

The ins and outs.

An update to your Tesco Bank Clubcard Pay+
and Round Up account Terms and Conditions

Effective from 19 September 2024

We're changing your Tesco Bank Clubcard Pay+ and Round Up account Terms and Conditions

From **19 September 2024**, we're making some changes to your Clubcard Pay+ and Round Up account Terms and Conditions. You don't need to do anything, we're just writing to let you know. To help you understand what's changing, we've summarised the main points below. You can find the full details in the rest of this booklet.

Here's what's changing

1. We've added a reminder about how to use your accounts

We've made it clearer that our Clubcard Pay+ and Round Up accounts are separate accounts, and shouldn't be used to receive wages, salary, benefits, or pension payments. And Round Up accounts shouldn't be used to receive payments from other people.

2. When we send statements for your Round Up account

You'll no longer receive a monthly statement for your Round Up account, but you can still request one whenever you need one. You'll still receive an annual statement, and you can view your latest balance and transactions anytime in our Mobile App or Online Banking. You'll still receive monthly statements for your Clubcard Pay+ account.

3. When we'll contact you about a change to your interest rate

If we're decreasing the interest rate of your Round Up account, and your balance is £100 or more, we'll give you at least 14 days' notice.

4. When we'll contact you about updates to your terms and conditions for your Round Up account

- For changes to how we manage some payments to and from your Round Up account – and how we manage information about those payments – we'll give you 2 months' notice.
- For changes that are to your disadvantage, we'll give you 30 days' notice, and you can close your account without charge within that time.
- For any other changes, we'll tell you as soon as we can. This may be after we've made the change.

There are no changes to Clubcard Pay+ accounts, we'll still give you 2 months' notice for any changes.

5. When we'll contact you about closing your accounts

Previously, we'd give you 2 months' notice if we closed your Clubcard Pay+ and Round Up accounts. We'll now give you 90 days' notice.

6. We've made some updates for customers who applied before 10 January 2022

Firstly, we've clarified how we'll communicate with a power of attorney on your account. Secondly, in January 2022 we introduced Big Shop Big Round Up, a new feature which allows you to round up to the nearest £5 on big shops. We've added a section to explain how this works.

Some other small changes

We've made some changes to grammar and formatting to help make our Terms and Conditions easier to understand. We've also changed some information:

- The Summary Box no longer forms part of your Terms and Conditions.
- If we refund a fraudulent transaction and you receive a refund for the same transaction from the merchant, we'll debit the amount we refunded from your account.
- We've updated how we'll contact you if we suspect any fraudulent activity, made it clearer about how we'll get in touch, and added some detail about the information we'll ask for. We've also added more information about how to keep your account safe.
- If you make a bank transfer to another bank from your Clubcard Pay+ account, we might ask you additional questions about the account you're sending it to – to confirm the details are correct.
- We've made it clearer that if you're not happy with how we've responded to your complaint, you can refer this to the Financial Ombudsman Service.

Important information – If you're unhappy with any of the changes we're making, you can choose to close your Clubcard Pay+ and Round Up accounts. If we don't hear from you before **19 September**, we'll assume you accept these changes. If you have any questions about any of the changes we're making, please get in touch. And if you've recently closed your account, please just ignore this booklet.

Remember to tell us if your name or contact details change. If you don't, it will be your responsibility if we can't contact you, or if we send confidential information using out-of-date contact details.

All 0345 numbers shown in this document may be included as part of any inclusive call minutes provided by your phone operator.

Changes to your Tesco Bank Clubcard Pay+ and Round Up account Terms and Conditions

The page numbers noted below refer to the relevant page number of the Clubcard Pay+ and Round Up Terms and Conditions document.

The following changes apply to all Clubcard Pay+ and Round Up accounts:

Area of change within your agreement. Current wording (deletions are in bold and struck through)	Area of change within your agreement. New wording (changes in bold)
Your agreement for Clubcard Pay+ is made up of the following:	
Page 2	
<p>Your agreement for Clubcard Pay+ is made up of the following:</p> <ol style="list-style-type: none"> 1. These Clubcard Pay+ terms and conditions, which explain how your Clubcard Pay+ and Round Up accounts operate. 2. The Round Up Summary Box which outlines the interest rates which will operate on your Round Up account. 	<p>Your agreement for Clubcard Pay+ is made up of these Clubcard Pay+ terms and conditions, which explain how your Clubcard Pay+ and Round Up accounts operate.</p>
About Clubcard Pay+	
What is Clubcard Pay+? Page 2	
<p>Clubcard Pay+ is provided by Tesco Bank and is made up of your Clubcard Pay+ account and your Round Up account. Both accounts are managed using the Tesco Bank Mobile Banking App (“Mobile App”). When we refer to “Clubcard Pay+” in this document we mean both your Clubcard Pay+ account and your Round Up account. Clubcard Pay+ is available for personal (non-business) use only.</p>	<p>Your Clubcard Pay+ account is a payment account which comes with a Round Up account – a separate savings account. Both accounts are managed using the Tesco Bank Mobile Banking App (“Mobile App”) and are available for personal (non-business) use only.</p>

