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accounts

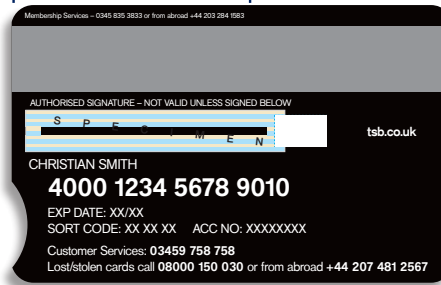
A guide to all your Platinum account benefits.



Your TSB Platinum Visa debit card.

The key to all your Platinum account benefits.

It's not just a card, it's your passport to all the benefits that come with your Platinum account.



Call Platinum Membership Services if you have any queries about your Platinum account or want to register for your benefits.

Call **03459 758 758** or **0203 284 1575** for general queries.

It's also a convenient card accepted everywhere you see the Visa sign (that's over 27 million places worldwide), and it's a quick and secure way to pay and withdraw cash.

If you make a debit card payment in a foreign currency or use your card to make a cash withdrawal in foreign currency then charges may apply. For details please see the Banking Charges Guide or visit tsb.co.uk/banking-charges-guide

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If you're registered for Internet Banking you can remind yourself of your Platinum account benefits at any time.

Take a look at the **Account Benefits** tab on your account statement page. You can also manage your benefits from here.

Your Platinum account is designed to make life easier. If there's anything we can do to help, please let us know.

Call Platinum Membership Services on
0345 835 3833

If you need to call us from abroad or prefer not to use our 0345 number, you can also call us on **0203 284 1583**.

Click tsb.co.uk/platinum or visit the Account Benefits tab of your current account statement in Internet Banking

Visit Drop into your local branch

Things you need to know.

Here's a useful summary of your Platinum account benefits, along with some important limitations and exclusions to be aware of.

Your benefit	Key benefits	Things to be aware of
Aviva Worldwide Travel Insurance	<ul style="list-style-type: none"> • Comprehensive cover, including: • Emergency medical cover (up to £10,000,000) • Cancelling your trip or coming home early (up to £5,000) • Accidental death or permanent disability benefit (up to £100,000) • Your possessions (up to £2,500 (valuables up to £500 in total)) • Travel disruption cover (up to £5,000). • Multi-trip worldwide travel cover for you and your family. • Winter sports cover for up to 31 days per calendar year. • Covers UK travel when you have two or more consecutive nights in pre-booked holiday accommodation. 	<ul style="list-style-type: none"> • Cover stops on your 80th birthday. • Unmarried dependent children, under 24 and in full time education must travel with you or another adult. • Medical conditions that you have or have had that are not on the 'Accepted Conditions' list must be declared and cover agreed with the insurer (there may be an additional premium if the insurer agrees to cover the condition). • The standard maximum trip duration is 45 consecutive days (for winter sports maximum 31 days cover in any calendar year). • Cover may be excluded for certain hazardous sports and activities (see the 'Sports and activities' section in your policy document). • Excesses may apply. • Must be registered with a doctor in the United Kingdom.

Your benefit	Key benefits	Things to be aware of
AA Breakdown Cover	<ul style="list-style-type: none"> • At Home • Accident Assist (previously known as Accident Management) • National Recovery • UK Roadside Assistance • Service is only available in the UK, the Channel Islands and the Isle of Man • Customer covered, not the car. 	<ul style="list-style-type: none"> • Service is discretionary where the AA are requested to deal with the same or a similar fault or cause of breakdown, to which they have attended in regards to the same vehicle within the previous 28 days. • Does not provide for any vehicle recovery following an accident. But under Accident Assist, for a fee, the AA can recover your vehicle after the accident at the roadside or your home and arrange repair.
Mobile Phone Insurance	<ul style="list-style-type: none"> • Insures one phone on a sole account and two phones for joint accounts. • Repair or replacement phone up to a maximum cost of £2,000 (including VAT). • Covers for loss, theft, damage and breakdown (including faults). 	<ul style="list-style-type: none"> • Loss, theft, or damage because of not taking care of your mobile phone may not be covered. Examples are provided in the Policy Document. • You should tell us about your claim as soon as possible upon becoming aware of the loss, theft, damage, or breakdown, and inform the Police and your airtime provider (in the case of loss or theft). • Excess is £100 for Apple iPhone claims, £50 for all other handsets. • Proof of ownership will be required in the event of a claim.



Your benefits last as long as you hold your Platinum account. This table lists some key benefits and some important limitations and exclusions of your account. For full details, please see the terms and conditions policy documents.

Worldwide Travel Insurance.

For the whole family.

When you're planning a trip, your Platinum account includes comprehensive Worldwide Travel Insurance provided by Aviva Insurance Limited.

