

Changes to your terms and conditions.



We're making changes to your terms and conditions. These are all outlined in this booklet. To help you find the changes that affect you we've sorted everything into 3 sections.

Have a read over a cuppa.

Visit [tsb.co.uk/legal](https://www.tsb.co.uk/legal) to read a copy of your fully updated Personal Banking Terms and Conditions and Banking Charges Guide. Please download a copy to keep so you can refer to it in the future.

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01

Changes to current accounts and savings accounts with a debit or ATM card – started 15 December 2019.

Reduced fees when using your card abroad or making international payments.

New rules mean withdrawing or paying in Euros will now cost you less when you:

- withdraw Euros using your debit or ATM card at a cash machine within the EEA – we won't charge the non-pounds cash fee. (Non-pounds means any currency other than pounds.)
- we'll still charge the non-pounds transaction fee, which is the charge for converting that currency.
- make a payment in Euros using your debit card within the EEA – we won't charge a purchase fee. We'll still charge the non-pounds transaction fee.
- make a payment from your account in Euros to a country within the EEA - we won't charge you an International Payment fee.

What is the EEA?

In the Personal Banking Terms and Conditions we currently explain that the EEA is a group of the following countries: Austria, Belgium, Bulgaria, Croatia, Republic of Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lichtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden and the UK.

It now also includes Gibraltar, Azores, Canary Islands, French Guiana, Guadeloupe, Maderia, Martinique, Mayotte, La Reunion and Saint Martin. We're also making it clear that Spain includes the Balearic Islands.

Where to find these changes in your Personal Banking Terms and Conditions:

Section 05 – Making international payments

Here's some examples of how this could work:

Example	What you used to pay	What you pay from 15 December 2019
Withdraw the equivalent of £100 cash in Euros in France TSB does the conversion for you	Using your debit card: £4.99 Non-pounds transaction fee of 2.99% = £2.99 and Non-pounds cash fee of 1.5% (minimum £2) = £2 Using your ATM card: £4.49 Non-pounds transaction fee of 2.99% = £2.99 and Non-pounds cash fee of 1.5% (minimum £1.50) = £1.50	Using your debit or ATM card: £2.99 Non-pounds transaction fee of 2.99% = £2.99
Use your debit card to make a payment of the equivalent of £30 in Euros in Holland TSB does the conversion for you	Platinum or Premier: £0.90 Non-pounds transaction fee of 2.99% = £0.90 All other accounts: £1.90 Non-pounds transaction fee of 2.99% = £0.90 and £1 purchase fee	Platinum or Premier: £0.90 No change All other accounts: £0.90 Non-pounds transaction fee of 2.99% = £0.90
International payment fees depend on how you send the money. If you use Internet Banking the fee is £10 up to £5,000 and £17.50 over £5,000. If you use Telephone Banking or a branch the fee is £20. If the payment is in Euro to an EEA country you won't pay this fee.		
You use Internet Banking to make a payment of 100 Euros to Italy	£10 International Payment Fee If we use an agent bank when making the payment their charge (if any) will be taken from the amount you are paying before it reaches the person you're paying.	£0 If we use an agent bank when making the payment their charge (if any) will be taken from the amount you are paying before it reaches the person you're paying.

If the cash machine operator or foreign bank does the currency conversion, they may charge an additional fee. We can't tell you what this fee is as it's set by each operator.

Notes:

For these purposes, the EEA does not include the UK, so you will be charged these fees if you withdraw cash in Euros or make a Euro payment in the UK. For example, if you use your ATM card to withdraw £100 in Euros at a UK airport and the cash machine operator does the conversion we will charge the non-pounds cash fee.

Where to find these changes in your Banking Charges Guide:

Card transactions: Section 07 – Fees for using your card

International payments: Section 08 – Fees for making payments out of your account

International payments into your account.

Currently we don't charge for any electronic payments received in Euro through the SEPA credit transfer scheme. From now on we won't charge you a fee for any payments received in Euros. Fees for other payments from accounts outside the UK and/or in a foreign currency are staying the same.

From now on, we won't charge you a fee for any payments received in Euros.

Where to find these changes in your Banking Charges Guide:

Section 09 – Fees for receiving international payments into your account

What is SEPA?

We're also updating the list of countries included in the Single Euro Payments Area. So, as well as the EEA countries and Monaco, San Marino and Switzerland it now includes Andorra and the Vatican City.

