We're improving your fraud protection.

From **7 October 2024**, we'll refund money lost through APP (Authorised Push Payment) fraud, due to new banking rules.

We currently refund the majority of our customers who are victims of this type of fraud. We're simply making the process faster and easier, to increase the protection you get from your account.

We'll also update our terms and conditions by **9 April 2025** to include the details of how you're protected – you'll find some information about this over the page.

What is APP fraud?

APP fraud is when someone is tricked into sending money under false pretences by bank transfer – a payment that can't be reversed by the victim. Learn more about keeping your money safe, go to **tescobank.com/security**

What do the new rules cover?

- APP fraud payments made by Faster Payment and CHAPS Payment after 7 October 2024 will be eligible for a mandatory refund (subject to some exclusions).
- Refunds will be made within 5 working days.
- Eligible claims will be refunded up to a limit set by the Payments Systems Regulator.

There are instances where reimbursement rules may not apply. Find out more, how to report APP fraud and what to expect when making a claim at **tescobank.com/app-fraud**. Please see overleaf for more info about what's not covered.

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What's not covered

These new rules don't cover the following APP fraud payments:

- If a claim includes false information or there's attempted fraud.
- Made before 7 October 2024, or claims that are older than 13 months from when the fraud took place.
- That aren't made by Faster Payment or CHAPS Payment (for example international payments, debit/credit card purchases, cheques, or cash withdrawals).
- Made to an account in your name which you control.
- Involving a civil dispute (for example a disagreement over goods or services not being delivered).
- Sent or received by credit unions, municipal banks, and national savings banks.

You must report the fraud as soon as possible and provide all the information we need to complete our investigation. We may ask you to report the fraud to the police or do that on your behalf.

Each claim is reviewed on a case-by-case basis, and we may not refund all claims. For example, if we can see there has been gross negligence by the account holder. This could include ignoring direct warnings from Tesco Bank or another bank before making a payment or continuing to make further payments after reporting the fraud.

If for any reason you're unhappy with the outcome of your claim, you can raise a complaint with us. Please visit **tescobank.com/complaints**

Changes to your Tesco Bank Terms and Conditions

The new wording below will apply to our Savings and Clubcard Pay+ accounts by 9 April 2025.

If you've been tricked into making a Faster Payment or CHAPS Payment into a UK account controlled by a fraudster, we will investigate and refund your claim. Claims must be made within 13 months of the fraud taking place and are subject to certain limits, you can go to psr.org.uk to find out more. Tesco Bank reserves the right to apply a £100 excess to these claims.

Braille, large print and audio

All your documents are available in large print, audio, or braille. To use Relay UK, just add 18001 before any of our phone numbers. Find out more and get the help you need at **tescobank.com/support**.

SAV/PSR/1124

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