

current
accounts

Getting ready for university.



The TSB Student account.

Heading off to university or college is an exciting time. That's why our Student account is packed with smart things that help you keep on top of your finances.

The TSB Student account offers everything you need to make sure you get the most out of your time at university or college. From introducing you to amazing, hand-picked deals and discounts for students on big brands to an interest-free overdraft if you need it.

TSB, for a life made more.



What's included.

- Optional interest-free Arranged Overdraft up to £1,500. Your Arranged Overdraft starts at £500 for the first six months, then you can apply to increase it to £1,000 in months seven to nine, and up to £1,500 from month ten. 18+ only, subject to application, approval and repayable on demand.
- 5% AER/4.89% gross variable credit interest paid on balances up to £500 only.*
- TSB Visa debit card, to use at home and abroad.**
- Once you've held your Student account for at least three months and have a regular income you can apply for a TSB Student Credit Card, a financial helping hand when you really need it.
- Option to sign up for Save the Pennies*** which makes saving effortless, by helping you save every time you use your Visa debit card.
- We've teamed up with some big brands to introduce you to a range of discounts that can help you save on the things you buy and protect the things that matter.

Smart ways to manage your money.

Your Student account comes with lots of smart ways to help you stay in control of your money. Whether it's keeping a closer eye on your balance, or making payments on the move, we give you all you need to stay on top of your finances.

You'll need to register for services such as Internet Banking and Telephone Banking. Once you've registered for Internet Banking, you can log on from your mobile. You can also download our TSB Mobile Banking App.

We'll register you for some helpful text alerts when you open your Student account or whenever you send us your mobile number. You can also choose to register for other text alerts to help you manage your money. More information about all our text alerts can be found on page 7.

To get the most from your account remember to take full advantage of all the benefits on offer. You'll find full details on pages 3 to 10.

Help with managing your money. Up to £1,500 interest-free Arranged Overdraft.

An overdraft can be Arranged or Unarranged. Arranged Overdrafts mean you agree a maximum borrowing limit with us in advance.

You can also apply for an interest-free Arranged Overdraft of up to £1,500 in years two and three (and in years four, five and six if your course is up to six years in length).

If you borrow more than your interest-free amount, but are still within your Arranged Overdraft limit, you'll be charged interest on the amount you borrow over your interest-free limit at a rate of 2.84% monthly (39.9% EAR****).

*Interest paid monthly. AER stands for Annual Equivalent Rate and illustrates what the interest rate would be if interest was paid and compounded once each year. Gross rates are variable and do not take into account deductions of income tax.

**Charges may apply.

***The following savings accounts are not eligible for Save the Pennies: Monthly Saver, ISA products and fixed products. Save the Pennies does not apply to over the counter cash advances, cash machine withdrawals or fees charged for non-TSB cash machine transactions.

****EAR is the equivalent annual rate. This is the actual annual interest rate of an overdraft. It doesn't take into account fees and charges.

Unarranged overdrafts.

If you spend more money than you have in your account (including any Arranged Overdraft), we'll treat this as a request for an Unarranged Overdraft. If we agree the request, you will get charged interest on the full amount.

How does my overdraft compare?

A good way to compare the cost of your overdraft with other overdrafts or ways of borrowing is to look at the APR. The APR shows the cost of borrowing over a year. Our representative APR is 0%. This is based on an assumed Arranged Overdraft of £1,200 and assumes an interest-free limit applies to the whole overdraft.

For tips on how to manage your money see our Savvy Student Guides which include useful advice and guidance about how to manage your money whilst at university and beyond at tsb.co.uk/savvystudents

Using your TSB Visa debit card.

Using your TSB Visa debit card is fast, easy and convenient and it's safer than cash. It's perfect for travelling – you can use it for eating out, withdrawing cash from an ATM, in a bureau de change or a local bank displaying the Visa symbol, and it's accepted at millions of outlets worldwide. You can also use it to get up to £50 cashback at most supermarkets.

If you make a debit card payment in a foreign currency either abroad or in the UK then charges apply. Please see our Banking Charges Guide for further information.

A smart way to pay on the go.

Enjoy all the benefits of your debit card using Apple Pay™ or Google Pay™ if you are 13 or over. They are simple and secure ways to shop in-store and online. Find out more by visiting tsb.co.uk/apple-pay or tsb.co.uk/google-pay.



A safe way to pay.

