



# The essentials.

The general conditions  
for your credit card

Effective from 1 November 2024

Credit Cards

**TESCO** Bank



This document contains general information about your credit card. Please read it and keep it somewhere safe in case you need to refer to it in the future. This, together with your credit card agreement, makes up your contract with us.

**‘You’, ‘we’ and ‘us’:** when we talk about ‘you’, unless otherwise stated we mean the main cardholder (that’s the person who opened the account). When we use ‘we’ or ‘us’, we mean Tesco Bank and any person our rights and duties might be transferred to.

## Need our help?

- For general enquiries, call **0345 300 4278** or visit **tescobank.com**
- If your card is lost or stolen, call **0345 300 4278** from the UK or **+44 126 850 8027** from abroad

When you call us, we’ll need to check its you.

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

If we need to contact you:

- We might do this by phone, text, email, mobile notification or in-app messaging – you won’t always get a letter in the post
- If we think your account might not be safe, we’ll let you know by text, phone, mobile notification, email or letter
- We’ll never ask you for your full PIN, password, Mobile App passcode or Online Banking security number over the phone, or via email or text. If someone contacts you and asks you for these, don’t share them
- We’ll never email you asking for confidential or personal information. If you get an email that looks like it’s from us, asking for your security details or linking to a web page asking you to login, do not respond. Forward it to **phishing@tescobank.com** and we’ll look into it.

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## 1. Changing your mind

If you want to cancel your card and withdraw from this agreement, you can. You've got 14 days from the day after you receive your card to do this, no questions asked.

If you decide to cancel and withdraw you'll need to repay any balance on your account, together with any interest or fees due, within 30 days of telling us. We'll tell you, on request and without delay, the amount of interest payable per day.

To cancel, call us on **0345 300 4278** or write to us at **Tesco Bank, PO Box, 344, Newcastle Upon Tyne, NE12 2GF.**

## 2. Additional cardholders

Provided you're up to date with your payments, you can ask us to add additional cardholders to this account.

You'll remain responsible for all transactions on your account, including those of additional cardholders (subject to the terms of this agreement). This means you have to pay if additional cardholders cause you to go over your limit or do anything that results in extra charges or a breach of this agreement. This applies even after any additional cards have been returned.

It's down to you to make sure additional cardholders keep their details safe (see section 10 for more info) and to tell us if you want to cancel an additional card. We may remove an additional cardholder at any time, for example for security or regulatory reasons.

We won't give other cardholders any information about your account unless you agree. However when transacting online additional cardholders may see details about other additional cardholders on the account.

## 3. About your card

Before you can use your card you might need to activate it – we'll explain how to do that when you receive the card.

### **Chip and PIN**

You can use your card to pay the traditional way, via chip and PIN. You'll get your PIN separately, either by post or electronically, to help keep your details safe.

### **Contactless**

You'll need to make one chip and PIN transaction to start using contactless. If your card ever goes missing, your contactless payments are protected just like any other payments.

### **Digital cards**

You can choose to create digital versions of your card with services like Apple Pay and Google Pay™ to make payments without using your physical card – using your mobile phone, smartwatch or other devices. Depending on the service you use, you might have to set up some additional security measures, like a passcode, fingerprint, face recognition or pair it with another device.

## **4. Using your account**

In this section, where we refer to ‘you’, we mean the main cardholder plus any additional cardholder.

### **Making and authorising transactions**

You can authorise transactions on your account by using a combination of your card, PIN, account or other security details such as fingerprint or face recognition depending upon the type of transaction and the circumstances.

Once you’ve authorised a transaction it can’t normally be stopped.

### **Paying online**

You might be asked to use Mastercard Identity Check during an online transaction. If you use our Mobile App, we’ll send a notification to your device asking you to authenticate the payment. If you don’t use the Mobile App you will be sent a secure code to your phone number(s) so it’s important you keep them up to date. If your phone number(s) are out of date, we may not be able to authorise online transactions.

### **Contactless payments**

To pay using contactless, just tap your card against the reader on a contactless terminal. Occasionally, you’ll be asked to enter your PIN – this is a security feature to help keep your money safe.

