from other banks.

"Our Relationship Manager, Sukhie Gakhal, has been really supportive. She has faith in me because she knows what I'm trying to achieve.

"It's nice to be with a bank that has a moral compass and that translates to how Unity works with its customers."

Impact

The nursery allows the use of free government hours and 70% of pupils are local authority funded.

With an acute shortage of childcare places in Aldridge, Walsall Council provided a grant towards the expansion of the nursery; to create extra places.

The nursery had a complete back to brick refurbishment and a derelict loft was brought back into use.

Emily said: "The local authority are completely on board because there weren't any nursery spaces in the area.

"I saw what the demand was like on the first open day when 47 families turned up.

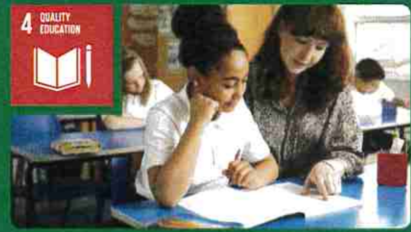
"The loft extension has increased our capacity from 35 to 55 and I'm hoping a further 20 places will be created through a single storey extension.

"It feels good to be able to increase the size of the provision in the area and assist working parents."

More than 80 staff are employed across all four nurseries including a regular intake of apprentices.

Emily added: "I'm committed to taking on apprentices because they are the future; they learn from more experienced staff and will help our industry survive."

> "There's a personalised, tailored approach at Unity that you don't get from other banks."
>
> **Emily Carter, Isatlas**



Employment, Education and Training

Supporting access to quality education in the UK is crucial for building a strong foundation for future generations.

At Unity, we believe that quality education empowers individuals and help to reduce inequality by giving everyone, regardless of background, the opportunity to succeed.

Our commitment includes:

100+ students
Over 100 students had access to Free School Meals (FSM).

100 people
Our funding contributed to the delivery of training and focused education to 100 people with learning disabilities and other neurodivergence through our charity customer Seaquins Westcliff based in a high deprived area in East of England.

20 nursery spaces
Our lending protected Teddies House Limited from the premises being sold and maintained the provision of 20 nursery spaces in Chorley Northwest, England.

5 social organisations
5 social organisations focus on the education sector, including primary, secondary and nursery and pre-school.

York St John University

York St John strives to become the UK's 'university for social impact'.

B
Benefit Stakeholders

Deposit Customer

Region: Yorkshire and the Humber

4 QUALITY EDUCATION

With a focus on removing barriers to higher education and a commitment to sustainable practices, York St John supports over 13,000 students at its campuses in York and London.

It was recently named the 'University of the Year for Social Inclusion' in The Times and Sunday Times' 'Good University Guide 2025' in recognition of the work it does to ensure that degree level education and graduate jobs are accessible to all.

Outreach teams work with schools across the UK and engage with pupils through activities such as workshops and campus visits.

Dr Rob Hickey, Chief Operating Officer, said: "Almost 70% of our students come from backgrounds that are under-represented in higher education.

"Our outreach teams look at postcode areas where traditionally young people aren't as likely to go on to higher education, such as coastal towns, or areas where military families live. We engage with them and inspire them to see that university is something that's achievable.

"We recognise that not everybody starts from the same level playing field and once students are with us, we provide an extra layer of support on their journey so they can achieve their potential.

"We also have a range of scholarships to support students from less financially secure backgrounds."

"As a higher education institution with strong values, we actively sought solutions to shift finance away from unethical investment."

Joe McCarthy, York St John University

Students at York St John University

Impact

York St John has a 'no waste to landfill' policy, extensive recycling processes, solar panels across its campuses, and a huge range of biodiversity initiatives.

It was the first university in the country to agree a power purchasing agreement directly with a wind farm.

It was also awarded a Food for Life silver accreditation from the Soil Association for the sustainable measures it takes including preparing 6,000 meals a day using locally-sourced ingredients.

Rob said: "We know what our students really care about and we build their passion into our strategy. Our focus on equality of opportunity and sustainability runs throughout the whole organisation and our overall strategy is to be the university for social impact."

To ensure the University's financial commitments matched their sustainability ethos, York St John moved its deposit accounts to Unity in 2024.

Joe McCarthy, Director of Finance, said: "Students, staff and governors of York St John care deeply about creating a fairer, more sustainable future. We want to be sector leading in our commitment to environmental sustainability.

"As a higher education institution with strong values, we actively sought solutions to shift finance away from unethical investment.

"We are delighted to have moved deposits to Unity Trust Bank, which does not invest in fossil fuel industries, and where savings deposits and lending help organisations to make a positive difference to communities."

First Step Trust

Award-winning London charity helps disadvantaged people to gain skills and employment.

C
Contribute to Solutions

Deposit Customer

Region: London

3 GOOD HEALTH AND WELL-BEING

First Step Trust (FST) was established over 30 years ago to support people excluded from traditional forms of education, training and jobs because of issues such as anxiety, addiction recovery and poor literacy.

Through work placements, on-the-job training and salaried employment, FST provides the tools for people to gain practical experience in the motor industry while building their confidence in a safe, supportive environment.

Training includes the Virtual Garage 10 Module Programme where people can learn tasks such as fitting tyres and changing brakes by using 'virtual' technology before moving on to the real thing at FST's SMaRT garage in Woolwich.

SMaRT (Socially Minded and Responsible Training) is a commercial garage that provides a service to the public alongside on-the-job training so people can earn Institute of the Motor Industry (IMI) qualifications.

Ronnie Wilson MBE, CEO and one of the original founders of FST, said: "FST was set up because we recognised that there are people with talent but no means of demonstrating it because they were disadvantaged.

"If you don't have a lot of skills because you've not been able to function in the system for a variety of reasons then you end up unemployed or in mundane jobs.

"The whole idea is to help folk to develop within our employment framework, rather than a social care framework, and treat them with the same expectations and support that a decent employer would."

Impact

Through its partnership with Halfords, six of FST's trainees recently secured apprenticeships.

Many of the workforce has also joined FST in full-time employment.

Former trainee Laura Giri now leads the Virtual Garage programme and has been shortlisted for The Automotive 30% Club's 'Inspiring Automotive Women Awards' which recognises trailblazing women in roles traditionally occupied by men.