When you use your card online we may carry out additional security checks. If you have the TSB Mobile Banking App, you'll normally be asked to approve the payment in the app. If you don't have the app, or sometimes if the app isn't available, we'll ask you to validate your payment using a one-time password (OTP) sent to your mobile or UK landline. Please make sure your phone numbers are up to date or you may not be able to make a payment online.

And to be extra secure...

It's in all our interests to help combat fraud, so as an additional layer of security when you approve your purchase using a one-time password, you'll also be asked for your email address at the point of purchase.

We won't store your email, instead we'll use biometric data analysis when you type in your one-time password and email as it recognises the unique way you type. So should anyone else try to use your debit or credit card to make an online purchase we'll be alerted to it because of the way they enter your details.

Our Fraud Refund Guarantee.

We want you to feel confident your money is safe. So for extra peace of mind, you're protected by the TSB Fraud Refund Guarantee.

Terms and conditions apply. Please visit tsb.co.uk/fraud-prevention-centre for more information.



Travelling abroad. Your money won't go travelling unless you do.

Make sure we have the best mobile number for you. You can update it in Internet Banking, in the TSB Mobile Banking App, by calling us or visiting a local branch. Plus, register for and receive a text alert when your TSB Visa debit card is used abroad, so if it wasn't you, you can do something about it straight away.

We'll tell you whether it was used to withdraw from a cash machine or make a purchase (including those made online, over the phone or by mail order to companies overseas).

Then, if you believe someone else made the transaction without your knowledge, you can call us on **03459 758 758** or if you're calling from abroad **+44 (0)203 284 1575** – save this number to your mobile in case you need to talk to us when you are away.

Smart ways to manage your account.

Your Student account comes with lots of smart ways to help you stay in control of your money. Whether it's keeping a closer eye on your balance, or making payments on the move, we give you all you need to stay on top of your finances with our Digital Banking Services.

TSB Mobile Banking App.

You can view your balances, make payments and transfer money with the mobile banking app. Simply download it to your smartphone to manage your finances on the go. Or you can log in to mobile banking through your mobile browser, using your Internet Banking details.

We don't charge for Mobile Banking but your mobile operator may charge for some services, so please check with them. You must be registered for Internet Banking. Services may be affected by phone signal and functionality. Terms and conditions apply.

Internet Banking.

Internet Banking gives you access to your accounts 24 hours a day, 7 days a week. It's secure, easy to use, and lets you do your banking whenever it suits you.

With just a few clicks you can:

- Check your up-to-the-minute balance.
- Pay your bills.
- Transfer funds between your TSB accounts.
- Set up, view and cancel standing orders.
- Make international payments.

To register for Internet Banking, simply go to **tsb.co.uk/internetbanking** or visit any branch and we'll be able to help you register.

Telephone Banking.

Our Telephone Banking service is quick and easy to use. You can register by calling the Telephone Banking number: **03459 758 758** and asking us to send you a six digit security number in the post.

With just one call you can:

- Check your current balance.
- Pay your bills.
- Transfer money between your own accounts or to another person.
- Find out what's gone in and out of your account.
- Set up standing orders and check Direct Debits.



Text Alert Services.

Our range of text alerts is a great way to stay up-to-date with your account. Text alerts help you to manage your account, make sure you have enough money to make any payments, and to avoid charges such as unarranged overdraft fees.

When you open a Student account with us or give us a valid UK mobile number, you'll automatically be registered for certain text alerts. These include:

- An Arranged Overdraft alert when you go into an Arranged Overdraft.
- A Near Limit Alert when you have £50 or less available to spend in your account.
- An Over Limit Alert when you are over your account limit or when you do not have enough money to make a payment.

You can also register for our other text alerts to help you keep better track of your money wherever you are, such as:

- High and Low Balance Alerts when your balance goes above or below limits you set.
- Daily or Weekly Balance Alerts for your account balance, including details of your six most recent transactions.
- Overseas Transaction Alerts when your debit card is used abroad.

How do I customise text alerts?

You can change, pause or cancel your alerts whenever you want. For instance, you might be heading overseas and want to avoid being charged by your mobile operator for receiving texts.

You can do this by logging on to Internet Banking and clicking on Text Alerts on the right hand side under 'Your account tools'. From there you get the option to change or cancel your text alerts.

You can also call us on **03459 758 758**, or visit us in branch.

Paying in cheques and cash.

