

Travel Money Terms

These are in addition to:

Conditions which are implied or included in the contract between us by law, even though they do not appear here.

Our online banking and tsb.co.uk site terms which you can find on www.tsb.co.uk

Definitions

"Travel Money" means the TSB Internet Banking foreign currency and Traveller's Cheques ordering service called "Travel Money".

"Working Day" means Monday - Friday, not including bank holidays.

Order Limits

You may place multiple orders using your current account to pay for your purchase providing each one does not exceed the maximum sterling value of £3,000. The total value of each order must be at least £100 (excluding charges).

Currency Restrictions

We will warn you if any of the items in your order have importation restrictions. We are not responsible for any loss, damage or expense if you breach the importation restrictions.

Buying back your currency

There are minimum amounts we can accept in certain currencies. Details of these are available on request. The price at which we buy-back your currency may differ from the price at which we sold it to you. We can only buy back bank notes, and not coins. Also note that we cannot buy back your currency over the internet. You will need to visit a TSB branch.

Delivery

Orders confirmed before 15:00 hours on a Working Day will be despatched the same day. Orders confirmed after 15:00 hours on a Working Day, or orders at any time on a day that is not a Working Day will be despatched on the next Working Day.

Your order will be despatched by Royal Mail Special Delivery - this service provides for delivery by 1:00pm on the next Working Day after despatch for most UK addresses including Northern Ireland, Jersey and Guernsey. If you are collecting your order from a TSB branch the order will be ready for you to collect from 1:00pm onwards on the next Working Day. There are some locations in the Highlands and Islands of Scotland and other Channel Islands that receive a slower service.

Any orders that have not been collected (from your chosen branch) after 10 working days from the delivery date that you selected will be returned to the processing centre.

Deliveries to a home address require a signature upon receipt. Where a signature cannot be provided, the item will be sent to your local sorting office, and a note informing you of this will be left at your home address. You will need to present identification, e.g. a valid passport, at your local sorting office to collect your order.

General

English Law applies to our discussions about this product or service, and to this contract. The contract for this product is in English and you agree that we can communicate with you about this contract in English.

If you want to make a complaint about this product or service that you are receiving from us please write to Customer Care, TSB Customer Services, BX4 7SB, or call 0345 975 8758 (+0203 284 1575 from overseas).

If a dispute cannot be resolved by our internal complaints procedures, you will be entitled to make a complaint to the Financial Ombudsman Service: The Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London, E14 9SR, www.financial-ombudsman.org.uk. 0845 080 1800.

If a dispute cannot be resolved by our internal complaint procedure or by the Financial Ombudsman Service, the English courts will have jurisdiction to hear a dispute.