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more

TSB Bank plc
PO Box 453
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August 2024

We're making changes. Here's everything you need to know.

Hello,

We're making some changes to your Current Account. These changes will happen on 7 October 2024, unless stated otherwise.

You can find an overview of all the important changes in this letter, and full details in any enclosed booklets. You'll also be able to find a copy of your new terms and conditions on our website, or you can ask us for a copy from 7 October.



New UK Consumer Protection rules against fraud and the removal of the TSB Fraud Refund Guarantee.

We've been industry leading with our Fraud Refund Guarantee for over 5 years. Now, UK regulators are making sure other banks catch up. They've brought in new rules all banks must follow to reimburse certain types of fraud. This includes types of fraud like someone pretending to be someone they're not and getting you to send them money. We'll be switching to these rules when they come into effect on 7 October 2024.

Because of this we're removing our Fraud Refund Guarantee, with effect from 7 October 2024.

The terms and conditions of the Fraud Refund Guarantee will only continue to apply for eligible fraud transactions that occur before midnight on 6 October 2024. No fraud claims can be made against the TSB Fraud Refund Guarantee for fraudulent transactions that occur after this date.

Our priority remains to protect innocent victims of fraud, so if a TSB customer experiences a type of fraud that's not covered by the new refund requirements, we'll continue to review each claim on a case-by-case basis in order to support and protect innocent victims of fraud. We'll also continue to educate TSB customers to help prevent them becoming victims of fraud.

Where can I find out more?

We'll make information and guidance about how your account(s) are protected against fraud available in our branches, on [tsb.co.uk](https://www.tsb.co.uk) and through telephone banking when the changes come into effect. You can also find out more by visiting the Fraud Prevention Centre on our website.

Continued overleaf

Changes to your Personal Current Account

Protecting our customers

- **Protection from suspected fraud.**
If we reasonably believe a customer is trying to make a payment because of fraudulent, dishonest or criminal activity, we may refuse the payment. For example, if a fraudster is pretending to be someone you know to ask for money.
- **Protection from problem gambling.**
We may refuse to make a payment if you've turned a gambling block on in your TSB Mobile Banking App. For more information about the gambling block, and other support we offer if you're worried about gambling, visit tsb.co.uk/gambling-support

Closing Accounts

- **We'll be clearer on our reasons for deciding to close an account.**
We're making it clearer to customers that we may close a customer account if they're behaving improperly. This includes being abusive or threatening to us or others, such as using abusive language in payment instructions.

Removing Fees

- **We're removing 'Banker's Draft Fees'.**
If customers want us to write them a cheque for money within their account (known as a Banker's Draft) we will no longer charge them. The charges have changed from the current "£20" to "Free".
- **We've stopped charging 'Returned Item Fees'.**
You won't be charged a fee for any payments that we can't make because you don't have enough money in your account.

What you need to do.

Please read this letter and any enclosed documents and keep them somewhere safe. If you're not happy with these changes, you can choose to close your account at any time, but we'd be sorry to see you go. You can do this by calling us on **03459 758 758**, chatting to us in the TSB Mobile Banking App or visiting a branch.

If you're using an overdraft or owe us any other sums on your Current Account, you'll need to pay these off first.

Are your customer details correct?

It's important that your customer details are up to date so we can get in touch quickly and to comply with regulatory and financial crime requirements. This helps us to prevent fraudulent activity. Please help us keep your account secure by updating your details. You can do this using 'chat to us' on the mobile app, calling us on **03459 758 758** or visiting your local branch.

Contacting us.

If you'd like to chat to us about your account, get in touch by:



Chatting to us in the **TSB Mobile Banking App** 24/7. Just click the 'speech bubble' icon in the top right corner of the home screen.



Calling us on **0345 975 8758** – lines are open 8am to 8pm every day. Outside the UK? It's **+44 203 284 1575**.




Booking a **video call appointment** through our website at tsb.co.uk/appointments. Available 7 days a week.



Visiting any **TSB Branch, Pod or Pop-up**. There's a branch locator at tsb.co.uk/branch-locator.

Thank you for being a TSB customer.



Need some extra help to do your banking? This might be due to physical or mental wellbeing or a life event. We're here to support you. Let us know what you need by calling **03459 758 758**, chat to us in the TSB Mobile Banking App, or visit us in branch. This information is available in large print, braille and audio. Ask in branch or call us on **03459 758 758** (lines are open from 8am to 8pm, 7 days a week).

If you have a hearing or speech impairment you can call us using the Relay UK service. Type '18001' before entering our telephone number. A member of the Royal National Institute for Deaf People will join the call to speak with us as you send and receive text messages. Please visit www.relayuk.bt.com to read how they manage your data.

The opening hours of our Telephone Banking advisor services are 8am to 8pm every day. Our lost and stolen card and fraud reporting lines are open 24/7. Not all Telephone Banking services are available 24 hours, 7 days a week. Calls may be monitored or recorded. If you need to call us from abroad, or prefer not to use our 0345 number, you can also call us on **+44 203 284 1575**.

We've signed up to The Standards of Lending Practice. www.lendingstandardsboard.org.uk

TSB Bank plc is covered by the Financial Services Compensation Scheme and the Financial Ombudsman Service.

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