

Terms and Conditions

Cash ISA

Effective 29 August 2024



Savings

TESCO Bank

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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 contacting us on **0345 678 5678**.

Keeping you in control:

We've designed the Tesco Bank Fixed Rate Cash ISA and Instant Access Cash ISA 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.

Section 1

Fixed Rate Cash ISA

Sections 1 and 3 of this document together with your Welcome Letter form your terms and conditions for your Fixed Rate Cash ISA.

About your account

What is a Fixed Rate Cash ISA?

A Fixed Rate Cash ISA is a savings account which allows you to earn interest at a fixed rate on money you save, tax free. The only way to keep the money you save in your Fixed Rate Cash ISA tax free is to keep it in an ISA (other types of ISA's include: Cash ISA, Stocks and Shares ISA, Innovative Finance ISA, Lifetime ISA and Help to Buy ISA). If you withdraw money, it will lose its tax free status. You can send your money at any time to another ISA provider by using the ISA transfer process. For more information on this, please see the 'Transferring your ISA' section.

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.

Things you need to know

A Fixed Rate Cash ISA must be in your sole name, which means you cannot open a Fixed Rate Cash ISA in joint names. The cash held within the Fixed Rate Cash ISA will be and must remain, beneficially owned by you at all times, and must not be assigned to someone else or used as security for a loan.

When you pay money into a Fixed Rate Cash ISA this is known as making a 'subscription'. You can only make subscriptions up to a maximum limit each year. This is known as the 'annual allowance'.

Your Fixed Rate Cash ISA gives you a guaranteed rate of interest over the term. With a Fixed Rate Cash ISA, you can make subscriptions up to your annual allowance in the first 30 days from your account opening. After that, you can't make any further subscriptions until the end of the fixed term of your account.

Payments to and from your Fixed Rate Cash ISA 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.

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.

Who can have a Fixed Rate Cash ISA?

To subscribe to a Fixed Rate Cash ISA you must:

- be 18 or over;
- be resident in the UK, a Crown employee serving overseas, or be married to or in a civil partnership with a Crown employee serving overseas. An example of a Crown employee serving overseas is someone who is in the armed forces and is paid by the UK government. For more information about residency rules, please contact HMRC;
- complete a Cash ISA Declaration form confirming you are eligible to have a Cash ISA;
- not have exceeded the overall subscription limit for the year.

How much can I pay in?

HMRC sets an annual allowance each year (6th April to the following 5th April). This is the maximum amount a person can save into any combination of the ISA types tax free each year.

The current allowance is detailed in the Welcome Letter.

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 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. If you think you've received a fraudulent email, please forward it to phishing@tescobank.com and we'll investigate this further. Visit our Security and Fraud Centre at [tescobank.com](https://www.tescobank.com) under the 'Help' section to find out 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.

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're 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.

Managing your account

How can I manage my account?

The account can be managed in our Mobile App, Online Banking or by phone. You'll need to register to use our Mobile App and Online Banking.

Term

How long is my money held for?

This will vary depending upon the options available to you at the time you open your account. We'll tell you how long in your Key Features Document/Summary Box.

Cancellation

Can I change my mind about my account?

Yes, you can choose to cancel your account at any time up to 30 days from the day you receive your Welcome Letter. If you want to cancel during this time, you must contact us. When this happens we'll return your money to the account that it came from or, if you sent us a cheque, we'll send you a cheque back by post. When we do this we will also return any interest earned up until that point. We will not deduct tax from this interest 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 further information about tax or tax exemptions.

If you cancel your account, we'll treat this as if you never applied. This means that you could choose to open a new ISA (with Tesco Bank or another provider) subject to HMRC subscription limits.

Early withdrawals and Closing your account

Can I withdraw money?

Yes, you can ask us to close your account before the end of the fixed term and withdraw all of the money in your account. If you want to do this please contact us and we will close your account within the timescales you ask us to do this in. We will charge you a fee equal to 90 days interest to do this, if this is after the first 30 days of account opening.

Please note you can only withdraw the full balance. We do not allow you to make partial withdrawals.

If you close your account and withdraw your money, it will lose its tax free status. To avoid this, you can transfer all of the money in your Tesco Bank Cash ISA to another ISA with Tesco Bank during the fixed term by contacting us. Alternatively you can transfer all of the money in your Tesco Bank Cash ISA to an ISA with another provider during the fixed term, using the ISA transfer process. We will charge you a fee equal to 90 days interest to do this. For more information on the transfer process, please see the 'Transferring your ISA' section.