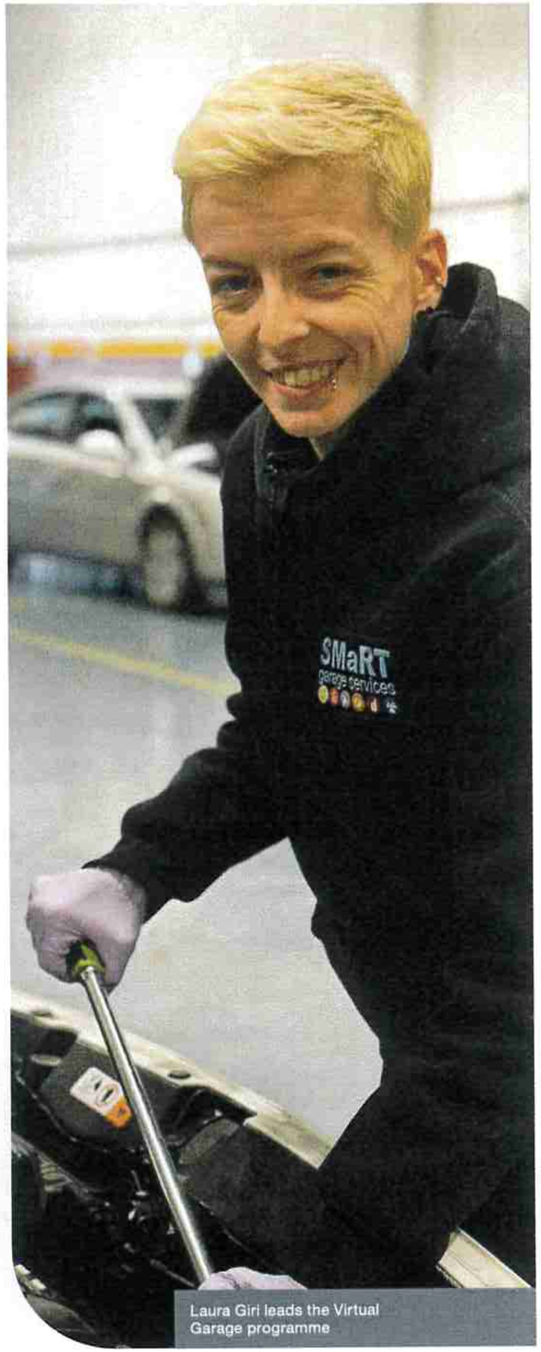
Ronnie said: "We've constantly evolved our business model to provide a range of opportunities and are always working to develop accessible ways for folks to learn marketable skills."

FST has been a customer of Unity since it was founded in 1994.

Ronnie said: "We've banked with Unity since the beginning because it was a trade union bank that supported folk to get a better quality of life.

"The voluntary sector needs a bank that takes an active interest in what it does and we have got that with Unity and our Relationship Manager Philippa Moors. I would absolutely recommend Unity to any organisation."

> "We've banked with Unity since the beginning because it was a trade union bank that supported folk to get a better quality of life."
>
> **Ronnie Wilson MBE, First Step Trust**



Laura Giri leads the Virtual Garage programme

Key Fund

Key Fund has provided funding and support to over 3,100 organisations in South Yorkshire.

C
Contribute to Solutions

Lending Customer

Region: Yorkshire and the Humber

8 DECENT WORK AND ECONOMIC GROWTH

A Community Development Finance Institution (CDFI) established in 1999 to breathe new life into local communities in Sheffield has now expanded its services to multiple regions across the North of England and Midlands.

Key Fund initially offered small grants so that people made redundant during the decline in coal and steel production could retrain for other jobs.

In the early years it changed its business model and today provides blended finance to social enterprises that can't access support from mainstream banks.

Jane Austin, Head of Operations at Key Fund, said: "Grants are a really important part of our ecosystem and for many charities and social enterprises they are a much needed part of their model.

"However, they can sometimes create dysfunction if your business model is not self-sustaining, especially if the grant is tied to a particular project.

"We saw the spirit of the people we were awarding grants to and realised that offering grants alongside flexible loans would allow people to do what they needed to do to grow their business.

"Profit isn't a dirty word; when organisations make money and repay their loans we recycle that money and get it back out there to help others."

In 2023/24, Key Fund invested £3.95m in loans and grants and levered in an additional £3.9m. This supported over 100 organisations, employing 350 individuals providing support and services to over 526,000 beneficiaries.

Since becoming a customer in 2009, Unity has provided Key Fund with more than £2.6m in funding.


Jane Austin

"The thing I enjoy most is seeing the diversity and the entrepreneurism in people who see a problem and say: 'I'm going to do something about that.'"

Jane Austin, Key Fund


Key Fund's finance team

8 DECENT WORK AND ECONOMIC GROWTH

Responsible Finance

Impact

Key Fund is different to many other CDFIs because it's a social enterprise which only supports other social or community enterprises.

Every investment it makes has to generate positive social impact.

Clients range from an organisation set up to help women fleeing domestic violence to another that delivers training, housing and support for people with mental health issues.

Jane said: "Having previously worked in the private sector, when I came to Key Fund I thought, goodness gracious, you're going to pay me to work with people who are doing all this brilliant stuff?

"The thing I enjoy most is seeing the diversity and the entrepreneurism in people who see a problem and say: 'I'm going to do something about that'.

"Our clients have no idea how good they are; they just get on with it.

"Key Fund is a lot more than about money. We're about supporting organisations to create local solutions to social problems.

"We are really accountable to our values. We treat our clients with the same values as we treat each other. And our relationships work with other funders like Unity because culturally there's a shared understanding."

Unity Trust Bank continues to provide lending and banking services to a range of Community Development Finance Institutions (CDFIs), grant making charities, foundations and social investment intermediaries providing the most impactful investment, support and enterprise engagement in the UK.

Our 'Responsible Finance' portfolio enables charities, social enterprises and SMEs to access funding they would often be denied access to from high street banks. Our lending is often matched by UK government funding or initiatives such as the Community Interest Tax Relief (CITR) scheme to encourage investment into social challenges or deprived areas across the UK. In 2024:

7 CDFIs

7 CDFIs and social impact investors accessed lending from Unity Trust Bank (6% of our total loan commitment)

171 SMEs

171 SMEs, social enterprises, SMEs and charities accessed £14.1 million investment to support the impact they deliver in local communities

St Helen Without Parish Council

Parish council in Oxfordshire supports residents through period of change.

B Benefit Stakeholders

Deposit Customer

Region: South East

11 SUSTAINABLE CITIES AND COMMUNITIES

Made up of semi-rural villages as well as Dalton Barracks airfield, the civil parish of St Helen Without was created in 1894 and has a population of 2,700.

The area has seen a lot of new development in recent years and the airfield, formerly RAF Abingdon, is set to close.

Wendy Bates, Clerk of St Helen Without, said: "The amount of development we've already got has had a big impact on the parish. Often what used to be a 10-minute car journey two years ago is now a 30-minute car journey.

"Dalton Barracks is likely to become a garden village in the next few years so we could be looking at going from a fairly small population to quite a significant one.

"There's lots going on with the Neighbourhood Plan and the development of the site so our councillors are heavily involved and working with the various organisations.

"We've also got our own consultants to help shape and guide what we need to be doing, not only for our current residents but our future residents.

