We're making changes to some of our text alerts.

After **11 October 2025** we won't be sending you the following text alerts:

1. **High balance alerts.**

   When your account balance goes above the figure you've set as your upper account limit.

2. **Low balance alerts.**

   When your account balance drops below the figure you've set as your lower account limit.

3. **Overseas transaction alerts.**

   You'll no longer receive a text alert when an overseas card payment is made. If there is suspected fraudulent activity on your account you'll still be notified by text, no matter whether this has happened abroad or in the UK.

The text alerts you may still receive.

Although we'll be stopping the text alerts above, you'll still have the option to manage your preferences for the alerts we have listed below. You will be automatically opted into some of these, but you have the option to cancel them if you choose.

Limit text alerts.

You will automatically be enrolled in these alerts but can choose to opt out.

- An arranged overdraft alert – for when you go overdrawn on your account.
- A near-limit alert – for when you have £50 or less available to spend in your account.
- An over-limit alert – for when you're over your account limit or when you don't have enough money to make a payment.

Daily or weekly balance text alerts.

- Never lose sight of your account balance with updates that include details of your six most recent transactions.

Under 19s account.

- If you're aged 11 to 15, with an under 19s account, you can register for our text alert services. Just pop into branch with a parent or guardian to sign up.

How to manage your text alerts.

To change, pause or cancel your alerts simply log into your TSB Internet Banking account, then click add Text Alerts on the right-hand side under 'Your account tools'. For more information, please visit: **tsb.co.uk/text-alerts**

Where to find the information when a text alert is switched off.

You'll still be able to find all your high and low balance, plus overseas transaction information whenever you need it.

The quickest way to access your latest account information is in the TSB Mobile Banking App or via Internet Banking. Just log in, click into the relevant account and you'll see your balance and an up-to-date list of your transactions.

You can also visit the Help and Support section, where you can do things like dispute a transaction, report fraud or access our Frequently Asked Questions. Alternatively, you can call us **03459 758 758** or visit us in branch.

What happens next?

If you're happy with the changes, you don't need do anything. However, if you're not happy, you can choose to contact us via the TSB Mobile Banking App, by calling us on **03459 758 758** or visiting us in branch. You also have the option to close your account without penalty.

TSB

TSB16953 (07/25)