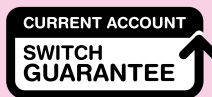


your Spend & Save  
or Spend & Save Plus  
current account

# Hello.





# Welcome to a different kind of bank account.

At TSB, we understand that it's easier to spend than it is to save.

That's why we want to help you make the most of your money, so you can spend it on the things that matter to you.

We know there will always be the bigger things in life that you'll want to save up for, like holidays and special occasions. But we believe that spending your money to enjoy the simple everyday pleasures is just as important.

So, we've created something a little bit different. Two current accounts which let you feel confident that, as you're spending, you're saving that little bit extra too.

What's more, you can open a Spend & Save and Spend & Save Plus account securely in minutes by downloading the TSB Mobile Banking App now.

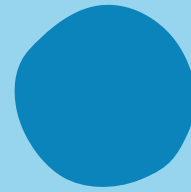
TSB, Life made more.

18+ UK Residents only

## What's inside?

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# What's in it for you.



Our Spend & Save and Spend & Save Plus accounts come with all sorts of handy features and tools which help to make managing your money a little easier and a bit more rewarding.

So, what's the difference? Spend & Save gives you Savings Pots, Save the Pennies, Cashback and Auto Balancer with no monthly fee. Spend & Save Plus gives you all these features plus some extras for a monthly maintaining the account fee of just £3.

And then, if you download the TSB Mobile Banking App, you can choose which features work for you and set them up easily in the app.

## Savings Pots

We want to help you put money aside for things that really matter to you. So, as part of your new account, you can set up individual Savings Pots and name them things like 'Holiday Fund' or 'New Trainers'. You can also earn interest along the way, set yourself goals and track how your Savings Pots are growing.

## Save the Pennies

Here's a super-simple way to make your small change build up into useful savings. And you don't even have to think about it. Just activate Save the Pennies on your account and every debit card payment you make is rounded up to the nearest pound. Now here's the clever bit. All those spare pennies that were rounded up go straight into your Savings Pot or any other eligible TSB savings account you've set up. So even when you're spending, you're putting a little bit aside too. Please see the terms and conditions to find out which accounts are eligible.

Sign up for Save the Pennies via our TSB Mobile Banking App, Internet Banking or visit [tsb.co.uk/savethepennies](https://www.tsb.co.uk/savethepennies) for more information.



## Cashback

As a new Spend & Save account customer, you can earn £5 cashback every month for the first six calendar months, including the month your account is opened. But if you're a new Spend & Save Plus account customer, you'll keep earning the monthly £5 cashback until you close the account, change to another TSB account or TSB withdraws the offer.\* The money will be paid into your account, but you can put it into a Savings Pot or maybe just spend it on a little treat. Please visit [tsb.co.uk/current-accounts/cashback](https://www.tsb.co.uk/current-accounts/cashback) for full details. Terms and conditions apply.

## Auto Balancer

Activating Auto Balancer lets you choose a minimum balance limit on your Spend & Save or Spend & Save Plus account. If your balance falls below that, we will automatically move money from your chosen Savings Pot to top it up, as long as there's enough money in there to do it. So if you're hit by unexpected costs, you're less likely to slip into an overdraft or go below a balance you are comfortable with. Simply set up Auto Balancer using the TSB Mobile Banking App.

## Spend & Save Plus

With a Spend & Save Plus account, you get all of these features and, for a monthly maintaining the account fee of just £3, you'll also get:

- Ongoing £5 cashback every calendar month, until you close the account, change to another TSB account or TSB withdraws the offer.\*
- Up to £100 interest-free Arranged Overdraft subject to application and approval. Overdrafts are repayable on demand. For a representative example, please go to page 11. 40.1% APR Representative (variable). Lending is subject to application and approval. Overdrafts are repayable on demand.\*\*
- No TSB charges for using your Spend & Save Plus debit card abroad.\*\*\*

You can have one Spend & Save Plus account in your own name, and one Spend & Save Plus in joint names.

\*Cashback is only available on opening a new Spend & Save or Spend & Save Plus account or on changing an existing TSB account to a Spend & Save or Spend & Save Plus account. Cashback is only earned when you make 20 payments or more on your debit card each calendar month, and is only payable for the first six calendar months on Spend & Save accounts, including the month the account is opened. Not all transactions count towards Cashback, for example cash withdrawals and Direct Debits are excluded. See terms and conditions.

\*\*APR definition: 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 for a year.

We've signed up to The Standards of Lending Practice: [www.lendingstandardsboard.org.uk](https://www.lendingstandardsboard.org.uk)

\*\*\*The ATM operator or foreign bank may charge a fee for cash withdrawals. Sellers may also apply a currency conversion fee, if you make a payment with your debit card and they do the conversion.