What is my Clubcard Pay+ account? Page 2	
Your Clubcard Pay+ account is a personal bank account for making everyday payments and withdrawing cash. It comes with a debit card with contactless functionality. There is no overdraft facility provided with Clubcard Pay+.	Your Clubcard Pay+ account is a personal payment account for making everyday payments and withdrawing cash. It is not intended to be used for receiving payment of wages, salary, benefits or pension payments. It comes with a contactless debit card. There is no overdraft facility provided with Clubcard Pay+.
What is my Round Up account and how does it work? Page 2	
Your Round Up account is a savings account provided with your Clubcard Pay+ account.	Your Round Up account is a savings account provided with your Clubcard Pay+ account. Your Round Up account should not be used to receive wages, salary, benefits, pension payments or payments from other people.
Remember, you can turn off Round Up or BSRU any time through our Mobile App.	Remember, you can manage the Round Up feature in our Mobile App at any time.
Can I have a Clubcard Pay+ account without a Round Up account? Page 3	
Clubcard Pay+ comes with both accounts opened as standard, so you can't have one without the other. However, you can turn off the round up feature at any time in your Mobile App.	Clubcard Pay+ comes with both accounts opened as standard, but you can either turn off the Round Up feature in our Mobile App or alternatively close your Round Up account entirely, and your Clubcard Pay+ account will stay open. You can't have the Round Up account without a Clubcard Pay+ account, so if you want to close your Clubcard Pay+ account, your Round Up account will also be closed.
Keeping in touch	
Will I receive statements? Page 4	
You'll receive 2 separate monthly statements every month, one for your Clubcard Pay+ account and the other for your Round Up account. If there hasn't been any activity on your Round Up account during that month (excluding credit interest), you won't receive a statement. You'll receive an annual statement for your Round Up account once a year in April.	<ul style="list-style-type: none"> • For your Clubcard Pay+ account, you'll receive a statement each month. • For your Round Up account, you'll receive an annual statement in April. <p>You can view your account balance at any time in our Mobile App or Online Banking. You can also call us to request a statement whenever you need one.</p>

Topping up Clubcard Pay+

Into my Round Up account, page 5

Clubcard Pay+ is not intended to be used for receiving direct payment of wages, salary, benefits or pension payments from your employer, benefits or pension provider.

Making a payment from Clubcard Pay+

Payments out of your Clubcard Pay+ account, page 7

Bank transfer to another UK bank account by Faster payment**

£10,000 transfer limit per day when using our Mobile App or a TPP*. Please note, there is a further limit of £20,000 per day across these 2 payment options combined.

If you want to send more than £20,000 please contact us.

Bank transfer to another UK bank account by Faster Payment**

£10,000 transfer limit per day when using our Mobile App or a TPP*. Please note, there is a further limit of £20,000 per day across these 2 payment options combined.

We may ask you additional questions about the intended payee and ask you to confirm the details are correct.

If you want to send more than £20,000 please contact us.

- As your Clubcard Pay+ account and Round Up account are 2 separate accounts, your available balance for your Clubcard Pay+ account (or Round Up account) only takes into consideration the funds you have in that account – it does not take account of the balance of your Round Up account (or Clubcard Pay+ account).

- As your Clubcard Pay+ account and Round Up account are 2 separate accounts, **and are managed separately**, your available balance for your Clubcard Pay+ account (or Round Up account) only takes into consideration the funds you have in that account – it does not take account of the balance of your Round Up account (or Clubcard Pay+ account).

Round Up account interest

Can you change the interest rates? Page 9

Your Round Up account is a variable interest rate account – we may change the Standard Interest Rate which applies to your account at any time. ~~If we are going to reduce the Standard Interest Rate we will always contact you and give you at least 2 months' notice.~~

Your Round Up account is a variable interest rate account – we may change the Standard Interest Rate which applies to your account at any time. **If we're going to reduce the Standard Interest Rate, and your balance is £100 or more, we'll always contact you and give you at least 14 days' notice.**

Changing our agreement with you

Can you change our agreement for other reasons? Page 10

~~Can you change our agreement for other reasons?~~

~~We can change any part of our agreement with you for any reason not stated in our agreement (we will tell you the reason at the time), provided that we give you at least 2 months' notice, during which you are free to close your Clubcard Pay+ and Round Up accounts without charge (provided that your account balances are zero or above).~~

When will you tell me about changes to Clubcard Pay+?

