

Changes to our Terms and Conditions

- Instant Access Cash ISA
- Junior Cash ISA

What's in this leaflet?

We're letting you know about some important changes we're making to our Terms and Conditions which will take effect from **14 June 2019**. This leaflet outlines in detail changes we are making – please read it carefully and keep it for future reference.

Instant Access Cash ISA Terms and Conditions changes are found in Sections 1 and 2

Junior Cash ISA Terms and Conditions changes are found in Sections 1 and 3

Summary of key changes:

- **Protecting your Account** – We've added wording to help you keep your Account safe by reminding you that we will never ask you to share your Tesco Bank security details (this includes your Mobile, Online and Telephone Banking security details and, where applicable the PIN for your Instant Access Savings Account).
- **Standardised Terminology updates** – We have updated key terms to ensure they are consistent with how other providers describe specific services such as, sending money instead of moving and cash machine instead of ATM withdrawals.
- **General updates** – We've made some wording, deletions, and changes to make our Terms and Conditions clearer, simpler and easier for you to understand.

What you need to do

If you're happy with the changes we've made you don't need to do anything. If you are not happy with these changes, you can close any account(s) covered by these Terms before the changes happen free of charge by calling us on the number below.

If you have any questions, please give us a call on 0345 678 5678*. We're here to help.

*Calls charged at basic rate. This number may be included as part of any inclusive call minutes provided by your phone operator. Calls may be recorded for training and quality purposes and for our joint protection.

SECTION 1 – BOTH INSTANT ACCESS CASH ISA AND JUNIOR CASH ISA ACCOUNTS

Area of Change within your Terms and Conditions. Old wording (deletions indicated by strikethrough)	Area of Change within your Terms and Conditions. New wording (new wording in bold)
Page 11 of <i>Instant Access Cash ISA</i> Page 2 of <i>Junior Cash ISA</i>	
<i>N/A as new section</i>	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. If you think you've received a fraudulent email, please forward it to phishing@tescobank.com and we'll investigate this further. Visit our Security and Fraud Centre at tescobank.com under the 'Help' section to find out more information on staying safe online.
Page 13 of <i>Instant Access Cash ISA</i> Page 5 of <i>Junior Cash ISA</i>	

Payments into your Account

Payment Source	Description	Payment Source	Description
Internal transfer from another Tesco Bank account	You can move funds from another account you have with Tesco Bank using our Online or Telephone Banking services.	Internal transfer from another Tesco Bank account	You can send money from another account you have with Tesco Bank using our Online Banking, Telephone Banking or Mobile Banking App services.

SECTION 2 – CHANGES TO INSTANT ACCESS CASH ISA ONLY

Area of Change within your Terms and Conditions. Old wording (deletions indicated by strikethrough)	Area of Change within your Terms and Conditions. New wording (new wording in bold)
Page 10 – Things you need to know	
When you open your Account you must set up a Linked Account to move money out of your Instant Access Cash ISA.	When you open your Account you must set up a Linked Account to send money out from your Instant Access Cash ISA.
Page 11 – About your Account (continued)	
How much can I pay in?	How much can I send in?
When you pay money into a Cash ISA this is known as making a 'subscription'.	When you send money to a Cash ISA this is known as making a 'subscription'.

Page 13 – Payments into your Account

How can I **pay** money into my Account?

You can **pay** money into your Account in the following ways:

Your Account does not accept payments which are not made in UK **sterling** or money paid in from non-UK bank accounts. Any money which is not in UK **sterling** or sent from a non-UK bank account will automatically be returned to where it came from.

How can I **send** money to my Account?

You can **send** money to your Account in the following ways:

Your Account does not accept payments which are not made in UK **pounds** or money paid in from non-UK bank accounts. Any money which is not in UK **pounds** or sent from a non-UK bank account will automatically be returned to where it came from.

Type of Payment	Your money will appear in your Account	Interest will be earned	You can withdraw your money	Type of Payment	Your money will appear in your Account	Interest will be earned	You can withdraw your money
Moving money internally from another Tesco Bank account	Immediately	From the day we are asked to make the transfer	Immediately	Moving money internally from another Tesco Bank account	Immediately	From the day we receive your money.	Immediately
Cheques	Prior to 24 September 2018	1 Business Day after we receive the cheque	2 Business Days after we receive the cheque	Cheques	<i>N/A section removed</i>	<i>N/A section removed</i>	<i>N/A section removed</i>
	From 24 September 2018	If we receive your cheque on a Business Day, your money will be available to spend before midnight on the next Business Day.			<i>N/A section removed</i>	If we receive and process your cheque on a Business Day, your money will be available to spend and will start earning interest before midnight on the next Business Day.	

Page 16 – How can I move money to another account and when will my money get there?

How can I **move** money to another account and when will my money get there?

How can I **send** money to another account and when will my money get there?

Page 16 – Cancelling Transactions

Standing Orders **paying** money into your Account can only be changed or cancelled from the account the payment was instructed.

Standing Orders **sending** money to your Account can only be changed or cancelled from the account the payment was instructed.

Page 17 – Other important Cash ISA Information

What happens if I don't **pay** any money into my Cash ISA in a tax year?

What happens if I don't **send** any money into my Cash ISA in a tax year?

