

# The ins and outs.

An update to your credit card  
terms and conditions

## We're changing your terms and conditions

From **14 September 2021**, we're making some changes to your Tesco Bank Credit Card Agreement. You don't need to do anything; we're just writing to let you know.

To help you understand what's changing, we've summarised the main points below. You can find the full details in the rest of this booklet.



### 1. We're making some changes because of Brexit

As a result of the UK's withdrawal from the EU, we've removed all references to European Union law. We've also removed references to the EU Online Dispute Resolution scheme for complaints about online purchases, as this is no longer available to UK residents. See 'How to make a complaint' in your T&Cs for the latest information.

### 2. We're making shopping online more secure

Strong Customer Authentication (SCA) is a new security requirement that requires some extra security checks when you shop online. Because of this, all banks are adding a new way to check your identity when you pay for something online. This will make shopping online even safer and help reduce fraud.

### 3. We're making it clearer when you'll be charged an Over Limit fee

If you go over your credit limit you'll need to pay back the over limit amount, and you may be charged a fee. However we won't charge you this Over Limit fee if interest, annual fees or late fees applied to your account have taken you over your credit limit.

### 4. We're stopping charging Returned Item fees

If a Direct Debit or cheque is returned because you don't have enough money in your account, we'll no longer charge a Returned Item fee.

### 5. Using your card abroad

We've added more information on the exchange rate that Mastercard use for foreign currency transactions or refunds. In most cases the currency conversion will take place on the same day as the transaction. Our fees for overseas spending haven't changed.

### 6. Making a few things clearer

We've made some small changes to grammar and formatting to help make our T&Cs easier to understand.

**Important information** – If you're a new credit card customer and have received this notice at the same time as your new card, you have a right to cancel your Credit Agreement. Please see Section 1 of your General Conditions called 'Changing your mind' which explains how and when you can do this or call us on **0345 300 4278**.

For all other customers, if you're unhappy with any of the changes we're making, you have the right to repay your outstanding balance and close your Tesco Bank Credit Card account at any time. If you have any questions about any of the changes we're making please get in touch.

Remember to tell us if your name or contact details change – you can do this in Online Banking or by calling us. If you don't, it will be your responsibility if we can't contact you, or if we send confidential information using out-of-date contact details.

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

Area of change within your agreement. Current wording ( <del>deletions are in bold and struck through</del> )	Area of change within your agreement. New wording ( <b>changes in bold</b> )			
<b>Credit Card Agreement regulated by the Consumer Credit Act 1974</b>				
Fees				
<table border="1"> <tr> <td data-bbox="117 280 327 418"><b>Returned item fee</b></td> <td data-bbox="330 280 468 418">£xx.xx</td> <td data-bbox="471 280 782 418"><del>Charged if a Direct Debit, cheque or other payment is returned due to lack of funds</del></td> </tr> </table>	<b>Returned item fee</b>	£xx.xx	<del>Charged if a Direct Debit, cheque or other payment is returned due to lack of funds</del>	
<b>Returned item fee</b>	£xx.xx	<del>Charged if a Direct Debit, cheque or other payment is returned due to lack of funds</del>		
<b>Tesco Bank Credit Card General Conditions</b>				
2. Additional cardholders				
We won't give other cardholders any information about your account unless you agree.	We won't give other cardholders any information about your account unless you agree. <b>However when transacting online additional cardholders may see details about other additional cardholders on the account.</b>			
3. About your card				
<b>Digital cards</b>				
Depending on the service you use, you might have to set up some additional security measures, like a passcode, fingerprint <b>access</b> or pair it with another device.	Depending on the service you use, you might have to set up some additional security measures, like a passcode, fingerprint, <b>face recognition</b> or pair it with another device.			
4. Using your account				
<b>Making and authorising transactions</b>				
You can authorise transactions on your account by using a combination of your card, PIN, account or other security details depending upon the type of transaction and the circumstances.	You can authorise transactions on your account by using a combination of your card, PIN, account or other security details <b>such as fingerprint or face recognition</b> depending upon the type of transaction and the circumstances.			
<b>Paying online</b>				
You might be asked to use Mastercard Identity Check <b>or Visa Secure</b> during an online transaction. <b>You might</b> be sent a secure code to your phone number(s) so it's important you keep them up to date.	You might be asked to use Mastercard Identity Check during an online transaction. <b>If you use our Mobile App, we'll send a notification to your device asking you to authenticate the payment. If you don't use the Mobile App you will</b> be sent a secure code to your phone number(s) so it's important you keep them up to date.			
<b>Digital card payments</b>				
If you make a payment with a digital card, then you'll need to authorise the payment in line with the service or device you're using. For example, you might use your fingerprint, or enter a code.	If you make a payment with a digital card, then you'll need to authorise the payment in line with the service or device you're using. For example, you might use your fingerprint, <b>face recognition</b> or enter a code.			

## 5. Transaction types, timings and restrictions

### Transactions in a foreign currency

Any foreign currency transactions or refunds will be converted at the exchange rate determined by **Visa or Mastercard and will take place on the day Visa or Mastercard process the transaction, which may be after the day you make the payment or withdraw the money.** We'll also add a Foreign Exchange fee.