If you use a contactless card to pay for travel, you might have to tap your card against the readers at the beginning and end of your journey – and possibly at points in between.

Limits may apply to how much you can pay using a contactless card. These are industry set limits and can change from time to time. We’ll let you know what these are when you receive your card.

### **Digital card payments**

If you make a payment with a digital card, then you’ll need to authorise the payment in line with the service or device you’re using. For example, you might use your fingerprint, face recognition or enter a code. There may be limits on making payments with a digital card, which will be set by the service you are using.

### **Pre-authorisation**

If you use your card to pre-authorise a transaction (for example, if you hire a car or stay in a hotel) the amount you have authorised will be blocked. As soon as we receive notification of the exact amount to be paid from your account, we'll release the difference.

## **5. Transaction types, timings and restrictions**

In this section, where we refer to 'you', we mean the main cardholder plus any additional cardholder.

### **Card transactions**

You can use your card to make purchases, cash withdrawals and cash transactions.

We may apply a limit on the amount of cash you can withdraw from an ATM in one day. There may also be times when we can't offer you a cash withdrawal, for example for the reasons detailed in section 9.

### **Money transfers and balance transfers**

Transfer requests are subject to eligibility and security checks, but these won't leave a footprint on your credit file. We may limit the maximum amount you can transfer, and other restrictions might apply too, including instances where we can't offer you a transfer.

You can only transfer money or balances in UK pounds to an account in your name held with a financial institution in the UK. For Money Transfers, we will ask you additional questions about the intended payee and ask you to confirm the details are correct.

If you request a transfer before 5pm on a business day, we'll usually make the transfer the same day. If we do, the money will reach the bank account or other lender on the next business day. If we receive your instructions after 5pm, we'll usually make the transfer on the next business day and it will usually reach the bank account or other lender the business day after that.

If you make the request on a non-business day (such as a weekend or a Bank Holiday), we'll usually make the transfer on the next business day and it will usually reach the bank account or other lender the business day after that. Interest will be charged from when the transfer is made.

Additional cardholders can't request a money transfer or balance transfer.

### **Regular payments**

You can use your card to set up regular payments, which will continue until the arrangement expires or you cancel it.

If you want to cancel this type of payment, please let us know as soon as possible, by phone or in writing. It can also be helpful to contact the person or organisation you're paying, in good time, to let them know you want to cancel the arrangement.

### **Transactions in a foreign currency**

Any foreign currency transactions or refunds will be converted at the exchange rate determined by Mastercard. The exchange rate is based on rates observed in the wholesale market or government-mandated rates, where applicable. The currency conversion will take place on the day the transaction occurs. In some limited instances, for example if processing of the transaction is delayed, the conversion will take place the day after you make the payment or withdraw the money. We'll also add a Foreign Exchange fee.

It's worth noting that if you get a refund on a foreign currency transaction, you could still end up with a balance on your account if rates change between the transaction and the refund.

For transactions within the EEA, detailed information to allow you to compare the cost of making transactions abroad can be found at [tescobank.com/foreigntransactions](https://tescobank.com/foreigntransactions)

For all currencies you can find current exchange rates at [mastercard.com/global/currencyconversion](https://mastercard.com/global/currencyconversion)

### **Cash withdrawals or cash transactions abroad**

If you withdraw cash from an ATM abroad, you will be charged a Cash Withdrawal fee and a Foreign Exchange fee. If you carry out a cash transaction abroad, you will be charged a Cash Transaction fee and a Foreign Exchange fee.

### **Gambling**

Your card cannot be used for any form of gambling transaction except for purchasing National lottery tickets, or other society lottery tickets, in person in a retail store.

## **6. Paying off your balance**

### **Your monthly statement**

We'll send you a statement in any month where you have a balance on your account or there has been any activity on your account. This will show the balance on your account on your statement date, any payments you've made to us, and any charges we've made since your last statement.

You can update your paperless settings in our Mobile App or in Online Banking. If you're paperless we'll send you an email to let you know when your statements are ready to view.

### **What you pay and when**

You must pay the minimum payment on time each month.

We'll only register payments when we've received them, so if you pay by cheque, bear in mind that it won't be applied to your account until it has cleared, which can take up to a week.