If you change to a Spend & Save Plus account from another TSB account you'll be sent a new debit card. You'll need to use your Spend & Save Plus debit card abroad to avoid incurring TSB charges.

# OK, let's help you get the most out of your new account.

So, you've got your brand new current account. What do you need to do next to start getting the most out of it?

## TSB Mobile Banking App

It's handy being able to stay on top of your money when you're out and about. And with our easy to use mobile banking app, it's simple to:

- Set up handy new account features like **Save the Pennies, Savings Pots and Auto Balancer.**
- Check your latest balance.
- Move money.
- Make payments and pay bills.
- Report your card lost or stolen, and order a new one.

To get started simply download the TSB Mobile Banking App and follow the on-screen instructions. Visit [tsb.co.uk/mobile](https://tsb.co.uk/mobile) to find out more.

## Internet Banking

Banking online is a quick way to do pretty much everything you'd do in branch at a time that suits you. You can:

- Check your latest balance.
- Move money, make payments and pay bills.
- Manage your standing orders or cancel Direct Debits.

If you haven't already signed up and want to get going, just visit [tsb.co.uk/internetbanking](https://tsb.co.uk/internetbanking)

## Text alerts

Our range of text alerts is a great way to stay up-to-date with your account. Text alerts help you to manage your account, make sure you have enough money to make any payments, and to avoid going into an overdraft.

When you open a personal current account with us and give us a valid UK mobile number, you'll automatically be registered for certain text alerts. These include:

- An **Arranged Overdraft** alert when you go into an Arranged Overdraft.
- A **Near Limit Alert** when you have £50 or less available to spend in your account.
- An **Over Limit Alert** when you are over your account limit or when you do not have enough money to make a payment.

You can also register for our other text alerts to help you keep better track of your money wherever you are, such as:

- **High and Low Balance Alerts** when your balance goes above or below limits you set.
- **Daily or Weekly Balance Alerts** for your account balance, including details of your six most recent transactions.
- **Overseas Transaction Alerts** when your debit card is used abroad.

## How do I customise text alerts?

You can change, pause or cancel your alerts whenever you want. For instance, you might be heading overseas and want to avoid being charged by your mobile operator for receiving texts.

You can do this by logging on to Internet Banking and clicking on Text Alerts on the right hand side under 'Your account tools'. From there you get the option to change or cancel your text alerts. You can also call us on **03459 758 758**, or visit us in branch.

## Sort things out by phone

Like the TSB Mobile Banking App and Internet Banking, our automated Telephone Banking service is another great way to manage your account whenever you want. Of course, if you need to chat, our friendly UK-based teams are happy to help.

Here's what you can do:

- Check your balance and recent transactions.
- Move money and pay bills.
- Cancel Direct Debits and set up and cancel standing orders.
- Order a debit card or replacement PIN.
- Freeze and unfreeze your card.

To register, just go to [tsb.co.uk/telephonebanking](https://tsb.co.uk/telephonebanking)

## A helping hand to switch

Switching your everyday banking to TSB is so straightforward. The Current Account Switch Service makes it easy to move everything across from your old bank. You choose the date you want the switch to complete and it only takes seven working days from start to finish. We've taken the stress out of switching current accounts.

Call: **0345 835 7838**



Mon to Fri 8am – 8pm, Sat 8am – 4pm

Go to [tsb.co.uk/how-to-switch](https://tsb.co.uk/how-to-switch) or visit your local branch

## What's coming my way next?

We'll be sending a few things to you over the next few days, so keep an eye out.

### Your new Visa debit card

Your new Visa debit card is on its way and should be with you within seven days. For your security, your PIN will be sent separately.

Once they arrive, you'll be able to use your debit card to:

- Spend money in shops, online, over the phone.
- Withdraw up to £500 a day from any cash machine where you see the LINK or Visa symbol in the UK and abroad too. Our [Banking Charges Guide](#) tells you how the charges work when you use your card abroad.
- Pay for items quickly and securely using contactless technology, if you've been given a contactless card.
- Enjoy all the benefits of your debit card using Apple Pay™ if you are 13 or over or Google Pay™ if you are 13 or over. They are simple and secure ways to shop in-store and online. Find out more by visiting [tsb.co.uk/apple-pay](https://tsb.co.uk/apple-pay) or [tsb.co.uk/google-pay](https://tsb.co.uk/google-pay).



