

The following Q&As will help you understand how the transfer of our banking business to Barclays affects the way your deposits are protected under the Financial Services Compensation Scheme (FSCS). For further information please refer to page 12 of the Customer Booklet which is available at tescobank.com/transfer-scheme

1. What is the FSCS and how does the transfer to Barclays affect the protection of my deposits under the FSCS?

The FSCS compensates customers with eligible deposits (deposits eligible for protection under the FSCS) if their UK authorised financial provider stops trading or becomes insolvent. The FSCS protects your eligible deposits up to a current limit of £85,000 in total across all the accounts you hold within a regulated bank, building society or credit union. Please visit the FSCS website for more information about eligible deposits (www.fscs.org.uk). You can also check your account statements to see if your deposits are eligible.

From 1 November 2024, any eligible deposits held with Tesco Bank and Barclays brands will be covered by the FSCS up to a limit of £85,000 across all the accounts you hold. If you'd like a reminder of some helpful examples around FSCS protection, which were included in our initial communication regarding the transfer, a copy can be found at tescobank.com/transfer-scheme

2. What are the Barclays brands?

The Barclays brands are:

- Barclays
- Barclays Business Banking
- Barclays Premier
- Barclays Wealth Management
- Tesco Bank

3. When can I move my money?

Tesco Bank became part of Barclays on **1 November 2024**. Should Barclays stop trading or become insolvent, then any deposits over £85,000 won't be protected.

- If you have an instant access account, you can access your money at any time and charges won't apply – so you can choose to withdraw or transfer any amount.
- If you have a Tesco Bank Junior Cash ISA (JISA), please see Q6 for further information.
- If you have a product which normally incurs loss of accrued interest, early withdrawal or closure fees, any notice periods, penalties, fees or charges won't apply if you make a withdrawal or transfer from now until **20 March 2025**. These products are: Tesco Bank ISAs, Tesco Bank Fixed Rate Savers, Barclays Reward Saver, Barclays Blue Rewards Saver, Barclays Savings Bonds, Barclays Flexible Bonds and Barclays Flexible ISAs.

Please see Q5 and Q6 for information on protecting the tax-free status of your savings if you wish to move money from a cash ISA or JISA.

Please see Q7 for information on eligibility for compensation if you want to move your money but can't match a fixed rate of interest you're currently being paid.

4. How much money can I move to a new provider?

If your current combined eligible deposits held with Tesco Bank and Barclays exceed £85,000, you can make a withdrawal or transfer to a new provider up to the appropriate amount from your Tesco Bank or Barclays accounts, or a combination of both. Please see the letter enclosed and also pages 13 and 14 of the Customer Booklet for further information. You can find this at tescobank.com/transfer-scheme

5. I have balances in a cash ISA – what should I do to protect the tax-free status of my savings?

If you wish to reduce your cash ISA balance, because your current combined balance with Barclays is greater than £85,000, you can open an ISA with a new provider and ask them to transfer your Tesco Bank or Barclays cash ISA to them (in full or partially).

To do this, you need to open an ISA with a new provider, and instruct them to request the transfer of your Tesco Bank or Barclays cash ISA. Your new provider will then contact us or Barclays to send the balance to them. Please note that it can sometimes take a few weeks to transfer ISAs from one provider to another.

Any transfers into new or existing ISAs must meet HMRC and the ISA provider's rules for the transfer of current and previous years' subscriptions. If you wish to make a withdrawal from a Barclays Flexible ISA, please contact Barclays on **0345 734 5345*** for additional guidance before initiating your ISA transfer with your new provider.

For more information about transferring your ISA, please see page 16 of the Customer Booklet. You can find this at tescobank.com/transfer-scheme

6. I have balances in a Tesco Bank JISA – what should I do to protect the tax-free status of my savings?

Under HMRC rules, balances held in a JISA can't be withdrawn until the account holder's 18th birthday. If you wish to reduce the JISA balance, because the account holder's combined balance with Barclays after the transfer will be greater than £85,000, you can either request:

- (1) a partial transfer-out of the Tesco Bank JISA to a stocks and shares JISA held by another provider; or
- (2) a full transfer-out of the Tesco Bank JISA to a cash JISA or stocks and shares JISA held by another provider (even if this means the total balance with Barclays after the transfer will be £85,000 or less).
A full transfer-out will close the Tesco Bank JISA.

Any transfers into new or existing ISAs must meet HMRC and the ISA provider's rules for the transfer of current and previous years' subscriptions. As is usual for a Tesco Bank JISA, no notice periods, penalties, fees or charges apply. For more information about transferring your JISA, please see page 15 of the Customer Booklet. You can find this at tescobank.com/transfer-scheme

7. What happens if I move my fixed rate savings and can't get the same interest rate?

If you choose to move some money, and you can't match a fixed rate of interest you're currently being paid on your account for the remaining term or bonus period, you may be entitled to a payment to compensate you for any loss of interest.

Fixed rates of interest are paid on the following accounts: Tesco Bank Fixed Rate Saver, Tesco Bank Fixed Rate ISA, Barclays Savings Bonds, Barclays Flexible Bonds and Barclays Flexible ISA. Fixed rate bonuses may be being paid on some Tesco Bank Internet Savers and Tesco Bank Instant Access Cash ISAs.

