

Instant Access Savings Account

Terms and Conditions

Your agreement with us is made up of the following:

1. **This document** – it explains how your Account operates.
2. **The Welcome letter** – it outlines the account number and sort code which will operate on your Account.
3. **The Interest Rate Flyer/Summary Box** – it outlines the interest rates which will operate on your Account.

Once your Account is open, we'll also give you some more information to help you get the most out of your Account.

If you use Online Banking or the Mobile App, you'll need to sign up for the separate terms and conditions for those services.

Your right to cancel:

If you change your mind and no longer wish to open this account, you can cancel the Account within 14 days of the date on your Welcome letter. You can also close the Account anytime after that by contacting us on **0345 678 5678***.

Keeping you in control:

We've designed the Tesco Bank Instant Access Savings Account to keep you in control:

- **If things go wrong** – we're here to help. You're protected against fraudulent transactions and we'll sort things out as soon as we can. For more information please see the 'Refunds' section.
- **Banking your way** – we'll help you manage your money wherever you want to – online, by mobile or by telephone.

*This number may be included as part of any inclusive call minutes provided by your phone operator.

About your Account

What is an Instant Access Savings Account?

It's a convenient and flexible way to manage and access your savings.

The Account is available to anyone who is 16 or over.

The Account is available for personal use only. Business transactions are not permitted on this Account.

Accounts may be opened by a parent/guardian for the benefit of an under 16. The money paid into an Account which is opened for an under 16 belongs to the child and is held for their sole benefit.

Overdrafts are not allowed on this Account.

The Account is a UK sterling account and payments in and out of the Account can only be made in UK sterling.

When you open your Account you must set up a Linked Account to move money out of your Instant Access Savings Account. Please note that you can set up more than one Linked Account.

What is a Linked Account?

A Linked Account is another account you have told us about and held in your name with another bank in the UK or another internal Tesco Bank account in your name. You'll need the account number and sort code of the account you want to set up as a Linked Account. For more information about moving money out of your Account, please see the 'Payments out of your Account' section below.

Do I get a card with my Account?

Yes. Your card can be used at LINK cash machines and to pay in and withdraw money from your Account in selected Tesco stores in the UK. For further information please visit tescobank.com/help/deposits-and-withdrawals

You can only withdraw money using your card if you have enough money in your Account to satisfy the amount of the withdrawal.

How will you contact me?

We may contact you electronically (e.g. by text, email or in-app messaging) in relation to servicing updates on your Account. We will only do this where we hold a mobile telephone number or an email address for you. Where we do not hold these details for you, we will either write or telephone you with servicing updates on your Account. This means that you may only get an email or a text from us, and not receive a letter in the post.

If we suspect fraud or a security threat on your Account, we will let you know by text, telephone, email or letter. We will never ask you for your full PIN, password, Online Banking security number or Mobile App passcode over the telephone, or via email or text. When you call us we will need to identify you. We will do this by asking for information known only to you, and by requesting some of the digits of certain passwords, passcodes or security numbers.

We will never email you asking for confidential or personal information. Please do not respond to any emails that appear to be from Tesco Bank asking for your security details or linking you to a web page asking you to login. If you think you've received a fraudulent email, please forward it to phishing@tescobank.com and we'll investigate further. Visit our Security and Fraud Centre at tescobank.com under the 'Help' section to find more information on staying safe online.

Please tell us if your name or contact details change. If you don't we'll continue to use the details you last gave us, and we won't be responsible if we can't contact you or if we send confidential information using out-of-date contact details. For your security, we may no longer communicate with you by post if we have reason to believe you have moved or it appears the account is no longer in use. If we have reason to believe the Account is no longer in use we may also block access to your Account and card.

You should note that some methods we use, such as email or text, can't be guaranteed to be completely secure. As texts and emails can be intercepted, we will keep confidential information to a minimum and you should never send us any confidential information via text or email.

How will you provide me with information about my Account?

Account communications, such as statements may no longer be sent to you by post if you've opted to go paperless on your Account. Instead you will be able to view these electronically. If you receive paperless statements, we may notify you of changes to the terms and conditions by email. We'll let you know (by text or email) when a document is available for viewing. We can't guarantee that messages or emails will get through, so you should check your Online Banking regularly.