## A safe way to pay

When you use your card online we may carry out additional security checks. If you have the TSB Mobile Banking App, you'll normally be asked to approve the payment in the app. If you don't have the app, or sometimes if the app isn't available, we'll ask you to validate your payment using a one-time password (OTP) sent to your mobile or UK landline. Please make sure your phone numbers (and if applicable those of any additional cardholders) are up-to-date or you may not be able to make a payment online.

### And to be extra secure...

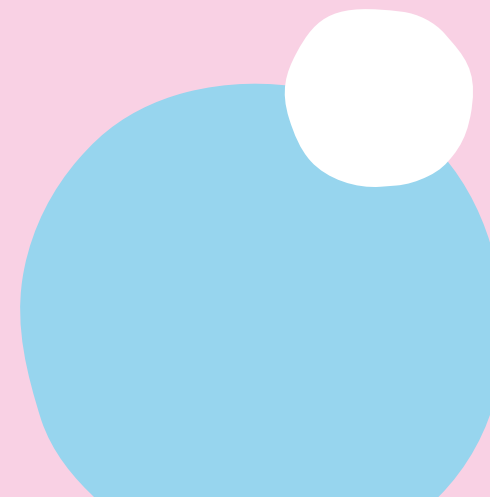
It's in all our interests to help combat fraud, so as an additional layer of security when you approve your purchase using a one-time password, you'll also be asked for your email address at the point of purchase.

We won't store your email, instead we'll use biometric data analysis when you type in your one-time password and email as it recognises the unique way you type. So should anyone else try to use your card to make an online purchase we'll be alerted to it because of the way they enter your details.

## Your cheque book and paying-in book

If you've asked for a cheque book, it'll be with you in under ten days.

# Moving your money from A to B and everywhere in between.



Moving your money around shouldn't involve having to move mountains. Which is why we've made it easy, convenient and flexible.

## Drop in to pay in

You can pay in cash and cheques in branch at our counters, at Post Office® counters, Immediate Deposit machines and some cash machines. And don't forget, you can also pay your bills or other people online with the TSB Mobile Banking App and Internet Banking. You can find out more about ways to bank with us at [tsb.co.uk/help/ways-to-bank](https://tsb.co.uk/help/ways-to-bank)

## Direct Debits and standing orders

Setting up a new Direct Debit or standing order is simplicity itself. For Direct Debits, once the company you want to pay has passed on your instructions to us, that's it. Your new Direct Debit is ready to go. And standing orders are just as easy. Just tell us who you want to pay, how much and how often, and we'll arrange everything for you.

And if you ever want to cancel or amend a Direct Debit or standing order, simply let us know. For a Direct Debit you'll also need to tell the company that's being paid.

The TSB Mobile Banking App and Internet Banking makes things even easier. You'll be able to view and cancel your Direct Debits. And for standing orders, you can set up, amend or cancel them online, any time you need to.

To find out more

Call: **03459 758 758** or visit your local branch.



## **Sending money outside the UK**

Our International Payments service can help you send money outside the UK quickly, easily and securely.

For more information please visit [tsb.co.uk/help/internet-banking/international-payments/](https://tsb.co.uk/help/internet-banking/international-payments/)

# **It's nice to have a bit of breathing space.**

You never know when an unexpected bill is going to pop up. Whatever's around the next corner, it's good to know we're here to help you cover it.

## **Arranged Overdrafts**

You can apply to have an Arranged Overdraft on your account. Spend & Save Plus account holders will get an interest-free Arranged Overdraft of up to £100 (subject to application and approval).

## **Unarranged Overdrafts**

If you try to make a payment and you don't have enough money in your account, we'll treat this as a request for an Unarranged Overdraft. If we agree the request, you will get charged interest on the full amount.

## **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.

## **Representative example**

For Spend & Save you will be charged 39.9% APR Representative (variable). This is based on an assumed Arranged Overdraft of £1,200 without an interest-free amount. On our Spend & Save Plus account you will be charged 40.1% APR Representative (variable). This is based on an assumed Arranged Overdraft of £1,200 and includes the effect of the interest-free amount and monthly maintaining the account fee.

Arranged Overdrafts are available to UK residents only, over 18, subject to application and approval. Overdrafts are repayable on demand. For more information and a list of all the charges, take a look at our Banking Charges Guide.

## Banking charges

Our Banking Charges Guide tells you everything you need to know about our main fees, charges and our retry periods.



## Saving grace

Our grace period means that you have until 10pm (UK time) to pay enough money into your account to avoid any overdraft interest that we may charge that day. Don't forget you can also set up text alerts to help you stay up-to-date with your account.

For more information on text alerts see page 7.

## Retry periods

Our retry periods mean that if you don't have enough money in your account to allow us to pay Direct Debits, cheques, standing orders and future dated payments we'll give you extra time to pay the money into your account to allow us to make these payments.