You can pay in cheques and cash at one of the many Immediate Deposit machines and cash machines in our branches, over the counter or, for cheques with a value of up to £500, using the mobile app. The money will arrive in your account within two working days. You can also pay in cheques or cash via a pay in slip at the Post Office® however the money will take longer to appear in your account.

Please refer to **tsb.co.uk/help/post-office** for further information.

Please note that although you can give us instructions 24 hours a day, 7 days a week through Internet Banking, Mobile Banking and Telephone Banking, some of those instructions cannot be processed until the next working day. For example if the instruction is given after 10pm or at weekends or Bank Holidays.

The Mobile Banking App's branch and cash machine finder is available to all. Other Mobile Banking services are only available to our UK personal Internet Banking customers and registration may be required. Terms and conditions apply.

Text alerts (other than Overseas Transactions Alerts and Weekly Balance Alerts) are sent before 10am UK time 7 days a week.



About our overdraft charging.

If you try to make a payment and you don't have enough money in your account (including your Arranged Overdraft if you have one) we'll treat this as a request for an Unarranged Overdraft. If it's authorised you'll get charged interest on the full amount.

The monthly cap on Unarranged Overdraft charges is £30. Further details can be found in our Banking Charges Guide.

Grace period.

Our grace periods mean that you have until 10pm (UK time) to pay in money to avoid any overdraft interest you may incur that day. The money needs to be immediately available to use, so you could pay in cash or transfer money from another personal account you have with us using Internet, Telephone or Mobile Banking.

Save the Pennies.

It can be hard to save when you're a student, but Save the Pennies is a simple everyday way to save for the things you want. You could forget you're even doing it.

- Sign up for Save the Pennies and every time you make a purchase with your TSB Visa debit card, the difference will be rounded up to the nearest pound and transferred into your nominated savings account the next working day. We'll only do this if your account is in credit.*
- Use your card to buy things big or small, from coffees and sandwiches to your weekly shopping. You'll soon discover that your small change will start to add up.

How to register.

All you need is a TSB current account and an eligible TSB savings account. The TSB savings accounts that aren't eligible to receive Save the Pennies transfers are currently: TSB Monthly Saver; ISA products and Fixed Bonds.

Register for Save the Pennies through our Internet Banking service at tsb.co.uk/savethepennies

Find out more about our range of savings accounts:

Call **03459 758 758**

Click **tsb.co.uk**

Visit **Drop into your local branch**

*Save the Pennies does not apply to over-the-counter cash advances, ATM withdrawals or fees charged for non-TSB ATM transactions.

Applying for a Student account is easy.

You can apply online today at tsb.co.uk/student-bank-account it takes just 10 minutes. You can also apply at any branch. Take a look below to see exactly what you'll need to apply.

1.

Proof of ID.

Such as a driving licence or passport.

2.

Proof of your address.

Any official document with your name on it, that's less than three months old (except a mobile phone bill), such as a bank statement or a letter from a university, college or UCAS.

3.

Proof of your student status.

We'll need your UCAS confirmation of place letter (usually issued after your A-Level or Higher results during August). Or if you don't have this, a letter from your university or college confirming your place.

Please don't worry if you don't have any of the items listed above, as we may be able to accept other items. For more information ask in any branch or call us.

To have a Student account you must be 17 or over, have been a resident in the UK for at least three years and be studying for a full time course that lasts for a minimum of two years or be on a one year access course leading on to a full time degree. If you haven't been living in the UK for at least three years, for example if you are an international student, see our other bank accounts at tsb.co.uk



A helping hand to switch

Switching to TSB is so straightforward. The Current Account Switch Service makes it easy to move everything across from your old bank. You choose the date you want the switch to complete and it only takes seven working days from start to finish. We've taken the stress out of switching current accounts.

TSB Student Credit Card.

The right start for manageable spending.

Money may be tight if you are waiting for your wages or your student loan to come through. A TSB Student Credit Card, representative 21.9% APR (Variable), can add a bit of extra flexibility to how you manage your money as well as offering a convenient and secure way to pay.

We understand just how important it is that you know exactly where you are with your finances. A TSB Student Credit Card gives you the flexibility to spread your costs, keep track of your finances and potentially strengthen your credit rating from freshers year to graduation. If you're over 18, have a regular income and have had a TSB Student Bank Account for at least three months, adding our Student Credit Card could help spread the cost of college or uni.