You can change your paperless preferences by logging into Online Banking or by contacting us.

We may still send you correspondence by post if we think that it's important or necessary, or we think that your contact details may be out-of-date.

Your card

What should I do if I lose my card or if it is stolen?

If your card is lost or stolen, or if anyone else knows your PIN, or if for any reason you think your card or PIN is likely to be misused, you must call us as soon as possible.

Are there any rules for using my card?

If we ask you to do so, you must immediately cut the card in half and return it to us. If your Account is closed please cut your card in two across the black strip on the back of the card.

We will cancel your card if you ask us to do so or if it is lost, stolen or we reasonably believe it is being misused or when your Account is closed.

Payments into your Account

How can I pay money into my Account?

You can pay money into your Account in the following ways:

Payment source	Description
Direct Debit	<p>Prior to 22 April 2018 regular or one off payments can be made by setting up a Direct Debit via Online Banking. You'll need your Tesco Bank security details to do this.</p> <p>From 22 April 2018, you'll be unable to set up new, regular or one off Direct Debit payments. All existing Direct Debits set up on your Account will be cancelled.</p>
Standing Order	<p>You can make regular payments by setting up a Standing Order from another UK bank account in your name. You would need to arrange this directly with the other bank. You'll need your Tesco Bank sort code and account number to do this.</p>
Internal transfer from another Tesco Bank account	<p>You can move funds from another account you have with Tesco Bank using our Online Banking service. You'll need your Tesco Bank security details and sort code and account number to do this.</p>
Transfer money from another non-Tesco Bank account in the UK	<p>You can send us money from another UK bank account not held with Tesco Bank. You would need to arrange this directly with the other bank. You'll need your Tesco Bank sort code and account number to do this.</p>
Cheques	<p>Cheques can be deposited in selected Tesco stores in the UK. For further information please visit tescobank.com/help/deposits-and-withdrawals. You will need to have your Instant Access Savings Account card with you.</p> <p>Cheques can also be posted to us. Please see the 'Contacting us' section at the end of this document for address details.</p>
Cash	<p>Deposit cash in selected Tesco stores in the UK. For further information please visit tescobank.com/help/deposits-and-withdrawals. You will need to have your Instant Access Savings Account card with you and only cash notes can be paid in (minimum £5, maximum £5,000 per day). Please note you cannot post cash to us.</p>

Payments into your Account (continued)

Your Account is a savings account and wages, salary, benefits or pension payments should not be paid directly into it.

Your Account does not accept payments which are not made in UK sterling or money paid in from non-UK bank accounts. Any money which is not in UK sterling or sent from a non-UK bank account will automatically be returned to where it came from.

How long will it take for the money to appear in my Account?	Type of Payment	Your money will appear in your Account	Interest will be earned	You can withdraw your money
	Standing Orders & Direct Debits	As soon as we receive it.	From the day we receive your money.	As soon as we receive it.
	Internal transfers from other Tesco Bank accounts	Immediately after you ask us to make the transfer.	From the day you ask us to make the transfer.	Immediately after you ask us to make the transfer.
	Transfers (i.e. transferring money directly from another non-Tesco Bank account in the UK)	As soon as we receive it.	From the day we receive your money.	As soon as we receive it.
	Bank Giro Credit	As soon as we receive it.	From the day we receive your money.	As soon as we receive it.
	Cheque	1 Business Day after we receive the cheque.	2 Business Days after we receive the cheque.	6 Business Days after we receive the cheque.
	Cash	As soon as we receive it.	From the day we receive your money.	Immediately.

A Business Day is any day from Monday to Friday which is not a bank holiday in England and Wales.

Immediately means within 2 hours.

Payments out of your Account

How do I move money out of my Account?

Withdrawing money at the Customer Service Desk in selected Tesco stores in the UK provided:

- you have your Instant Access Savings Account card with you; and
- this service is available in store. For more information please visit tescobank.com/help/deposits-and-withdrawals

Withdrawing money at a LINK cash machine using your Instant Access Savings Account card and PIN.

