

10.2 If, after we have given you a Card, you change from one type of Card to another we will give you a new account number. We will transfer your outstanding balance and any further Transactions to the new account and close the old account.

10.3 The new Card and account will be effective, and the old Card will cease to be valid from the date it is transferred. We will give you 30 days' notice of the date of transfer.

10.4 You should note that interest rates, charges, Credit Limits and promotional schemes may be different on the new and old Cards. Those for your new Card will apply from the date the transferred funds are applied to your account.

10.5 If you do not wish to change your Card type please call us on 0845 600 6000 within 30 days of receipt of the new Card. You are able to close the account if you choose. Please see condition 12.

11. TELEPHONE AND INTERNET BANKING

11.1 You can access telephone and internet banking about your account or the account of someone which you have been authorised by the account holder to operate, e.g. because they have signed a third party mandate or you have been granted a power of attorney. Use of telephone and internet banking is in accordance with these conditions and you will need to register a security code and secure personal information to use these services.

11.2 You can contact us on 0845 600 6000. Lines are open 24 hours a day, 7 days a week, apart from Christmas Day. Our automated service is available 24 hours a day. Calls may be recorded and/or monitored to enhance security, resolve complaints, improve customer service and for staff training purposes.

11.3 To access telephone and internet banking we will ask you for account details, two digits of your security code and part of your secure personal information.

11.4 If we are satisfied our security procedures have been met we can act on your instructions, including making payments from your account, even if these instructions were not given by you or with your authority. Please see condition 8 for details on how to make payments.

11.5 You will be responsible for payments or other losses from set out account which you have not authorised if you have not taken reasonable precautions as set out in condition 4.

11.6 We may refuse to carry out your instructions, e.g., if a payment exceeds a particular value or we suspect a breach of security or misuse of your account or security details. We will tell you when we do this. This may include access to your account, including telephone and internet banking, being blocked.

11.7 The speed of or lack of interruption in relation to internet banking are not guaranteed.

11.8 To use internet banking you need to have Cookies enabled. Cookies are small files stored on a computer's hard drive. Cookies are generally harmless and are used to recognise a user so that they can receive a more consistent experience at a website. We use permanent Cookies to identify the link you used to find our website, check which browser you use so we can ensure our website and service works well for your computer and to monitor traffic on our website. In some circumstances, if you do not want to accept Cookies from websites other than us you can set up a trusted site. This means you can switch Cookies on for us but off for other websites.

For assistance on how to do this, contact our technical helpdesk at itbis@co-operativebank.co.uk or on 0870 600 0328. We use temporary Cookies for security purposes but these are removed when you close down your browser.

11.9 In addition to the reasonable precautions in condition 4, when using internet banking, we recommend:

- you purchase anti-virus software and take regular updates
- you purchase personal firewall software
- you do not access your account from a computer in a public place
- you log off using the exit link on screen
- you log back in and then log off correctly if you are disconnected from your internet service provider during an internet banking session
- you do not open emails from unknown sources
- you install any new security up dates from your browser supplier
- you do not send any account details to us by a message which is not encrypted.

12. CLOSING YOUR ACCOUNT

12.1 You have a right to cancel and close your account, without giving a reason, at any time by phoning us on 0845 600 6000 or writing to us at The Co-operative Bank, Delf House, Skelmersdale WN8 6NY. If you end the agreement you must return all Cards and cheques (cut in half) and repay all the amounts you owe under the agreement.

12.2 We can end this agreement and close your account at any time but we will give you at least two months' notice unless you are in breach of this agreement and this justifies us closing your account with less notice. In addition to any breach of these terms and conditions, you will be in breach of this agreement in the following circumstances:

- where there is a fraud investigation against you
 - where you have been threatening or abusive to our staff.
- 12.3 From account opening for 14 days (10 Business Days) commencing the day after the latest to occur of:
- the day we inform you of your Credit Limit
 - the day we send you a copy of your agreement or confirm to you that you have already received a copy, you have a right to cancel and close your account, without giving a reason. You can do this by writing to us at The Co-operative Bank, Delf House, Skelmersdale WN8 6NY or telephoning us on 0845 600 6000. You must repay all credit within 30 days of giving your notice of withdrawal. You will not be charged interest if you withdraw during this period.
- 12.4 When the agreement ends we will continue to apply interest until you have paid everything you owe under the agreement.
- 12.5 You must make sure there are no Transactions after this agreement has ended or the account

has been closed. You must still repay on demand Transactions debited to the account after this agreement ends together with any interest.

