



Your Loan Account Number

## FIXED-SUM LOAN AGREEMENT REGULATED BY THE CONSUMER CREDIT ACT 1974

These are the terms of an agreement between  
**Us**, TSB Bank plc. of PO Box 453, Mitcheldean, GL14 9LR

and

**You**

Your credit intermediary is NOT APPLICABLE

### FINANCIAL TERMS

Amount of credit (loan)	£1,000.00
Monthly repayment	£54.10
Number of repayments	24
Total amount payable	£1,298.40
Duration of the loan	24 Months
Annual interest rate	26.45% (fixed)
APR	29.9%

Your first monthly repayment is due within one month from the day we provide the loan. We will offer you a choice of repayment dates. If you choose a date which falls within 16 calendar days of us providing the loan, your first repayment will be due on that date in the following month and this will mean that you will pay more interest overall. The remaining repayments will be due on the same date each month, unless that is not a business day (please see sections 2 and 3 in the Other Terms for more information).

### MISSING PAYMENTS

Missing payments could have severe consequences including for example: charges against the account, adverse effects on credit ratings which may make obtaining credit more difficult and possible legal proceedings against you. We may use funds in other accounts you have with us to repay the amount of the missed payment (see section 6 of the Other Terms for more information). You may also have to repay the loan early. In very rare cases, we may seek a charging order against you (or an inhibition if you live in Scotland) which would allow us to be repaid out of the money you receive when you sell your home.

We charge interest at the annual interest rate on the amount outstanding on your loan. This means that if you do not make a repayment on time, we will charge interest on the amount unpaid and on any interest included in that amount.

Your account will be transferred to our Collections department if you fail to make the repayments due under this agreement.

We will charge you for our losses or reasonable costs as a result of you breaking this agreement, including the costs of finding, notifying or contacting you and enforcing this agreement.

TSB Bank plc Registered Office: Henry Duncan House, 120 George Street, Edinburgh EH2 4LH. Registered in Scotland No. SC95237. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Registration No 191240).  
TSB Bank plc is covered by the Financial Services Compensation Scheme and the Financial Ombudsman Service. (Please note that due to the schemes' eligibility criteria not all TSB business customers will be covered by these schemes).

We will add these fees to the current account you have with us. If we are unable to apply these fees to your current account, or if you do not have a current account with us, these fees will be added to your loan.

#### RIGHT TO WITHDRAW

You have a right under section 66A of the Consumer Credit Act 1974 to withdraw from this agreement without having to give any reason. The right to withdraw starts on the day after the agreement is made and ends 14 calendar days later.

To exercise your right to withdraw you must provide us with notification either orally or in writing. You may give us notice in writing to Personal Loans, TSB Bank plc, PO Box 453, Mitcheldean, GL14 9LR. We've signed up to The Standards of Lending Practice: w or by telephone to 0345 835 3861. Notification to withdraw cannot be reversed and you will need to make a new application if you change your mind.

If you exercise your right to withdraw, daily interest of £0.72 is charged from the date of drawing down the loan to the date of repaying it.

You must repay the loan amount plus the interest that has been charged without delay and no later than 30 calendar days after giving notice of withdrawal. If you do not do so, we will take legal action to recover the outstanding loan amount, the interest payable, and our costs.

Payments can be made either in branch or via the telephone. Debit card payments can only be made over the telephone by calling 0345 835 3861.

#### OTHER KEY INFORMATION

If you have a complaint, please write to our Customer Services Department, BX4 7SB or call us on 0345 975 8758. If you are unable to resolve any complaint you may have against us after contacting our Customer Services Department you have a right to complain to the Financial Ombudsman Service free of charge. Details are available from [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).

The Financial Conduct Authority, 12 Endeavour Square, London, E20 1JN is the supervisory authority under the Consumer Credit Act 1974.

The Other Terms also form part of this Agreement. For your protection before signing this agreement please read the Other Terms. By signing this loan agreement you agree to be bound by the Other Terms.