We will waive our fee for making a withdrawal should you need to access your money early due to exceptional circumstances. Death or diagnosis of terminal illness are examples of what we think are 'exceptional circumstances'. We may ask you to provide evidence of your circumstances.

Can you close my account?

Yes, we can close your account by giving you 2 months' notice that we will do so. If we do this we'll give you the option of transferring your money to another ISA provider before we return your money to you. We may close your account without notice if it has had a £0 balance for at least a year.

We can close your account immediately and repay the balance to you, or any person authorised by law, with any interest due; this is always subject to our legal and regulatory obligations, 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, or no longer a Crown employee serving overseas or are married to or in a civil partnership with a Crown employee serving overseas. An example of a Crown employee serving overseas is someone who is in the armed forces and is paid by the UK Government. 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.

We will close the account with immediate effect if HMRC tell us to close your account (see the section titled 'What happens if I'm no longer eligible to make subscriptions to my Cash ISA?').

Interest

How is interest calculated?

We will pay interest into the account either monthly or annually depending on the options available at the time you open your account. We will confirm when your interest will be paid in your Welcome Letter.

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

If your interest is paid annually, at the end of the year we will add up the interest from each day over the year and then pay the total into your account. We will pay your interest on the anniversary of your account opening. This means if you opened your account on the 2nd April we will pay your interest on the 2nd April the next year and so on depending upon the term of your Cash ISA and how long you keep it open.

If your interest is paid monthly, at the end of the month we will add up the interest from each day over the month and then pay the total into your account. We will pay your interest a month after your account was opened, except if you opened your account on a date that does not take place in each calendar month, in which case we'll pay on the next calendar day. For example if you opened on the 3rd April then we will pay interest on the 3rd of each month but if you opened on the 31st January we will pay interest on the 1st March.

Can you change the interest rate?

No, the interest rate which applies to your account is fixed until the end of your fixed rate term.

Payments into your account

What do I need to know about sending money to my account?

You can send money to your account within the first 30 days of the account being opened. This includes transfers from another ISA (see the section titled 'Transferring your ISA' for more information). You can only make subscriptions up to the annual allowance for this tax year.

You can't make further payments into your account or transfer money in from another ISA after the first 30 days of account opening.

If we do not receive any subscriptions within 30 days of opening your account, we will cancel your account. We will tell you when we have done this.

If you pay by cheque and it doesn't clear in the first 30 days from account opening, no interest will be earned, your account will be closed and we'll return the cheque to you. Cash payments and post-dated cheques will not be accepted.

In certain circumstances we may refuse to accept a payment from you, for example to comply with money laundering rules or if you attempt to make a payment from a non-UK bank account.

How can I send money to my account?

You can send money to your account within the first 30 days from account opening in the following ways:

Payment Source	Description
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 Tesco Bank account using our Mobile App, Online Banking or by calling us. 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.

**How can I send money to my account?
(continued)**

Cheques	Cheques can be posted to us. Please see the 'Contacting us' section at the end of this document. Only cheques made payable to you, using the correct account holder name will be accepted.
Transfer from another ISA	You can transfer money from another ISA using the ISA transfer process if your account allows. To find out whether your product accepts Transfers in please check your Key Features Document/Summary Box. (Please see the 'Transferring your ISA' section for more information).

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?

Payment Source	The money will appear in the account	Interest will be earned
Standing Order	As soon as we receive it.	From the day we receive the money.
Moving money from another bank account	As soon as we receive it.	From the day we receive the money.
Moving money internally from another Tesco Bank account	Within 2 hours.	From the day we receive your money.
Cheques	If we receive and process your cheque on a Business Day, the money will be available to spend and will start earning interest before midnight on the next Business Day.	

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

Transferring your ISA

If you want to move your money from an ISA with another provider to a Tesco Bank Cash ISA or from your Tesco Bank Cash ISA to an ISA with another provider, you can do this by using the ISA transfer process.

The transfer process is offered by Tesco Bank and most other providers and will ensure that your money remains tax free when you move it.

ISA providers may have restrictions on transfers, so you should always check any restrictions that may apply to your ISA before transferring money between providers.

You can transfer your Tesco Bank Cash ISA to another Cash ISA or Stocks and Shares ISA held with another provider. You will need to ask your new provider to arrange this to ensure that your money remains tax free. We'll normally send your money to your new ISA provider within 5 Business Days of receiving your transfer application (Stocks and Shares ISAs may take up to 30 days).