Any foreign currency transactions or refunds will be converted at the exchange rate determined by Mastercard. **The exchange rate is based on rates observed in the wholesale market or government-mandated rates, where applicable. The currency conversion will take place on the day the transaction occurs. In some limited instances, for example if processing of the transaction is delayed, the conversion will take place the day after you make the payment or withdraw the money.** We'll also add a Foreign Exchange fee.

For all currencies you can find current exchange rates at [mastercard.com/global/currencyconversion](https://www.mastercard.com/global/currencyconversion) **or [visaeurope.com/making-payments/exchange-rates](https://www.visaeurope.com/making-payments/exchange-rates).**

For all currencies you can find current exchange rates at [mastercard.com/global/currencyconversion](https://www.mastercard.com/global/currencyconversion)

## 7. Managing your credit limit

### If you go over limit

You must not go over your credit limit **and, if you do, we'll charge a fee each time.** This will appear on your monthly statement. **We'll never charge you more than once in a statement month, but we'll continue to** charge you every month for as long as you stay over your limit.

You must not go over your credit limit. **If you go over your credit limit then you may be charged a fee and you will be asked to pay back the full amount you are over your limit in your next minimum payment.** This will appear on your monthly statement. **We may** charge you every month for as long as you stay over your limit.

### How we work it out

To work out whether you're over your limit, we'll take into account all transactions you've made, **and** any interest and fees that have been added to your account.

To work out whether you're over your **credit** limit, we'll take into account all transactions you've made, **including** any interest and fees that have been added to your account. **We'll not charge you an over limit fee if you are only over your credit limit due to an annual fee, late fee or interest charge.**

## 8. Refunds

### When you can request a refund from us

You can ask us for a refund where:

- You didn't know the exact amount when you made the transaction, for example, if you pre-authorise a transaction at a hotel check-in; and
- The transaction ended up being more than you could reasonably have expected in the circumstances (taking into account your previous spending pattern); and
- The transaction was with a retailer in the European Economic Area (EEA); and
- You ask us for the refund within eight weeks of us adding the transaction to your account.

You can ask us for a refund where:

- You didn't know the exact amount when you made the transaction, for example, if you pre-authorise a transaction at a hotel check-in; and
- The transaction ended up being more than you could reasonably have expected in the circumstances (taking into account your previous spending pattern); and
- The transaction was with a retailer in the **UK or, provided the transaction is made in Euro, in the** European Economic Area (EEA); and
- You ask us for the refund within eight weeks of us adding the transaction to your account.

## 11. Changing this agreement

### Changes to pricing for specific Tesco Group products or services

Where you have a membership to such a product or service and we're then told that you no longer have one, we can increase your interest rates, fees or charges so that they're the same as if you'd not signed up to the product or service. This means you'll have to start paying these costs **for the first time**.

Where you have a membership to such a product or service and we're then told that you no longer have one, we can increase your interest rates, fees or charges so that they're the same as if you'd not signed up to the product or service. This means you'll have to start paying these costs.

## 13. Making a complaint

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. Just call us on 0345 300 4278 or write to us at Tesco Bank, PO Box **343, Newcastle Upon Tyne, NE12 2GE**.

You'll find our complaint handling process under the '**help**' section at [tescobank.com](https://tescobank.com). You can also request a copy by calling the number above.

If you're **still** not happy, you **can** refer your complaint to the Financial Ombudsman Service (FOS). ~~You can find out more about the FOS by calling them on 08000 234 567 or visiting [financial-ombudsman.org.uk](https://financial-ombudsman.org.uk).~~

~~If you applied for your credit card online, you could also be eligible to complain using the Online Dispute Resolution (ODR) service. Find out more under the 'Make a complaint' section on our website at [tescobank.com/help/complaints](https://tescobank.com/help/complaints). Please note that using the ODR service won't resolve your complaint any quicker than if you complain to us directly.~~

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. Just call us on 0345 300 4278 or write to us at Tesco Bank, PO Box **27010, Glasgow, G2 2DR**.

You'll find our complaint handling process under the '**Make a complaint**' section at [tescobank.com/complaints](https://tescobank.com/complaints). You can also request a copy by calling the number above.

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) **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://financial-ombudsman.org.uk)**

## 14. Other useful information

### Rights and obligations

We won't be liable if we break this agreement due (directly or indirectly) to:

- abnormal and unforeseeable circumstances outside our control, the consequences of which would have been unavoidable. This could 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 Union~~ law.

We won't be liable if we break this agreement due (directly or indirectly) to:

- abnormal and unforeseeable circumstances outside our control, the consequences of which would have been unavoidable. This could 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.



If you would like Braille, large print or audio format information about Tesco Bank credit cards, please contact us.

Sometimes we record calls for training and quality purposes and for our joint protection.

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. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority (who are the supervisory authority under the CCA) 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/financial-services-register](https://www.fca.org.uk/firms/financial-services-register).