Where to find these changes in your Personal Banking Terms and Conditions:

Section 05 – Making international payments

Changes to how we show your available balance

You might have noticed we no longer include your Arranged Overdraft limit in your available balance. So we just show your current balance which takes into account any payments that haven't yet been taken from your account.

Where to find these changes in your **Personal Banking Terms and Conditions**:

Section 03 – Taking money out of your account

Clearer payment cut-off times

Now you've got longer to set up some payments.

- We've changed some of the cut-off times to give you longer to tell us you want to make a payment (see table below).

Type of payment	New cut-off time
International payment in pounds	In branch: branch closing time Internet or Mobile Banking: There's no cut-off time – you can make these types of payment at any time Telephone Banking: There's no cut-off time – you can make these types of payment at any time
International payment in all other currencies	4.30pm in all channels (or branch closing time if earlier)
Standing orders and future dated payments	In branch: branch closing time Internet or Mobile Banking or the Mobile app or using Telephone Banking: 11pm on the working day before the day when you want the first payment to be made.

- **Cancelling a future dated payment or standing order** – you now need to tell us by 11pm on the working day before the payment due date. Or, if you tell us in branch, you must tell us before the branch closing time on the working day before the payment due date.

02

Changes to current accounts and savings accounts – starting on 2 April 2020

Giving you more account control and security.

Payment retry times.

We are clarifying when we try again to make a payment if you don't have enough money in your account.

We try several times through the day to see if enough money has come into your account to make the payment. Currently we say we'll try at around 6.30am for cheques. We're making it clearer that we'll try earlier in the morning for future dated payments, standing orders and Direct Debits as well as cheques. For all of these, we'll usually try between 5am and 7am, but sometimes we'll need to retry slightly earlier than 5am or later than 7am. You can see all our retry times set out in the sections in the boxes below.

Where to find these changes in your Personal Banking Terms and Conditions:

Section 04 – Making a payment to a UK account in pounds

Where to find these changes in your Banking Charges Guide:

Section 06 – How can you avoid paying fees and interest?

Keeping your account safe.

Extra account security with more One Time Passwords.

Keeping your account secure is very important to us. New rules mean we'll be bringing in extra security to check it's you instructing us. This means we may need to send you more One Time Passwords to your mobile phone or landline before you use some Internet Banking services or use your debit or credit card online. As the passwords will be unique and sent to your phone, when you use a password we'll know it's really you.

We need you to help us keep your account secure, so we're changing the terms and conditions to make it clear that:

- Any One Time Passwords we send you are included as part of your security details. This means you need to keep them secure, and not share them with anyone;
- You need to keep your contact details, including your phone numbers, up to date so we can contact you quickly if we need to; and
- If we don't have your current contact details you may not be able to make a payment or log in to Internet Banking, Mobile Banking or the Mobile App. This could happen for example if we're not able to send you a One Time Password because we don't have your up to date mobile phone number.

Tip – Remember, once you've registered for Internet Banking you can download our mobile app to manage your money whenever you want, wherever you are. You can log in securely to check your balance and make payments round the clock.

Where to find these changes in your Personal Banking Terms and Conditions:

Section 02 – Keeping your account safe

Section 19 – Contacting each other

Making it more secure to use third party providers.

Open Banking is a new initiative that lets you give authorised online third parties access to your account. They can provide services like making payments on your behalf or using information from your accounts, so you can see all your account information in one place. You're in control when you do this, so you choose which services to use and how long they can access your information for.

- **Giving them access:** Before you give them access, check they're registered. We're making it clear you can use third parties registered either with the Financial Conduct Authority or with another regulator in the EEA.
- **Stopping their access:** Currently some of these third parties get access by asking for your Internet Banking User ID, password and memorable information. If you've done that you can stop their access by changing those details as already explained in your terms and conditions. More and more third parties will ask you for access by using the new Open Banking platform. They'll never ask you for your Internet Banking log in details. If you've given them access in this way you can stop their access by logging in to Internet Banking and following the instructions there.

Where to find these changes in your Personal Banking Terms and Conditions:

Section 02 – Keeping your account safe

Plus, if you have a joint account, it's good to know:

- One joint account holder can give an authorised online third party provider access to the joint account.
- A joint account holder can tell us that the other account holder has changed address.