For avoidance of doubt, upon transfer of your Cash ISA to another provider, your account with us is closed.

To transfer funds into your account please contact us or log in to Online Banking to download a Transfer Authority form. Once we receive the completed form from you, we will ask your ISA provider within 5 Business Days to transfer funds to your account. This should normally be completed within 15 Business Days. We will start paying interest from receipt of your funds or 16 Business Days after receipt of your completed form, whichever is earlier.

To find out whether your product accepts Transfers in please check your Key Features Document/Summary Box enclosed in your Welcome Pack.

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

What happens at the end of my fixed rate term?

At the end of your fixed rate term your account will become an Instant Access Cash ISA and the Instant Access Cash ISA terms and conditions which are in use at the time your fixed rate term ends will apply to your account. We will send you a copy of the relevant terms and conditions before your term ends. Your account will earn interest at the ISA Standard Rate. You will be able to make subscriptions to your account and access money in it. If we no longer offer the Instant Access Cash ISA when your fixed term ends, we will write to you to let you know before this happens with full details of what will happen at the end of your term.

If you decide you do not want an Instant Access Cash ISA once your fixed rate term ends, you can ask us to:

- switch your account to another Tesco Bank ISA product available at the time;
 - move your money to another account with Tesco Bank (if this account is not an ISA it will lose its tax free status);
 - make transfers out of your account to a Linked Account or another internal Tesco Bank account in your name. Moving funds to a Linked Account or another Tesco Bank account that is not an ISA account will result in the funds losing their tax free status. Please see 'What is a Linked Account' section for more information. If you experience any issues please contact us;
 - transfer your funds to another ISA provider (please see the 'Transferring your ISA' for more information).
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Other important Fixed Rate Cash ISA information

What happens if I make a payment to my Fixed Rate Cash ISA which would exceed the annual allowance?

We will refund the payment which caused the over subscription and return it to where it came from.

If you sent the money by cheque, we will return the cheque to you and contact you to let you know we have done this. Please note that we will only know if you have reached your annual allowance on your Fixed Rate Cash ISA with Tesco Bank, not on any other ISA accounts you may have with other providers.

What happens if I'm no longer eligible to make subscriptions to my Fixed Rate Cash ISA?

HMRC has very strict rules on who can have and pay money into an ISA. We must report certain information about your account to HMRC. If we or HMRC find an issue with your account (for example, you were not eligible to make some or all of your subscriptions), HMRC will advise us what course of action must be taken to correct the issue. This may include closing your account. We'll always write to you to let you know. We will also let you know if, for any reason, your Tesco Bank Fixed Rate Cash ISA has or will become void because of a failure to satisfy the ISA Regulations.

What happens to my Fixed Rate Cash ISA if I move out of the UK?

You must tell us immediately if you are moving out of the UK. You can continue to make subscriptions to your account until the end of the tax year in which you move out of the UK. You will not be able to make any subscriptions in the following tax year unless you are a UK resident for that tax year (this does not apply if you are a Crown employee working overseas and paid out of the public revenue of the United Kingdom or married to or in a civil partnership with such a Crown employee). Your money will continue to earn interest, which will remain tax free while you are living outside the UK. For more information about whether or not you are resident in the UK, please contact HMRC. If you do not tell us that you are moving out of the UK, this could result in you making subscriptions to your Cash ISA when you are not eligible to do so, which is a breach of HMRC rules.

Can I use my Fixed Rate Cash ISA as security for a loan?

No.

Can I transfer any rights in relation to my Fixed Rate Cash ISA to any other person?

No.

Statements

When will you provide me with statements?

We will provide you with a statement to reflect the transactions you make in the first 30 days of your account opening. We'll also provide you with an annual statement once per year on the anniversary of your account opening. All statements on this account are free of charge. If you're paperless, we'll email or text to let you know when your statement is ready to view.

Opening your account

During our account opening process we must take steps to confirm your identity.

If we do not receive the information we request from you within 30 days we'll return your money to where it came from and close your account. We'll also return any interest earned up until that point to you but will deduct tax from this first, where we are required by law to do so. When we close your account in these circumstances we'll treat this as if your account was never opened. This means that you could choose to open a new ISA this tax year subject to HMRC restrictions.

Powers of Attorney

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. A Fixed Rate Cash ISA cannot be operated under a Power of Attorney for any other reason. For example, we can't accept a General Power of Attorney.

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

No. There is no Online Banking or Mobile App access for the Attorney. If you've granted a Power of Attorney over your account, the Attorney can only manage your account by phone. They'll be provided with their own security details to do this.