Payment Type	Prior to 22 April 2018	From 22 April 2018 onwards
By making internal transfers (including future dated transfers) to other Tesco Bank accounts using Online Banking or the Mobile App. You will need your Tesco Bank security details to do this.	Yes	You will only be able to make transfers out of your Account to a Linked Account held in your name with another bank in the UK or another internal Tesco Bank account in your name. You'll need the account number and sort code of the account you want to set up as a Linked Account.
By making transfers (including future dated transfers) to other non-Tesco Bank accounts in the UK by using Online Banking. You can make payments to existing payees by using Mobile App. You will need your Tesco Bank security details to do this.	Yes	Please see 'What is a Linked Account?' section for more information. If you experience any issues please contact us.'
By using Telephone Banking to make transfers (including future dated transfers) to Linked Accounts and internal transfers to other Tesco Bank accounts in your name. You will need your Tesco Bank security details to do this.	Yes	
To move money to a non-Tesco Bank account in the UK using Online Banking the account you are sending the money to must be able to accept Faster Payments.	Yes	

You can't move money to non-UK bank accounts.

If you use an authorised third party provider, they will make payments on your behalf in the same way as if you'd made them directly.

If we are unable to process your payment we will tell you straight away that we can't process the payment online.

All transfers over £100,000 must be sent by CHAPS (for details of moving your money by CHAPS please see the 'CHAPS' section of the table in the 'What are the cut-off times for moving money out of my Account?' section over the page).

How much can I move out within 24 hours?

Payment Method	Maximum amount you can move out within 24 hours (subject to your available balance)
Customer Service desk	£500
Cash Machine	£300
Internal Transfers	£100,000
Online Transfers	£10,000
Telephone Banking	Unlimited

If I move money into another account how long will it take to leave my Account?

We will take your money out of your Account immediately once we have received your instruction.

Payments out of your Account (continued)

What are the cut-off times for moving money out of my Account?	Payment Method	Cut-off time for us to receive and start processing your instruction on the day you tell us	Your money will appear in the other account
	Internal transfers to Tesco Bank accounts	No cut-off time.	Immediately.
	Faster Payments – transfers to other non-Tesco Bank accounts in the UK	No cut-off time.	Immediately (but no later than the end of the Business Day following the day we receive your instruction).
	CHAPS – transfers to non-Tesco Bank accounts in the UK which cannot be sent by Faster Payments All payments over £100,000 must be sent by CHAPS	1.30pm on a Business Day. If you ask us to make the transfer after 1.30pm on a Business Day, or on a day which is not a Business Day, we will treat your instruction as being received at the beginning of the next Business Day, and this is when we will start processing it.	By close of business on the day the transfer is instructed.
	System Outages	There may be times when our systems are unavailable. When this happens, we will process your payment as soon as possible but it may take longer than usual for the money to appear in the other account.	

A Business Day is any day from Monday to Friday which is not a bank holiday in England and Wales. Immediately means within 2 hours.

Interest

How do I earn interest?

If you have money in your Account, we will pay you interest on it at a standard variable rate (this is our Standard Interest Rate).

Confirmation of the Standard Interest Rate is included within your Welcome Pack (please note, unless otherwise stated your standard rate of interest is variable).

You can find out the rate that applies to your Account at any time by viewing your Account in Online Banking or by calling us.

What do I need to know about Bonus Interest?

Bonus Interest may be applicable to your Account.

If we do offer to pay Bonus Interest on your Account, we will tell you in advance about the terms applicable to that Bonus Interest, including the applicable rate, how this will be calculated and the length of time for which the Bonus Interest will apply (also known as the Bonus Period).

We will write to you in advance to let you know when your current Bonus Period is coming to an end.

Our Bonus Rates are fixed and we won't vary them during a Bonus Period, but please remember that the Standard Interest Rate is variable and may change from time to time, which means that the overall interest you receive during a Bonus Period may change.

Will Tesco Bank deduct tax from the interest paid to me?

We will not deduct tax from the interest you have earned, unless we are required to do so by law.

Please note that you may be liable to pay tax on the interest you have earned. Please contact Her Majesty's Revenue and Customs (HMRC) if you need more information on tax or tax exemptions.

How is interest calculated?

Interest will be earned at a daily rate. We will calculate your interest on the money in your Account at the end of each day.

We will add up the interest earned from each day and then apply this to your Account annually or monthly depending on the Account you have chosen.