Page 18 – Can I grant a Power of Attorney over my Account to allow someone else to operate the Account on my behalf?

Yes, but only if you ~~are incapable~~ of completing the application to open your Account and/or operate your Account by yourself, ~~for example, if you have a mental disorder or incapacity or a physical disability or illness.~~

Yes, but only if you **lack the capacity** of completing the application to open your Account and/or operate your Account by yourself.

Page 18 – Protecting your Account

You must:

- keep your Online Banking, Telephone Banking and Mobile Banking App security details secret

You must not:

- write down or record your security details in a way which could be easily understood or recognised by someone else; or
- let anyone else know or use your security details

You must:

- keep your Online Banking, Telephone Banking and Mobile Banking App security details secret

- **Keep all receipts and transaction records secure. If you wish to dispose of them, you should do so in a way that ensures they cannot be read, such as shredding.**

You must not:

- write down or record your **Tesco Bank** security details in a way which could be easily understood or recognised by someone else; or
- let anyone else know or use your **Tesco Bank** security details

If you do not keep your Account secure you may be liable for transactions which you did not authorise.

Page 19 – If we have a very good reason we might refuse to carry out a transaction?

- we're ordered to do so by a court or other enforcement authority including HMRC;

- we're ordered to do so by a court, **regulator** or other enforcement authority including HMRC;

Page 20 – Closing your Account

We can close your Account immediately and repay the balance to you, or any person authorised by law, with any interest due (~~if that is appropriate~~) where;

- we suspect there has been (or if we know there has been), fraudulent or criminal activity on your Account or any of your other accounts or insurance with us;

We can close your Account immediately and repay the balance to you, or any person authorised by law, with any interest due; **this is always subject to our legal and regulatory obligations**, where:

- **we have reasonable grounds to** suspect there has been (or if we know there has been), fraudulent or criminal activity on your Account or any of your other accounts or insurance with us;

SECTION 3 – CHANGES TO JUNIOR CASH ISA ONLY

Area of Change within your Terms and Conditions. Old wording (deletions indicated by strikethrough)	Area of Change within your Terms and Conditions. New wording (new wording in bold)
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Page 3 – Paying money into a Junior Cash ISA

How much can be paid into a Junior Cash ISA?	How much can be paid to a Junior Cash ISA?
Who can pay money into a Junior Cash ISA?	Who can send money to a Junior Cash ISA?
Anyone can pay money into a Junior Cash ISA, whether they are resident in the UK or not.	Anyone can send money to a Junior Cash ISA, whether they are resident in the UK or not.

Page 5 – Payments into the Account

How can money be paid into the Account?	How can money be sent to the Account?
Money can be paid into the Account in the following ways:	Money can be sent to the Account in the following ways:
The Account does not accept payments which are not made in UK sterling or money paid in from non-UK bank accounts. Any money which is not in UK sterling or sent from a non-UK bank account will automatically be returned to where it came from.	The Account does not accept payments which are not made in UK pounds or money paid in from non-UK bank accounts. Any money which is not in UK pounds or sent from a non-UK bank account will automatically be returned to where it came from.

Payment Source		The money will appear in the Account	Interest will be earned	Payment Source		The money will appear in the Account	Interest will be earned
Moving money internally from another Tesco Bank account		Immediately.	From the day we are asked to make the transfer.	Moving money internally from another Tesco Bank account		Immediately.	From the day we receive the money.
Cheque	Prior to 24 September 2018	1 Business Day after we receive the cheque.	2 Business Days after we receive the cheque.	Cheque	<i>N/A as section removed</i>	<i>N/A as section removed</i>	<i>N/A as section removed</i>
	From 24 September 2018	If we receive the cheque on a Business Day, the money will be available to spend before midnight on the next Business Day.			<i>N/A as section removed</i>	If we receive and process the cheque on a Business Day, the money will be available to spend and will start earning interest before midnight on the next Business Day.	

Page 8 – Can the Registered Contact grant a Power of Attorney over the Account to allow someone else to operate on the Account on their behalf?

A Power of Attorney can only be granted over the Account, if the child is over 16 and is the Registered Contact for the Account. If the Registered Contact is not the child and cannot operate the Account, someone else with parental responsibility will need to become the new Registered Contact.	A Power of Attorney can only be granted over the Account, if the child is over 16 and is the Registered Contact for the Account. If the Registered Contact cannot operate the Account, someone else with parental responsibility will need to become the new Registered Contact.
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The Registered Contact must:

- Keep their security details secret

The Registered Contact must not:

- Write down or record their security details in a way which could be easily understood or recognised by someone else; or
- Let anyone else know or use their security details

The Registered Contact must:

- Keep their **Tesco Bank** security details secret; **and**
- **Keep all receipts and transaction records secure. If you wish to dispose of them, you should do so in a way that ensures they cannot be read, such as shredding.**

The Registered Contact must not:

- Write down or record their **Tesco Bank** security details in a way which could be easily understood or recognised by someone else; or
- Let anyone else know or use their **Tesco Bank** security details

If you do not keep your Account secure you may be liable for transactions which you did not authorise.

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If you would like Braille, large print or audio format information about Tesco Bank Savings Accounts, please contact us.

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.

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