

# The ins and outs.

**An update to your credit card  
terms and conditions**

**Effective from 13 April 2023**

## We're changing your Tesco Bank Credit Card Terms and Conditions

From **13 April 2023**, 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 added a new option for interest-free spending

#### *Section 2 of your Credit Card Agreement*

We've updated how we charge interest to make your credit card more flexible for spending. If you have a 0% interest rate on a balance transfer or money transfer, you can spend without being charged interest – as long as you repay any interest-accruing balance in full and on time every month. If you're eligible for this, your monthly statement will show exactly how much to pay to avoid being charged interest on your spending.

### 2. Using Google Pay™ with your credit card

#### *Section 3 of your General Conditions*

You can now make fast and secure payments for any amount with Google Pay™ on Android devices, out and about or online. Just add your card to Google Wallet™ to get started or find out more at [tescobank.com/help/google-pay](https://tescobank.com/help/google-pay)

### 3. We're making changes to standard rate transfers

#### *Section 5 of your General Conditions*

We're adding more eligibility and security checks when you request a balance transfer or money transfer. We might not be able to offer you a transfer, or you could be declined, but this won't affect your credit file.

### 4. We're making things clearer on when we'll contact you about your credit limit changing

#### *Section 9 of your General Conditions*

If we decrease your credit limit, we'll always let you know as soon as possible. This might be after we've decreased it, and you'll always be able to see your up-to-date credit limit in our Mobile App and in Online Banking.

### 5. We've updated 'Keeping your account safe'

#### *Section 10 of your General Conditions*

We've added a few new points and made this section clearer and easier to understand – to help keep your account safe and secure.

### 6. If you applied for your credit card through Compare the Market, their details have changed

#### *Your Credit Card Agreement*

Compare the Market have changed their name and address details from Runpath Regulated Services, The Sir John Peace Building, Experian Way, NG2 Business Park, Nottingham, NG80 1ZZ, to Compare the Market, Pegasus House, Bakewell Road, Orton Southgate, Peterborough, PE2 6YS.

### 7. Some other small changes

We've made some changes to grammar and formatting to help make our T&Cs easier to understand. We've also updated some information:

- To explain that contactless payments are protected just like chip and PIN payments.  
*Section 3 of your General Conditions.*
- How to update your paperless settings.  
*Section 6 of your General Conditions.*
- We've added a new bullet about when we might need to suspend or restrict your account for security.  
*Section 9 of your General Conditions.*
- We've removed references to Payment Protection Insurance, as we no longer offer this for your credit card.  
*Section 14 of your General Conditions.*

