

## TSB Pick and Protect Home Insurance £30 shopping voucher when you purchase combined buildings and contents insurance.

Please print or save this document so you have a copy of all the important information relating to this offer.

### Who is eligible for this offer?

**You're eligible for this special offer if you:**

1. Are a new TSB Pick and Protect Home Insurance customer.
2. Are aged 16 or over and resident in England, Scotland, Wales or Northern Ireland.
3. Get a quote for TSB Pick and Protect Home Insurance cover online, in a TSB branch or by telephone between 1 September and 19 December 2020 inclusive.
4. Get a quote that includes both Buildings and Contents cover.
5. Take out the policy for Buildings and Contents insurance 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.

**You're not eligible for this special offer if:**

1. You're an existing TSB Pick and Protect Home Insurance customer with Buildings and/or Contents cover already.
2. You amend your quote after 19 December 2020, but before you take out the policy\*.
3. You cancel your policy within 60 calendar days of taking out the policy\*\*.

\*If you get a quote on or before 19 December 2020, you'll still be eligible if you 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. However, if you amend your quote after 19 December 2020, you won't be eligible for this special offer.

\*\*If you cancel your policy during the first 60 days of the policy, you will no longer be eligible for your £30 shopping voucher.

### How it works

**How to claim your shopping voucher.**

- The email address of the first policy holder listed on your policy will receive an email no later than 70 days after the policy begins.
- In that email, you will receive details of how to redeem a unique Select Code online, which can be exchanged for gift cards or e-Gifts from a wide selection of retailers.
- You can select gift cards or e-Gifts from up to 130 retailers. You can use gift cards or e-Gifts online or in store, depending on which retailer you choose.
- Once you have successfully made your choice, you will receive a confirmation email. This will be followed by a further email containing your e-Gift, or if you have chosen a gift card, this will be sent separately by post to the insured address.

**If you do not have an email address or internet access:**

- You will be sent a One4all\*\*\* Gift Card to the insured address.
- The One4all Gift Card will be automatically sent after 70 days of the policy being active.

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

## Important information about the shopping voucher offer:

- You'll need to select your retailer within 90 days of receipt of our first email. If you don't select your preferred retailer within 90 days, our special offer will lapse.
- Your Select Code can only be redeemed in return for gift cards or e-Gifts for use in the UK.
- Your Select Code cannot be redeemed for cash.
- Your gift card or e-Gift cannot be amended once issued. If you do not receive your gift card or e-Gift, or if there is a problem using it, you should contact us for help.
- Neither TSB or Hawk Incentives can be held liable for the chosen retailer entering insolvency and no longer accepting the gift card or e-Gift.

## What to do if you need help claiming your shopping voucher, or if you do not receive your e-gift or gift card.

Our Partners in branch are here to help with any queries you may have, or you can speak to us on **03459 758 758** (lines are open 8am to 8pm).

To speak to the offer administrators, Hawk Incentives, call on **0344 693 9901** (lines are open Monday-Friday, 9am-5pm, excluding Bank Holidays).

Full website, email and telephone contact details will also be included in your invitation email, which will be received after 70 days from when your policy begins

## Sharing your information

We want you to know that TSB respects the information we hold on you and that we take the security of your information very seriously.

For details of TSB's Privacy Notice, please visit [TSB.co.uk/privacy](https://www.tsb.co.uk/privacy)

We will only share your details with Hawk Incentives Ltd in order to provide the offer to you.

**The £30 shopping voucher offer is provided by TSB Bank Plc, administered and fulfilled by Hawk Incentives Limited, a Blackhawk Network Company\*\*\*\*.**

For information on how Blackhawk Network (Europe) Limited & Subsidiaries will manage your personal data, please read their Privacy Notice at [ourprivacycommitments.com](https://www.ourprivacycommitments.com)

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.

† 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.

\*\*\*\*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