13. BREAKING THE AGREEMENT

13.1 If you seriously break this agreement we may require you to repay in full all outstanding amounts on your account together with any applicable interest and charges.

13.2 We may add to your account any reasonable costs or expenses which we have to reasonably pay in order to enforce our rights (including the cost of late payment letters and any other charges as set out in our account charges leaflet from time to time or in the agreement).

13.3 We may, if you have seriously broken this agreement or where we have good reason to suspect there may be fraudulent activity on your account, without notice:

- cancel or suspend your and/or the additional cardholder's right to use the Card entirely or in respect of specific facilities
- refuse to reissue, renew or replace any Card.

13.4 If we do withdraw any Card or close your account in any of the circumstances referred to above you must nevertheless continue to comply with this agreement until any outstanding balance on your account has been repaid.

13.5 If a situation arises where money you owe us has not been paid and is due for payment we have the right to use set-off. Set-off means we can use available funds (credit balances) from other banking accounts you hold with us to repay monies owed, regardless of whether these accounts are in your sole name or joint with other parties.

Before we use our right of set-off we will consider your individual circumstances and will write to you 14 days before we make any set-off between your accounts to let you know the date and details of the action we will take.

Where we use monies from an interest bearing account, interest will be applied to the monies in that account up to the date of set-off. After the date of set-off, interest will only be payable on any credit balance remaining in your accounts as applicable.

We will not use balances on any Individual Savings Accounts (ISAs), children's savings or fixed term deposit accounts before maturity to set-off amounts that you owe.

14. CHANGES

Changes to our service or these conditions

14.1 We may make changes to the services or conditions of this account and we may introduce new services or conditions. Changes may be to the services or these conditions for the following reasons:

- to make these conditions easier to understand or fairer to you
- to correct mistakes, ambiguities, inaccuracies or omissions where it is reasonable to do so or as a result of customer feedback
- to make improvements to the services we provide which are of benefit to you
- to reflect changes in security design or technology at no increased cost to you
- to respond to changes in the law, codes of practice, industry-wide fraud prevention practices, court or Ombudsman decisions or new regulatory requirements or practice
- to respond to changes in the general retail lending practices of banks and other organisations offering similar services including the terms on which they offer similar products
- to take account of any change in our ownership or to reflect a reorganisation of our business as a result of it being acquired or merging with another bank or organisation to make sure that our customers and the customers of the other organisation are treated in a similar way if they have a similar product
- if we reasonably believe the change is necessary in the interests of our business as a whole, for example to protect our financial strength
- to take into account our assessment of factors which are personal to you such as the way in which you operate your account, or your increased or decreased credit risk.

Changes to our charges

14.2. In addition to the reasons listed above we can make changes to the charges applicable to the account for the following additional reasons:

- to respond to reasonable cost increases or reductions associated with providing the particular services to you
- to respond to changes made in the charges applied by our competitors in the retail financial services market offering similar services to customers with similar products.

Letting you know about changes

14.3 Where we make changes to our services, these conditions or our charges within this condition 14, we will inform you of any change before the change has been made by personal notice (this can include email). If any change we make is to your disadvantage we will tell you about it by personal notice at least 30 days before we make the change. You can, at any time up to 60 days from the date we tell you of the change, switch your account or close it without paying any extra charges or interest. Remember you can close your account at any time if you want (see condition 12).

14.4 If we make a number of changes or a major change to these conditions during any 12-month period, we will provide you with a full copy of the revised conditions.

Changes to interest rates

14.5 Where your interest rate is variable, we may change interest rates at any time provided there is a valid reason for doing so. Changes may be made to interest rates for the following reasons:

- to respond to a change or changes in the bank rate (that is the rate set by the Bank of England (or any successor))
- to respond to a change in LIBOR (that is the London Inter Bank Offered Rate) or equivalent money market rate which impacts on the costs we incur in acquiring funding
- to respond to changes in the rates of interest which banks or other organisations offering similar services charge to customers with similar products

- to take into account our assessment of factors which are personal to you such as the way in which you operate your account, or your increased or decreased credit risk.

