

Silver account quick start guide.

Local banking
for Britain



Three simple things to do straightaway.

Welcome, and thank you for opening your new TSB Silver account. We hope you'll enjoy using your account and exploring the world of benefits that come with it.

Whatever plans you have for the future, your new account will help you every step of the way. But there are three quick things you need to do first.



1 Register your details.

We show you how in the table opposite.

2 Register for Telephone Banking, Internet Banking and set up Mobile Banking.

Not set these up already? Follow the steps on the back page.

3 Talk to us about our Current Account Switch Service.

If you haven't already, we can help make it easy to move your salary or payments elsewhere to your TSB account in just seven working days. Just ask at your local branch or visit tsb.co.uk/howtoswitch

You should already have your sort code and account number, and we'll send you everything else you need in the coming days.

- If you've upgraded to the Silver account from another TSB account, your account number, sort code and debit card PIN will all stay the same. You can keep using your current cheque book, too.
- If you've upgraded to the Silver account from another TSB account, and have already registered for Internet Banking, Telephone Banking or Mobile Banking, your log-on details for these will remain the same too.
- If you're new to TSB, your Visa debit card should arrive within seven working days, and you will also receive a new PIN. For security, we send them separately.
- If there's anything you're missing after 10 days of opening your Silver account, please let us know.

How to register for your benefits.

You're already covered for most of them, but registering can make things quicker if you need to make a claim. Call Silver Membership Services or go to Internet Banking.

What's included	Am I already covered?	What should I do next?	Do I need anything?	See Silver benefits guide
Aviva European Travel Insurance	✓ (unless age limits or medical conditions apply)	There are important conditions relating to health which may affect your cover, as any medical condition that you have, have had or are aware of at the time of opening your Silver account or when booking any trip is not covered. Please refer to your policy booklet for full details.	Your policy document is included in this Welcome Pack. Please keep it safe.	Page 6
AA Breakdown Cover	✓	Relax. You're already covered.	Your policy document is included in this Welcome Pack. Please keep it safe.	Page 8
Mobile Phone Insurance administered by Lifestyle Services Group Limited	⚠	To register go to Internet Banking or call Silver Membership Services.	Have these details handy: <ul style="list-style-type: none"> Your mobile number, make and model Your mobile phone's IMEI number† Your Silver account details. 	Page 9
Sentinel® Card Protection administered by Affinion International Limited	⚠	To register go to Internet Banking or call Silver Membership Services.	You'll need all of your card details handy.	Page 11

✓ Nothing for you to do.

⚠ You're covered, but registering now helps us to simplify the claims process.

For a summary of what's included (and excluded) with each of your benefits, see pages 4–5 of 'A guide to all your Silver account benefits'.

† To find your mobile phone's IMEI number, key *#06# into your mobile. If you have an iPhone you can find your IMEI by going into Settings> General> About

Silver Membership Services

Call **0345 835 3835**

or if you'd rather not use an 0345 number, call **0203 284 1585**
Call costs may vary depending on your service provider.

Get set up for 24-hour banking.

Life isn't 9 to 5, so neither are we. That's why our easy-to-use Internet, Telephone and Mobile Banking services are here to keep you close to your money around the clock. They only take a few minutes to set up.

Internet Banking

Check your balance, access your account benefits, pay bills and make transfers day or night.

Click tsb.co.uk/internetbanking
You'll need your sort code and account number.

Telephone Banking

Use our fast and easy automated service or speak to an advisor.

Call **03459 758 758**
You'll need your sort code and account number. Ask an advisor to send you your security number in the post.

Mobile Banking

Check your account balance, view mini statements and receive Text Alerts.

Click tsb.co.uk/help/mobile-banking
Once you've registered for Internet Banking, you can log in from your mobile. You can also download our Mobile Banking app.

Texts Sign up to receive Text Alerts including Limit Alerts and Weekly Balance Alerts.

Please note, although you can use Internet, Telephone and Mobile Banking to give us instructions 24 hours a day, seven days a week, some instructions, such as those given after 10pm or at weekends, cannot be processed until the next working day. Although we don't charge for Mobile Banking, your mobile operator may charge for some services, so please check with them. Services may be affected by phone signal or functionality. The Mobile Banking app's branch and cash machine finder is available to all. Other Mobile Banking services are only available to our UK personal customers and registration may be required. Terms and Conditions apply.

If you'd like this in another format such as large print, Braille or audio please ask in branch.

If you have a hearing or speech impairment you can contact us using Text Relay (previously Typetalk) or Textphone on **0345 835 3843** (lines are open 24 hours a day, seven days a week).

Calls may be monitored or recorded. Please note, not all Telephone Banking services are available 24 hours a day, seven days a week. Please speak to an advisor for more information. If you need to call us from abroad or prefer not to use our **0345** number, you can also call us on **0203 284 1575** (Lines are open from 7am to 11pm, seven days a week).

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