If Bonus Interest applies to your Account, we will let you know in advance how this will be calculated.

When will you pay me interest?

If you have chosen to have your interest paid annually, interest earned throughout each year will be paid on the last day of April.

If you have chosen to have your interest paid monthly, interest will be paid into your Account on the last day of each month.

If Bonus Interest applies to your Account, we will apply this at the end of your Bonus term.

Can you change the interest rates?

Your Account is a variable interest rate account – we may change the Standard Interest Rate which applies to your Account at any time.

If we are going to reduce the Standard Interest Rate we will always contact you and give you at least two months' notice. The reasons which may lead us to reduce the Standard Interest Rate include where there is a change (or where we reasonably expect a change) in:

- the costs we incur in providing services to our customers;
- the Bank of England Base Rate;
- market conditions which affect interest rates; or
- law or regulatory or industry code requirements.

These are just examples and we may reduce the Standard Interest Rate for other reasons.

If you don't want the new Standard Interest Rate, you may withdraw your money and close your Account. If you don't tell us you want to close your Account before the date of the reduction, we will assume that you want to keep your Account open and the Standard Interest Rate applying to your Account will be reduced.

If we increase the Standard Interest Rate, the new rate can be viewed at any time in Online Banking and we may also contact you to let you know.

Bonus Interest rates are always fixed and we won't vary them during a Bonus Period.

Statements

When will you provide me with statements?

We will provide you with a statement free of charge each month where you've had any activity on your account excluding credit interest. We'll also provide you with an annual statement once per year. If you have opted to go paperless on your Account, we'll contact you by email or text to let you know that your statement is ready to view electronically.

You can view your Account balance at any time by using our Online Banking service. Account statements can also be downloaded by logging into Online Banking.

Cancelling transactions

Can I cancel a transaction I've authorised?

You can't cancel a transaction you've asked us to make after we've received your request unless it's for a future date.

However, if you contact us we'll do what we can to try and recover the payment. We may charge you any reasonable costs we incur in doing this, which would be proportionate to the work carried out. We'll tell you before we do this.

What about future-dated transactions?

You can change or cancel a transaction you've asked us to make on a date in the future at any time before close of business on the day before the payment is due to be taken from your Account.

Prior to 22 April 2018, if you want to change or cancel a Direct Debit transaction you've asked us to make to pay money into your Account from another account in your name, you can only do this by changing or cancelling the transaction at least 4 Business Days before the payment is due to be paid into your Account. From 22 April 2018, you'll be unable to set up new, regular or one off Direct Debit payments. All existing Direct Debits set up on your Account will be cancelled.

Standing Orders paying money into your Account can only be changed or cancelled from the account the payment was instructed.

You can change or cancel future transactions by using our Online or Telephone Banking services.

Joint accounts

Can I open a joint account?

Yes. Up to 2 people can have an account together.

How do joint accounts work?

Either one of you can discuss the Account with us or take decisions about it. That means that either one of you will be able to withdraw all of the money in your Account, unless you tell us otherwise.

Where you provide personal information relating to joint account holders you confirm that you have the other's consent or are otherwise entitled to provide this information to us.

If one of you dies, we will allow the other to either continue or close the Account and the balance will be paid to them.

If we become aware of a disagreement between the joint account holders we will block the Account and contact you both to tell you we have done this. We will then need agreement from both of you before we can remove the block on the Account.

Each Account holder is separately responsible for complying with the terms and conditions of the Account and you are each jointly and severally liable for any money owed to us. This means that we have the right to demand repayment of the full amount of any money owed to us, not just a share of it, from both or either of you.

Protecting your Account

What should I do to keep my Account secure?

You must:

- keep all of your security details secret (this includes your card PIN) and take reasonable precautions to prevent them becoming known to another person;
- sign your card as soon as you receive it; and
- keep your card secure at all times and don't allow anyone else to use it.

You must not:

- write down or record your security details in a way which could be easily understood by someone else; or
 - let anyone else know or use your security details (not even a joint account holder – they'll have their own).
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What if I think someone knows my security details?

You must contact us immediately and change your security details straightaway.

What is an authorised third party provider and how will they use my Account?

Authorised third party providers are firms within the EU that are allowed to carry out services for you using your Account. Authorised means that the law lets them use those services on your Account.