Take advantage of a flexible, convenient and secure payment type.

- Make repayments in a way that suits you. Set up a Direct Debit for your payments and if you pay your full balance in time each month you won't pay any interest on purchases you make.
- Use your credit card abroad wherever you see the Mastercard® logo*
- Manage your account online, by phone through our UK call centres or in branch.

Important information.

You will need to be 18 or over and a UK resident only to apply. Credit limits and interest rates may vary depending on our assessment of your circumstances.

*Fees apply when you use your card abroad: Payment Scheme Exchange Rate Indicative rates can be found at www.mastercard.com/global/currencyconversion

One or more of the following may apply:

A non-sterling transaction fee of 2.95% of the transaction value (in pounds). This fee applies to all transactions when TSB converts a foreign currency into pounds.

A cash withdrawal fee of 3% of the transaction value (in pounds), with a minimum fee of £3. This fee applies to all cash withdrawals made abroad. If you withdraw cash in a foreign currency and TSB converts the foreign currency into pounds, then both the cash withdrawal fee and the non-sterling transaction fee will apply.

Representative example.

Our representative APR (variable) is 21.9% and purchase rate is 21.95% p.a. (variable). This is based on borrowing £1,000 over 12 months. The representative APR is the Annual Percentage Rate of charge. You can use it to compare the overall cost of credit between different lenders. Credit limits and interest rates will vary based on your individual circumstances. Subject to status and lending criteria. To remain eligible for promotional rates you must stay within your credit limit and make your payments on time each month.

Apply for a TSB Student Credit Card.

Click tsb.co.uk/credit-cards or drop into your local branch.

Independent service quality survey results

Personal current accounts

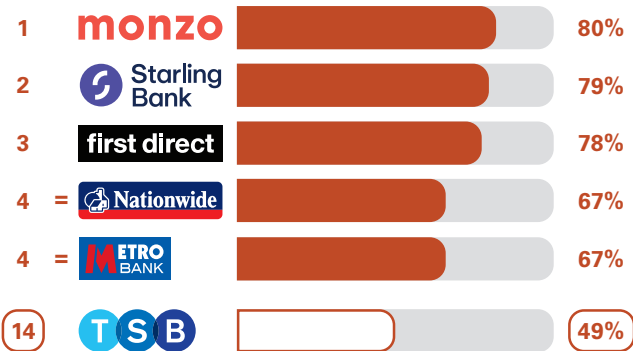
Published August 2023

As part of a regulatory requirement, an independent survey was conducted to ask approximately **1,000** customers of each of the **16 largest personal current account providers** if they would recommend their provider to friends and family. The results represent the view of customers who took part in the survey.

Overall service quality

We asked customers how likely they would be to recommend their personal current account provider to friends and family.

Ranking



These results are from an independent survey carried out between July 2022 and June 2023 by Ipsos MORI as part of a regulatory requirement.

TSB has published this information at the request of the Competition and Markets Authority so you can compare the quality of service from personal current account providers. In providing this information, we are not giving you any advice or making any recommendation to you and we can only give you information about our own products and services.

Customers with personal current accounts were asked how likely they would be to recommend their provider, their provider's online and mobile banking services, services in branches and overdraft services to friends and family.

The results show the proportion of customers of each provider, among those who took part in the survey, who said they were 'extremely likely' or 'very likely' to recommend each service.

Participating providers: Bank of Scotland, Barclays, first direct, Halifax, HSBC UK, Lloyds Bank, Metro Bank, Monzo, Nationwide, NatWest, Royal Bank of Scotland, Santander, Starling Bank, The Co-operative Bank, TSB, Virgin Money.

Approximately 1,000 customers a year are surveyed across Great Britain for each provider; results are only published where at least 100 customers have provided an eligible score for that service in the survey period.

16,046 people were surveyed in total.

Results are published every six months, in August and February.

To find out more visit [Ipsos.uk/personal-banking-service-quality](https://www.ipsos.uk/personal-banking-service-quality)

Other ways we can help.

Visit **tsb.co.uk/appointments** to book a video appointment, our Money Confidence Experts are here to help 7 days a week. Or visit **tsb.co.uk** for more information, ask us or pick up a brochure in branch.

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 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 adviser services are 8am to 8pm Monday to Sundays to speak to a Partner. 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.

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**.

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

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

Rates and information correct as at August 2023.



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