This is a Credit Agreement regulated by the Consumer Credit Act 1974.  
Sign it only if you want to be legally bound by its terms.



PLEASE SIGN

Signature(s) of Customer(s)

Date(s) of signature(s)

Signed for and on behalf of TSB Bank plc on 1 May 2025

N Smith

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## OTHER TERMS

### 1. AVAILABILITY OF LOAN

- 1.1 If you apply in branch or by telephone, you must sign, date and return the loan agreement to us within 30 days of the date of our signature as shown in the signature box on this agreement. We will then provide you with the loan within two working days. The duration of the loan starts the day both we and you have signed the agreement. You can ask us to delay payment of the loan to you but not any later than 30 days after the date of our signature on this agreement (for the avoidance of doubt, if you sign and return the agreement but you forget to date it, you authorise us to date it for you). We will pay the loan to your bank account nominated at the time of your application. If you ask us to, we will use part of the loan to repay any existing TSB loans you have with us. We will then pay the balance of the loan to you.
- 1.2 If you apply online, the loan will be provided to you within two working days of you digitally signing the loan agreement and clicking the "Agree and finalise loan" button. The loan will be paid to your bank account nominated at the time of your application.
- 1.3 If we discover something about you or your circumstances that would have reasonably affected our decision to lend to you, we will not pay the loan funds to you if we have not already done so.

### 2. APR AND INTEREST

- 2.1 It is assumed for the calculation of APR that the loan amount specified above is advanced to you in full on the date that the agreement is made, that you make the first repayment one month from that date, that you repay all the amounts as they fall due and that you do not take a repayment holiday.
- 2.2 We calculate interest on the outstanding balance of the loan amount at the annual interest rate on a daily basis from the day we provide the loan until it is repaid. We add interest to the outstanding balance every month on the date you choose as your repayment date, whether or not a payment is due. If a default fee is added to the loan no interest is payable on that fee.
- 2.3 Because interest is calculated on a daily basis, the interest charged each month depends on the number of days in the month, the date your payment is made, the date interest is applied and the resulting balance on each day. As a result of this, the total amount you repay over the course of the loan may be slightly higher or lower than the Total Amount Payable shown in the FINANCIAL TERMS section of the agreement. Your final repayment will be adjusted to take account of this and to ensure that the loan plus all interest and charges are repaid in full.

### 3. REPAYMENTS

- 3.1 You must make the repayments set out in the agreement by direct debit, or such other reasonable method we tell you, for example by transfer from a bank account held with us. Certain days of the month may not be available as repayment dates. If you choose a date which is unavailable we will ask you to select another date.
- 3.2 If any repayment from you is due on a non-business day we will collect it on the next business day. For the purposes of calculating interest, we will treat the payment as being made on the non-business day.
- 3.3 When you make a repayment we will apply the repayment first against any fees and other charges that have been added to your account, then to any additional interest that you owe because you have not made payments on time and finally towards repayment of the rest of the loan balance.
- 3.4 You may (up to two times a year) ask us to change your monthly repayment date by notifying us of the new date at least five business days before the change takes effect. We will change your direct debit payment dates to the date you choose, and will not give you the normal advance notice for such a change.
- 3.5 We may in future tell you that you can take a payment 'holiday' and how long it will be. You need not make your normal payments during the 'holiday' but we will continue to charge interest on your balance. So you will pay us more interest overall; the length of your loan will increase and so may the number of repayments. We will give you details before you take the holiday.