Before you use an authorised third party provider, you should check with them that they are authorised to undertake the services for you, and that you trust them with your Account.

They work by accessing your Account using your security details, so we will treat all instructions given using your security details as being given by you, unless you tell us that your credentials have been compromised. If you wish to stop them having access, you must contact us to change your security details.

Please be aware that authorised third party providers may have access to all of your Account data. Once your security details have been used by an authorised third party provider, we are not in control of what they do with your Account or your data.

Are there times when I can't access or make transactions on my Account?

Account opening

During our Account opening process we must undertake checks to confirm your identity. You will not be able to withdraw money from your Account until our checks are complete. If you do not provide us with the information we request from you within 30 days of us contacting you, we will return your money to where it came from and close your Account.

For security reasons

In order to protect your Account we can block your access to your Account via the Online, mobile or Telephone Banking services. We will only do this if we think it's reasonably necessary because:

- we believe your security details may have been compromised;
- there's suspected fraudulent or unauthorised use of the security details;
- we have been unable to contact you; or
- we believe the Account is no longer in use.

We can also withdraw, suspend or restrict the use of your card and/or PIN for the reasons above.

Can you block my card or refuse to carry out a transaction on my Account?

Yes, this would be because:

- you don't have enough money in your Account;
- we have reasonable grounds to suspect fraud, misuse of your Account or criminal purposes;
- you would exceed a limit we have set;
- we have reasonable grounds to suspect the security of your Account has been compromised;
- we're ordered to do so by a court or other enforcement authority;
- we're informed that you have died;
- you've reported your card lost or stolen; or
- the transaction seems unusual when compared to other transactions on your Account.

This could mean that the use of your card and/or PIN is suspended, restricted or withdrawn.

Will you tell me if you refuse to carry out a transaction or block access to my Account/ card?

Unless the law prevents us from doing so or we believe our security measures would be compromised we'll try to contact you before blocking your access to your Account or restricting your ability to make transactions. If we can't contact you before we take action we will notify you to tell you about this immediately afterwards. We'll always tell you why we have put a restriction in place unless doing so is illegal or goes against reasonable security measures. You can contact us at any time to request that your Account or access to it is no longer suspended or restricted.

What do I need to pay if someone else makes transactions with my security details or a fraud is committed?

If this happens

Amount you pay

You (or a joint account holder) call us:

- because your card, PIN or security details have been stolen; or
- someone else other than an authorised third party provider knows your security details and you (or a joint account holder) have not deliberately failed to comply with the terms and conditions of your Account or acted with gross negligence (e.g. by not taking all reasonable steps to keep security details safe).

You will pay a maximum of £35 if your Tesco Bank security details are misused before you tell us that they have been stolen or you failed to take all reasonable steps to keep your security details safe.

You will not have to pay for any transactions made after you contact us.

Your card is used before you receive it.

You will not have to pay anything.

You (or a joint account holder):

- give permission for someone else other than an authorised third party provider to use your card, PIN or security details; or
- act with gross negligence (e.g. by not taking all reasonable steps to keep your card, PIN or security details safe).

All transactions on the Account – no limit. This applies to all transactions made before you tell us about this.

You will not have to pay for any transactions made after you contact us about this.

Fraudulent transactions by you (or a joint account holder).

All transactions on the Account – no limit.

Refunds

What should I do if I didn't authorise a transaction or it's wrong?

If you didn't authorise a transaction on your Account or if the transaction isn't carried out properly or never arrives, please contact us as soon as possible.

Provided that you contact us within 13 months of the date of the transaction, we will normally refund you immediately and in any event no later than by the end of the next Business Day (a Business day is any day from Monday to Friday, which is not a bank holiday in England and Wales). We will pay any interest we would have paid on the amount that is refunded.

We will not refund you immediately if we have good reason to believe that you have acted fraudulently, deliberately not complied with the terms and conditions or acted with gross negligence (an example of this might be where you have not kept your security details safe).

If you contact us more than 13 months after the date of the transaction, we might not be able to refund you immediately, we will need to investigate first. If you don't tell us about your query as soon as possible (and no later than six years from the date the transaction was taken from your Account) you may not receive a refund depending on the circumstances.