"We're going to be looking at sustainable transport, not only for the environment's sake, but also for our infrastructure.

"If the number of cars in our area increases we'll be at a standstill. What can we do to encourage transport hubs? What areas need to be set aside for nature? We'll be very much looking at this."

Impact

As well as increased traffic, day-to-day issues local councillors deal with in St Helens Without are speeding, potholes and the additional parking and noise generated from public events at the airfield.

Wendy said: "You can't get any closer to a population than a parish council. It's the interface when things really matter as well as providing local services and amenities.

"This was demonstrated during the pandemic. Parish councils knew their demographic and were able to provide the right support."

One of the first decisions Wendy made when she joined St Helen Without was to switch the council's banking to Unity.

Wendy said: "Unlike a lot of high street banks, Unity gets our sector and understands what we do.

"As clerks we don't have time to spend hours on the phone trying to get mandates updated or signatures changed.

"Unity has online banking that does what it says on the tin. It's got the right payment protection which is brilliant and it's clear and simple to use.

"If you do have a problem, we can phone and talk to somebody who understands our sector.

"The social values of a bank like Unity are important to us but it's the service that stands out for me. Unity listens to what we need."

"Unlike a lot of high street banks, Unity gets our sector and understands what we do."

Wendy Bates, St Helens Without Parish Council

Northamptonshire County Association of Local Councils

Longstanding Unity customer provides vital support and guidance to 271 civil parishes.

B
Benefit Stakeholders

Deposit Customer

Region: East Midlands

From Northampton Town Council, the largest in England with 95,000 electors, to Althorp Parish Council which has nine electors on the estate where Princess Diana was raised, Northants CALC works with a range of civil local authorities.

Its role is to bridge the gap between parish and town councils and the larger local authorities by offering day-to-day advice and support, training for clerks and councillors and representation and lobbying at a higher level when needed.

The organisation has banked with Unity for 15 years.

Danny Moody, CEO, said: "Parish councils are specialist organisations that require multiple authority payment controls and signatory management and this is what makes Unity stand out from other banks.

"Unity understands how we operate and listens to what we need. It understands our pinch points and works to solve them. That is a brilliant approach and something the high street banks have never done.

"A clerk might only be contracted to work five hours a week and they don't have time to spend hours on the phone to a bank.

"It's very straightforward with Unity.

"Most of the banking can be done online and if you have a problem, you can phone the team and they're always helpful and quick. I don't know why there's a parish council in England not banking with Unity.

"The fact that Unity is a community focussed specialist bank with good ethics and morals is the icing on the cake."

> "I don't know why there's a parish council in England not banking with Unity."
>
> **Danny Moody, Northamptonshire County Association of Local Councils**

Impact

While unitary authorities are responsible for providing a range of public services such as education and social care, parish and town councils play a crucial role in representing electors at grassroots level.

Danny said: "The gap geographically and culturally between a little village or town and a big unitary council area is massive.

"Local councils look after non-statutory, discretionary, local government services and the sort of things that the bigger councils don't have the luxury of focussing on anymore because the areas they cover are so vast.

"Imagine a place that is unparished; who is making the decisions on planning applications in that area? Who will represent the community if there's an issue with the local sewage system? Who makes sure there's enough street lighting?

"Every community needs some kind of community governance. Nobody cares more about a planning application in a small village than the village parish council."

Prospect

Trade union receives sustainability accolade for refurbished London HQ and environmental commitment

B Benefit Stakeholders

Deposit Customer

Region: London

Unity customer and shareholder, Prospect, has been awarded an internationally acclaimed BREEAM certification (Building Research Establishment Environmental Assessment Methodology) for transforming an old Georgian property into a modern, energy-efficient building.

Prospect - 'the union for ambition' - represents over 160,000 people in a diverse range of specialist sectors including energy, science and the arts.

In 2020, Prospect's membership, mainly managers and professionals, put forward a motion for the organisation to achieve net zero by 2030.

Hafsa Begum, Director of Finance and Estates and Legal, said: "As well as looking at how we live and how we monitor our carbon footprint, we also started looking at our estate. We spoke to consultants and set ourselves targets.

"We sold two existing assets in Waterloo and Clapham – which were old buildings and EPC 'D' rated - to help fund the new refurbishment in Rochester Row, Victoria.

"It was a bit of a rollercoaster with a few sticky moments, but Richard Rose, our Relationship Manager at Unity, was always on the end of the phone when we needed him.

"We were making lots of payments during that time and being able to liaise directly with Richard made a big difference. The level of service you get from Unity is what sets it apart from other banks."

Impact

A key part of Prospect's multi-million pound refurbishment was to keep the building's existing shell rather than demolish and rebuild.

Gas supplies were removed and all heating transferred to electric. Solar panels and car charging points were installed outside and improvements made to thermal lines.

As well as the 'very good' certification from BREEAM - a framework that helps projects meet sustainability goals – the building now has an EPC 'A' rating.

Staff wellbeing was also a key component of the refurbishment. While hybrid working is in place, around 170 staff access the HQ each week and colleagues were canvassed for their views.

Hafsa said: "When the pandemic happened a lot of people had a fear of coming into the office, especially in London. We carried out surveys to ask what staff wanted.

"As a result, the ground floor has been designed to hold more events and there are new collaboration and breakout areas which make a difference.

"The building reflects our vision, future and growth and people are already commenting on the new buzz in the office."

"The level of service you get from Unity is what sets it apart from other banks."

Hafsa Begum, Prospect

Inside Prospect's new HQ

Being the bank of choice for socially-minded organisations

For 40 years, Unity Trust Bank is proud to have been the bank of choice for socially-minded organisations across the UK and we strive to deliver quality services for our customers to achieve their commercial and community aims.

Unity has continued to deliver impact across the UK and build our service offer to our customers. In 2024:

£1.7bn in deposits

Our deposits accounted for more than £1.7bn for over 10,500 values-aligned organisations.

Fossil Fuel Treaty signed

Unity signed the Fossil Fuel Non-Proliferation Treaty Endorsement as member of the Global Alliance for Banking on Values (GABV).

Newly formed Public & Third Sectors Team

Unity's newly formed Public & Third Sectors Team actively works in collaboration with organisations such as Local Council Associations, to ensure that we work together to create a banking proposition which is fit for purpose.

Purpose-driven Initiatives

In 2024, Unity continued to deliver a wide range of purpose-driven initiatives to contribute to our mission and meet our values.

Our employee-led forum Unity & Me acted as a key driver of impact with initiatives identified and delivered by the staff across the bank.

Across our Unity & Me Pillars, the following key achievements were:

Unity Grant & Donations

Unity and colleagues provided over £89,000 of funding to organisations delivering impact across the UK:

£25,000 was granted through Unity's inaugural 'Unity Impact Grants' programme.

£17,625 awarded through donations, match funding and project-based donations across the UK.