Protecting your account

What should I do to keep my account secure?

You must:

- keep your Mobile App, Online Banking and Telephone Banking details secret;
- 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 or recognised by someone else; or
- let anyone else know or use your Tesco Bank security details.

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

What if I think someone else knows my security details?

You must contact us immediately to let us know and to change your security details.

For security reasons

To protect your account we can block access to it in our Mobile App, Online Banking or over the phone. We may also hold or refuse to act on a payment instruction in order to protect your account. We'll 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 your security details;
 - we have been unable to contact you; or
 - we believe the account is no longer in use.
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Changing the Terms and Conditions

Can you change the Terms and Conditions?

During the term of your Fixed Rate Cash ISA we'll only change these Terms and Conditions if required by law or regulations. If the change is to your disadvantage we will tell you using any of the contact details (including email address) you have given us 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 the change is not to your disadvantage we will tell you as soon as we can using any of the contact details (including email address) you have given us. This may be after we have made the change. During the term of your Fixed Rate Cash ISA we will not change your interest rates, the term of your account, or how often interest is paid.

Section 2

Instant Access Cash ISA

Sections 2 and 3 of this document together with your Welcome Letter form your terms and conditions for your Fixed Rate Cash ISA.

About your account

What is an Instant Access Cash ISA?

An Instant Access Cash ISA is a flexible savings account which allows you to earn interest on money you save, tax free. An Instant Access Cash ISA also allows you to replace withdrawn money without the replacement money counting towards your unused annual ISA subscription limit so long as any money withdrawn is replaced by the end of the tax year in which it was withdrawn.

Examples:

- Investor withdraws £10,000 on 6 April 2024 – must replace by 5 April 2025
- Investor withdraws £10,000 on 4 April 2025 – must replace by 5 April 2026

You can move your Instant Access Cash at any time to another ISA provider by using the ISA transfer process. For more information on this, please see the 'Transferring your ISA' section. A Cash ISA is 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.

Things you need to know

An Instant Access Cash ISA must be in your sole name, which means you cannot open it in joint names. The cash held within the Instant Access Cash ISA will be and must remain, beneficially owned by you at all times, and must not be assigned to someone else or used as a security for a loan.

There are restrictions on how much you can pay into your Instant Access Cash ISA, which are explained fully in the Section 'How much can I pay in?' below.

Payments to and from your Instant Access Cash ISA 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.

What is a Linked Account?	<p>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.</p>
Who can have an Instant Access Cash ISA?	<p>To subscribe to an Instant Access Cash ISA you must:</p> <ul style="list-style-type: none"> • be 18 or over; • be resident in the UK or, a Crown employee serving overseas, or be married to or in a civil partnership with a Crown employee serving overseas. An example of a Crown employee serving overseas is someone who is in the armed forces and is paid by the UK government. For more information about the residency rules, please contact HMRC; • complete a Cash ISA Declaration form confirming you are eligible to have a Cash ISA; • not have exceeded the overall subscription limit for the year.
How much can I send in?	<p>When you send money into a Cash ISA this is known as making a 'subscription'. You can only make subscriptions up to an annual ISA subscription limit set by HMRC each tax year (6th April to the following 5th April). However, if you choose to replace what you have withdrawn earlier in the tax year this money will not be counted towards your unused annual ISA subscription limit.</p> <p>The current annual ISA subscription limit is detailed in the Welcome Letter. If you withdraw money from a previous year's subscriptions, you are able to replace these monies in the same tax year without them counting towards your current year's annual allowance.</p> <p>Example:</p> <p>Investor opens a Cash ISA in the tax year 2024/25 and deposited £10,000. In the following tax year, 2025/26, the Investor withdraws £10,000. The total amount the Investor can pay into their Cash ISA in 2025/26 will be their annual allowance for 2025/26 as well as the £10,000 withdrawn.</p> <p>For Additional Permitted Subscriptions, HMRC also set rules regarding the maximum Additional Permitted Subscriptions. We will advise you in writing the total amount of the Additional Permitted Subscriptions that you can make to your account.</p>
How will you contact me?	<p>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.</p> <p>If we suspect fraud or a security threat on your account, we will let you know by text, telephone, email or letter. We'll never ask you for your full PIN, password, Mobile App passcode or Online Banking security number 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.</p> <p>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. If you think you've received a fraudulent email, please forward it to phishing@tescobank.com and we'll investigate this further. Visit our Security and Fraud Centre at tescobank.com under the 'Help' section to find out more information on staying safe online.</p> <p>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.</p>

How will you contact me? (continued)	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 posted if you're 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 your 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.