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#### 4. FULL & PARTIAL SETTLEMENT

- 4.1 You can give us notice at any time that you want to repay early some or all of the money you owe us under your agreement. You may give us notice in writing to Personal Loans, TSB Bank plc, PO Box 453, Mitcheldean, GL14 9LR. We've signed up to The Standards of Lending Practice: w or by telephoning 0345 835 3861.
- 4.2 To repay early all the money you owe us under your agreement, including when you wish to refinance your existing loan, you must give us notice. You must pay us the total amount of your remaining payments under the agreement, less a rebate calculated in accordance with the Consumer Credit (Early Settlement) Regulations 2004. The rebate is a reduction in the charge for credit you've agreed to pay us and, taking this into account, we will in effect charge you up to 58 days interest. We will tell you how much this will be if you ask us.
- 4.3 To repay early part of the money owing to us under your agreement you must give us notice and make the partial repayment within 28 days of us receiving that notice. Alternatively, where you make a payment that you are not required to make under this agreement as a monthly payment, we will take this as notice that you wish to use that amount to partially settle the amount you owe us. The amount you owe us will be reduced by the amount of the repayment which means that you will pay less interest overall. We will not charge you for repaying part of the loan early.
- 4.4 If you repay early part of the money owing the amount of your monthly payment will not change and you must continue to make your monthly payments as they fall due. The number of your repayments and the amount of your final repayment may vary.
- 4.5 You cannot redraw any early repayment.

#### 5. REPAYMENT TABLE

- 5.1 You can ask us for a free repayment table at any time. This table will set out details of the remaining payments you need to make and when they are due for repayment, together with a breakdown of each repayment showing how much will repay the outstanding balance and how much will pay interest and other charges.
- 5.2 You can receive this table by writing to Personal Loans, TSB Bank plc, PO Box 453, Mitcheldean, GL14 9LR. We've signed up to The Standards of Lending Practice: w or telephoning 0345 835 3861.

#### 6. DEFAULT AND ENFORCEMENT

- 6.1 We may demand repayment of the full amount you owe us (or we need not make the loan to you) if you:
- (a) repeatedly pay late;
  - (b) have lied to us, or cannot verify what you have told us, in a way which affects our decision to lend to you;
  - (c) seriously or persistently break this agreement;
  - (d) have broken the terms of another agreement you have with us and as a result we have given you notice ending that agreement and we have reasonable grounds for thinking that you may not be able to continue making payments under this agreement; or
  - (e) die, become insolvent, bankrupt or make a voluntary arrangement with (or agree a trust deed for) people you owe money to.

Before making any demand we will take all the steps we are required to take by law for your protection.

- 6.2 If you fail to make a payment on time:

- (a) If your payments are by direct debit we may represent the direct debit for payment on or about the seventh business day after the payment was due. We may also use your direct debit to collect any repayments outstanding from loans that you asked us to repay using the loan;
- (b) If your loan is transferred to our Collections department and your payments are by direct debit then within 30 days of when your payment was due we may represent your direct debit a second time.

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6.3 You authorise us to make repayments due to us under this agreement from current or savings accounts you have with us if you do not pay them on time yourself. We will only do this in line with any relevant guidance in a Code of Practice that applies to us, or as required by our regulator or another similar body.

6.4 If we owe you or agree to refund to you any money in connection with any payment, interest, fee or charge on your account, then we may use that money to reduce any arrears you owe under this agreement. If we intend to do this we will tell you when we offer to make a payment to you. We will also follow any relevant guidance in a Code of Practice that applies to us, or as required by our regulator or another similar body.

## 7. GENERAL

7.1 The loan is not secured by any mortgage, charge, standard security or other security which you or anyone else have given, or give, under any other agreement.

7.2 You agree that after you have drawn down the loan we may transfer any of our rights and duties under this agreement to any person or business. We may also arrange for any other person to carry out our rights or duties under this agreement. Your rights under this agreement and your legal rights (including under the Consumer Credit Act 1974) will not be affected.

7.3 You may not transfer any of your rights and duties under this agreement.

7.4 If on any occasion we do not strictly exercise our rights, we may still do so later on. We can delay in enforcing, or fail to enforce, our rights under your loan agreement without losing them. We can still enforce our rights under your loan agreement even if we have given you a concession or we have waived any breach of your loan agreement. We may also accept part-payments made by you or a third party marked as 'payment in full' or with similar wording whether or not such part-payment is made ahead of time without losing our right to claim in full the total amount owing (less any statutory rebate) unless we confirm to you in writing that we accept such part-payment in full and final settlement.

