

# Google Pay™ terms and conditions.

## A secure way to pay.

Google Pay is the smart and secure new way to pay. For added peace of mind we recommend you check both Google Pay and statements regularly. We'll assume you've made the payments, so make sure you let us know as soon as you notice anything unusual.

Remember, don't give anyone the ability to unlock your device, as this will allow them to authorise transactions using your card with Google Pay.

## What you need to know.

To pay in stores, just wake the device and hold it against the contactless payment terminal and you are good to go. You don't even need to open an app. Tap and Pay is that fast; that easy.

You'll need to make sure you have enough battery power as Google Pay won't work when your device is switched off. Should this happen you will of course be able to continue making transactions using your debit or credit card.

## Stopping or restricting your use of Google Pay.

The same rules as set out in your card terms and conditions apply, meaning we can stop or restrict your use of Google Pay. We'll stop or restrict your use of Google Pay if we have reasonable grounds to suspect that the security of your Android™ device has or may have been compromised, or used without your consent, or we otherwise think it appropriate for your protection.

## Android device security.

If your Android device is lost, stolen or you're worried someone else has access to it then call us straight away on **0345 975 8005**. We'll deactivate Google Pay on your device for you. This will stop any unauthorised payments. You'll also find this number on our website. Lines are open 24 hours a day, seven days a week.

If you've enabled remote location access on your device, you can find, lock or erase it using Android Device Manager. Since Google Pay doesn't store your card details on your phone, anyone who finds or steals your phone won't be able to access that information. That's true even if it's unlocked.

Your plastic card will still work if we stop or deactivate Google Pay on your account. So if your card is also lost or stolen (or you think it might be) please tell us when you talk to us.

## Replacing your phone or other device.

It's up to you to make sure you delete your card details from your old device. You should do this if you upgrade, change or get rid of your current device. You'll then need to re-register your card to your new device.

## Data Privacy.

If you use Google Pay then you're agreeing to let TSB transfer your personal data to Google®, and to process your personal data for the purposes of Google Pay. In addition, Google will process your personal data in accordance with Google's Privacy Notice and Terms and Conditions. If you have told us of your marketing preferences then these only apply to TSB.

## Your card product terms and conditions.

These terms and conditions are supplementary to your product terms and conditions. If there is any overlap or conflict between these terms and conditions and your product terms and conditions, please refer to your product terms and conditions.

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 National 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.

The opening hours of our Telephone Banking advisor services are open 8am to 8pm Monday to Sundays. Our lost and stolen card and fraud reporting lines are open 24/7. Not all Telephone Banking services are available 24 hours, 7 days a week.

If you need to call us from abroad, or prefer not to use our **0345** number, you can also call us on **+44 20 3284 1581**. Calls may be monitored or recorded.

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TSB Bank plc is covered by the Financial Services Compensation Scheme and the Financial Ombudsman Service.

TSB adheres to The Standards of Lending Practice which are monitored and enforced by the Lending Standards Board: [www.lendingstandardsboard.org.uk](http://www.lendingstandardsboard.org.uk). To read more about our lending commitments to you go to [tsb.co.uk/lending-practice](http://tsb.co.uk/lending-practice).