We will assess your eligibility for compensation when we process your withdrawal or transfer request from any of the above account types with a fixed interest rate. Compensation will only be payable if the request to withdraw or transfer takes place from now until 20 March 2025.

8. Am I eligible for compensation if I make a withdrawal from Tesco Bank or Barclays?

If you hold one of the Tesco Bank or Barclays savings accounts listed in Q7 above, and choose to withdraw some money as a result of the transfer of Tesco Bank's banking business, then you'll be eligible for compensation if your current rate is higher than the average rate currently available from a selection of other UK banks and building societies on a comparable product.

If you think you are eligible for compensation:

- Please call Tesco Bank on **0345 678 5678*** for Tesco Bank products. If you're overseas, please call us on **+44 345 678 5678***. Lines are open 8am-8pm Monday to Friday, and 9am-3pm Saturday to Sunday (UK time).
- Please call Barclays on **0345 734 5345*** for Barclays products. If you're overseas, please call **+44 345 734 5345***. Lines are open 8am-6pm, Monday to Saturday (UK time). Please say 'Tesco Bank' when prompted.

9. How is the average rate determined?

If you hold a Fixed Rate Saver or Fixed Rate ISA with Tesco Bank, or a Savings Bond, Flexible Bond or Flexible ISA with Barclays, we'll use the on-sale rates available from five other high street banks: NatWest, HSBC, Lloyds, TSB and Santander. We'll use these rates to calculate an average market rate based on the term of your fixed term account, for example, calculate a 1-year average market rate based on the 1-year on-sale rates from these providers.

For Tesco Bank Internet Saver and Instant Access ISA accounts, we'll use the on-sale rates available on similar products from six comparable financial services providers: Aldermore, Shawbrook, Post Office, Sainsbury's Bank, Yorkshire Building Society and Marcus by Goldman Sachs. We may change which financial services providers we use to calculate our average market rate depending on product availability – for example if a provider no longer offers a comparable product.

We've calculated the average market rates on **28 November 2024** and we'll calculate them again on **6 January 2025**, **30 January 2025** and **27 February 2025**. Please note these average market rates will apply the day after calculation. Where we've already calculated your compensation amount, this won't be affected by any change to average market rate.

10. How is compensation calculated?

If you request to move money, we'll calculate whether you're eligible for compensation. Compensation will be calculated using the amount withdrawn (Amount Withdrawn), the remainder of your fixed term or introductory bonus period (Time Remaining) and the difference between your current rate and the average market rate (Rate Difference).

We'll use the difference between your current rate and the applicable average market rate to calculate compensation as follows:

Amount Withdrawn	x	Rate Difference	x	Time Remaining	=	Compensation Eligible
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Example – using 2-year Fixed Rate Saver product for illustration purposes only:

Amount Withdrawn (£10,000)	x	Rate Difference (1%)	x	Time Remaining (1 Year)	=	Compensation Eligible (£100)
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We'll process your payment as soon as possible when we receive your request, however, please expect it to take a few days to process.

11. I have a joint savings account, what does this mean for my cover?

The FSCS protection limit applies to customers with eligible deposits, not accounts. This means if you hold joint accounts, you'll be allocated an equal share of any joint account balance which will count towards your individual combined balance. Your individual £85,000 protection relates to your individual combined balance.

For example, if you currently hold eligible deposits in a joint account with another individual that has a total balance of £100,000, then half of this amount (£50,000) will be allocated to each of you. This means that all of the money in the joint account will continue to be covered under the FSCS, providing you don't hold other eligible deposits that would take you individually over the FSCS protection limit.

12. Do daily limits on account withdrawals apply?

If you call us to complete your withdrawal or transfer, there are no daily limits. If you have an instant access account and choose to self-serve in the Mobile App or Online Banking, the following daily limit applies:

- Transfers to other non-Tesco Bank accounts in your own name in the UK using the Mobile App, Online Banking and a Third Party Provider (TPP) – £10,000 limit for each payment method.

Please remember if you choose to self-serve in the Mobile App or Online Banking, the withdrawal or transfer won't be eligible for compensation.

For details on daily payment limits for Barclays, please visit **Barclays.co.uk**, and type 'daily payment limits' in the help search box.

13. What if I choose to do nothing?

If you choose to keep your eligible deposits where they are, nothing will happen. However, please understand that any combined deposits held with Tesco Bank and Barclays over £85,000 won't be protected by the FSCS.

14. Can you provide financial advice in relation to the impact of the changes on my account(s)?

No. We can talk you through the options available, but neither us nor Barclays are able to provide you with financial advice in relation to these changes. If you require further advice, you could speak to an independent financial advisor.

15. How can I get in touch?

If you have any other questions you can get in touch – we'll be happy to help. Just give us a call on **0345 678 5678***. If you're overseas, please call us on **+44 345 678 5678***. Lines are open 8am–8pm Monday to Friday, and 9am–3pm Saturday to Sunday (UK time).

If you'd like to get in touch with Barclays, you can call them on **0345 734 5345***. If you're overseas, please call **+44 345 734 5345***. Lines are open 8am–6pm, Monday to Saturday (UK time). Please say 'Tesco Bank' when prompted.



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**. You can also request documents by calling us on **0345 678 5678***.

*Calls may be recorded. The costs from mobile phones may vary. If you're calling from outside the UK, please check with your service provider for the cost of calling this number from overseas.