- Take as many trips as you like.
- You're covered for up to 45 days per trip.
- Travel disruption cover for added protection if your travel plans are disrupted due to cancellation or delay of your flight or other public transport.
- New-for-old replacement on baggage under two years old if it's lost or stolen.
- Both business and leisure trips are covered.
- Family and Winter sports cover come as standard.
- You can request cover for medical conditions you have, or have had (not on the list of 'Accepted Conditions') for an extra premium.

Helping you in an emergency

To make a claim, report lost baggage, documents or money, or if you need medical assistance call Platinum Membership Services, 24/7.



Check you're covered

Travellers under 80 years old and resident in the UK are eligible. Please tell us about any medical conditions affecting anyone covered by your policy. Turn to pages 24 to 26 of your Travel Insurance policy document for important information on medical conditions and page 19 onwards for eligibility criteria.

You will be responsible for paying the first £40 of each and every claim per incident.

Your policy details

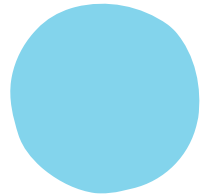
There's no paperwork to complete as your policy number is your Platinum sort code and account number.

For extra protection

To upgrade your cover, or get protection for a trip over 45 days long, turn to page 20 of your policy document then call Platinum Membership Services before you travel.

Remember to pack your policy

It's a good idea to take your policy document with you when you travel. You'll find your copy in this Welcome Pack or you can download it at tsb.co.uk/platinum



AA Breakdown Cover.

No matter whose car you're in, whether you're the driver or a passenger, you're covered by the AA – Britain's largest motoring organisation.*

Your Platinum account automatically includes AA UK Roadside Assistance, At Home and National Recovery. So whether you break down at home or on the road, help is only a phone call away.

UK Roadside Assistance: You're covered 24/7 if you break down over a quarter of a mile from home. If your car can't be fixed at the roadside, you'll be taken to the nearest suitable garage.

At Home: Whether it's flat tyres or batteries, one in four car breakdowns happen before you've left home. But with At Home you're covered even if you're still on your driveway.

National Recovery: If your car breaks down miles from home and it can't be fixed at the roadside, we'll take your vehicle and up to seven passengers to the single UK destination of your choice.

Accident Assist

If you have an accident call Platinum Membership Services and we'll put you through to **AA Accident Assist**. They'll help arrange the recovery and repair of your car, and even lend a hand claiming on your insurance following an accident or vandalism.

Belt and braces

For even greater protection, call Platinum Membership Services to upgrade your policy to include Breakdown Repair Cover or European Cover.

If you break down

Call Platinum Membership Services and we'll put you through to the AA or call the AA direct on **0800 072 5809**.

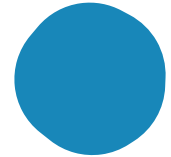
You'll be asked for your Platinum Membership number (your sort code and account number) and you may need to show your Visa debit card when your AA Patrol arrives.

SMS text messaging is available for use by deaf, hard of hearing or speech-impaired customers in a breakdown situation by sending an SMS to **07900 444 999**.

*Based on largest direct cover market share. See theAA.com/proof

You'll find the terms, conditions and limitations of your cover in the AA policy document. Why not keep it in your car so you have it to hand when you need it.

Mobile Phone Insurance.



Why you won't be lost if you lose your phone.

Good news. Your Platinum account comes with Mobile Phone Insurance and your phones are insured to cover you wherever you are in the world. Repaired or replacement phones will only be sent to a UK address.

Your insurance, administered by Lifestyle Services Group Limited (LSG) and underwritten by Assurant General Insurance Limited, covers one phone for sole Platinum account holders, while joint account holders can insure up to two phones at the same address. LSG will repair or replace your handset up to a maximum value of £2,000 (including VAT) if your phone is lost, stolen, damaged or suffers breakdown (including faults).

LSG will repair the mobile phone (where possible) or replace it with a mobile phone of the same make, model and memory size. If we cannot do this you will be given a choice of models with an equivalent specification. Replacements may be supplied from remanufactured (not brand new) stock. You're even protected against unauthorised network charges made on a lost or stolen phone, for up to 24 hours from the point of discovery of the incident:

- Up to £450 (including VAT) per successful claim for prepaid and Pay as You Go phones.

- Up to £1,500 (including VAT) per successful claim for contract phones.

There's a £100 excess per successful claim for claims relating to an iPhone model and a £50 excess per successful claim relating to all other handsets.

Register your mobile phone

You don't have to register your mobile phone, but if you do it will be easier to make a claim if something goes wrong. This can be done by calling Platinum Membership Services on **0345 835 3833**.

