

# Terms and Conditions

Internet Saver Account

Effective 1 November 2024



Savings

**TESCO** Bank

## 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.

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 our Mobile App or Online Banking, 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 30 days of the date on your Welcome letter. You can also close the account anytime after that on our website or by calling us on **0345 678 5678**.

## Keeping you in control:

We've designed the Tesco Bank Internet Saver 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 – by mobile, online or by telephone.

All 0345 numbers shown in this document may be included as part of any inclusive call minutes provided by your phone operator.

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## About your account

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### What is an Internet Saver account?

It's an account you can manage entirely online using our Mobile App or Online Banking.

The account is available to anyone who is 18 or over and who is resident in the UK. The account is available for personal use only. Business transactions are not permitted on this account.

Our savings accounts are designed to help you save money for the future. They're not intended to be used for day-to-day transactions, so should not be used to receive wages, salary, benefits, pension payments or payments from other people. If you think you'll need regular access to your money – for example to pay bills – then this is unlikely to be the right account for you.

The account is not available to customers resident in the Isle of Man, Jersey or Guernsey.

Overdrafts are not allowed on this account.

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

Payments to and from your account can only be made from an account in your name. To support this, when you open your account you must set up at least one Linked Account held in your own name.

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### 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. In certain circumstances documentation or additional checks may be required to confirm the Linked Account is in your own name. We may ask you if the Linked Account is a personal or business account.

For more information about sending money out from your account, please see the 'Payments out of your account' section overleaf.

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### How will you contact me?

Where we hold a mobile telephone number or an email address for you, we may contact you electronically (e.g. by text, email or in-app messaging) in relation to servicing updates on your account. 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. 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. We'll never contact you asking you to share your security details.

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, Mobile App passcode or Online Banking security number over the phone, or by 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](mailto:phishing@tescobank.com) and we'll investigate further. Visit our Security and Fraud Centre at [tescobank.com](https://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 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.

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.

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### 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 are paperless. 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 our Mobile App or Online Banking regularly.

You can change your paperless preferences in our Mobile App, Online Banking or by calling 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.

## Payments into your account

### How can I send money to my account?

You can send money to your account in the following ways:

Payment source	Description
Pay by Bank	You can use Pay by Bank to make a payment to your account. This feature is available in our Mobile App.
Standing Order	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.
Internal transfer from another Tesco Bank account	You can send money from another account you have with Tesco Bank using our Mobile App or Online Banking. You'll need your Tesco Bank security details and sort code and account number to do this.
Transfer money from another non-Tesco Bank account in the UK	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.

Your account does not accept payments which are not made in UK pounds or money paid in from non-UK bank accounts. Any money which is not in UK pounds 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
Pay by Bank	Within 2 hours.	From the day we receive your money.	As soon as we receive it.
Standing Orders	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	Within 2 hours.	From the day we receive your money.	Within 2 hours.
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.

## Payments out of your account

How do I send money out from my account?	Payment Type	Description
	<p><b>By making transfers (including future dated transfers) to your other Tesco Bank accounts using our Mobile App or Online Banking. You'll need your Tesco Bank security details to do this.</b></p>	<p>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. We may ask you if the Linked Account is a personal or business account.</p>
	<p><b>By making transfers (including future dated transfers) to other non-Tesco Bank accounts in the UK by using Online Banking. You will need your Tesco Bank security details to do this.</b></p>	<p>Please see 'What is a Linked Account?' section for more information. If you experience any issues please contact us.</p>
	<p><b>To send 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.</b></p>	

### You can't send money to non-UK bank accounts

If we are unable to process your payment we will tell you straight away.

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

How much money can I send out within 24 hours?	Payment Method	Maximum amount you can send out within 24 hours (subject to your available balance)
	<p><b>Internal Transfers to other Tesco Bank accounts in your own name using the Mobile App and Online Banking</b></p>	<p>£100,000 per transaction, with no limit on the number of transactions you can make per day</p>
	<p><b>Internal Transfers to other Tesco Bank accounts in your own name using a TPP*</b></p>	<p>£10,000</p>
	<p><b>Transfers to other non-Tesco Bank accounts in your own name in the UK using the Mobile App, Online Banking and a TPP*</b></p>	<p>£10,000 limit for each payment method</p>

\*An authorised Third Party Provider (TPP) is a UK firm authorised by the FCA, or a firm located within the EU that has obtained temporary permission from the FCA to carry out services for you using your account with your consent.

You must be registered for the Mobile App and Online Banking to make payments through these payment channels.

For transfers above these limits please contact us.

If I send money to 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.

What are the cut-off times for sending money from 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.	Within 2 hours.
Faster Payments – transfers to other non-Tesco Bank accounts in the UK	No cut-off time.	Within 2 hours.
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.

