

**Changes to your
Tesco Bank Credit Card
agreement.**

Dear Customer

Changes to your Tesco Bank Credit Card agreement

We're making some changes to your Tesco Bank Credit Card agreement. You don't need to do anything, we're just writing to let you know. For ease, we've summarised the key changes below however for further details please refer to the rest of this booklet. Please note, unless specifically mentioned, all other existing wording within your agreement shall remain unaltered and in force.

Most of the changes outlined will come into effect from **31 May 2018**, or 30 days after receiving this notice, whichever is later.

The key changes we are making are set out below:

1. Cash withdrawals and transactions

We are changing the types of transactions that we classify as cash. We have updated your agreement to make the distinction between cash withdrawals and cash transactions clearer.

2. We're changing some of our fees

The changes we are making are shown in the table below:

The fees we're charging	What you're currently charged	What you'll be charged from 31 May 2018
Standard Rate Balance Transfers (or transfers made outside of any other promotional interest rate period)	3.00% handling fee	3.99% handling fee
Standard Rate Money Transfers (or transfers made outside of any other promotional interest rate period)	3.00% handling fee	3.99% handling fee
Cash Withdrawals (previously Cash Advances)	3.00% handling fee (minimum of £3.00)	3.99% handling fee (minimum of £3.00)
Cash Transactions (previously Cash Advances)	3.00% handling fee	3.99% handling fee (no minimum fee)

3. We're changing the payment due date on some of our credit cards

We are making the number of days customers have to make their payments the same across all of our credit cards. This means from September, on all products, you will have 25 days from the date your statement is issued to make your minimum payment. **Note:** If you do not pay your balance in full this change may result in a higher interest charge.

If you have one of our Clubcard credit cards the number of days you have to pay after your statement is issued is increasing from 20 to 25. If you have a direct debit set up to make payments, it will be collected 5 days later than it is currently. You will know you have a Clubcard credit card if your card looks like either of the two images below:



We will remind you of this change closer to the time with a message on your statement.

If you have one of our other cards (Premium, World, Bonus MasterCard, MasterCard Classic, Bonus Visa, Visa Classic, Visa Platinum) you are not affected by this change as you already have 25 days to pay.

4. Third party providers

We have updated the wording in our general conditions to more clearly explain what an authorised third party provider is, how you can identify them and how you can use their services in a secure way. We have also explained in more detail the risks of using unauthorised third party providers.

5. Online security

We've added some wording to help you keep your account safe.

A new alert about your credit limit

The Financial Conduct Authority has been working with the industry on making sure customers receive the information they need to keep track of their spending. So from July, we're going to be sending a new text and email alert to let you know when you are close to your credit limit. You don't need to do anything, it's just there to help.

Important information – If you receive this notice at the same time as your first card issued on the account then you have a right to cancel this agreement. Please see the section in your General Conditions called 'You can change your mind about the card' which explains how and when you can do this or call us on **0345 300 4278**.*

For all other customers, if these changes affect your decision to have a Tesco Bank Credit Card you have the right to repay your outstanding balance and close your account at any time. If you have any questions on any of the changes we are making please contact us.

Please tell us if your name or contact details change. If you don't we'll continue to use the details you last gave us, and we won't be responsible if we can't contact you or if we send confidential information using out-of-date contact details.

*This may be included as part of any inclusive call minutes provided by your phone operator.

Area of Change within your agreement. Current wording (deletions in bold)	Area of Change within your agreement. New wording (changes in bold)
Credit Card Agreement regulated by the Consumer Credit Act 1974	
1.1 Interest	
<p><i>For customers who joined after 10th December 2015</i></p> <p>Your introductory rates will be withdrawn if we don't receive your minimum payment in full and on time. If we do this, interest will be charged at the standard rates on any purchase, money transfer, balance transfer and/or cash advance you have already made and those you make after the introductory rates have been withdrawn. We will always write to you to let you know that the introductory rates have been withdrawn and from what date the standard rates will apply.</p>	<p>Your introductory rates will be withdrawn if we don't receive your minimum payment in full and on time. If we do this, interest will be charged at the standard rates on any purchase, money transfer, balance transfer, cash withdrawal and/or cash transaction you have already made and those you make after the introductory rates have been withdrawn. We will always write to you to let you know that the introductory rates have been withdrawn and from what date the standard rates will apply.</p>
Cash advances	Cash withdrawals and cash transactions
1.2 Fees and charges	
<ul style="list-style-type: none"> • a handling fee of 3.00% of the amount for standard rate balance transfers or transfers made outside of any other lower or fixed interest rate period 	<ul style="list-style-type: none"> • a handling fee of 3.99% of the amount for standard rate balance transfers or transfers made outside of any other lower or fixed interest rate period
<ul style="list-style-type: none"> • a handling fee of 3.00% of the amount for standard rate money transfers or transfers made outside of any other lower or fixed interest rate period 	<ul style="list-style-type: none"> • a handling fee of 3.99% of the amount for standard rate money transfers or transfers made outside of any other lower or fixed interest rate period
<ul style="list-style-type: none"> • a handling fee of 3.00% (minimum £3.00 charge) of the amount for cash advances. Cash advances include gambling transactions and withdrawals from an ATM in both the UK and overseas. Gambling transactions are subject to a handling fee but there is no minimum charge 	<ul style="list-style-type: none"> • a handling fee of 3.99% (minimum £3.00 charge) of the amount for cash withdrawals from ATMs, over the counter at a bank or from a cash provider
<p><i>New bullet point added to section 1.2</i></p>	<ul style="list-style-type: none"> • A handling fee of 3.99% (no minimum charge) of the amount for cash transactions. Cash transactions are gambling transactions, wire or international money transfers, repaying borrowing (e.g. loans and mortgages), purchasing non-sterling currency outside of Tesco, payments to prepaid or virtual cards, investments, share trading and spread betting <p>The types of transactions classified as cash are listed above.</p>

2 How much do I pay each month?

For Clubcard credit cards

2.3 You must pay by the date shown on your statement. This will usually be **20** days after your statement date. If we don't receive your minimum payment in full and on time we will charge you £12.00.

