



FAQs.

TSB Pick and Protect £30 gift card offer.

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 cover online, in a TSB branch or by telephone between 3 June and 5 August 2019 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. Who is not eligible for the offer?

A. You are not eligible for this offer if you:

- Are an existing TSB Pick and Protect home insurance customer with Buildings and/or Contents cover already.
- Amend your quote after 5 August 2019, but before you take out the policy.
- Cancel your policy within 60 calendar days of taking out the policy.

If you get a quote on or before 5 August 2019, you'll still be eligible if you take out the policy within 90 calendar days of getting the quote, or 180 calendar days if you're applying for a new TSB mortgage. If you amend your quote after 5 August 2019, you won't be eligible for this special offer.

Q. How do I claim my £30 gift card?

A. No later than 70 days after taking out your policy, you will receive an email. This will enable you to select a gift card and you will have the choice of four merchants with which you can spend your gift card. You must select your choice of gift card within 90 days of receipt of the email.

Q. Who are the four merchants?

A. You will have a choice of four merchants: Amazon, Argos, M&S and Tesco.

Q. When can I spend my £30 gift card?

A. Once you have selected your gift card, you will be sent another email advising you of your gift card code. You can then spend your voucher immediately.

Q. How can I spend my voucher?

A. You can spend your gift card online with Amazon, M&S and Argos or instore with M&S, Tesco or Argos.

Q. I do not have an email address or internet access. How can I claim my gift card?

A. If you do not have an email address or internet access, you will be asked to select your preferred merchant when taking out the policy either over the phone or in branch. After 70 days of your policy being active, your gift card will be sent to your insured address.

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

Q. What happens if I cancel my Pick and Protect policy?

A. If you cancel your Pick and Protect policy within 60 days of the policy start date, you will not be eligible for this special offer.

Q. Who is running the £30 gift card offer?

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

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

A. Please contact the Partners at your local TSB branch, who will be happy to help you.

Q. Who should I contact if I have a query or a complaint about the £30 gift card 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**.