7.5 We are not liable if we are not able to carry out any of our duties under this agreement because of industrial action, data processing or transmission failures, or other events outside our reasonable control.

7.6 Your dealings with us both before and after this agreement and also the terms of this agreement shall be governed by the laws of Scotland if your address (as stated in this agreement) is in Scotland or by the laws of Northern Ireland if your address is in Northern Ireland; otherwise it will be governed by the laws of England and Wales.

7.7 Unless we agree otherwise, we will supply your loan agreement and otherwise communicate with you in connection with your loan in the English language.

7.8 We may choose not to exercise our rights under this agreement and give you a notice which expressly refers to this section and specifies the right we will not exercise. You can rely on that notice as a variation to the terms of this agreement. If on any occasion we do not strictly exercise our rights and we do not give you a notice in relation to this under this section, we may still exercise our rights later on.

7.9 If you are more than one person, each of you is jointly and individually responsible for complying with this agreement and for making any payments due under this agreement. Each of you may give us instructions under this agreement.

7.10 All notices under this agreement must be in writing, unless otherwise stated.

7.11 By signing the loan agreement you agree we may send you SMS text messages when we consider it appropriate containing administrative information about your loan. You can ask us to stop sending these messages at any time.

## 8. CHANGES TO YOUR LOAN AGREEMENT

8.1 Subject to section 8.2 we may change any of the terms of your loan agreement except; the amount of credit (the loan) and the annual interest rate.

8.2 We can change a term under section 8.1 if one of the following reasons applies:

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- (a) We believe that it is in your best interests to do so; or
- (b) To reflect changes to the law or codes of practice a decision or recommendation made by, or a requirement of, a court, ombudsman, regulator or similar body; or
- (c) To reflect changes to the way we look after your loan account, or personal loan accounts generally (including changes to the technology we use) because of the steps we have taken to modernise or improve our systems for managing those accounts or reasons outside our control; or
- (d) We take over, take control or acquire another bank or organisation offering similar services or we are taken over or our business is acquired by another bank or organisation offering similar services and the change will allow us to use the best systems available for managing personal loan accounts generally and so our customers and customers of the other bank or organisation are treated in a similar way if they are in similar categories. Where we refer to 'changes' above we mean changes we know will happen or we reasonably believe will happen, or changes which have already taken place.

8.3 If we decide to change a term under section 8.2 we will tell you in writing at least 7 days before the change.

8.4 We may vary any fee or charge, (other than the interest rate), or introduce new charges under this agreement to reflect a change in our administrative costs by giving you at least 30 days' notice, unless the change is not to your disadvantage, in which case we may make the change immediately and tell you within 30 days.

8.5 We will give your loan agreement an account number to help with its administration and we may change the account number at any time if we have a good reason.

## 9. DATA PRIVACY NOTICE

9.1 It is important that you understand how the personal information you give us will be used. We strongly advise you read our Data Privacy Notice, which you can find at [www.tsb.co.uk/privacy](http://www.tsb.co.uk/privacy) or you can ask us for a copy.

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## INFORMATION ABOUT US

The creditor is TSB Bank plc which provides credit products to consumers. TSB Bank plc is a company registered in Scotland No. SC95237. More information on the TSB Bank plc can be found at [www.tsb.co.uk](http://www.tsb.co.uk)

The Financial Conduct Authority, 12 Endeavour Square, London, E20 1JN is the supervisory authority under the Consumer Credit Act 1974. TSB Bank plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under registration number 191240.

There may be other costs or taxes imposed by third parties in connection with this loan, however, we are not aware of any. If any taxes so apply to you as a result of entering into this agreement you must account for them yourself.

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](http://www.relayuk.bt.com) to read how they manage your data.

TSB Bank plc is a signatory to the Lending Code.  
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