

Auto Balancer terms and conditions.

How it works

If you have a Spend & Save or Spend & Save Plus account and an unlocked Savings Pot you can set up Auto Balancer. You can only set up Auto Balancer through the Mobile App. So you also need to be registered for Internet Banking.

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| How does Auto Balancer work? | <ul style="list-style-type: none"> • Auto Balancer automatically moves money from an unlocked Savings Pot of your choice, into your Spend & Save or Spend & Save Plus account. • You set a limit on your Spend & Save or Spend & Save Plus account. If the available balance on your chosen account falls below that limit we'll move money from your chosen Savings Pot into your Spend & Save or Spend & Save Plus account to bring your account up to that limit. • Your available balance means any money in your account minus any card payments where the money hasn't yet been taken from your account. It doesn't include any Arranged Overdraft you may have. |
| When do we move your money? | <ul style="list-style-type: none"> • We'll check your chosen Spend & Save or Spend & Save Plus account and Auto Balance twice a day, seven days a week. We usually do this around noon and just before midnight. • Auto Balancers will show as "Auto Transfer" on your Spend & Save, Spend & Save Plus and Savings Pots statements. |
| What happens if you don't have enough money in your Savings Pot? | <ul style="list-style-type: none"> • If you don't have any money in your Saving Pot we won't be able to Auto Balance. • If you only have some of the money in your Savings Pot we'll move the money you have. <p>Real life example: You set an Auto Balancer limit of £100.</p> <p>We check your Spend & Save account at noon and the available balance is £80. We'll move £20 from your savings account into your Spend & Save account so the available balance is £100.</p> <p>If there's only £15 in your Savings Pot, we'll transfer that £15 to your Spend & Save account so the available balance is £95.</p> <p>If there's no money in your Savings Pot, we won't transfer anything.</p> |
| Joint accounts | <ul style="list-style-type: none"> • If you set up Auto Balancer on a joint account please make sure the other joint account holders are happy for you to do this. |
| Changing or cancelling your Auto Balancer | <ul style="list-style-type: none"> • You can amend your limits or cancel your Auto Balancer at any time through the Mobile App. • If you want to change the Savings Pot your Auto Balancer comes from it's easy, you just need to cancel it and set up a new Auto Balancer. • If you want to close your Spend & Save or Spend & Save Plus account or the Savings Pot your money is taken from you will need to cancel your Auto Balancer first. |
| When can we remove or change Auto Balancer? | <ul style="list-style-type: none"> • We can stop offering the Auto Balancer service or take some of the functionality away by giving you at least 30 days' notice. • If we introduce new functionality we can do this and tell you about it later. |
| Which other terms and conditions do you need to read? | <ul style="list-style-type: none"> • Please remember to read the Personal Banking terms and conditions, Banking Charges Guide, Savings Pots and your current account conditions to find out how your accounts work. These terms and conditions only explain how Auto Balancer works. |

If you'd like this in another format such as large print, Braille or audio please ask in branch.

If you have a hearing or speech impairment you can contact us using Text Relay or Textphone on **0345 835 3843** (lines open from 7am to 11pm, 7 days a week).

Calls may be monitored or recorded.

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