If you go over your credit limit, or make any transactions in breach of this agreement, you must pay us immediately.

We may give you notice letting you miss a minimum payment. However, we'll still charge you interest, so your borrowing will be more expensive as a result.

We'll let you know in writing when we consider your account to be fully and finally settled.

You must not make payments that put your account in credit. If you do, we may refund the balance at any time and restrict the use of your card.

### **Missed payments**

If you miss a payment, you'll be charged additional interest and fees. Your credit score could also be affected, making it more difficult or more expensive to borrow money in the future.

If you're a homeowner, we may ask the court for a charging order over your home (or, if you're based in Scotland, the equivalent court order). This means if your home is sold (through repossession or for any other reason) anything you owe us will be repaid from the sale proceeds. If you're based in Scotland, the court order prevents you from selling your house or securing any further debts against your home until your debt to us is repaid. We may also take other forms of legal proceedings against you to recover the money you owe us.

### **Arrears**

If your account is in arrears, we'll clear these first (starting with the oldest) before paying off the amount due from your most recent statement.

### **How we allocate your payments**

When you pay us, we use the money to pay off the items with the highest interest rates first. If there's more than one item at the same rate, we pay off the item at the rate which ends first. For example, if you have 0% on purchases for 12 months and 0% on balance transfers for 9 months, we'll pay off your balance transfer first. We always use your payments to pay off items which have appeared on a statement you've received, before anything that hasn't yet appeared on a statement.

## **7. Managing your credit limit**

### **If you go over limit**

You must not go over your credit limit. If you do, we may ask you to immediately pay us any amount you owe over your credit limit. To work out whether you're over your credit limit, we'll take into account all transactions you've made, including any interest and fees that have been added to your account.

### **Changing your limit**

If we're planning to increase your credit limit, we'll tell you first. You can decide to keep it as it is if you want to – just let us know.

You can request to reduce your limit at any time. We may reduce your limit for any of the reasons listed in section 9.

You can request a change to your credit limit through our Mobile App, in Online Banking or by calling us. Remember that depending on your financial circumstances we may not be able to increase your credit limit when you make a request.

## 8. Refunds

### **When you can request a refund from us**

You can ask us for a refund where:

- You didn't know the exact amount when you made the transaction, for example, if you pre-authorise a transaction at a hotel check-in; and
- The transaction ended up being more than you could reasonably have expected in the circumstances (taking into account your previous spending pattern); and
- The transaction was with a retailer in the UK or, provided the transaction is made in Euro, in the European Economic Area (EEA); and
- You ask us for the refund within eight weeks of us adding the transaction to your account

We may ask you for information reasonably necessary to help us investigate whether you're entitled to a refund. We'll let you know within 10 business days of receiving your refund request – or receiving the requested information – whether we'll refund you. We'll always explain our reasons for refusing a refund (unless we're not allowed to by law).

### **Incorrect refunds**

If it turns out we've refunded you money that you aren't entitled to, we may debit the transaction amount from your account. This will take effect from the date the original transaction was posted.

### **If transactions go wrong**

If we fail to process a transaction or process it incorrectly and it's our fault, we'll refund the amount of the payment (or over-payment) that has been debited from your account, as soon as possible. We'll also refund any interest or fees you've incurred directly as a result of our error or failure.

If we process a transaction late and it's our fault, we'll refund any interest and fees that you've incurred directly as a result of our error or failure.

If the error (for example, paying too much or making a payment to the wrong person) occurred because you gave us incorrect details or made a mistake, we'll make immediate efforts to trace the transaction and notify you of the outcome, free of charge. We won't be liable for the payment or over-payment, or for any interest or fees you've incurred.

If we make a mistake processing a balance or money transfer, we'll restore your account to its original state, as long as we're made aware of the error no later than six years after the payment left your account.

If you've given us incorrect details or made a mistake with a balance or money transfer, we'll take all reasonable steps to recover any amounts sent. We may charge you a reasonable fee for doing so.

#### **Your rights when you use your card**

You are entitled to protection when you use your credit card. If you use it to buy something between £100 and £30,000, and receive unsatisfactory goods or services, you may have the right to make a claim against us as well as the retailer.