Whenever we make changes to our agreement with you, we'll always tell you at least 2 months in advance of the change. We will notify you of any changes to our agreement with you by email.

In exceptional circumstances, it may not be possible to give you 2 months' notice where changes are required as a result of a change in the law. If this happens, we'll always give you as much notice as possible before the changes take effect.

If you don't want to accept the change and want to end this agreement and close your Clubcard Pay+ and Round Up accounts, you must tell us before the change takes effect. We won't charge you for closing Clubcard Pay+. If your Clubcard Pay+ is unable to be closed before the change takes effect, for example your balance is below zero, you will be deemed to have accepted the change.

When will you tell me about changes to my Clubcard Pay+ account?

Whenever we make changes to our agreement with you, we'll always tell you at least 2 months in advance of the change. We'll use any of your contact details (including your email address) to let you know about the change.

If you're not happy with the change, you may close your Clubcard Pay+ and Round Up accounts before the change takes effect. If you choose to do this, you won't have to pay any charges that might otherwise apply. If your accounts are unable to be closed before the change takes effect, for example your balance is below zero, you will be deemed to have accepted the change.

In exceptional circumstances, it may not be possible to give you 2 months' notice where changes are required as a result of a change in the law. However, if this happens we'll always give you as much notice as possible before the changes take effect, but this may be after we've made the change.

When will you tell me about changes to my Round Up account?

If we change the terms and conditions relating to how we manage some payments to and from your account, and how we manage information about those payments, we'll use any of your contact details (including your email address) to let you know about the change at least 2 months before it happens. For example, this could include changes to the 'Payments into my Round Up account' and 'Payments out of my Round Up account' sections of this document.

For other changes to your terms and conditions that are to your disadvantage, we'll use any of your contact details (including your email address) to let you know at least 30 days before we make the change. If you're not happy with the change, you may close your Round Up account (and/or Clubcard Pay+ account) before the change takes effect. If you choose to do this, you won't have to pay any charges that might otherwise apply. If your account is unable to be closed before the change takes effect, for example your balance is below zero, you will be deemed to have accepted the change.

If a change is not to your disadvantage, we'll tell you as soon as we can using any of your contact details. This may be after we've made the change.

In exceptional circumstances it may not be possible to give you the applicable notice, such as where changes are required as a result of a change in the law. However, if this happens we will always give you as much notice as possible before the changes take effect.

Keeping your accounts safe

What do I need to do to help keep my accounts secure? Pages 10 and 11

You must:

You must:

- **dispose of your old card carefully – cut the card up through the signature box, the magnetic strip and the chip;**

You must not:

You must not:

- **make your PIN an easy to guess number (like your date of birth);**

What if someone asks me for my security details or to make a payment? Page 11

	<p>If we suspect fraud or a security threat on your account, we will let you know by text, telephone, email or letter. We will never ask you for your full PIN, password, Mobile App passcode or Online Banking security number over the telephone, or via email or text. When you call us we will need to identify you. We will do this by asking for information known only to you, and by requesting some of the digits of certain passwords, passcodes or security numbers.</p>
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What happens if it turns out that I wasn't entitled to a refund or a payment? Page 12

<p>If we discover you weren't entitled to a refund, we may debit the amount of the transaction from your Clubcard Pay+ account and/or Round Up account. This will take effect from the original date the transaction was processed.</p>	<p>If we discover you weren't entitled to a refund, or if you receive a refund twice following a fraudulent transaction, we may debit the amount of the transaction from your Clubcard Pay+ and/or Round Up account. This will take effect from the original date the transaction was processed.</p>
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Stopping payments from Clubcard Pay+

Page 14

<p>Stopping payments from Clubcard Pay+</p>	<p>Stopping payments from Clubcard Pay+ and/or Round Up accounts</p>
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Restrictions to Clubcard Pay+

When can you restrict my access to Clubcard Pay+, and/or refuse to carry out a transaction? Page 15

<p>We'll only do this if we think it's necessary because:</p>	<p>We'll only do this if we think it's necessary because:</p> <ul style="list-style-type: none">• we reasonably consider this is necessary to protect the security of your account;
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Closing Clubcard Pay+