For Direct Debits and cheques, we'll try to take the payment:

- **Shortly after midnight on the due date or next working day.**
- **Again after 2.30pm that same day.**

For standing orders and future dated payments, we'll also try a third time shortly after midnight the next working day after we first tried to make the payment.

The money needs to be immediately available to use, so you could transfer money from another account you have with us with our mobile banking app, Internet Banking, Telephone Banking or by paying in cash over the counter in branch.

**Please remember**, if you don't have enough money in your account to pay a standing order three times in a row, we'll cancel it.

# Have a great time.

Worrying about money while you're abroad is not much of a holiday. The good news is, with your TSB Visa debit card you don't need to.



## Use your card abroad, just like you do at home

Using your card when you're abroad works just like using it at home, apart from the fact that it'll probably be quite a bit sunnier. Accepted in millions of places and cash machines worldwide, your card will help get you everything. So no need to worry if you've forgotten to buy currency before you leave. Some charges will apply, such as debit card fees and charges from other banks, merchants and ATM's. **However, the TSB debit card fees are waived if you use a Spend & Save Plus debit card.** Please check our Banking Charges Guide for more details.

# Independent service quality survey results

## Personal current accounts

Published February 2024

As part of a regulatory requirement, an independent survey was conducted to ask approximately **1,000** customers of each of the **16 largest personal current account providers** if they would recommend their provider to friends and family. The results represent the view of customers who took part in the survey.

### Overall service quality

We asked customers how likely they would be to recommend their personal current account provider to friends and family.

#### Ranking



These results are from an independent survey carried out between January 2023 and December 2023 by Ipsos as part of a regulatory requirement.

TSB has published this information at the request of the Competition and Markets Authority so you can compare the quality of service from personal current account providers. In providing this information, we are not giving you any advice or making any recommendation to you and we can only give you information about our own products and services.

Customers with personal current accounts were asked how likely they would be to recommend their provider, their provider's online and mobile banking services, services in branches and overdraft services to friends and family.

The results show the proportion of customers of each provider, among those who took part in the survey, who said they were 'extremely likely' or 'very likely' to recommend each service.

Participating providers: Bank of Scotland, Barclays, first direct, Halifax, HSBC UK, Lloyds Bank, Monzo, Nationwide, NatWest, Royal Bank of Scotland, Santander, Starling Bank, The Co-operative Bank, TSB, Virgin Money.

Approximately 1,000 customers a year are surveyed across Great Britain for each provider; results are only published where at least 100 customers have provided an eligible score for that service in the survey period.

16,088 people were surveyed in total.

Results are published every six months, in August and February.

To find out more visit [ipsos.uk/personal-banking-service-quality](https://www.ipsos.uk/personal-banking-service-quality)

# We're here whenever you need us.

Whenever you've got a question or need a helping hand, all you need to do is chat to us in the app, pick up the phone or drop into a branch. We're here for you 24 hours a day, 7 days a week.

### How can we help?

Got a question or need help using your account?

Call **03459 758 758**

Go to [tsb.co.uk/help](https://www.tsb.co.uk/help)

Chat in-app on **TSB Smart Agent**

TSB Smart Agent is online 24/7, with Partner support available Monday to Friday 8am - 5:30pm (excluding Bank Holidays).

Transactions you don't recognise? (24/7)

Call **03459 758 758**

Go to [tsb.co.uk/help/dispute-transaction-form](https://www.tsb.co.uk/help/dispute-transaction-form)

Need help switching accounts?

Call **0345 835 7838**

Lines are open Monday to Friday 8am - 8pm and Saturday 8am - 4pm.

Go to [tsb.co.uk/how-to-switch](https://www.tsb.co.uk/how-to-switch)

Lost or stolen cards or cheque book? (24/7)

Call **0800 015 0030**

Financial difficulties?

Call **0345 609 9283**

Lines are open Monday to Friday 8am - 9pm and Saturday 8am - 5pm.



# 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](https://www.tsb.co.uk) or visit 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](https://www.relayuk.bt.com) to read how they manage your data.

The opening hours of our Telephone Banking adviser services are 8am to 8pm Monday to Sundays to speak to a Partner. 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.

#### Important information

If you need to call us from abroad, or prefer not to use our **0345** number, you can also call us on **+44 203 284 1575**.

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TSB Bank plc is covered by the Financial Services Compensation Scheme and the Financial Ombudsman Service. We've signed up to The Standards of Lending Practice: [www.lendingstandardsboard.org.uk](https://www.lendingstandardsboard.org.uk).



Information correct as at February 2024  
TSB13915 (02/24)