This doesn't apply to money transfers or anything bought with a money transfer or cash withdrawal. This protection may not apply if you use your card to fund an account with a third party (such as PayPal) and then pay for goods or services with that account.

## **9. Suspensions and restrictions**

In certain circumstances, we'll need to suspend or restrict the use of your account. We'll only do this for a good reason, including when:

- We have reasonable grounds to suspect fraud, misuse of the account or criminal activity
- There's a significantly increased risk you may not be able to pay us (for example, if you're being declared bankrupt, we receive new information from a credit reference agency or you're regularly missing payments for other Tesco Bank products)
- The transaction would take you over your credit limit or you are already over your credit limit
- We have reasonable grounds to suspect the security of the card has been compromised
- The transaction seems unusual compared to normal account activity
- We reasonably consider this is necessary to protect the security of your account
- We believe your account, card or digital card might be compromised as a result of you using a service, or if that service is compromised, unavailable or withdrawn
- We're unable to contact you using the details you've provided
- We're ordered to do so by a court of law or other enforcement authority
- You've reported your card lost or stolen
- You've requested a block on your card
- We're informed that you have died

If any of these circumstances apply to you or your account, where possible, we'll try to contact you before we take any action.

We'll always tell you why we've done what we've done, unless it's illegal to do so, or goes against reasonable security measures.

You can get in touch with us at any time to ask that we lift the suspension or restriction on your card.

In certain circumstances we might reduce your credit limit or advance limit. If we do, we'll let you know as soon as possible. This might be after we've decreased it, but you'll always be able to see your up-to-date limit in our Mobile App and in Online Banking.

If a purchase transaction is declined, we or the retailer will tell you, and you can contact us to find out the reason why.

### **Persistent debt**

We can also suspend your card if we've notified you that we consider you to have been in persistent debt for 36 months. We consider you to be in persistent debt if, over a period of 18 months, you've been paying more in interest, fees and charges than you have towards reducing your balance. If you remain in this position after a further 18 months, we're under an obligation to help you reduce your balance more quickly. This means that we may block further use of your card, either temporarily or permanently. As we use statement periods to work out whether you're in persistent debt, changing your statement date may affect when we contact you.

We can lift the suspension on your card once you've paid off your balance. Before we do this:

- we'll do an affordability check to see if you can afford the card repayments;
- if we think you can afford your card, we'll let you know what credit limit we're prepared to give you. This limit may be lower than your current limit; and
- we may also increase your minimum payment to try to help you avoid going into persistent debt again.

In certain circumstances, we won't lift the suspension on your card. Including if:

- we've taken other steps to help you clear your balance, such as choosing not to enforce this agreement or any part of it or reducing your interest rate; or
- we consider that we need to keep your card suspended (for example, because we're unable to contact you using the details you've provided).

## 10. Keeping your account safe

### Your responsibilities

You and any additional cardholders must:

- Keep all your Tesco Bank security details secret (this includes your credit card PIN, mobile, online and telephone banking details) and take reasonable precautions to prevent them becoming known to another person.
- Sign your credit card as soon as you receive it.
- Keep your credit card secure at all times and don't allow anyone else to use it.
- Dispose of old credit cards carefully – cut the card up through the signature box, the magnetic strip and the chip.
- When using a digital card, make sure you keep the device – and security details for the device – safe and don't allow anyone else to use them. If your device stores biometric data (such as fingerprints or face recognition) for the purpose of accessing your account, authorising transactions or doing anything else on your account, then you should not store anyone else's biometric data on your device. If you dispose of a device on which a digital card is held, you must delete the card first.
- Take reasonable steps to confirm the authenticity of a payment request (including the identity of the person or organisation requesting it) and take note of any warnings provided by Tesco Bank before making a payment.

You and any additional cardholders must not:

- Write down or record your Tesco Bank security details in a way which could be understood by someone else.
- Make your PIN an easy to guess number (like your date of birth).
- Disclose or give your Tesco Bank security details, credit card or PIN to anyone, even if they say they are from Tesco Bank, the police or other organisations.
- Give anyone else access to your account, even if they say they are from Tesco Bank, the police or other organisations.