You will need the following information when registering your handset:

- Make
- Model
- IMEI number.

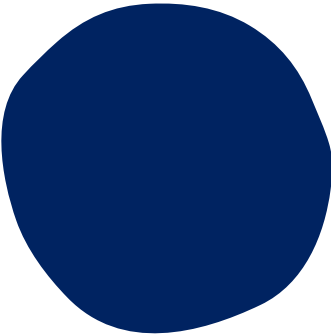
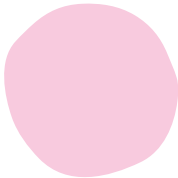
Don't worry if you don't know this information.

Just have your mobile with you when you call and Membership Services will help you find it. Once you've registered, you'll get sent a confirmation text; if you don't receive this within five days, please call Platinum Membership Services.



How to make a claim

If your phone is lost or stolen	If your phone is damaged
<ul style="list-style-type: none">• Tell your airtime provider about any lost or stolen mobile phone as soon as you can.• Unauthorised network charges are only covered from the point your mobile phone is lost or stolen and for up to 24 hours after you discover the loss or theft. If you don't tell your airtime provider within 24 hours you will be responsible for any further charges.• Tell the Police about any lost or stolen mobile phone as soon as you can and obtain a Police reference number.• You should register your claim as soon as you can upon discovering the incident.• Make your claim to us by calling Platinum Membership Services.	<ul style="list-style-type: none">• Report the incident to us by calling Platinum Membership Services.• If we need you to send your phone to us, we'll let you know.



£150 interest-free Arranged Overdraft.

Preferential overdraft terms for Platinum account holders.

As a Platinum account holder you can benefit from a £150 interest-free Arranged Overdraft, subject to application and approval. This means you can borrow up to £150 without paying any overdraft interest. If you already have an Arranged Overdraft in excess of this, the first £150 will now automatically be interest-free.

We may also be able to extend your existing Arranged Overdraft limit, although you'll pay interest on any increased amount over £150.

All overdrafts are subject to a review of your circumstances and are repayable in full on demand. For more information about our fees and charges, take a look at our banking charges guide.

How does my overdraft compare?

A good way to compare the cost of our overdraft with other overdrafts or other ways of borrowing is to look at the APR. The APR shows the cost of borrowing over a year.

Our Representative APR is 66.10% variable. This is based on an assumed Arranged Overdraft of £1,200 where the first £150 is interest-free.

Please note that we don't charge you for Mobile Banking but your mobile operator may charge you for some services, please check with them. Mobile services may be affected by phone signal and functionality.

Breathing space with the grace period

Our grace period means that you have until 10.00pm (UK Time) to pay in enough money to avoid any overdraft interest you may incur that day. The money needs to be immediately available to use, so you could transfer money from another personal account you have with us via Mobile Banking, Internet Banking or Telephone Banking or pay in cash over the counter in branch.

We'll register you for Limit Alerts when you open your Platinum account or whenever you provide us with a mobile phone number. To register for other text alerts, or to change your existing text alerts just log in to Internet Banking or call us on **03459 758 758**.

Other ways we can help.

For everything from current accounts and loans, to mortgages and savings, we're here to help.

Go to **tsb.co.uk**
or visit your local branch.



For more information...

Call **03459 758 758**

Click **tsb.co.uk**

Visit **Drop into your local branch**

Need some extra help to do your banking? This might be due to physical or mental wellbeing or a life event. We're here to support you. Let us know what you need by calling **03459 758 758**, chat to us in the Mobile Banking App, or visit us in branch.

This information is available in large print, braille and audio. Ask in branch or call us on **03459 758 758** (lines are open from 8am to 8pm, 7 days a week).

If you have a hearing or speech impairment you can call us using the Relay UK service. Type '**18001**' before entering our telephone number. A member of the Royal National Institute for Deaf People will join the call to speak with us as you send and receive text messages. Please visit **www.relayuk.bt.com** to read how they manage your data.

The opening hours of our Telephone Banking advisor services are 8am to 8pm Monday to Sundays. Our lost and stolen card and fraud reporting lines are open 24/7. Not all Telephone Banking services are available 24 hours, 7 days a week. Calls may be monitored or recorded.

AA Breakdown Cover is provided by Automobile Association Developments Limited (trading as AA Breakdown Services). AA Accident Assist is underwritten by AA Underwriting.

Mobile Phone Insurance is administered by Lifestyle Services Group Limited and underwritten by Assurant General Insurance Limited.

TSB Travel Insurance is underwritten by Aviva Insurance Limited. Registered in Scotland, no. 2116. Registered Office: Pitheavlis, Perth, PH2 0NH. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under registration no. 202153.

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All information correct as at March 2024.

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