£13,862 of donations were made by Unity staff members including a £5,000 'staff pick' within the Unity Impact Grants programme.

£33,334 donated as part of our ongoing support to The King's Trust.

Unity People

The Unity People pillar focuses on promoting equality/equity, diversity and inclusivity (EDI) in the workplace and community. Key events in 2024:

Delete Blood Cancer

69 employees signed up to the Delete Blood Cancer charity and a donation of £2,000 was made.

Coaching, Mentoring and Buddying (Pilot):

6 employees signed up to the mentoring initiative, which has helped to build their confidence knowledge and network.

Other events such as:

- World Culture Day
- Race Equality Week
- Eid
- Vaisakhi
- International Women's Day
- Women's History Month.

Health, Wellbeing & Welfare

- Unity increased the number of Mental Health First Aiders to 13, including five male colleagues. It had previously been quite challenging to encourage men to train for this role.
- External speaker Laura Clayton, engaged for World Health Day.
- Conducted mindfulness sessions.

Unity Volunteering

283 days

of volunteering delivered across the UK

10 days

10 days dedicated to The King's Trust supporting 106 young people

Unity Green

For the first time, Unity conducted a survey of staff to understand how they commuted to the office. 141 colleagues responded to the survey and £1,000 was donated towards tree planting as a result.

The green team has provided monthly energy saving tips to all colleagues to promote better practices.

We celebrated Earth Day with:

- Guest speaker providing educational training to our staff on Retrofit Credits (150 hours training hours).
- Launched the TrainHugger pilot supporting one tree planted for every journey booked.

Celebrated World Ocean Day:

- Providing information and advice about how plastics and pollution impact our oceans.

Unity Impact Grants

As part of our 40th birthday, Unity pledged to deliver over £40,000 in charitable grants and donations in 2024. We launched our 'Unity Impact Grants' programme.

The grants initiative was set up through our employee-led Unity & Me programme which supports staff to deliver positive outcomes for colleagues, communities and the planet.

The initiative received over

140 entries

from socially-minded organisations across the UK

We awarded

6 grants of £5,000

to six organisations rather than three – doubling the bank's original promise

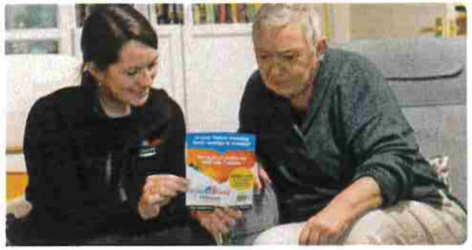
The successful recipients are:

Bee Wirral

A non-profit community organisation dedicated to supporting people in Birkenhead through activities, services and training, with a focus on addressing social isolation and poor mental health.

Cumbria Action for Sustainability

Providing environmental services, projects and climate solutions to individuals, communities and organisations across Cumbria.



Church of the Martyrs Baby Basics

A church in Leicester, which provides essentials for the wellbeing and development of new babies and siblings born into disadvantaged families.

Harbour Ayrshire

A Scotland-based, trauma-informed organisation that provides support to individuals affected by addiction, mental health challenges, homelessness and violence.

Compass Disability Services

A user-led charity in Taunton, established by and for people with personal lived experience of disability and / or caring for a loved one.

Sheffield & Rotherham Wildlife Trust

Collaborates with the local community to safeguard the environment, protect green spaces and provide engagement programmes to help people connect with nature.

Unity's staff have the opportunity to take part in the bank's voluntary salary sacrifice scheme to donate to charitable initiatives that deliver positive impact.

£5,000 donation

to Sheffield & Rotherham Wildlife Trust was made through staff donations as part of the Unity Impact Grants programme.

Banking on Sustainability: Unity's 2045 Net Zero Commitment

In 2024, Unity set our net zero targets aligned to our double bottom line. Unity has a clear exclusions policy in place to ensure our lending does not support high emission sectors, but we wanted to go further.

Unity's net zero commitment

Our 2045 net zero target aims to support the customers we serve to continue delivering a benefit to society and to thrive in a future resilient low carbon economy. Unity has set targets through intensity ratios for our 2035 own emissions targets and net zero target for 2045. The intensity ratios align to Unity's safe and balanced growth plans and are based on limiting Unity's emissions within a 1.5c warming scenario with limited overshoot.

Unity has set two key targets to achieve net zero by 2045:

2035

Our targets for 2035

Unity will be net zero for our Scope 1 emissions, Scope 2 emissions and our business travel.

These are '**Our Own Emissions**'

2045

Our targets for 2045

Unity will achieve net zero across all material emissions categories. In particular this will include our 2035 target areas alongside Scope 3:

- **Category 1 – purchased goods & services**
- **Category 7 – commuting and homeworking**
- **Category 15 – investments**
  (further disaggregated into loan book & treasury assets).

Recognising Unity's major emission source is Category 15, Unity aims to achieve 95% of all lending and 95% of all 'in-scope' treasury assets are net zero or transitioning. These incorporate our full target of **net zero with Unity**

Unity Customer: Cumbria Action for Sustainability supported through Unity Impact Grants to build a CRM system to improve their management of community environmental initiatives.

By 2030, Unity aims to achieve:

67% reduction

in our own emissions by the end of 2030

and

Deploy over £270 million

of net zero aligned and transitioning finance to customers delivering positive impact in their communities.

Integral to achieving our net zero ambitions is 'customer first' approach and focus on delivering positive outcomes to society.

Therefore, Unity prioritises supporting our customers through a 'Just Transition' and ensuring that our journey to net zero prioritises good outcomes and resilience for the future impact of climate change for customers and communities.

Unity is committed to delivering a Transition Plan in 2025 aligned to the Transition Plan Taskforce framework detailing our action plan to achieve net zero.

Unity will achieve net zero across our own emissions by 2035.

Target:
A 95% reduction in tonnes of CO2e* per FTE from 2024 baseline by 2035 with residual emissions offset.

Unity will achieve net zero across all emissions by 2045.

Key loan book target:

A 95% reduction in Kg of CO2e per m2 of real estate from 2024 baseline by 2045 with residual absolute emissions offset.

Residual emissions (e.g. the 5% leftover) will be 'offset' through carbon negative assets in loan book and treasury meeting Unity's risk appetite and double bottom line.