### **If someone asks you for your security details or to make a payment:**

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 other organisations such as the police or utility companies. They may try to trick you into going to a fake website, to update your password for example, or they may ask you to make payments, or share authentication codes.

Please don't 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. If you think you've received a fraudulent email, please forward it to **[phishing@tescobank.com](mailto:phishing@tescobank.com)**.

If you don't keep your account secure or follow our guidance, you may be liable for fraudulent transactions that occur on your account. Visit [tescobank.com/security](https://www.tescobank.com/security) to find more information about staying safe online.

#### **If we suspect fraud or a security threat:**

If we suspect fraud or a security threat on your account, we'll let you know by text, telephone, email or letter. We'll never ask you for your full PIN, password, Online Banking security number or Mobile App passcode over the telephone, or via email or text.

When you call us we'll need to identify you. We'll do this by asking for information known only to you, and by requesting some of the digits of certain passwords, passcodes or security numbers.

#### **If you lose your credit card or device, or think someone knows your security details:**

You must change your details straight away by **contacting us immediately on 0345 300 4278** from the UK or **+44 126 850 8027** from abroad. We use your Tesco Bank security details to identify you, so it's important that you keep them up to date. Additional cardholders should do the same.

#### **Liabilities**

If there's fraudulent activity on your account, you won't be liable as long as you've taken all reasonable precautions. If not, you could be liable.

Here's how it breaks down:

Type of transaction	Amount you'll pay
If someone carries out a fraudulent transaction using your card details online, by phone or by mail order	Nothing
If you, or any additional cardholder, call us to cancel your card(s) because it's been lost, stolen or someone else knows the security details and unauthorised transactions have been made before we are notified (unless this happens before you, or any additional cardholder, receives the card from us)	Up to £35
If you, or any additional cardholder, call us to cancel your card(s) because it's been lost, stolen or someone else knows the security details and unauthorised transactions have been made after we've been notified	Nothing
If you give permission for someone else to use your card or card details	You're responsible for all transactions on the account

Fraudulent transactions by you (or any additional cardholder)	You're responsible for all transactions on the account
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## 11. Changing this agreement

### Reasons why we can change this agreement

We can change the terms of this agreement (other than interest rates and fees) for any of the following reasons:

- We think the change would make the terms easier to understand or fairer to you
- We're making reasonable changes to the way we look after your accounts in response to changes in the banking or financial system, technology, or the systems we use to run our banking business, or as a result of changes in law, industry codes, the decision of an ombudsman or any other regulatory requirement (or if we reasonably expect there will be a change of this type)
- As a result of changes (or when we reasonably expect there to be a change) to good banking practice which are as favourable or more favourable to you

### Changes to pricing for specific Tesco Group products or services

From time to time, we might agree with another Tesco Group company that we will reduce, vary or remove the interest rates, fees or charges on your credit card when you are signed up to an eligible product or service offered by them. You should refer to the terms of the Tesco Group product or service to check if you are eligible for better pricing offers.

Where you have a membership to such a product or service and we're then told that you no longer have one, we can increase your interest rates, fees or charges so that they're the same as if you'd not signed up to the product or service. This means you'll have to start paying these costs. We'll let you know when this happens, and tell you what the revised interest rates, fees or charges are. You should read "Letting you know" below for more information on how to avoid this new pricing.

### Changing your agreement for any other reason

We can also change any part of this agreement, for any reason, provided we give you at least 30 days' notice and tell you what we're doing and why. During the notice period, you'll be free to end the agreement without charge, provided all amounts outstanding have been repaid.

### Letting you know

We'll give you at least 30 days' advance notice of any changes to this agreement, unless the change is to your advantage. If that's the case, we'll still give you notice but we may make the change more quickly.

We'll tell you about any changes in writing, either with your monthly statement or separately by post or email, and we'll always make it clear when changes will come into effect. If you don't want to continue to make transactions after a change, you can end this agreement by giving us notice by calling, emailing or writing to us, but the change will still apply to this agreement until all amounts outstanding have been repaid.

