

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

Dear Customer

## Changes to your Tesco Bank Business Credit Card agreement

We're making some changes to your Tesco Bank Business 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 all the details please refer to the rest of this booklet. Where a clause has been added or deleted, all other clauses have been renumbered accordingly. Please note, unless specifically mentioned, all other existing wording within your agreement shall remain unaltered and in force.

All of the changes outlined will come into effect from 13 January 2018, or 30 days after receiving this notice, whichever is later.

### The key changes we are making are set out below:

#### 1. Legislative changes

We are amending your Terms and conditions to reflect a change in the law and regulation affecting credit cards. For example we've added in wording to explain what an authorised third party provider is, what they can do on your behalf and the liability for transactions, together with the process to follow. We also cover how we will contact you if we suspect fraud or a security threat.

#### 2. About your information and data protection

Data Protection law will change in May next year. To prepare for the changes, the wording "About your information and data protection" will no longer be part of the terms and conditions of your contract and will become a standalone Privacy Notice. At this time we are not making any changes to the Privacy Notice, which is also available here [tescobank.com/cardspn](http://tescobank.com/cardspn). The Privacy Notice will be updated before May 2018 and we will share any required changes with you in future communications. The changes will include information about why and how we process your personal data and information about your rights.

#### 3. Removal of CHAPS payments and replacement card courier service

We no longer offer CHAPS payments from your credit card or a courier service for replacement cards. Replacement cards are issued by post.

#### 4. Making things clearer

We have updated some of our processes to make things clearer and fairer for you, such as including the process used for pre-authorising a transaction. We have updated the Credit Agreement wording to clarify the process we will follow if we apply a lower or fixed rate to certain types of transactions on your account. This doesn't affect the terms of any of your existing rates. Minor updates to wording have also been made, including deletions, grammatical and formatting updates in order to make our terms and conditions clearer.

#### 5. Changes to Telephone Numbers

We've removed all reference to 0845 numbers as all of our numbers now begin with 0345. In most cases, 0345 numbers may be included in any minutes deals you have with your phone operator.

#### 6. Registered address

We have moved offices so our new address is 2 South Gyle Crescent, Edinburgh EH12 9FQ.

**Important information** – If these changes affect your decision to have a Tesco Bank Business Credit Card you have the right to repay your outstanding balance and close your account at any time. Please see the section in your General Conditions called 'You can change your mind about the card' which explains how and when you do this or call us on 0345 300 4278\*. 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)
<b>Credit Agreement</b>	
1.1 Interest	
<b>Special Offers</b>	<b>Other fixed rates</b>
From time to time, we <b>will make available special offers with a lower or fixed interest rate or other special repayment terms. We will tell you in advance the terms of the special offer, including what will happen at the end of it.</b>	From time to time, we <b>may apply lower or fixed interest rates to certain types of transactions. These rates may have their own fees or other special repayment terms. If we do this, we will notify you of these rates and terms at the time that they are made available.</b>
1.2 Fees and charges	
<ul style="list-style-type: none"> <li>• a handling fee of 0% of the amount for balance transfers after your introductory rate period or outside of any other <b>promotional</b> interest rate period (see below).</li> <li>• from time to time we may write <b>to you</b> to notify you of <b>promotional</b> interest rate periods on balance transfers.</li> <li>• from time to time we may write <b>to you</b> to notify you of <b>promotional</b> interest rate periods on money transfers.</li> </ul>	<ul style="list-style-type: none"> <li>• a handling fee of 0% of the amount for balance transfers after your introductory rate period or outside of any other <b>lower or fixed</b> interest rate period (see below).</li> <li>• from time to time we may write to notify you of <b>lower or fixed</b> interest rate periods on balance transfers.</li> <li>• from time to time we may write to notify you of <b>lower or fixed</b> interest rate periods on money transfers.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>£25 if you request a CHAPS payment from your account</b></li> <li>• <b>if you request us to courier a replacement card to you we reserve the right to charge you as follows:</b> <ul style="list-style-type: none"> <li>- <b>Deliveries to England and Wales £8.80</b></li> <li>- <b>Deliveries to Scotland £12.30</b></li> <li>- <b>Deliveries to Northern Ireland and outside the UK £20.00</b></li> </ul> </li> </ul>	<i>Section removed</i>
3 We can change your interest rates, fees and charges	
3.2 Where we make a change to comply with a regulatory or legal requirement, the change will reflect fairly the proportion of the cost of compliance on our business, as reasonably estimated by us. Other changes will respond proportionately to changes in our costs. We will not change interest rates and/or our fees to cover the same cost twice. We will not change a fixed <b>or special offer</b> rate on an account for as long as we have agreed to keep it fixed.	3.2 Where we make a change to comply with a regulatory or legal requirement, the change will reflect fairly the proportion of the cost of compliance on our business, as reasonably estimated by us. Other changes will respond proportionately to changes in our costs. We will not change interest rates and/or our fees to cover the same cost twice. We will not change a fixed rate on an account for as long as we have agreed to keep it fixed.
<b>General Conditions</b>	
You can change your mind about the card	
You have a right to withdraw from this agreement (sometimes called a right to cancel or cool-off), without giving us a reason, by calling us on <b>0845 300 4278</b> or writing to us at Tesco Bank, PO Box 27029, Glasgow G2 9FU.	You have a right to withdraw from this agreement (sometimes called a right to cancel or cool-off), without giving us a reason, by calling us on <b>0345 300 4278*</b> or writing to us at Tesco Bank, PO Box 27029, Glasgow G2 9FU.