Where to find these changes in your Personal Banking Terms and Conditions:

Section 11 – Joint accounts

Something else you should know – sharing info with other companies

We may transfer some or all of our rights and duties under our agreement with you to another organisation in the future. Your agreement will then continue with them. We'll only do this if we reasonably think they will treat you fairly and to the same standard we have. It won't change your rights under the terms and conditions which apply to your account.

Where to find these changes in your Personal Banking Terms and Conditions:

Section 18 – Sharing your information with other people

And finally, one change if Brexit happens

If the UK leaves the EU you'll no longer be able to use the online dispute resolution platform at eu.europa.eu/odr. But don't worry, you'll still be able to ask the Financial Ombudsman Service to look at your complaint if you're unhappy with our final response.

Where to find these changes in your Personal Banking Terms and Conditions:

Section 17 – How you can make a complaint

03

Other important information.

This information isn't part of your terms and conditions.

Our Fraud Refund Guarantee

Our current accounts/savings accounts/credit cards are covered by the TSB Fraud Refund Guarantee because we believe that no-one should have to pay for an honest mistake. As long as you're an innocent victim, we'll refund you.

Full details of the TSB Fraud Refund Guarantee, including the terms and conditions that apply, can be found at tsb.co.uk/fraud-refund-guarantee



Financial Services Compensation Scheme Information



Basic information about the protection of your eligible deposits

Eligible deposits in TSB Bank plc are protected by:	The Financial Services Compensation Scheme ("FSCS") ¹ .
Limit of protection:	£85,000 per depositor per bank/building society/credit union ² . The following trading names are part of your bank/building society/credit union: TSB, TSB Bank, TSB Business.
If you have more eligible deposits at the same bank/building society/credit union:	All your eligible deposits at the same bank/building society/credit union are "aggregated" and the total is subject to the limit of £85,000 ² .
If you have a joint account with other person(s):	The limit of £85,000 applies to each depositor separately ³ .
Reimbursement period in case of bank/building society/credit union failure:	20 working days ⁴ .
Currency of reimbursement:	Pound sterling (GBP, £) or, for branches of UK banks operating in other EEA Member States, the currency of that State.
To contact TSB Bank plc for enquires relating to your account:	TSB, PO Box 373, Manston Lane, Leeds LS14 9GQ. Tel: 03459 758 758 .
To contact the FSCS for further information on compensation:	Financial Services Compensation Scheme, PO Box 300, Mitcheldean GL17 1DY Tel: 0800 678 1100 or 020 7741 4100 Email: claims@fscs.org.uk
More information:	www.fscs.org.uk

Additional Information

¹ Scheme responsible for the protection of your eligible deposit

Your eligible deposit is covered by a statutory Deposit Guarantee Scheme. If insolvency of your bank/building society/credit union should occur, your eligible deposits would be repaid up to £85,000 by the Deposit Guarantee Scheme.

² General limit of protection

If a covered deposit is unavailable because a bank/building society/credit union is unable to meet its financial obligations, depositors are repaid by a Deposit Guarantee Scheme. This repayment covers a maximum of £85,000 per bank/building society/credit union. This means that all eligible deposits at the same bank/building society/credit union are added up in order to determine the coverage level. If, for instance a depositor holds a savings account with £80,000 and a current account with £20,000, he or she will only be repaid £85,000.

This method will also be applied if a bank/building society/credit union operates under different trading names. TSB Bank plc also trades under TSB, TSB Bank, TSB Business. This means that all eligible deposits with one or more of these trading names are in total covered up to £85,000.

In some cases eligible deposits which are categorised as “temporary high balances” are protected above £85,000 for six months after the amount has been credited or from the moment when such eligible deposits become legally transferable. These are eligible deposits connected with certain events including:

- a. Certain transactions relating to the depositor’s current or prospective only or main residence or dwelling;
- b. A death, or the depositor’s marriage or civil partnership, divorce, retirement, dismissal, redundancy or invalidity;
- c. The payment to the depositor of insurance benefits or compensation for criminal injuries or wrongful conviction.

More information can be obtained under www.fscs.org.uk

³ Limit of protection for joint accounts

In the case of joint accounts, the limit of £85,000 applies to each depositor. However, eligible deposits in an account to which two or more persons are entitled as members of a business partnership, association or grouping of a similar nature, without legal personality, are aggregated and treated as if made by a single depositor for the purpose of calculating the limit of £85,000.