## 12. Ending this agreement

As this agreement has no fixed duration, you can close your account at any time by calling us on **0345 300 4278**. If you have an outstanding balance, we'll stop you making any further transactions, but carry on adding any applicable interest and fees to the account until you've paid off everything you owe under this agreement (this includes before and after any judgment or decree).

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

We can end this agreement at any time, by giving you written notice (if we do, we'll usually give you at least two months' notice).

We can close your account immediately and demand you pay the full amount due for any of the following reasons:

- You become bankrupt or make arrangements with your creditors
- We find out you made false or misleading statements when applying for this card or any of our other products
- You commit fraud, or we have reasonable grounds to suspect you have committed fraud, misused your account or used it for criminal purposes
- You act in a threatening or abusive manner to any member of our staff
- You move outside the UK
- You die
- We're required to do so by law

We can also close your account immediately if you regularly or seriously break the terms of this agreement or any other agreement you have with us. We'll give you at least one month's notice to put right any breach that you can fix.

We'll also comply with all legal requirements in any of the above situations.

## 13. Making a complaint

Obviously, we hope you never have to make a complaint. If you do, we promise we'll try to resolve it as quickly as we can. Just call us on **0345 300 4278** or write to us at **Tesco Bank, PO Box 27010, Glasgow, G2 2DR**.



You'll find our complaint handling process under the 'Make a complaint' section on our website at [tescobank.com/complaints](https://tescobank.com/complaints). You can also request a copy by calling the number above.

If you're not happy with our response to your complaint, you may be able to refer your complaint to the Financial Ombudsman Service (FOS) by writing to them at **The Financial Ombudsman Service, Exchange Tower, London, E14 9SR** or by telephoning on **0800 023 4567**. Details are also available from their website, [financial-ombudsman.org.uk](https://financial-ombudsman.org.uk)

## 14. Other useful information

### Staying up to date

Tell us straight away if you or any additional cardholders change name, address or any of your contact details change (including your mobile phone number or email address). If you don't, we'll continue to use the details you last gave us. We won't be responsible if we can't contact you, or if we send confidential information using out of date contact details.

For your security, we may block access to your account and/or your card if we can't contact you.

If you make your payments to us by Direct Debit, you should also tell us if you change the bank or building society from which you make your payments.

### Rights and obligations

You may not transfer your rights or obligations under this agreement. We may transfer the rights and duties we have under this agreement to another lender or company in the future. We'll only do this if we reasonably believe they'll treat you at least as well as we do.

We won't be liable if we break this agreement due (directly or indirectly) to:

- abnormal and unforeseeable circumstances outside our control, the consequences of which would have been unavoidable. This could include the failure of any machine, data processing system or transmission link or delays and failures due to industrial action; or
- our obligations under UK law.

If we allow you more time to make a payment or choose not to enforce any terms and conditions under this agreement, we'll be able to apply them again at any time.

### Restrictions on your account

You and any additional cardholder must not use your account for business or illegal purposes.

### Your liability for taxes and other costs

There may be taxes and other costs, which are not paid or charged through us, that you have to pay in connection with this agreement.

**Applicable law**

If your address is in Scotland, Scots law applies to the contract between us, the dealings we have with a view to entering into it and any legal case between us will be referred to the Scottish courts. If your address is elsewhere, English law will apply and any legal case will be referred to the English or Welsh courts.

**Copies of these terms and conditions**

We'll communicate with you in English and you can ask for a copy of these terms and conditions at any time for free.

Our personal loan and credit card business is regulated by the Financial Conduct Authority, who can be contacted at **12 Endeavour Square, London, E20 1JN.**



All your documents are available in large print, audio or braille. Find out more and get the help you need at **[tescobank.com/support](https://tescobank.com/support)**.

Sometimes we record calls for training and quality purposes and for our joint protection.

Tesco Bank is a trading name of Barclays Bank UK PLC. Registered in England No. 9740322. Registered Office: 1 Churchill Place, London E14 5HP. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority (who are the supervisory authority under the CCA) and the Prudential Regulation Authority. Our registration number is 759676. You can check this on the Financial Services Register by visiting the website [fca.org.uk/firms/financial-services-register](https://fca.org.uk/firms/financial-services-register)