2.3 You must pay by the date shown on your statement. This will usually be **25** days after your statement date. If we don't receive your minimum payment in full and on time we will charge you £12.00.

4 What is my credit limit?

We will tell you your credit limit and your advance limit when you first receive your card. We can change these from time to time. An advance limit is the maximum amount of your credit you can use to do cash **advances**.

We will tell you your credit limit and your advance limit when you first receive your card. We can change these from time to time. An advance limit is the maximum amount of your credit you can use to do cash **withdrawals**.

Credit Card General Conditions

Important information about your rights when you use your card

If you use your card to make a purchase with a price of more than £100 but not more than £30,000 and any of the following happens:...

...This doesn't apply to money transfers or anything bought with a money transfer or cash **advance**.

If you use your card to make a purchase with a price of more than £100 but not more than £30,000 and any of the following happens:...

...This doesn't apply to money transfers or anything bought with a money transfer or cash **withdrawal**.

3 Keep your card and security details safe at all times

3.2 Authorised third party providers are firms within the EU that are allowed to carry out services for you using your account. **Authorised means that the law lets them use those services on your account.**

Before you use an authorised third party provider, you should check with them that they are authorised to undertake the services for you, **and** that you trust them with your account.

They work by accessing your account using your security details, so we will treat all instructions **given using your security details** as being given by you, unless you tell us that your **credentials** have been compromised. If you wish to stop them having access, you must contact us to change your security details.

3.2 Authorised third party providers are firms within the EU, **authorised by the FCA or another European regulator**, that are allowed to carry out services for you using your account.

Before you use an authorised third party provider, you should check with them that they are authorised to undertake the services for you, that you trust them with your account, **and you are clear what accounts they have access to and what they are using your data for.**

They work by accessing your account using your **online banking** security details, so we will treat all instructions as being given by you, unless you tell us that your **security details** have been compromised. If you wish to stop them having access, you must contact us to change your security details.

New paragraph added to section 3.2

There may be other third party providers who are not authorised who ask for your online banking security details. If you use these providers it will be at your own risk and we will not be liable for any losses you suffer if they misuse your security details.

Top Tip: Watch out for unauthorised third party providers.

6 Foreign Currency

6.3 Cash **Advances** abroad:

If you or any additional cardholder withdraws cash abroad you will be charged a cash **advance** fee and a foreign exchange fee.

6.3 Cash **withdrawals or cash transactions** abroad:

If you or any additional cardholder withdraws cash, **or carries out a cash transaction** abroad, you will be charged a cash **withdrawal or cash transaction** fee and a foreign exchange fee.

8 Transactions on the Account

8.2 **Purchases and cash advances:**

You can use the card to make purchases **and take out cash advances. Cash advances include gambling transactions and withdrawals from an ATM in both the UK and overseas. Gambling transactions are subject to a handling fee but there is no minimum charge.** We may put a limit on the number of cash advances you can take out in one day from an ATM and we will tell you what this limit is.

8.2 **Card transactions:**

You can use the card to make purchases, **cash withdrawals and cash transactions.** We may put a limit on the number of cash withdrawals you can take out in one day from an ATM and we will tell you what this limit is.

15 General

15.4...

We will never email you asking for confidential or personal information. Please do not respond to any emails that appear to be from Tesco Bank asking for your security details or linking you to a web page asking you to login. **Links in genuine Tesco Bank emails will contain tescobank.com in the web address, for example <http://mailing.tescobank.com/r/YMJ94>.**

15.4...

We will never email you asking for confidential or personal information. Please do not respond to any emails that appear to be from Tesco Bank asking for your security details or linking you to a web page asking you to login.

15.5 We may contact you electronically (e.g. by text, email or in-app messaging), by post or by telephone using any of the contact details you give us. This means that you might only get an email or a text from us, and not receive a letter in the post.

We may contact you electronically (e.g. by text, email or in-app messaging), by post or by telephone using any of the contact details you give us. This means that you might only get an email or a text from us, and not receive a letter in the post. **We'll never contact you asking you to share your security details.**

You should be aware that there are scams designed to trick you into giving away information (such as account passwords) that can then be used to defraud you. This may be by email, phone call or text message pretending to be from Tesco Bank or a trusted third party. They may try to trick you into going to a fake website, to update your password for example, or they may ask you to provide your passwords to them directly 'for security purposes' or some other reason.

The only organisations that you should share your online banking security details with are authorised third party providers that you trust, so they can carry out the services you have asked them to.

Read this for information about scams and help keep your account safe.

Tesco Bank is a trading name of Tesco Personal Finance plc. Registered in Scotland No. SC173199. Registered Office: 2 South Gyle Crescent, Edinburgh EH12 9FQ. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

CC/NOV/0418