3 Keep your card and security details safe at all times

*New section 3.2 added*

**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.**

**Please be aware that authorised third party providers may have access to all of your account data. Once your security details have been used by an authorised third party provider, we are not in control of what they do with your account or your data.**

4 Lost and Stolen Card Information

4.1 You (or an additional cardholder) must **immediately tell us** if a card is lost or stolen or you think your account may be misused, by calling us on **0845 300 4278**.

4.1 You (or an additional cardholder) must **tell us immediately** if a card is lost or stolen, you think your account may be misused, **if someone other than an authorised third party provider knows your security details or your security details have been compromised or stolen**, by calling us on **0345 300 4278\***.

4.2 If you are unable to call us then you may write to us at Tesco Credit Cards, Cards Loss Centre, TescoBank, PO Box 27028, Glasgow G2 9FT. You (or any additional cardholder) must give us any information you have regarding the circumstances of the loss, theft or misuse of a card. We can give the police any information they think is relevant to help prevent or control fraud.

4.2 If you are unable to call us then you may write to us at Tesco Credit Cards, Cards Loss Centre, TescoBank, PO Box 27028, Glasgow G2 9FT. You (or any additional cardholder) must give us any information you have regarding the circumstances of the loss, theft or misuse of a card **or security details**. We can give the police any information they think is relevant to help prevent or control fraud.

4.2 If this happens

You (or an additional cardholder) call us to cancel your card because it's been lost, stolen or someone else knows the security details but there are transactions after you call us

4.2 If this happens

You (or an additional cardholder) call us to cancel your card because it's been lost, stolen or someone else **other than an authorised third party provider** knows the security details, but there are transactions after you call us

4.2 If this happens

Your card (or any additional cardholders') is misused before you tell us it has been lost, stolen or that someone else knows the PIN (unless this happens before you receive the card from us)

Amount you pay  
**£50** maximum

4.2 If this happens

Your card (or any additional cardholders') is misused before you tell us it has been lost, stolen or that someone else knows the PIN (unless this happens before you receive the card from us)

Amount you pay  
**£35** maximum

## 5 Repayment

5.1 We will send you a statement (**this can be by online statement where you have agreed to this**) each month showing the payments you have made to us and all amounts we have charged to your account since the last statement and the balance on your account on the statement date. You must pay the minimum payment on time. Payments made by you will only take effect when they are received by us (for example cheques take days to clear).

5.1 We will send you a statement, **free of charge, in any month where you have a balance on your account or there has been any activity on your account. This will show the payments** you have made to us and all amounts we have charged to your account since the last statement and the balance on your account on the statement date. **If you receive paperless statements, we'll send you an email to let you know that your statement is ready, and you can view it in online banking.** You must pay the minimum payment on time. Payments made by you will only take effect when they are received by us (for example cheques take several days to clear).

### 6.1 Transactions in a foreign currency

The exchange rate will be made available on each working day any may change at any time. You can find out the current exchange rates by calling **0845 300 4278**.

The exchange rate will be made available on each working day any may change at any time. You can find out the current exchange rates by calling **0345 300 4278\***.

## 8 Transactions on the Account

### 8.2 Money transfers

There is a minimum transfer amount of £1. You can only transfer money in sterling to a bank account held with a bank or building society in the UK. If we approve your request for a money transfer we will take the money from your account and send it on the same business day if we receive your instructions before 17:00 or the next business day if we receive your instruction after this time. The money will reach the bank account by close of business on the next business day after we send the money. Interest is charged from when you tell us to make the transfer. Additional cardholders can't request a money transfer.

### 8.2 Money transfers

There is a minimum transfer amount of £1. You can only transfer money in sterling to a bank account held with a bank or building society in the UK. If we approve your request for a money transfer we will take the money from your account and send it on the same business day if we receive your instructions before 17:00 or the next business day if we receive your instruction after this time. The money will reach the bank account by close of business on the next business day after we send the money. Interest is charged from when you tell us to make the transfer. Additional cardholders can't request a money transfer. **If you use an authorised third party provider, they may make money transfers on your behalf in the same way as if you'd made them directly, and you'll be charged any fees in the same way.**

### 8.2 Balance transfers

We may restrict the amount of any balance you may wish to transfer or tell you other conditions for the transfer. We will tell you when we do this. You may only make balance transfers in sterling to another financial institution in the UK. If we approve your request for a balance transfer we take the money from your account and send it on the same business day if we receive your instructions before 17.00 or the next business day if we receive your instruction after this time. The other lender will receive this by close of business on the next business day after we send the money. Additional cardholders can't request a balance transfer.