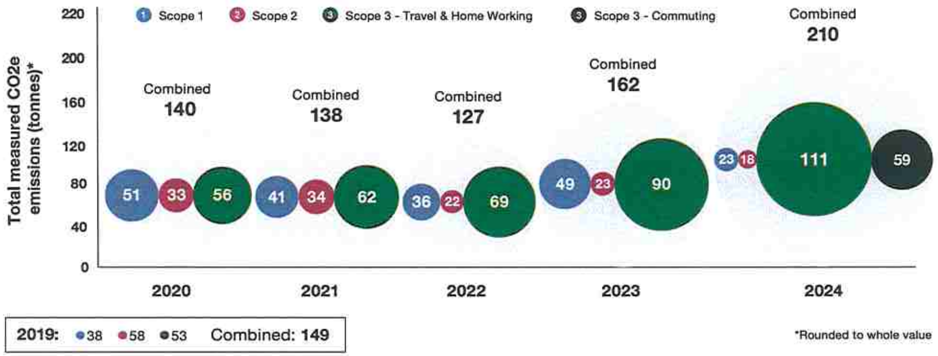
*CO2e = carbon dioxide equivalent referring to a range of greenhouse gases which have climate warming effects equalised to the equivalent tonnes of carbon dioxide to create the same warming effect (e.g. methane, nitrous oxide etc.)

Historical SECR Disclosure

Since 2019, Unity has measured our own operations Scope 1 and 2 and business travel Scope 3 emissions.

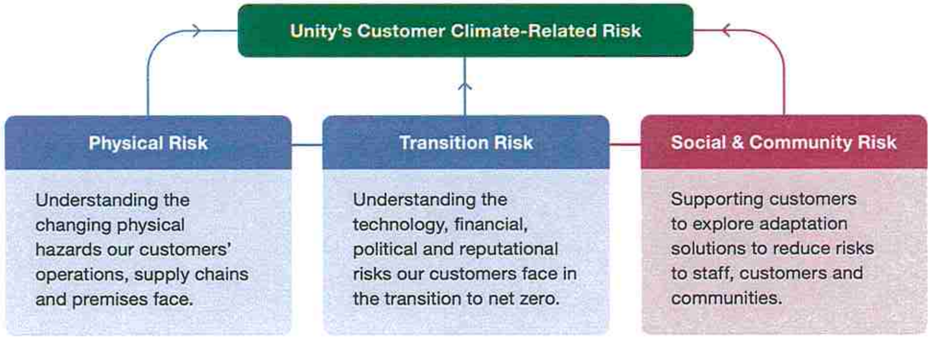
In 2022, we became the first financial institution to purchase 'Retrofit Credits' a programme developed by HACT and PNZ Carbon. We were proud to see the initiative receive the 'Ashden Awards for Climate Innovation in 2023'.

In 2024 Unity continued to expand the quality of our greenhouse gas emissions (GHG emissions reporting) and our Scope 3 emissions to include key suppliers and our social lending book. Comparing our historical emissions categories, Unity had 210 tonnes of greenhouse gas emissions across Streamlined Energy and Carbon Reporting categories:



Supporting our customers to adapt to climate change

As an ethical bank, we are committed to supporting our customers in navigating the challenges posed by climate change. Unity recognises the urgent need for sustainable financial practices and actively engages with our customers. We provide resources and guidance to help our customers understand the significant impact that physical and transitional risks have on individuals and businesses, especially those in deprived areas.



PCAF Disclosure

In 2023, Unity became a new signatory and active member of The Partnership for Carbon Accounting Financials (PCAF).

Becoming a PCAF signatory requires organisations to disclose Category 15 Scope 3 'investments' as part of their carbon emissions reporting within three years of becoming a signatory. Unity made our first disclosure in 2023 and in 2024 we continued to expand our GHG measurement to include our whole loan book within Category 15 emissions. Unity expects our largest emissions category to be our lending activities, and this is also the area where Unity can make the greatest contribution to support customers and communities to transition to net zero and build resilience.

[5]About PCAF (carbonaccountingfinancials.com) [6]Scope 3 Calculation Guidance | GHG Protocol

Unity's climate-related risk tool supported by South Pole data to assess climate-related risks.

Groundwork

In November 2024, Unity started a pilot with Groundwork to help our customers set a net zero pathway to decarbonise their businesses and facilities.

Groundwork is a UK-based charity that is well-recognised across the UK for their home energy efficiency experts working nationally and locally to transform lives in the UK's most disadvantaged communities. This pilot has covered three customers across the Housing Association, Care Homes, and Charity sectors. We aim to provide similar initiatives to more customers in 2025.

Our Impact Lessons in 2024

Delivering positive outcomes for our customers and their communities is part of Unity's core purpose.

By investing in products and services in 2024, we were able to strengthen our proposition and address our customers' needs.

Communicating climate-risk

The impacts of global warming are simultaneously inevitable and hard to predict. Unity launched our 'climate-risk' tool for borrowing customers assessing the potential impacts of 2c and 4c warming across 11 physical hazards. However, predicting accurate location-based physical hazards is highly uncertain and does not support customers with quality decision making. Therefore, Unity has launched our pilot with Groundworks for advice on net zero transition and adapting to a changing climate.

Launching Unity Impact Grants

As part of our 40th anniversary, Unity launched the Unity Impact Grants programme providing £5,000 grants to Unity customers delivering impact in the UK. With five grants available, Unity received over 140 applications, demonstrating the need and value of the grant structure. From 2025 onwards Unity will develop this programme to continue supporting our customers delivering impact where it is needed the most.

Launching our service desks

We have ensured we invest in the resource and capabilities to meet our customers' needs alongside developing specialist expertise in key sectors aligned to our values (such as Trade Unions, Charities and Local Councils). In 2025, while we continue to deliver a customer-centric approach to strengthening our contact centre, key programmes around our sector desks will be delivered to ensure we have exemplary sector knowledge to support our customers.

Unity's 2025 to 2030 Strategy

In 2024, we set our business strategy for the next five years.

Identifying five key pillars for success, Unity will build on the achievements of the past 40 years and develop and grow into the No 1 bank of choice for all socially-minded organisations in the UK.

Unity remains committed to a double bottom-line approach of delivering positive social impact alongside sustainable financial returns.

Our lending practices will continue to align with the UN Sustainable Development Goals which are set to mature in 2030.

Our mission to contribute to a better society continues to guide our growth agenda over the coming years.

Our 2025 – 2030 strategy will be available in 2025 for review. Building on the success of 2024 and the previous 40 years, Unity has recommitted to our core values and has set the following pillars to support our strategy.

Customer
Strengthen the proposition

People
Best Place to Work

Excellence
Strengthen the business

Impact
Grow the business

Financial
Ethical Bank of Choice

Values

Bold, Collaborative, Inclusive, Straightforward, Integrity

Accreditations

In our 40 years of history, Unity Trust Bank is proud to have been awarded several accreditations in recognition of the continuous work we do to positively impact our people and society.

In 2024, Unity Trust Bank was recognised by the prestigious King's Award for Enterprise for Sustainable Development. Unity was one of only 29 businesses acknowledged for excellence in Sustainable Development. Over and above that, from being the first bank to be accredited as a Living Wage Employer and the first to achieve the Fair Tax Mark, to reaching Gold Standard in Investors in People. Striving towards these achievements is not just for the 'badge', it's part of our values and what we do to provide a better future for everyone.