Managing your account

How can I manage my account?	The account can be managed in our Mobile App, Online Banking or over the phone. You'll need to register to use our Mobile App and Online Banking.
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Cancellation

Can I change my mind about my account?

Yes. You can choose to cancel your account at any time up to 30 days from the day you receive your Welcome Letter. If you want to cancel during this time, you must contact us to let us know. When this happens we'll return your money to the account that it came from or, if you sent us a cheque, we'll send you a cheque back by post. When we do this we will also return any interest earned up until that point. We will not deduct tax from this interest 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 further information about tax or tax exemptions.

If you cancel your account, we'll treat this as if you never applied. This means that you could choose to open a new ISA (with Tesco Bank or another provider) this tax year subject to HMRC restrictions.

Interest

How is interest calculated?

We will pay interest into the account either monthly or annually depending on the options available at the time you open your account. We will confirm whether your interest will be paid monthly or annually in your Welcome Letter. Interest will be earned at a daily rate of interest. We will calculate your interest on the money in the account at the end of each day.

If your interest is paid annually, at the end of the year we will add up the interest from each day over the year and then pay the total into your account. We will pay your interest on the anniversary of your account opening. This means if you opened your account on the 2nd April we will pay your interest on the 2nd April the next year and so on depending upon the term of your Instant Access Cash ISA and how long you keep it open.

If your interest is paid monthly, at the end of the month we will add up the interest from each day over the month and pay the total into your account. We will pay your interest a month after your account was opened, except if you opened your account on a date that does not take place in each calendar month, in which case we'll pay interest the next calendar day. For example if you opened on the 3rd April then we will pay interest on the 3rd of each month but if you opened on the 31st January we will pay interest on the 1st March.

What do I need to know about bonus rates?

You will be told about any bonus rate on your account when you apply. If it is for a limited time then we'll write to you to let you know when the bonus period will end shortly before this happens.

We'll never change a bonus rate during a bonus period, but please remember that our Standard Rate of interest is variable and may change from time to time, which means that your overall interest rate might change.

Can you change the interest rate?

Yes. The Instant Access Cash ISA is a variable interest rate account and we may change the Standard Rate of interest at any time. 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 interest rates include where there is a change (or where we reasonably expect a change):

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

These are just examples and we may make changes for other reasons. If you don't want the new interest rate, you can close your account and either transfer it to an ISA with another ISA provider, so that it doesn't lose its tax free status (for more information on this, please see the 'Transferring your ISA' section), or withdraw your money (in which case your money will lose its tax free status). If you don't tell us you want to close your account before the date of the reduction, we'll assume that you want to keep your account open and your interest rate will be reduced.

When your interest rate increases, your new rate can be viewed at any time in our Mobile App and Online Banking – we may also contact you to let you know.

You can find out how much interest you're earning at any time in our Mobile App, Online Banking or by contacting us.

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

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
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 will 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 us using our Mobile App, Online Banking or by calling us. 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 will need your sort code and account number to do this.
Cheques	Cheques can be posted to us. Please see the 'Contacting us' section at the end of this document. Only cheques made payable to you, using the correct account holder name will be accepted.
Transfer from another ISA	You can transfer money from another ISA using the ISA transfer process if your account allows. To find out whether your product accepts Transfers in please check your Welcome Pack (please see the 'Transferring your ISA' section for more information).

For Additional Permitted Subscriptions you must call us and advise that you intend to pay money into your account. We will complete an Additional Permitted Subscription declaration with you allowing you to make an Additional Permitted Subscription. Please note that we cannot accept cheques for an Additional Permitted Subscription.

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
	Standing Order	As soon as we receive it.	From the day we receive your money.	As soon as we receive it.
	Moving money from another bank account	As soon as we receive it.	From the day we receive the money.	As soon as we receive it.
	Moving money internally from another Tesco Bank account	Within 2 hours.	From the day we receive your money.	Within 2 hours.
	Cheques	If we receive and process your cheque on a Business Day, the money will be available to spend and will start earning interest before midnight on the next Business Day.		

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

Transferring your ISA

If you want to move your money from an ISA with another provider to a Tesco Bank Cash ISA or from a Tesco Bank Cash ISA to an ISA with another provider, you can do this by using the ISA transfer process.

The transfer process is offered by Tesco Bank and most other providers and will ensure that your money remains tax free when you move it.

