

The ins and outs.

An update to your credit card
terms and conditions

We're changing your terms and conditions.

From 18th November 2020, we're updating 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 changed we've created a quick summary below, however for further details please refer to the rest of this booklet.



1. Gambling

In April 2020, new regulation from the Gambling Commission meant you could no longer pay for most forms of gambling on your credit card in Great Britain. This will now be further extended to include gambling transactions worldwide, with the exception of purchasing National lottery tickets, or other society lottery tickets, in person in a retail store.

2. We're updating how we show the cost of using your card abroad on our website

Our fees haven't changed, but we've added a link within our terms and conditions to a new page on our website, which you will be able to access from the end of September. This will help you see the total cost of using your card in the European Economic Area (EEA).

3. If you're a Clubcard Plus customer, we've explained what will now happen if you cancel your subscription

If you apply for the Clubcard Plus Credit Card, and subsequently decide to cancel your Clubcard Plus membership and stop paying your subscription, we previously stated that we could close your account 12 months after your last subscription payment was made. This is no longer the case. If you cancel your Clubcard Plus membership now, we'll start charging you Foreign Exchange fees on eligible transactions. We'll give you at least 30 days' notice before we do this.

4. We've made it clearer when we can close your account

If we suspect you have committed fraud, misused your account or used it for criminal purposes we can close your account.

5. If you applied for your credit card through Totally Money, their address is changing

If Totally Money is the credit intermediary showing in the first line of your credit agreement, their address has changed from 4th Floor, Churchill House, 142-146 Old Street, London EC1V 9BW to Chapter House, 16 Brunswick Place, London N1 6DZ.

6. Making things clearer

Minor updates to wording have been made including grammatical and formatting changes to make our terms and conditions clearer.

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 do this or call us on **0345 300 4278***.

For all other customers, if these changes affect your decision to have a Tesco Bank Credit Card you have the right to repay your outstanding balance and close your account at any time. If you have any questions on any of the changes we are making, please contact us.

Remember to tell us if your name or contact details change – you can do this via Online Banking or by calling us. If you don't, you'll be responsible if we're unable to contact you or if we send confidential information to your old 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 (deletions are in bold and struck through)	Area of change within your agreement. New wording (changes in bold)
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Credit Card Agreement regulated by the Consumer Credit Act 1974

For customers who purchased their credit card through Totally Money only

Your Credit Intermediary is Totally Money, 4th Floor, Churchill House, 142-146 Old Street, London EC1V 9BW	Your Credit Intermediary is Totally Money, Chapter House, 16 Brunswick Place, London N1 6DZ
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1. Interest and fees

Cash Transaction fee	3.99% (no minimum charge)	Fee applies to transactions classed as cash transactions. These are: gambling transactions , wire or international money transfers, finance payments such as repaying borrowing (e.g. loans and mortgages), purchasing non-sterling currency outside of Tesco, payments to prepaid or virtual cards, investments, share trading and spread betting	Cash Transaction fee	3.99% (no minimum charge)	Fee applies to transactions classed as cash transactions. These are: wire or international money transfers, finance payments such as repaying borrowing (e.g. loans and mortgages), purchasing non-sterling currency outside of Tesco, payments to prepaid or virtual cards, investments, share trading and spread betting
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For Clubcard Plus customers only

Foreign Exchange fee	0%	Fee applies to all transactions made in a foreign currency	Foreign Exchange fee	0%	Fee applies to all transactions made in a foreign currency This fee applies while you have a Clubcard Plus membership. If that membership ends, the fee will be 2.75% of the transaction.
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Tesco Credit Card General Conditions

5. Transaction types, timings and restrictions

Transactions in a foreign currency	<p>You can find current exchange rates at mastercard.com/global/currencyconversion or visaeurope.com/making-payments/exchange-rates</p>	<p>For transactions within the EEA, detailed information to allow you to compare the cost of making transactions abroad can be found at tescobank.com/foreigntransactions.</p> <p>For all currencies you can find current exchange rates at mastercard.com/global/currencyconversion or visaeurope.com/making-payments/exchange-rates.</p>
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<p><i>New paragraph added to Section 5</i></p>	<p>Gambling Your card cannot be used for any form of gambling transaction except for purchasing National lottery tickets, or other society lottery tickets, in person in a retail store.</p>
<p>9. Suspensions and restrictions</p>	
<p>In certain circumstances, we'll need to suspend or restrict the use of your card. We'll only do this for good reason, including when:</p> <ul style="list-style-type: none"> • We have reasonable grounds to suspect fraud, misuse of the card or criminal activity 	<p>In certain circumstances, we'll need to suspend or restrict the use of your account. We'll only do this for good reason, including when:</p> <ul style="list-style-type: none"> • We have reasonable grounds to suspect fraud, misuse of the account or criminal activity
<p>11. Changing this agreement</p>	
<p><i>New paragraph added to Section 11</i></p>	<p>Changes to pricing for specific Tesco Group products or services</p> <p>From time to time, we might agree with another Tesco Group company that we will reduce, vary or remove the interest rates, fees or charges on your credit card when you are signed up to an eligible product or service offered by them. You should refer to the terms of the Tesco Group product or service to check if you are eligible for better pricing offers.</p> <p>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. We'll let you know when this happens, and tell you what the revised interest rates, fees or charges are. You should read "Letting you know" below for more information on how to avoid this new pricing.</p>
<p>12. Ending this agreement</p>	
<p>We can also close your account if your eligibility for this credit card is dependent on you having a subscription to a product or service with another Tesco Group company and this subscription has come to an end. We won't decide to close your account for this reason until at least 12 months after your last paid subscription month, and we'll always give you at least two months' notice.</p>	
<p>We can close your account immediately and demand you pay the full amount due for any of the following reasons:</p> <ul style="list-style-type: none"> • You become bankrupt or make arrangements with your creditors • We find out you made false or misleading statements when applying for this card or any of our other products • You commit fraud, or we have grounds to suspect it 	<p>We can close your account immediately and demand you pay the full amount due for any of the following reasons:</p> <ul style="list-style-type: none"> • You become bankrupt or make arrangements with your creditors • We find out you made false or misleading statements when applying for this card or any of our other products • You commit fraud, or we have reasonable grounds to suspect you have committed fraud, misused your account or used it for criminal purposes

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.