### 8.2 Balance transfers

We may restrict the amount of any balance you may wish to transfer or tell you other conditions for the transfer. We will tell you when we do this. You may only make balance transfers in sterling to another financial institution in the UK. If we approve your request for a balance transfer we take the money from your account and send it on the same business day if we receive your instructions before 17.00 or the next business day if we receive your instruction after this time. The other lender will receive this by close of business on the next business day after we send the money. Additional cardholders can't request a balance transfer. **If you use an authorised third party provider, they may make balance transfers on your behalf in the same way as if you'd made them directly, and you'll be charged any fees in the same way.**

<p><i>New section 8.3 added</i></p>	<p><b>8.3 If you use your card to pre-authorise a transaction (for example where hiring a car or staying in a hotel), the amount you have authorised will be blocked. As soon as we receive notification of the exact amount that is to be paid from your account, any difference will be released without delay.</b></p>
<p>12 If things go wrong...</p>	
<p>12.3 If we discover you weren't entitled to a refund we may <b>re-credit the amount of the transaction to your account.</b></p>	<p>12.4 If we discover you weren't entitled to a refund we may <b>debit the transaction amount from your account.</b></p>
<p><i>New section 12.5 added</i></p>	<p><b>12.5 If we process a payment late or make an error we will, as soon as possible, refund the amount of any non-executed or defective payment. We will also refund any interest and charges you have incurred. Our liability is limited to the amount of such payment and any interest and charges you have to pay directly as a result of such delay or error. If the delay or error occurred because you gave us incorrect details or made a mistake we will not be liable for any interest and charges incurred, but we will make immediate efforts to trace the payment and notify you of the outcome, free of charge.</b></p>
<p>12.4 Complaints</p> <p>If you make a complaint, we'll aim to resolve it as quickly as we can. Call us on <b>0845 300 4278</b> or write to us at Tesco Bank, PO Box 27028, Glasgow G2 9FT. If you're still not happy, you can refer your complaint to the Financial Ombudsman Service (FOS). You can find out more about the FOS by writing to them at <b>South Quay Plaza, 183 Marsh Wall</b>, London E14 9SR or by telephoning on 08000 234 567. Details are also available from their website, <a href="http://www.financial-ombudsman.org.uk">www.financial-ombudsman.org.uk</a>.</p>	<p>12.6 Complaints</p> <p>If you make a complaint, we'll aim to resolve it as quickly as we can. Call us on <b>0345 300 4278*</b> or write to us at Tesco Bank, PO Box 27028, Glasgow G2 9FT. If you're still not happy, you can refer your complaint to the Financial Ombudsman Service (FOS). You can find out more about the FOS by writing to them at <b>Exchange Tower</b>, London E14 9SR or by telephoning on 08000 234 567. Details are also available from their website, <a href="http://www.financial-ombudsman.org.uk">www.financial-ombudsman.org.uk</a>.</p> <p><b>If you would like a copy of our complaint handling process, please call us on 0345 300 4278*. It is also available on our website at <a href="http://tescobank.com">tescobank.com</a> under the 'help' section.</b></p>

<i>New section 15.4 added</i>	<p><b>15.4 If we suspect fraud or a security threat on your account, we will let you know by text, telephone, email or letter.</b></p> <p><b>We will 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 will 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.</b></p> <p><b>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 <a href="http://mailing.tescobank.com/r/YMJ94">http://mailing.tescobank.com/r/YMJ94</a>. If you think you've received a fraudulent email, please forward it to <a href="mailto:phishing@tescobank.com">phishing@tescobank.com</a> and we'll investigate further. Visit our Security and Fraud Centre at <a href="http://tescobank.com">tescobank.com</a> under the 'Help' section to find more information on staying safe online.</b></p>
<p>15.4 You must tell us at once if you or any additional cardholder change name, or change address, or if you make your payments to us by direct debit and you change the bank or building society from which you make your payments.</p>	<p>15.5 You must tell us at once if you (or any additional cardholder) change name, or change address, or <b>any of your contact details change (including your mobile telephone number or email address)</b>. <b>If you don't tell us that your contact details have changed, 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.</b></p> <p><b>For your security, we may block access to your account and/or your card if we are unable to contact you.</b></p> <p>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.</p>
<p>15.7 Our telephone number is <b>0845 300 4278</b>.</p>	<p>15.8 Our telephone number is <b>0345 300 4278*</b></p>
<p><b>16 About your information and data protection</b></p>	
<p><b>This privacy policy summarises how we ...</b></p> <p><b>...If any of the details are incorrect, let us know and we'll amend them.</b></p>	<p><i>This section is deleted</i></p>



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.

BC/NOV/1117