The Kings Award for Enterprise

A prestigious UK award that recognises businesses that demonstrate excellence in sustainable practices. This award is presented by King Charles III, highlighting its significance and royal endorsement. To qualify, companies must excel in three key areas: environmental protection, social responsibility and economic prosperity. The award is not only a symbol of achievement but also provides a platform for Unity Trust Bank to showcase our sustainable initiatives and inspire others to follow suit.

Women in Finance Charter

Is a commitment by HM Treasury and signatory firms to work together to see fairness and gender balance at all levels across financial services firms. We are pleased to confirm that, since signing up for the Women in Finance Charter, we have achieved gender diversity within our executive, senior management team and board of 40%. We continue to aim towards achieving a 50% gender split across all parts of our workforce.

GABV

The GABV is a community of financial institutions which share a mission driven approach to banking that puts finance at the service of people and planet. Social and environmental impact are at the heart of a values-based bank's business model.

Investors in People

Is a standard for people management, offering accreditation to organisations that adhere to the Investors in People Standard. We continue to achieve this by investment in our people with training, mentoring, coaching, supporting professional qualifications and recognising the contribution of our people.

Living Wage Employer

Pays all directly employed staff a Living Wage and has a plan in place to extend that to regular sub-contracted staff as well.

Fair Tax Mark

Accreditation scheme seeks to encourage and recognise businesses that pay the right amount of corporation tax at the right time and in the right place.

NACFB

The National Association of Commercial Finance Brokers (NACFB) is the UK's largest independent trade body for commercial finance brokers.

PCAF

The Partnership for Carbon Accounting Financials (PCAF) is a global partnership of financial institutions that work together to develop and implement a harmonised approach to assess and disclose greenhouse gas (GHG) emissions associated with loans and investments.

The Sunday Times Best Places to Work

Is a prestigious award that recognises companies that offer exceptional employee experiences. This annual survey ranks organizations based on factors like employee satisfaction, work-life balance, leadership and company culture. By winning this award, we demonstrate our commitment to creating a positive and supportive workplace, which often attracts top talent and improves overall employee morale.

Fossil Fuel Non-Proliferation Treaty Initiative

The Fossil Fuel Non-Proliferation Treaty Initiative is a global effort to foster international cooperation to accelerate a transition to renewable energy for everyone, end the expansion of coal, oil and gas, and equitably phase out existing production in keeping with what science shows is needed to address the climate crisis.

Disability Confident Employer

Disability Confident is creating a movement of change, encouraging employers to think differently about disability and take action to improve how they recruit, retain and develop disabled people. We do our best to make reasonable adjustments for candidates, colleagues and customers to ensure Unity is accessible to all.

Exclusions Policy

Unity excludes direct funding of organisations engaged in any activity, business or trade listed below.

'Direct financing' is understood as the following:

A. Whether the direct recipient of financing undertakes any activity, business or trade in the list below.

B. Whether a parent organisation, beneficial owner, subsidiary or adjacent organisation with the same beneficial owners of the organisation undertakes any activity, business or trade in the list below.

The excluded activities, business or trades are:

1. Forced labour or child labour.
2. Activities or materials deemed illegal under UK laws or regulations or international conventions and agreements, or subject to international phase-outs or bans.
3. Cross-border trade in waste and waste products, unless compliant with the Basel Convention and the underlying regulations.
4. Activities that result in major carbon-emissions, such as fossil fuels.
5. Destruction of High Conservation Value areas.
6. Radioactive materials and unbounded asbestos fibres.
7. Pornography and/or prostitution.
8. Racist and/or anti-democratic media.
9. Weapons and munitions.
10. If any of the following products form a substantial part of business activities (>5%):
    - Alcoholic beverages (except beer and wine).
    - Tobacco.
    - Gambling, casinos and equivalent enterprises.

unity trust bank

Not-for-profit Brochure

INSIGNIS

Make your funding work as hard as you do

Join UK charities and organisations using the Insignis platform to earn more interest on their savings.

INSIGNIS

"The platform is straightforward to use and any queries we had were answered quickly and professionally."