ISA providers may have restrictions on transfers, so you should always check any restrictions that may apply to your ISA before transferring money between providers.

You can transfer your Instant Access ISA to another Cash ISA or Stocks and Shares ISA held with another provider. You will need to ask your new provider to arrange this to ensure that your money remains tax free. We'll normally send your money to your new ISA provider within 5 Business Days of receiving your transfer application (Stocks and Shares ISAs may take up to 30 days).

If you request a transfer of your Instant Access Cash ISA to another provider, you must resubscribe any withdrawn funds before we receive the request to transfer to another provider. If you fail to do so, you will lose any flexible allowance in respect of withdrawn funds. Once a transfer has been completed and your account is closed, we cannot accept further subscriptions to your account.

Example:

Investor withdraws £20,000 on 1st June 2024. The Investor then subscribes £10,000 on 1st July 2024 and then transfers the Cash ISA to a new provider on 1st August 2024. The Investor will lose £10,000 of their flexible allowance.

To transfer funds into your account please contact us or download a Transfer Authority form. Once we receive the completed form from you, we will ask your ISA provider within 5 Business Days to transfer funds to your account. This should normally be completed within 15 Business Days. We will start paying interest from receipt of your funds or 16 Business Days after receipt of your completed form, whichever is earlier.

For further information on this you should contact HMRC.

A Business Day is any day from Monday to Friday between 9am and 5pm which is not a bank holiday in England and Wales.

Withdrawals from your account

If I withdraw money from my account will this affect my annual ISA allowance?

The Instant Access Cash ISA allows you to withdraw money from your account and replace it as many times as you like, without losing its tax free status. However any money withdrawn should be returned to your Instant Access Cash ISA before midnight on the 5th April in the tax year it was withdrawn, otherwise it will lose its tax free status permanently. Overdrafts are not allowed on this account.

Any money not paid back into the Instant Access Cash ISA before midnight on the 5th April of the tax year it was withdrawn will lose its tax free status. Any further deposit of those funds will count towards future year's annual allowance.

We recommend that any withdrawn funds are resubscribed to your account by 5pm on 5th April in the financial year in which they were withdrawn to ensure that any funds are in your account before the cut off deadline at the end of the tax year at midnight on 5th April.

Example:

Investor opens an Instant Access Cash ISA in the tax year 2024/25 and deposits £10,000 which they subsequently withdraw. The Investor doesn't pay it back into their Cash ISA before the end of the financial year and therefore the £10,000 has lost its tax free status.

For more information on ISA allowances please contact HMRC or visit their website at [hmrc.gov.uk](https://www.hmrc.gov.uk)

You can transfer the money in your account to another ISA using the ISA transfer process, which will ensure that your money will remain tax free when you send it to another ISA provider (please see the 'Transferring your ISA' section for more information).

Does a withdrawal come from current year's subscription or prior year's subscriptions?

Any withdrawal will be taken from current year's subscriptions first. If there is insufficient money in the current year's subscriptions to meet the withdrawal, the remaining money will be taken from previous year's subscriptions.

How does flexibility work with the overall ISA allowance?

Where an Instant Access Cash ISA contains both current year's subscriptions and previous year's subscriptions, money withdrawn and replaced will be calculated as a net balance against the current year's subscription.

Example:

Investor subscribes £10,000 on 6 April 2024, current year's subscription is £10,000. Investor withdraws £20,000 on 1 July 2024, current year's subscription is - £10,000 (negative figure). Investor subscribes £15,000 on 1 December 2024, current year's subscription is £5,000.

How can I withdraw or move money out of my account and how much can I take out each day?

You can withdraw money from your account:

- by transferring your Instant Access Cash ISA to another ISA provider (see section titled 'Transferring your ISA'); or
- make transfers out of your account to a Linked Account or another internal Tesco Bank account in your own name. This can be done in our Mobile App, Online Banking or by contacting us. Your money may lose its tax free status if it is not returned to the Instant Access Cash ISA by 5pm on 5th April in the tax year the withdrawal was made, and may be subject to tax on interest earned. Please see 'What is a Linked Account?' section for more information. If you experience any issues please contact us.

Please note you can only withdraw £10,000 from your account in our Mobile App and Online Banking. If your transaction exceeds this limit, please contact us.

If I withdraw or move 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.

Are some withdrawals excluded from being flexible and therefore cannot be subscribed again at a future date?

Yes. The following are examples of withdrawals which cannot be replaced:

- an ISA transfer to another provider;
- by HMRC to cover a tax debt;
- on instruction by HMRC to remove invalid subscriptions;
- on cancellation; or
- on the authority of a court order.