If we discover you weren't entitled to a refund, we may debit the amount of the transaction from your Account. This will take effect from the original date the transaction was processed.

What if I make a mistake with the transaction details?

You should contact us immediately. If the delay or error occurred because you gave us incorrect details or made a mistake we'll not be liable for any interest and charges incurred, but we will make immediate efforts to trace the payment and notify you of the outcome, free of charge. We may charge you any reasonable costs we incur in recovering any amounts sent, which would always be proportionate to the work carried out. We will tell you how much this will cost before carrying out the work.

What if Tesco Bank make a mistake with the transaction?

If we process a payment late or make an error, we will without delay refund the amount of any non-executed or defective payment. We will also refund any interest and charges you have incurred. Our liability is limited to the amount of such payment and any interest and charges you have to pay directly as a result of such delay or error.

What should I do if funds appear in my Account I don't expect?

You should contact us immediately. We will then investigate the source of these funds and seek clarification if they are properly due to you.

Can you withdraw funds from my Account without my consent?

Yes, in situations where we are advised that funds have been incorrectly paid to your Account in error, we may withdraw these funds. We will always try to contact you in advance of withdrawing funds, however if we are unable to contact you before we take action we will notify you immediately afterwards.

Powers of Attorney

Can I let someone with a Power of Attorney over my Account use my security details to login to Online or Mobile Banking for me or to use my Instant Access Savings Account card?

No. There is no Online Banking or Mobile App access for Powers of Attorney. If you've granted a Power of Attorney over your Account, the Attorney can only service your Account by telephone. They will be provided with their own security details to do this. The Attorney should not use your Instant Access Savings Account card.

Changing the Terms and Conditions

Can you change the Terms and Conditions?

Yes, we can change any of the terms and conditions. We will always act reasonably when we do this. Your terms and conditions will be changed for any of the following reasons:

- where we believe that the change would make the terms easier to understand or fairer to you;
- we are making changes to the way we look after your Account as a result of changes in the banking or financial system, technology, or the systems we use to run our banking business;
- we are making changes as a result of changes in law, industry codes, the decision of an Ombudsman or any other regulatory requirement (or where we expect that there will be a change of this type);
- to respond proportionately to changes in the costs we reasonably incur in providing your Account (including funding costs);
- to respond proportionately to a change in the Bank of England base rate or any other public-listed market rate;
- to introduce new services to the Account; or
- to reflect good banking practice (but we will only make changes for this reason if they are as favourable or more favourable to you).

We'll always give you at least 2 months' notice of any changes we make and we will tell you using any of the contact details (including email address) you have given us. If you don't want to accept the change and want to end this agreement and close your Account, you must tell us before the change takes effect. We won't charge you for closing your Account. If your Account is unable to be closed (for example if your Account is blocked) before the changes take effect, you will be deemed to have accepted the changes.

In exceptional circumstances it may not be possible to give you 2 months' notice, such as where changes are required as a result of a change in the law. However, if this happens we will always give you as much notice as possible before the changes take effect.

Can you change the Terms and Conditions for other reasons?

Yes, we can change any part of these terms and conditions for any valid reason not stated in these conditions which we tell you at the time, provided that we give you at least 2 months' notice, during which you are free to close your Account without charge (provided that you pay off any negative balance on your Account during that time).

Closing your Account

Can my Account be closed?

Yes, you can close your Account at any time. If you want to close your Account please contact us.

If you want to close your Account please contact us.

We can close your Account by giving you 2 months' written notice that we will do so. However, we can also close your Account immediately where:

- we suspect there has been (or if we know there has been) fraudulent or criminal activity on your Account or any of your other accounts or insurance with us;
- you have seriously or persistently broken any of these Terms & Conditions;
- you fail anti-money laundering or other identity checks; or
- you are abusive to any of our staff.

When we close your Account we will return any money in your Account to you, or any other person authorised by law, together with any interest due. In certain circumstances documentation may be required before this can take place.