⁴ Reimbursement

The responsible Deposit Guarantee Scheme is the Financial Services Compensation Scheme, 10th Floor Beaufort House, 15 St Botolph Street, London EC3A 7QU. Tel **0800 678 1100** or **020 7741 4100**. Email: claims@fscs.org.uk. It will repay your eligible deposits (up to £85,000) within 20 working days until 31 December 2018; within 15 working days from 1 January 2019 until 31 December 2020; within 10 working days from 1 January 2021 to 31 December 2023; and within 7 working days from 1 January 2024 onwards, save where specific exceptions apply.

Where the FSCS cannot make the repayable amount available within 7 working days, it will, from 1 June 2016 until 31 December 2023, ensure that you have access to an appropriate amount of your covered deposits to cover the cost of living (in the case of a depositor which is an individual) or to cover necessary business expenses or operating costs (in the case of a depositor which is not an individual or a large company) within 5 working days of a request.

If you have not been repaid within these deadlines, you should contact the Deposit Guarantee Scheme since the time to claim reimbursement may be barred after a certain time limit. Further information can be obtained under www.fscs.org.uk

Other important information

In general, all retail depositors and businesses are covered by Deposit Guarantee Schemes. Exceptions for certain deposits are stated on the website of the responsible Deposit Guarantee Scheme. Your bank/building society/credit union will also inform you of any exclusions from protection which may apply. If deposits are eligible, the bank/building society/credit union shall also confirm this on the statement of account.

Exclusions list

A deposit is excluded from protection if:

4. The holder and any beneficial owner of the deposit have never been identified in accordance with money laundering requirements. For further information, contact your bank/building society/credit union.
5. The deposit arises out of transactions in connection with which there has been a criminal conviction for money laundering.
6. It is a deposit made by a depositor which is one of the following:
 - credit institution
 - financial institution
 - investment firm
 - insurance undertaking
 - reinsurance undertaking
 - collective investment undertaking
 - pension or retirement fund¹
 - public authority, other than a small local authority.

For further information about exclusions, refer to the FSCS website at www.fscs.org.uk

¹ Deposits by personal pension schemes, stakeholder pension schemes and occupational pension schemes of micro, small and medium sized enterprises are not excluded.

Independent service quality survey results.

Customers of the 16 largest Personal Current Account providers are asked by an independent survey if they'd recommend their provider to family and friends. The results are published every six months to enable you to compare TSB's service with other banks. As you'll see below, we're currently ranked 12th = on our overall service. You can see the full results, including the results for our online and mobile banking services, branch service and overdraft services here: tsb.co.uk/help-and-support/personal-service-quality/ The results will be updated on 14 February 2020 so please do check the link again then for the most up to date position.

Overall service quality

We asked customers how likely they would be to recommend their Personal Current Account provider to friends and family.

Ranking



Our Data Privacy Notice

We are updating our current Data Privacy Notice (tsb.co.uk/privacy) to clarify that when we analyse your personal data to understand how our services are used, we may 'profile' TSB customers to allow us to identify relevant opportunities to promote TSB services to individual customers or prospective customers. This may include reviewing historic and current data about which accounts or services you hold, the way you operate your accounts, your account balances and the transactions on your TSB accounts. This could include analysis of individual payments in and out of your accounts.

This is to help ensure that if you receive tailored marketing from TSB then our marketing communications will be as appropriate and relevant to you, and others like you, as possible. For example, if we can see from your account that you are making regular payments towards a mortgage with another lender this would allow us to remove you from marketing communications relating to products for first time mortgage customers.

We may also use this data to profile prospective customers with similar characteristics to you, to help ensure their tailored marketing is as appropriate and relevant as possible.

The lawful basis for using your information in this way is our legitimate interest.

Please note you have a right to object at any time to processing of your personal information for tailored marketing purposes, by managing your marketing consents and opt-outs online, in branch or by speaking to a telephone banking agent.

If you'd like this in another format such as large print, Braille or audio please ask in branch or call **03459 758 758** (lines are open from 7am to 11pm, 7 days a week).

If you have a hearing or speech impairment you can contact us using Text Relay or Textphone on **0345 835 7982** (lines open from 7am to 11pm, 7 days a week).

Not all Telephone Banking services are available 24 hours, 7 days a week. Speak to a Partner for more information. Calls may be monitored or recorded. 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**.

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