How can I send money to another account and when will my money get there?

Method	Cut off time for us to receive and start processing your instruction on the day you tell us to	Your money will appear in the other account
Sending money to other Tesco Bank Accounts	No cut off time.	Within 2 hours.
Sending money to another account including linked accounts:		
By Faster Payments Service	No cut off time.	Within 2 hours.
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 non-Business Day we will treat your instruction as having been received on the next Business Day and this is when we will start processing it.	On the same Business Day if before the cut-off time. On the next Business Day if after the cut-off time.

To send money to an account outside Tesco Bank using our Mobile App or Online Banking the account you are sending the money to must be able to accept Faster Payments and the amount being transferred must be less than £10,000. If these conditions can't be met, we'll tell you straight away that we can't process the payment.

Please note you will only be able to make transfers out of your account to a Linked Account or another internal Tesco Bank account in your own name. This can be done in our Mobile App, Online Banking or by calling us. Please see 'What is a Linked Account?' section for more information. If you experience any issues please contact us.

When you call us we will give you the following alternative options:

- to send the money by transfer; or
- to provide you with a cheque from your account.

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

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 stop the transaction. 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.

Standing Orders sending money to your account can only be changed or cancelled from the account the payment was instructed.

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

Other important Cash ISA information

What happens if I make a payment to my account which would exceed the annual allowance?

We will refund the payment which caused the over subscription and return it to where it came from. If you sent the money by cheque, we will return the cheque to you and contact you to let you know we have done this. Please note that we will only know if you have reached your annual allowance on your Cash ISA with Tesco Bank, not on any other ISA accounts you may have with other providers.

What happens if I'm no longer eligible to make subscriptions to my Cash ISA?

HMRC has very strict rules on who can have and pay money into an ISA. We must report certain information about your account to HMRC. If we or HMRC find an issue with your Cash ISA (for example, you were not eligible to make some or all of your subscriptions), HMRC will advise us what course of action must be taken to correct the issue. This may include closing your account. We'll always write to you to let you know. We will also let you know if, for any reason, your Tesco Bank Cash ISA has or will become void because of a failure to satisfy the ISA Regulations.

What happens to my Instant Access Cash ISA if I move out of the UK?

You must tell us immediately if you are moving out of the UK. You can continue to make subscriptions to your account until the end of the tax year in which you move out of the UK. You will not be able to make any subscriptions in the following tax year unless you are UK resident for that tax year (this does not apply if you are a Crown employee working overseas and paid out of the public revenue of the United Kingdom or married to or in a civil partnership with such a Crown employee). Your money will continue to earn interest, which will remain tax free while you are living outside the UK. For more information about whether or not you are resident in the UK, please contact HMRC. If you do not tell us that you are moving out of the UK, this could result in you making subscriptions to your Cash ISA when you are not eligible to do so, which is a breach of HMRC rules.

Can I use my Cash ISA as security for a loan?

No.

Can I transfer any rights in relation to my Cash ISA to any other person?

No.

Statements

When will you provide me with statements?

We'll provide you with an annual statement once per year on the anniversary of your account opening. You can view your account balance at any time in our Mobile App or on Online Banking. You can also call us to request a statement whenever you need one.

If you've chosen to access your statement online, we'll email or text you when it is ready to view.

Powers of Attorney

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. An Instant Access Cash ISA cannot be operated under a Power of Attorney for any other reason. For example, we can't accept a General Power of Attorney.

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.

Protecting your account

What should I do to keep my account secure?

You must:

- keep your Mobile App, Online Banking and telephone banking security details secret;
- 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 their Tesco Bank security details in a way which could be easily understood or recognised by someone else; or
- let anyone else know or use your Tesco Bank security details.

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

What if I think someone else knows my security details?

You must contact us immediately to let us know and to change your security details.

For security reasons

To protect your account we can block access to it in our Mobile App, Online Banking or over the phone. We may also hold or refuse to act on a payment instruction in order to protect your account. We'll 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 your security details;
 - we have been unable to contact you; or
 - we believe the account is no longer in use.
-

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

During the account opening process

You will not be able to withdraw money from your account until these checks are complete.

If we do not receive the information we request from you within 30 days of writing to you we'll return your money and close your account. We'll also return any interest earned up until that point to you but will deduct tax from this first. When we close your account in these circumstances we'll treat this as if your account was never opened. This means that you could choose to open a new Cash ISA this tax year subject to HMRC restrictions.

