

## TSB Home Insurance £30 shopping voucher

### Q. What is the TSB Home Insurance shopping voucher offer?

A. If you complete a quote for both building and contents insurance between 1 September and 19 December 2020 and take the policy out within 90 days (180 if applying for a new TSB mortgage), you will be eligible to choose a £30 shopping voucher from up to 130 retailers within the UK.

### Q. Who is eligible for this offer?

A. You are eligible for this special offer if you:

- Are a new TSB Pick and Protect Home Insurance customer.
- Are aged 16 or over and resident in England, Scotland, Wales or Northern Ireland.
- Get a quote for TSB Pick and Protect Home Insurance building and contents cover online, in a TSB branch or by telephone between 1 September and 19 December 2020 inclusive.
- Get a quote that includes both buildings and contents cover.
- Take out the policy within 90 calendar days or, if you're applying for a new TSB Mortgage you'll have 180 calendar days from the date of your quote.

### Q. I have an existing TSB home insurance policy, am I eligible for the shopping voucher?

A. No, the offer only relates to a new policy being taken out for both buildings and contents insurance.

### Q. Can I change my quote after the 19 December 2020 and still receive the shopping voucher?

A. If you amend the quote after the 19 December 2020 and before you take out the insurance, you will not be eligible to receive the £30 shopping voucher.

### Q. Can I take out the Insurance and change my mind?

A. We understand circumstances change and you may decide to cancel your insurance. However, if you cancel the policy within 60 days of taking cover out, you will be ineligible to receive the £30 shopping voucher.

### Q. How do I claim my £30 shopping voucher?

A. You will receive an email from TSB 70 days after taking out your policy which will provide your unique Select Code and give you all the information on how to choose the retailer gift card or e-Gift you want. Full details are included in our offer terms and conditions which can found at [tsb.co.uk/home-insurance](https://tsb.co.uk/home-insurance).

### Q. How do I claim my £30 shopping voucher, if I don't have an e-mail address?

A. You will be automatically sent a One4all\* Gift Card, 70 days after taking out your policy to the insured address. Full details are included in our offer terms and conditions which can found at [tsb.co.uk/home-insurance](https://tsb.co.uk/home-insurance)

## Q. I haven't received my email invitation from TSB, what do I do?

A. The email providing your personal Select Code and details of how to make your selection is issued 70 days after taking out the policy. If you have not received it, or have any concerns, you can contact the voucher service administrators, Hawk Incentives on **0344 693 9901** (lines are open Monday-Friday, 9am-5pm, excluding Bank Holidays).

## Q. How long will I have to make my choice of shopping voucher?

A. You will need to select the retailer gift card or e-Gift you want within 90 days of receiving the email.

## Q. I don't have an email or access to the internet, how will I receive my £30 shopping voucher?

A. If you don't have an email address, or you cannot access the internet, we will send a £30 One4all Gift Card\* to the insured address after 70 days of you taking out the policy.

## Q. I haven't received my gift card in the post, what should I do?

A. If you are expecting a gift card in the post and haven't received it, contact the voucher service administrators, Hawk Incentives on **0344 693 9901** (lines are open Monday-Friday, 9am-5pm, excluding Bank Holidays), or speak to your local TSB branch.

## Q. Who are the retailers I can choose from online?

A. Details will be included in the email we send you. There is choice of up to 130 different retailers across the UK.

## Q. When can I spend my £30 shopping voucher?

A. If you have selected an e-Gift, you will be sent a confirmation email advising you of your e-Gift which you will then be able to spend immediately. If you elected to receive a gift card, we will post this to you, and this can be used as soon as you receive it.

## Q. How can I spend my gift voucher?

A. You can spend your gift card or e-Gift online or instore, depending on which retailer you choose.

## Q. What are the terms and conditions of the offer?

A. You can download the full terms and conditions of the offer by visiting [tsb.co.uk/home-insurance](https://www.tsb.co.uk/home-insurance).

## Q. Who is running the £30 gift voucher offer?

A. The promoter of this offer is TSB Bank plc and is administered and managed by Hawk Incentives Limited on behalf of TSB Bank plc. TSB are working with Hawk Incentives Limited to make sure you receive the best service in relation to the fulfilment of the £30 gift voucher offer. To enable this your contact details and confirmation of your eligibility will be passed to Hawk Incentives Limited.

## Q. What should I do if I need help claiming my gift voucher?

A. Full details will be included in the email we send you. You can also contact your local TSB branch, who will be happy to help you. Alternatively, you can contact Hawk Incentives on **0344 693 9901** (lines are open Monday-Friday, 9am-5pm, excluding Bank Holidays).

## Q. Who should I contact if I have a query or a complaint about the £30 gift voucher offer?

A. If you have a query about this offer, or the service you have received, please contact the Partners at your local TSB branch, or call us on the Pick and Protect Sales and Service Complaints Customer Helpline – **0345 030 8815**.

If the complaint is regarding the voucher itself, you can speak to Hawk Incentives who are managing the vouchers for TSB on **0344 693 9901** (lines are open Monday-Friday, 9am-5pm, excluding Bank Holidays).

\*Terms and conditions apply. See <https://www.gvsprepaid.com/one4alluk-tcs.html>



TSB Pick and Protect home insurance is brought to you by TSB Bank plc and underwritten by Aviva Insurance Limited. T&Cs apply.

**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).

Not all Telephone Banking services are available 24 hours, 7 days a week. Speak to a Partner for more information. Calls may be monitored or recorded. 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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\*\*\*\*Hawk Incentives Limited a company registered in England and Wales. Company registration number is 4155659 and registered office is at Westside, London Road, Hemel Hempstead, Herts HP3 9TD