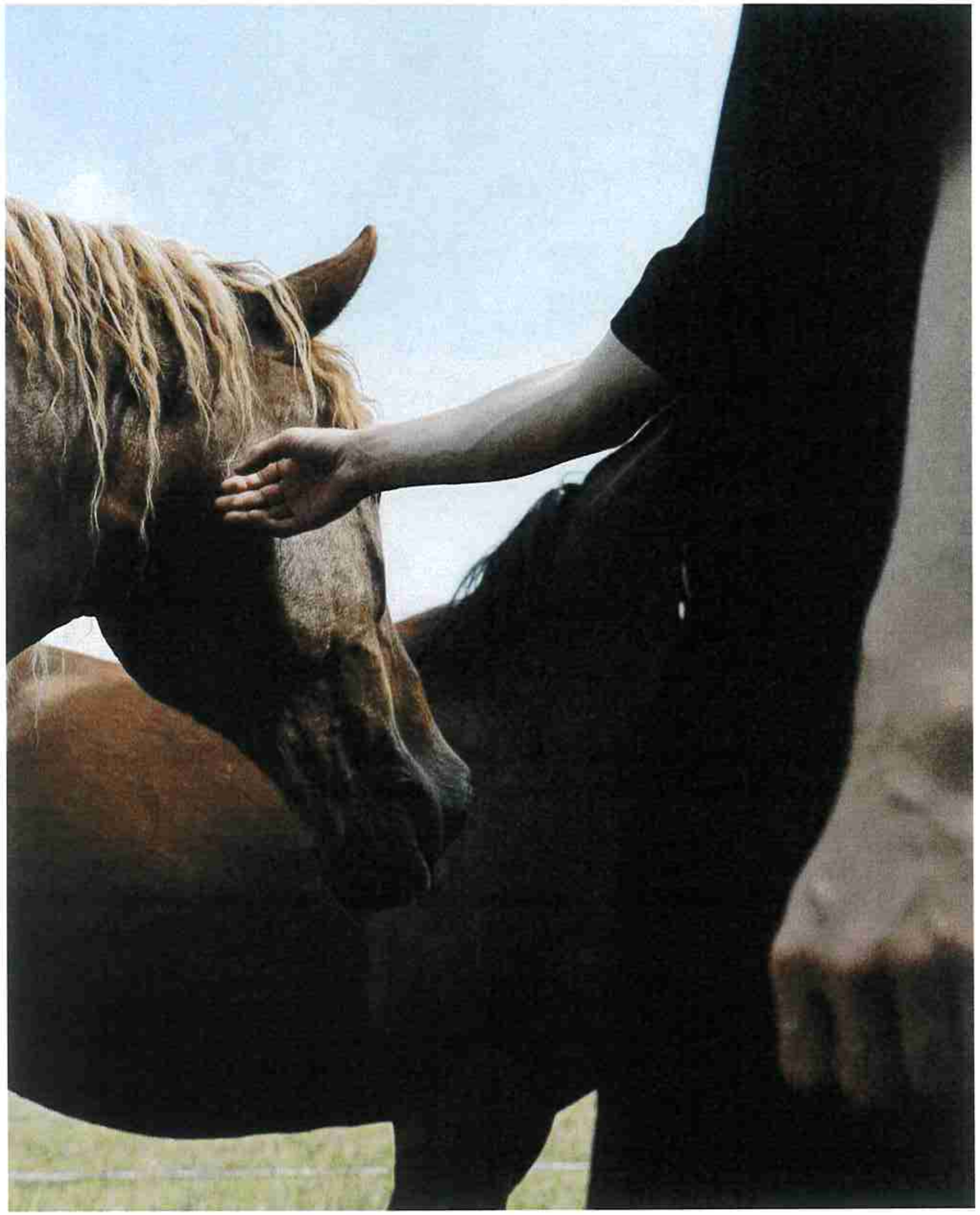
Gavin Black

Head of Finance
Scottish Sports Future

With a single application, your organisation can access a wide selection of competitive savings accounts from our carefully chosen banks and building societies.

Broadening your access to deposit accounts can help you reduce risk and generate more interest on your savings, providing additional funding to support the communities you serve.

Eligible deposits are covered by FSCS protection.



Access thousands of savings accounts with one application

Optimise returns

Insignis offers access to exclusive rates from the banks and building societies that form a part of our panel. In 2024, our clients earned a total of £195m in interest from deposits placed across the wide range of savings accounts on our platform. Clients increased their returns while ensuring access to their funds in line with their liquidity needs.

Reduce bank risk

Enhance FSCS coverage and increase bank diversification by spreading your company's reserves across multiple banks and building societies.

Save time

Insignis saves time by streamlining the onboarding process. You only need to go through onboarding once, eliminating the need to repeatedly fill in multiple application forms for each savings account.

Effortlessly track and manage cash reserves

1

Complete an Insignis Application Form to open a Charity Account.

Application Form INSIGNIS

Charity Name:

Charity Address:

Charity Number:

2

Deposit cash and choose from our selection of savings accounts.

6 Month Fixed Term
5.15%

Easy Access
4.80%

1 Year Fixed Term
5.15%

3

Place, withdraw and re-invest funds.

Portfolio INSIGNIS

Bank A	Bank B	Bank C
£85,000	£85,000	£85,000
Easy Access	95 days notice	1 Year Fixed
Rate: 4.43%	Rate: 4.77%	Rate: 4.75%
FSCS Protected	FSCS Protected	FSCS Protected

The rates shown are for illustrative purposes only and do not represent actual or guaranteed client rates.

View your organisation's cash assets in one platform

Portfolio

INSIGNIS

TOTAL	TOTAL FUNDS PLACED	HUB	INTEREST RATE
£413,830	£340,000	£73,830 Place Funds from Hub	4.42%

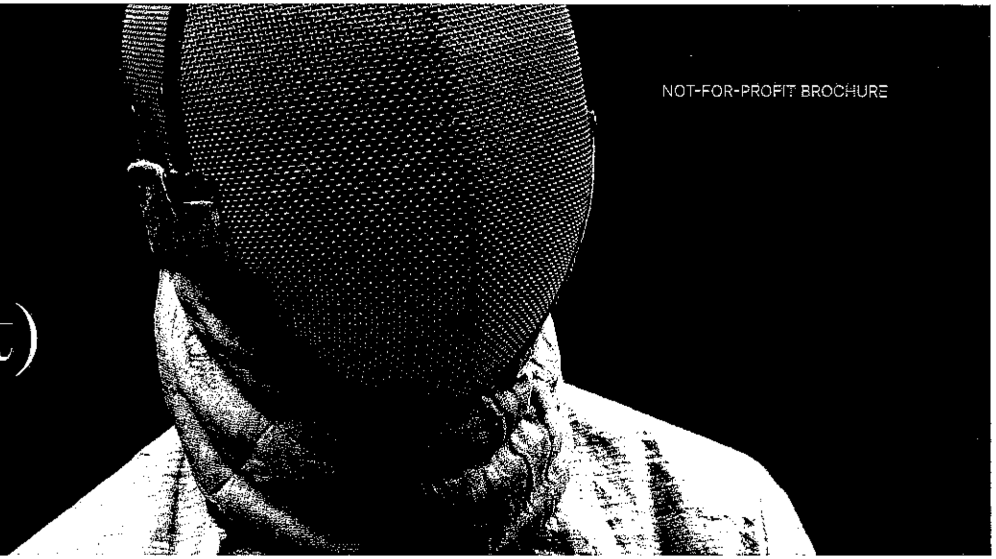
My Deposits

BANKS	AMOUNT	RATE	PRODUCT	AVAILABLE	
shawbrook	£85,000	4.22%	Easy Access	Now	Withdraw Add Funds
nationwide	£85,000	4.40%	3 Month Fixed (Term) Terms & Conditions	10-July-2025	
Investec	£85,000	4.45%	95 Days Notice Terms & Conditions		Give Notice Add Funds
Close Brothers Savings	£85,000	4.61%	1 Year Fixed (Term) Terms & Conditions	10-Apr-2026	

Rates shown are for illustrative purposes only and do not represent actual or guaranteed client rates. Rates are subject to change and may vary depending on client type, product availability, and minimum and maximum deposit sizes.

Choose from a selection of 45+ banks and building societies

Goldman Sachs	HSBC	Investec	nationwide	Sainsbury's Bank	unity trust bank
Aldermore	ARBUTHNOT LATHAM Private Bankers	BBVA	Cambridge & Counties Bank Built on understanding	Charity bank	Charter Savings Bank
بنك الإمارات دبي الوطني Emirates NBD	GBBANK	Hampden & Co. BANKERS	HTB	Monmouthshire Building Society	OakNorth
Recognise Bank	Santander International	SBI UK	Teachers Building Society	THE CAMBRIDGE Building Society	UNITED TRUST BANK



How we keep you protected (and support risk management)

FCA authorised

Insignis is authorised and regulated by the Financial Conduct Authority (FCA) for the provision of payment services.

As a Payment Initiation Service Provider (PISP) we can only initiate payments from your nominated account under explicit instruction from an authorised representative such as a director or signatory.

As an Account Information Service Provider (AISP) we can access and consolidate financial data from your various savings accounts, with your consent, to provide a comprehensive view of your cash holdings.

Security

Dual authorisation adds an extra layer of security by requiring two approvals for transactions, reducing the risk of fraud and errors. This control helps organisations strengthen oversight and ensure compliance with internal financial policies.