Other information

- We will not be liable if we break the terms and conditions due (directly or indirectly) to:
 - Abnormal and unforeseen circumstances outside our control the consequences of which would have been unavoidable – this may include the failure of any machine, data processing system or transmission link or delays and failures due to industrial action; or
 - Our obligations under UK or European Community law.
 - We will not be liable to you:
 - For any loss of business, loss of goodwill, loss of opportunity or loss of profit in any circumstances; or
 - Any loss to you we could not have reasonably anticipated when you gave us the instruction.
 - If your address is in Scotland, Scots law applies to the contract between us and disputes between us will be referred to the Scottish courts. If your address is elsewhere, English law will apply and disputes will be referred to the courts of England and Wales or Northern Ireland as appropriate depending on where you live.
 - We will communicate with you in English and you can ask for a copy of this document at any time.
 - We may transfer our rights and duties under the terms and conditions to another company in the future (this is sometimes called an assignment). We will only do this if we reasonably believe that other company will treat you to the same standard as we have.
 - Tesco Bank is a trading name of Tesco Personal Finance plc, registered in Scotland No. SC173199. Registered Office: 2 South Gyle Crescent, Edinburgh EH12 9FQ.
 - Tesco Personal Finance plc (trading as Tesco Bank) is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Our registration number is 186022. You can check this on the Financial Services Register by visiting the website fca.org.uk/firms/systems-reporting/register or by contacting the FCA on 0800 111 6768 / 0300 500 0597 or the PRA on 0207 601 4878.
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How to make a complaint

If you wish to make a complaint you can do so by calling us or by writing to us. If you make a complaint, we'll aim to resolve it as quickly as we can. If you're not happy with our response to your complaint, you may be able to refer your complaint to the Financial Ombudsman Service (FOS).

You can find out more about the FOS by writing to them at The Financial Ombudsman Service, Exchange Tower, London E14 9SR or by telephoning on 0300 123 9 123. Details are also available from their website, financial-ombudsman.org.uk

If you would like a copy of our complaint handling process, please call us on 0345 678 5678*. It is also available on our website at tescobank.com under the 'Help' section.

If you purchased your Account with us online you may also be eligible to complain using the Online Dispute Resolution (ODR) service. Further information on ODR can be obtained at <http://ec.europa.eu/odr> or on the 'Make a complaint' section of the Tesco Bank website. Please note that using the ODR service will not mean that your complaint is resolved more quickly than if you complain to us directly.

Financial Services Compensation Scheme

We are covered by the Financial Services Compensation Scheme (FSCS). The FSCS can pay compensation to depositors if a bank is unable to meet its financial obligations.

In respect of deposits, an eligible depositor is entitled to claim up to the current FSCS limit for deposits. For joint accounts each account holder is treated as having a claim in respect of their share so, for a joint account held by two eligible depositors, the maximum amount that could be claimed would be twice the current FSCS limit for deposits. The FSCS limit relates to the combined amount in all the eligible depositor's accounts with the bank, including their share of any joint account, and not to each separate account.

For further information about the compensation provided by the FSCS (including the amounts covered and eligibility to claim) please call us or refer to the FSCS website FSCS.org.uk or call the FSCS on 0207 741 4100 or 0800 678 1100. Please note only compensation related queries should be directed to the FSCS.

Contacting us

What do I do if I have a query?

You will find useful information about your Account at tescobank.com or by logging into Online Banking.

Can I speak to you on the telephone?

- You can speak to us about your Account by calling us on **0345 678 5678***.
- For help with Online Banking or the Mobile App please contact **0345 300 3511***.
- You'll need your Tesco Bank security details to speak to us – these are the details known only to you that you set up when you opened your Account. You'll need to use these so we know it's you that we are speaking to.
- Lines are open Monday – Friday 8am to 10pm and Saturday – Sunday 9am to 5pm and all telephone calls may be recorded for training and security purposes.
- For customers who are hard of hearing or have speech difficulties we can be contacted using our Textphone service on **0345 671 0672*** or you can request TypeTalk on **180010345 678 5678***.

How do I write to you?

You can write to us at:

Tesco Bank Savings Operations
PO Box 27017
Broadway One
Glasgow
G2 9FH

We do not accept deposits of cheques or cash at this address.
Please send cheques to:

Freepost RTGU-ULZJ-XYTK
Tesco Bank
PO Box 4943
Lancing
BN119YL

*This number may be included as part of any inclusive call minutes provided by your phone operator.

For your protection, telephone calls will be recorded and may be monitored.

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 **Please recycle me**

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