Page 15

~~Closing Clubcard Pay+ means closing both your Clubcard Pay+ account and Round Up account. If you ask us to close your Clubcard Pay+ account (or your Round Up account), we will also close your Round Up account (or Clubcard Pay+ account). You cannot have a Clubcard Pay+ account (or a Round Up account) without a Round Up account (or Clubcard Pay+ account).~~

~~Can I close my Clubcard Pay+?~~

~~If you want to close your Clubcard Pay+ and Round Up accounts, please call us. If the balance on your account(s) is below zero, you'll need to bring your balance to zero before we can close your accounts.~~

~~If we are investigating unauthorised activity on your account(s), you won't be able to close your accounts until our investigation has been completed.~~

Can I close my Clubcard Pay+ account?

If you want to close your Clubcard Pay+ account, please call us. Please note your Round Up account will also be closed if you close your Clubcard Pay+ account.

If the balance on your account is below zero, you'll need to bring your balance to zero before we can close it.

If we are investigating unauthorised activity on your account, you won't be able to close your account until our investigation has been completed.

Can I close my Round Up account?

If you want to close your Round Up account, please call us. Once the Round Up account is closed, it can't be opened again. You can keep your Clubcard Pay+ account open, even if the Round Up account is closed.

If the balance on your account is below zero, you'll need to bring your balance to zero before we can close it.

If we are investigating unauthorised activity on your account, you won't be able to close your account until our investigation has been completed.

Can you close my Clubcard Pay+? Page 16

Can you close my Clubcard Pay+?

~~We can close your account, and if we do, we'll usually give you 2 months' notice.~~

We may close your account immediately where:

Can you close my Clubcard Pay+ and/or Round Up account?

We can close your accounts, and if we do, we'll usually give you 90 days' notice.

We may close your account immediately where:

- you move outside the UK;
- your account has had a £0 balance for at least a year;

How to make a complaint

Page 18

If you make a complaint, we'll aim to resolve it as quickly as we can. If you're still not happy, **you may be able to** refer your complaint to the Financial Ombudsman Service.

If you make a complaint, we'll aim to resolve it as quickly as we can. If you're still not happy, you **can** refer your complaint to the Financial Ombudsman Service.

The following changes apply if you opened a Clubcard Pay+ and Round Up account before 10 January 2022:

About Clubcard Pay+

What is my Round Up account and how does it work? Page 2

You can also choose to round up to the nearest £5 on big shops. This is called Big Shop Big Round Up (BSBRU). You can turn on BSBRU in our Mobile App and set the amount that you want to count as a 'big shop'.

If you choose to do this and set £50 as a 'big shop', a 'big Round Up' will be transferred into your Round Up account each time you spend over £50. Your 'big Round Up' will be the difference between the amount you've spent and the next nearest multiple of £5.

So, if you set £50 as a 'big shop' and pay for £52 of shopping with your Clubcard Pay+ Debit Card, £55 will be debited from your Clubcard Pay+ account. £3 will be transferred into your Round Up account (and will show as a separate transaction).

Remember, you can manage the Round Up feature in our Mobile App at any time.

If we add new Round Up amounts (other than to the nearest £1 or £5), you'll see this in our Mobile App – so keep an eye out for any new options.

Making a payment from Clubcard Pay+

Page 7

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|---|---|
| <ul style="list-style-type: none">The table above shows the limits we allow for each transaction, but these are subject to you having funds available in your Clubcard Pay+ account and / or your Round Up account to cover the requested payment. You need to have enough money in your account to make payments, otherwise we may refuse the payment. | <ul style="list-style-type: none">The table above shows the limits we allow for each transaction, but these are subject to you having funds available in your Clubcard Pay+ account and/or your Round Up account to cover the requested payment. You need to have enough money in your account to make payments, otherwise we may refuse the payment. We might also refuse a transaction if it's possible that the transaction might take your account below zero. |
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Power of attorney

If I grant someone power of attorney on my account, what can they do on my account?
Page 17

~~The attorney will be able to service the account and request paper statements via Telephone Banking.~~ The attorney will not be able to operate some product features, such as the ability to ~~turn Round Up on and off.~~

The attorney will receive paper statements and can use telephone banking to service the account. The attorney will not be able to operate some product features, such as the ability to manage the Round Up feature.



All your documents are available in large print, audio or braille. To use Relay UK, just add 18001 before any of our phone numbers. Find out more and get the help you need at **[tescobank.com/support](https://www.tescobank.com/support)**.

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