## 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.

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 HMRC if you need more information on tax or tax exemptions.

<b>How is interest calculated?</b>	<p>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.</p> <p>Every year we will add up the interest earned from each day over the year and then apply this to your account annually.</p> <p>If Bonus Interest applies to your account, we will let you know in advance how this will be calculated.</p>
<b>When will you pay me interest?</b>	<p>Interest earned throughout each year will be paid on the last day of March.</p> <p>If Bonus Interest applies to your account, we will apply this at the end of your Bonus term.</p>
<b>Can you change the interest rates?</b>	<p>Your account is a variable interest rate account – we may change the Standard Interest Rate which applies to your account at any time.</p> <p>If we're going to reduce the Standard Interest Rate, and your balance is £100 or more, we'll always contact you and give you at least 14 days' 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:</p> <ul style="list-style-type: none"> <li>• the costs we incur in providing services to our customers;</li> <li>• the Bank of England Base Rate;</li> <li>• market conditions which affect interest rates; or</li> <li>• law or regulatory or industry code requirements.</li> </ul> <p>These are just examples and we may reduce the Standard Interest Rate for other reasons.</p> <p>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.</p> <p>If we increase the Standard Interest Rate, the new rate can be viewed at any time in our Mobile App and Online Banking – we may also contact you to let you know.</p> <p><b>Bonus Interest rates are always fixed and we won't vary them during a Bonus Period.</b></p>

## Statements

<b>When will you provide me with statements?</b>	<p>We'll provide you with an annual statement once per year in April. You can view your account balance at any time in our Mobile App or Online Banking. You can also call us to request a statement whenever you need one.</p> <p>If you're paperless, we'll email or text you when your statement is ready to view.</p>
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## Cancelling transactions

<b>Can I cancel a transaction I've authorised?</b>	<p>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.</p>
<b>What about future-dated transactions?</b>	<p>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.</p> <p>Standing Orders paying money into your account can only be changed or cancelled from the account the payment was instructed.</p> <p>You can change or cancel future transactions by using our Online Banking services.</p>

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## Joint accounts

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### 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.

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.

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## Protecting your account

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### What should I do to keep my account secure?

You must:

- keep all of your Tesco Bank security details secret (this includes Mobile App, Online Banking and phone security details) and take reasonable precautions to prevent them becoming known to another person; and
- keep all receipts and transaction records secure. If you wish to dispose of them, you should do so in a way that ensures they cannot be read, such as shredding.

You must not:

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

If you do not keep your account secure you may be liable for transactions which you did not authorise.

### What if I think someone knows my security details?

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

### What if someone asks me for my security details?

You should never share your security details with anyone.

You should be aware that there are scams designed to trick you into giving away information (such as account passwords) that can then be used to defraud you. This may be by an email, phone call or SMS pretending to be from ourselves. They may try to trick you into going to a fake website, to update your password for example, or they may ask you to provide your passwords to them directly 'for security purposes' or some other reason.

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

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### 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 any money to where it came from and close your account.

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<b>For security reasons</b>	<p>To protect your account we can block access to it in our Mobile App, Online Banking or over the phone. We will only do this if we think it's reasonably necessary because:</p> <ul style="list-style-type: none"> <li>• we believe your security details may have been compromised;</li> <li>• there's suspected fraudulent or unauthorised use of the security details;</li> <li>• we have been unable to contact you; or</li> <li>• we believe the account is no longer in use.</li> </ul>
<b>Can you refuse to carry out a transaction on my account?</b>	<p>Yes, this would be because:</p> <ul style="list-style-type: none"> <li>• you don't have enough money in your account;</li> <li>• we have reasonable grounds to suspect fraud, misuse of your account or criminal purposes;</li> <li>• you would exceed a limit we have set;</li> <li>• we have reasonable grounds to suspect the security of your account has been compromised;</li> <li>• we're ordered to do so by a court, regulator or other enforcement authority;</li> <li>• we're informed that you have died; or</li> <li>• the transaction seems unusual when compared to other transactions on your account.</li> </ul>
<b>Will you tell me if you refuse to carry out a transaction or block access to my account?</b>	<p>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 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.</p>

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

<b>If this happens</b>	<b>Amount you pay</b>
<p>You (or a joint account holder) call us:</p> <ul style="list-style-type: none"> <li>• because your security details have been stolen; or</li> <li>• someone else 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).</li> </ul>	<p>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.</p> <p>You will not have to pay for any transactions made after you call us.</p>
<p>You (or a joint account holder):</p> <ul style="list-style-type: none"> <li>• give permission for someone else to use your security details; or</li> <li>• act with gross negligence (e.g. by not taking all reasonable steps to keep your security details safe).</li> </ul>	<p>All transactions on the account – no limit. This applies to all transactions made before you tell us about this.</p> <p>You will not have to pay for any transactions made after you call to tell us about this.</p>
<p>Fraudulent transactions by you (or a joint account holder).</p>	<p>All transactions on the account – no limit.</p> <p>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.</p>

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## Refunds

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### 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.