If we have a very good reason we might refuse to carry out a transaction

This would be because:

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

Will you tell me if you refuse to carry out a transaction?

We'll try to contact you before blocking your access to your account or restricting your ability to make transactions. This can be in writing, by email, by telephone or text message. If we can't contact you we'll take action and tell you about this immediately afterwards. We'll 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.

Changing the Terms and Conditions

Can you change the Terms and Conditions?

Yes. We will always act reasonably when we do this. The 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, or 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 a change for this reason if they are as favourable or more favourable to you).

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 two 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.

Closing your account

Can I close my account?

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. Please remember that if you withdraw money and close your account, the money you withdraw will lose its tax free status. To avoid this, you must use the ISA transfer process to transfer the money in your account to another ISA, either with Tesco Bank or another ISA provider (for more information, please see the 'Transferring your ISA' section).

Can you close my account?

Yes, we can close your account by giving you 2 months' notice that we will do so. If we do this we'll give you the option of transferring your money to another ISA provider before we return your money to you. We may close your account without notice if it has had a £0 balance for at least a year. If we do this we'll give you the option of transferring your money to another ISA provider before we return your money to you.

We can close your account immediately and repay the balance to you, or any person authorised by law, with any interest due; this is always subject to our legal and regulatory obligations, 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, or no longer a Crown employee serving overseas or are married to or in a civil partnership with a Crown employee serving overseas. An example of a Crown employee serving overseas is someone who is in the armed forces and is paid by the UK Government. For more information about the residency rules, please contact HMRC;
- you have seriously or persistently broken any of these Terms and Conditions;
- you fail anti-money laundering or other identity checks; or
- you are abusive to any of our staff.

We will close the account with immediate effect if HMRC tell us to close your account (see the section titled 'What happens if I'm no longer eligible to make subscriptions to my Cash ISA?').

Section 3

General Conditions

These are the General Conditions which apply to the Fixed Rate Cash ISA and Instant Access Cash ISA.

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. We will immediately refund the amount of the item to your account and pay you any interest we would have paid you on the amount. We will always do this unless we have good reason to believe that you have acted fraudulently, deliberately not complied with the terms and conditions of your account or acted with gross negligence. (An example of this might be where you have left your Online Banking or Telephone Banking security details in an obvious place where someone else could use them).

Where this happens, we'll need to investigate the matter further and will do this as quickly as we can. If you don't tell us about your query as soon as possible (and no later than 6 years from the date the transaction took place on your account) you may not receive a refund depending upon the circumstances.

If you contact us before 3.30pm on a Business Day, we will refund the amount of the item to your account before 5pm on the same day. If you contact us after 3.30pm, over the weekend or on a day that is not a Business Day we will refund the amount of the item to your account before 5pm on the next Business Day. We will pay you any interest we would have paid on the amount that is refunded.

If we discover you weren't entitled to a refund, we may reclaim the money from your account. This will take effect from the original date of the transaction. We'll let you know if this happens.

What if I make a mistake with the transaction details?

Where you've given us incorrect details (for example, you've entered the wrong account number when sending money to another account), we'll take reasonable steps to recover any amounts sent and may charge you a reasonable fee to cover any costs we incur as a result. This may impact your ISA allowance.

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.

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

Other information

- We will not be liable if we break these 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 these terms and conditions 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 the country you live in (England, Wales or Northern Ireland).
 - We will communicate with you in English and you can ask for a copy of this document at any time.
 - We are the ISA Manager and ISA Provider in relation to your account. We may transfer all or some of our rights and duties as ISA Manager and/or ISA Provider under our agreement with you to another company in the future (this is sometimes called an assignation or assignment). We will only do this where we are satisfied that the company is competent to carry out the duties transferred and will treat you to the same standard as we have.
 - You must keep your password and all other personal and security details relating to your account safe and make sure that you don't reveal these to anyone else. If you believe that another person knows any of your security details, please contact us immediately.
 - Where an action on your account is confirmed by use of your security details but you confirm that it was not authorised by you, you will not be liable for the transaction if you have kept your security details secret, you have taken reasonable steps to keep your security details safe and you have not acted fraudulently.
 - We are required to provide details of all our Cash ISA customers to HMRC. If you are, or become, non-resident in the UK, HMRC may have to share this information with the tax authorities in your country of residence.
 - 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](https://www.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

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)

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'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 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 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:

Freepost Tesco Bank, 4943



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.

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 and the Prudential Regulation Authority.

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