Beneficial ownership

Funds are held in your organisation's name and can only be transferred from and to your linked account. Insignis acts as a trustee under a bare trust structure which means that you retain full beneficial ownership of your deposits and any interest earned at all times.

What our members say about us

EDUCATION | CHARITIES | CREDIT UNIONS

"Before Insignis we spent a great deal of time filling in endless forms, getting together the right signatories, and researching where to place our funds, during which time the markets might well have moved. Signing up with Insignis has removed all of that, and we are now able to place funds in a matter of minutes, with no additional forms to complete. We have access to the best rates and choose only from institutions that meet our investment policy. "

Lisa Hughes
COO
The River Learning Trust

"The Insignis platform was easy to set up and is simple to use. It reduces risk by providing opportunity to spread funds over multiple FSCS protected banks, without the need to go through time-consuming account opening processes for each bank. There are a lot of banks available offering easy access, notice, and fixed term products helping us to maximise the rate of interest, meaning more money going back into teaching and learning."

Mike Hobbs
Finance Director
St Thomas Aquinas Catholic Multi Academy Trust

"Opening an account with Insignis was simple and straightforward! The platform is easy to operate. I now have the latest bank rates at hand and have increased my FSCS protection! I would highly recommend Insignis to anyone in the education sector looking for a simple way to access and manage a range of bank accounts without the hassle of visiting multiple banks and fulling in endless forms."

Kathryn Pillar
Bursar
Twyford School

What our members say about us

EDUCATION | CHARITIES | CREDIT UNIONS

"Helpful Hounds Assistance Dogs was delighted with the service and terms that we received from Insignis when setting up our savings accounts. The personal help and information we received when making our choice of providers was invaluable. Added to that, the method of applying for accounts using a single form, together with the ease of transferring the money made the whole process straightforward."

Peter Rufus
CEO
Helpful Hounds Assistance Dogs

"From the moment we were in touch with Insignis, the process was made easy from start to finish, and the platform is very user friendly. Insignis employees are on hand and very approachable to talk you through the process and answer any queries in a timely manner. "

Anne Hardaker
Head of Finance
Harrogate Neighbours Housing Association Ltd.

"We were holding large cash reserves and, rather than open lots of separate bank accounts, our auditors recommended using a cash platform. From our initial enquiry to day-to-day use, we have found Insignis to be helpful and attentive. The platform is straightforward to use and any queries we have are answered quickly and professionally. We are delighted to be using Insignis and have no hesitation to recommend them to other charities. "

Gavin Black
Head of Finance
Scottish Sports Future

What our members say about us

EDUCATION CHARITIES CREDIT UNIONS

"I looked at several cash management platforms before settling on Insignis. It was clear that they were easy to work with, very responsive and had done some research on credit union needs. We can quickly and easily spread our risk, investing our excess funds for maximum return without the hassle of dealing with multiple banks and deposit takers."

Mike Barry
Operations Manager
First Rate Credit Union

"Using Insignis simplifies the whole KYC process when starting a new relationship with a bank. Plus, it gives us access to enhanced rates and to some banks that do not deal directly with credit unions. The platform is simple to use and intuitive."

Steve Allen
CEO
Hillingdon Credit Union

"We find Insignis so easy to work with. As a small credit union, we would spend a disproportionate amount of time seeking the best rates and then having to complete all the paperwork necessary to open accounts. Now our Treasurer can access all the information and once approved by the Board, the investments are straightforward to make."

Jackie Simpson
General Manager
Westcountry Savings and Loans

INSIGNIS

Key benefits of Insignis

Access to competitive rates	Choose from a wide range of charity savings accounts, with competitive and exclusive interest rates from our extensive panel of banks and building societies.
Risk reduction	Diversify your organisation's cash across multiple deposit-takers to reduce concentration risk and optimise FSCS protection (where eligible).
Multi-currency accounts	Hold deposits in GBP, USD, and EUR to earn interest while reducing foreign exchange costs.
Streamlined reporting	Consolidate all interest earned across your accounts into one clear, easy-to-use report—making tax reporting and compliance simpler.
Personalised support from our UK-based team	Our dedicated client managers are here to support you, from onboarding to managing maturities. Our team will provide reminders when your fixed-term products approach maturity.

How our fees work

Fees are calculated daily as a percentage of total deposits held on the platform and are collected monthly in arrears at the end of each month.

There are no setup, administration, or transaction fees, regardless of deposit size. As an intermediary financial service, our fees are exempt from VAT.

The full savings rates offered by our deposit-takers are passed directly to you without deductions.

Platform Fees

From	To	Platform Fee
£250,000	£499,999	0.25%
£500,000	£1,999,999	0.20%
£2,000,000	£9,999,999	0.15%
£10,000,000	No maximum	0.10%

How Insignis became the home of cash savings

Founded by former investment bankers Paul Richards and Giles Hutson, Insignis has helped clients grow cash savings since 2017.

As a founder-owned business, Insignis operates with independence. We work closely with banks and financial partners to deliver value for our clients. With offices in London and Cambridge, Insignis has grown into a dynamic team of specialists passionate about reshaping the savings market.

As we continue to expand, we remain committed to transforming how savings are managed by making them more accessible, more transparent, and easier to oversee.

2025
Wealth & Asset Management Awards
Shortlisted for WealthTech Firm of the Year

2024
Fintech Awards London
Highly Commended Fintech Company of the Year

2022
Pam Awards
Digital Wealth Proposition

2021
Savings Champion
Best Cash Savings Platform

insigniscash.com

INSIGNIS

How our fees work

Fees are calculated on the daily balance of the portfolio as a percentage of the total deposits held on the platform.

Regardless of deposit size, there is no setup, administration or transaction fee.

When your client makes a deposit, the expected annual fee is set aside in a designated fee reserve, which can be viewed in the portfolio summary report. We draw fees from this reserve every month.

Easy

Fees are taken monthly, in arrears.

We'll never issue invoices or request an external payment for fees.

Simple

Fees are dynamic to reflect your client's total deposit balance, if new funds are added, withdrawn, or interest is earned.

Transparent

View all fees drawn in the transaction history report on the platform.

Over	Platform Fee
£250,000	0.25%
£500,000	0.20%
£2,000,000	0.15%
£10,000,000	0.10%

When you make a deposit, the expected annual fee is set aside in a designated fee reserve, which can be viewed in the portfolio summary report. We draw fees from this reserve every month.

Illustration Example

Mrs P has a deposit amount of £500,000 with a fee rate of 0.20%. The Insignis Cash fee reserve is £1,000, so Insignis Cash places £499,000 into the agreed deposit accounts. Each month, we take £83.33 in arrears for the arrangement of the fee. Mrs P can log into the Insignis Cash Platform and review her portfolio, where the fee reserve is shown in her portfolio summary.

For clients who leave the service within a 3-month period, there will be a minimum charge of one quarter's fees applied.