**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. 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.<br>Current wording ( <del>deletions are in bold and struck through</del> )  | Area of change within your agreement.<br>New wording ( <b>changes in bold</b> )  |
|---|--|
| <b>Credit Card Agreement regulated by the Consumer Credit Act 1974</b>  |  |
| For customers who purchased their credit card through Compare the Market only   |  |
| Your Credit Intermediary is <del>Runpath Regulated Services, The Sir John Peace Building, Experian Way, NG2 Business Park, Nottingham, NG80 1ZZ.</del>  | Your Credit Intermediary is <b>Compare the Market, Pegasus House, Bakewell Road, Orton Southgate, Peterborough, PE2 6YS.</b>   |
| 2. Interest in detail   |  |
| <b>When and how it's charged</b>  |  |
| We'll charge you interest if you don't pay off your balance in full.  | <b>In most cases,</b> we'll charge you interest if you don't pay off your balance in full.   |
| <p><b>We don't charge you any interest if:</b></p> <ul style="list-style-type: none"> <li><del>• You just make purchases, and</del></li> <li><del>• You don't have any arrears on your account, and</del></li> <li><del>• You pay the full balance on your last statement by your payment due date.</del></li> </ul>                            | <p><b>You won't pay interest on new purchases if you:</b></p> <ul style="list-style-type: none"> <li>• <b>repay all balances (excluding any balances on a 0% interest rate) on your current statement by your payment due date, and</b></li> <li>• <b>have paid all balances (excluding any balances on a 0% interest rate) on your previous statement in full and on time.</b></li> </ul>   |
| The following change is for Premium Credit Card holders only  |  |
| <p><b>We don't charge you any interest if:</b></p> <ul style="list-style-type: none"> <li><del>• You just make purchases, and</del></li> <li><del>• You don't have any arrears on your account, and</del></li> <li><del>• You pay the full balance on your last statement by your payment due date (including any annual fee).</del></li> </ul> | <p><b>You won't pay interest on new purchases if you:</b></p> <ul style="list-style-type: none"> <li>• <b>repay all balances (excluding any balances on a 0% interest rate but including any annual fee) on your current statement by your payment due date, and</b></li> <li>• <b>have paid all balances (excluding any balances on a 0% interest rate but including any annual fee) on your previous statement in full and on time.</b></li> </ul> |
| <b>Tesco Bank Credit Card General Conditions</b>  |  |
| 3. About your card  |  |
| <b>Contactless</b>  |  |
| You'll need to make one chip and PIN transaction to start using contactless. <del>We'll also tell you when you receive your card if you can use it to make contactless payments.</del>  | You'll need to make one chip and PIN transaction to start using contactless. <b>If your card ever goes missing, your contactless payments are protected just like any other payments.</b>  |
| <b>Digital cards</b>  |  |
| You can choose to create digital versions of your card, with services like Apple Pay so <del>that</del> you can make payments without using your physical card.   | You can choose to create digital versions of your card, with services like Apple Pay <b>and Google Pay™</b> , so you can make payments without using your physical card.   |

## 5. Transaction types, timings and restrictions

### Money transfers and balance transfers

~~We may place restrictions on the maximum amount you can transfer. Other restrictions might apply too and we'll let you know if we set any.~~

Transfer requests are subject to eligibility and security checks, but these won't leave a footprint on your credit file. We may limit the maximum amount you can transfer, and other restrictions might apply too, including instances where we can't offer you a transfer.

## 6. Paying off your balance

### Your monthly statement

~~You can choose to turn off paper statements in Online Banking or by using our Mobile App. If you do this, we'll send you an email to let you know when your statements are ready to view via Online Banking or the Mobile App.~~

You can **update your paperless settings in our Mobile App or in Online Banking**. If you're paperless we'll send you an email to let you know when your statements are ready to view.

## 9. Suspensions and restrictions

~~In certain circumstances, we'll need to suspend or restrict the use of your account. We'll only do this for a good reason, including when:~~

In certain circumstances, we'll need to suspend or restrict the use of your account. We'll only do this for a good reason, including when:

- **We reasonably consider this is necessary to protect the security of your account**

~~In certain circumstances we might reduce your credit limit or advance limit, and we'll tell you if we do so.~~

In certain circumstances we might reduce your credit limit or advance limit. **If we do, we'll let you know as soon as possible. This might be after we've decreased it, but you'll always be able to see your up-to-date limit in our Mobile App and in Online Banking.**

## 10. Keeping your account safe

### Your responsibilities

~~You must keep your card, PIN and any other security information – like your Online Banking details – safe. Additional cardholders should do the same.~~

~~The card itself is our property and we expect you to take the following precautions:~~

- ~~— Sign the card as soon as you receive it~~
- ~~— Destroy any paperwork that mentions your PIN or other security details~~
- ~~— Keep your PIN and other security details safe and separate from your card, or anything you usually keep with it~~
- ~~— Disguise any notes you make of your PIN or other details~~
- ~~— Keep your receipts somewhere safe, or carefully destroy them~~
- ~~— Keep your card and security details to yourself~~

You and any additional card holders must:

- **Keep all your Tesco Bank security details secret (this includes your credit card PIN, mobile, online and telephone banking details) and take reasonable precautions to prevent them becoming known to another person.**
- **Sign your credit card as soon as you receive it.**
- **Keep your credit card secure at all times and don't allow anyone else to use it.**
- **Dispose of old credit cards carefully – cut the card up through the signature box, the magnetic strip and the chip.**
- **When using a digital card, make sure you keep the device – and security details for the device – safe and don't allow anyone else to use them. If your device stores biometric data (such as fingerprints or face recognition) for the purpose of accessing your account, authorising transactions or doing anything else on your account, then you should not store anyone else's biometric data on your device.**

### Changing your PIN

If you change your PIN at an ATM, make sure you avoid numbers that could be easy to guess (like your date of birth).

### Disposing of old cards

When you get your replacement card, dispose of the old one carefully: cut it up through the signature box, the magnetic strip and the chip. Additional cardholders should do the same.

### Digital cards

If you're using a digital card, make sure you keep the device you use it on secure. If your device stores biometrics (such as fingerprints or face recognition) for the purpose of accessing your account, authorising transactions or doing anything else on your account, don't allow anyone else to store their unique biometrics on your device. If you decide to dispose of a device with a digital card on it, make sure you delete the card first. Additional cardholders should do the same.

### Scams

Be aware of scams designed to trick you (or any additional cardholder) into giving away information that could be used to defraud you.

Scammers might contact you (or any additional cardholder) by email, phone or text message, pretending to be from Tesco Bank, and try to trick you into sharing your security details, push you towards a fake website, or ask you to provide your passwords to them directly 'for security purposes' or some other reason.

#### Lost or stolen cards and devices, or suspicious transactions

Call us immediately on 0345 300 4278 from the UK or +44 126 850 8027 from abroad, if your card or a device with your digital card on it is lost or stolen, you think your account may be misused, or your security details could be compromised in any way.

You must give us any information you have regarding the circumstances of the loss, theft or misuse of a card, digital card or security details. We can give the police any information they think is relevant to help prevent or control fraud.

Additional cardholders should do the same.

If you dispose of a device on which a digital card is held, you must delete the card first.

- Take reasonable steps to confirm the authenticity of a payment request (including the identity of the person or organisation requesting it) and take note of any warnings provided by Tesco Bank before making a payment.

You and any additional card holders must not:

- Write down or record your Tesco Bank security details in a way which could be understood by someone else.
- Make your PIN an easy to guess number (like your date of birth).
- Disclose or give your Tesco Bank security details, credit card or PIN to anyone, even if they say they are from Tesco Bank, the police or other organisations.
- Give anyone else access to your account, even if they say they are from Tesco Bank, the police or other organisations.

If someone asks you for your security details or to make a payment:

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 email, phone call or text message pretending to be from Tesco Bank, or other organisations such as the police or utility companies. They may try to trick you into going to a fake website, to update your password for example, or they may ask you to make payments, or share authentication codes.

Please don't 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).

If you don't keep your account secure or follow our guidance, you may be liable for fraudulent transactions that occur on your account. Visit [tescobank.com/](https://www.tescobank.com/) security to find more information about staying safe online.

If we suspect fraud or a security threat:

We will let you know by text, phone, email or letter. We will never contact you asking for confidential or personal information. If we contact you by phone we will ask you the questions required to verify your identity.

If you lose your credit card or device, or think someone knows your security details:

You must change your details straight away by contacting us immediately on 0345 300 4278 from the UK or +44 126 850 8027 from abroad. We use your Tesco Bank security details to identify you, so it's important that you keep them up to date. Additional card holders should do the same.

#### 14. Other useful information

##### Payment Protection Insurance

~~If you've previously purchased our Payment Protection Insurance (PPI) the monthly insurance premium will be added to your account and is treated as a purchase transaction. This means that where interest is due on the transaction it will be charged at your purchase interest rate. We transfer your premium to your insurer.~~

~~Where there is a valid claim on your PPI, your insurer will make payment directly to us. We'll use the payment to clear all or as much of your debt under this agreement as possible.~~

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).