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### 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 will 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.

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### 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.

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### 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.

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### 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.

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## Powers of Attorney

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**Can I grant a Power of Attorney over my account to allow someone else to operate the account on my behalf?**

Yes, but only if you lack the capacity of completing the application to open your account and/or operate your account by yourself. We can also accept a Power of Attorney where you are unable to manage the account because you are a member of the armed forces on active service in a war zone.

The account cannot be operated under a Power of Attorney for any other reason. For example, we can't accept a General Power of Attorney.

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**Can I let someone with a Power of Attorney over my account use my security details to use my Mobile App or Online Banking for me?**

No. There is no Mobile App or Online Banking access for the 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.

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## Changing the Terms and Conditions

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**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).
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**When we'll give you notice**

For changes to your terms and conditions relating to how we manage some payments to and from your account, and how we manage information about those payments, we'll use any of your contact details (including email address) to let you know about the change at least 2 months before it happens. For example, this could include changes to the 'Payments into your account' and 'How can I send money to my account?' and 'How long will it take for the money to appear in my account?' sections of this document.

For other changes to your terms and conditions that are to your disadvantage, we'll use any of your contact details (including email address) to let you know at least 30 days before we make the change. If you're not happy with the change, you may close your account before the change takes effect. If you choose to do this, you won't have to pay any charges that might otherwise apply.

If a change is not to your disadvantage, we'll tell you as soon as we can using any of your contact details (including email address). This may be after we've made the change.

In exceptional circumstances it may not be possible to give you the applicable 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.

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## Closing your account

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### Can my account be closed?

Yes, you can close your account at any time. If you want to close your account you can do this on our website or by calling us.

We may close your account without notice if it has had a £0 balance for at least a year. We can close your account for other reasons by giving you 2 months' notice that we will do so. However, we can also close your account immediately where:

- we have reasonable grounds to 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 are no longer resident in the UK, with the exemption of a Crown employee serving overseas or are married to or in a civil partnership with a Crown employee. An example of a Crown employee would be someone who is serving in the armed forces overseas and paid out of the public revenue of the United Kingdom. For more information about the residency rules, please contact HMRC;
- 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.

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### Can my account be closed?

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; this is always subject to our legal and regulatory obligations. In certain circumstances documentation may be required before this can take place.

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## Other information

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- 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 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 another other company will treat you to the same standard as we have.
  - Tesco Bank is a trading name of Barclays Bank UK PLC. Registered in England No. 9740322. Registered Office: 1 Churchill Place, London E14 5HP.
  - Barclays Bank UK 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 759676. You can check this on the Financial Services Register by visiting the website [fca.org.uk/firms/systems-reporting/register](http://fca.org.uk/firms/systems-reporting/register) or by contacting the PRA on 0207 601 4878.
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## How to make a complaint

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Obviously, we hope you never have to make a complaint. If you do, we promise we'll try to resolve it as quickly as we can. You can raise a complaint via our online form on [tescobank.com/complaints](https://www.tescobank.com/complaints), where you can also find information on our complaint handling process.

Alternatively call us on **0345 678 5678** or write to us at **Tesco Bank, PO Box 27010, Glasgow, G2 2DR**.

If you're not happy with our response to your complaint, you can 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 **0800 023 4567**.

Details are also available from their website, [financial-ombudsman.org.uk](https://www.financial-ombudsman.org.uk)

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## Financial Services Compensation Scheme

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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, customers with eligible deposits are entitled to claim up to the current FSCS protection limit for deposits.

Joint account holders are each entitled to claim compensation. Where you hold joint accounts, you'll be allocated an equal share of any joint account balance which will count towards your individual combined balance.

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](https://www.fscs.org.uk) or call the FSCS on **020 7741 4100** or **0800 678 1100**. Please note only compensation related queries should be directed to the FSCS.

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## Contacting us

### What do I do if I have a query?

You'll find useful information about your account at [tescobank.com](https://www.tescobank.com) or in our Mobile App or 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 our Mobile App or Online Banking 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 the 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 8pm and Saturday-Sunday 9am to 3pm and all telephone calls may be recorded for training and security purposes.
- If you have difficulties with your hearing or speech, contact us through Relay UK. Just call **18001 0345 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:

**Freeport Tesco Bank, 4943**

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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](https://www.tescobank.com/support).



All 0345 numbers shown in this leaflet may be included as part of any inclusive call minutes provided by your phone operator.

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