Where your interest rate is specified as tracking another rate (such as Bank of England base rate) the interest rate will fluctuate in accordance with movements in that rate. In this case you will be notified periodically on your statement of the changes in interest rate. The new rates will apply to Transactions and to any outstanding balance on the account from the date the rate changes. Remember you can close your account at any time if you want (see condition 12).

14.6 Unless your interest rate is specified as tracking another rate, where a change is made to the interest rate within this condition 14, we will inform you of the change before the change has been made by personal notice (this can include email). If the change is to your disadvantage we will tell you about it by personal notice at least 30 days before we make the change. You can, at any time up to 60 days from the date we tell you of a disadvantageous change, notify us that you wish to close your account without paying any extra charges or interest. You must not use your account after you have notified us you wish to close it. If you notify us you wish to close your account, we will ask you to repay the outstanding balance within a reasonable period of time.

14.7 Where we make a change for one or more of the reasons within this condition 14, we will do so in a reasonable and proportionate manner.

15. GENERAL

15.1 It is our aim to ensure a complete service at all times, but we will not be responsible when failure is caused by abnormal and unforeseeable circumstances beyond our (or our agents' and/or subcontractors') control, the consequences of which would have been unavoidable despite our efforts to the contrary.

15.2 If we relax our rights against you under this agreement on one or more occasion, this will not prevent us from strictly applying our rights against you at any time.

15.3 We may use the contact details you have provided, including address and telephone numbers, to contact you. You must phone us on 0845 600 6000 or write to us at The Co-operative Bank, Delf House, Skelmersdale WN8 6NY at your earliest convenience on any change of name, address or other contact details. If you do not do this, we may charge your account with the reasonable costs of locating you.

15.4 We may transfer our rights and/or responsibilities under this agreement to any person if:

- that other person has been granted an interim permission, or is authorised, by the Financial Conduct Authority to undertake regulated consumer credit business and writes to you and undertakes to carry out all our duties and obligations under this agreement. If it does so, you agree that we will be released from all those duties and obligations

- we reasonably believe such person is capable of performing our responsibilities.

No such transfer will affect any rights you have under this agreement.

You may not transfer any of your rights (including any rights you may have against us) or responsibilities under this agreement to any person.

15.5 This agreement is in English and we will communicate with you in English. This agreement is governed by English Law. Any dispute which arises in relation to this agreement shall be dealt with by our court in the UK, IOM or Channel Islands which is able to hear the case.

15.6 You may be liable for other taxes or costs that are not paid via or by us.

15.7 There is no minimum duration for this agreement.

15.8 Subject to any statutory rights you may have you may not use any claim against any other person as a defence or counterclaim against us. For example, if you have a dispute with a third party over a Transaction with your card you must keep making payments to us while you are resolving it. For further information about your statutory rights contact your local authority Trading Standards Department or Citizens Advice Bureau.

15. 9 A person who is not a party to this agreement has no right under the Contract (Rights of Third Parties) Act 1999 to enforce its terms. This means that only you have the right to enforce a term of this agreement.

15. 10 If you have a complaint please telephone us on 0845 600 6000 or write to Customer Feedback, The Co-operative Bank p.l.c, Miller Street, Manchester M60 0AL. If you still remain unsatisfied you may be entitled to refer your complaint to the Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, Docklands, London E14 9SR, telephone 0800 023 4567/0300 123 9123 or email to complaint.info@financial-ombudsman.org.uk

15. 11 The Co-operative Bank holds an interim permission in relation to the carrying on of consumer credit business, issued by the Financial Conduct Authority of 25 The North Colonnade, Canary Wharf, London E14 5HS, which is the supervisory authority for consumer credit agreements under the Consumer Credit Act 1974. The Co-operative Bank's Interim Permission Number is 006110 and Firm Reference Number is 121885.

16. USING YOUR PERSONAL INFORMATION

The following sections explain how and for what purposes The Co-operative Bank p.l.c. (also trading as **smile** and Britannia) and its subsidiaries (referred to as "we", "us" or "our") will use your personal information.

We currently may hold personal and financial information about you and may obtain or receive such information about you in the future. The information we process about you will be obtained from various sources including:

- directly from you;
- from the operation of your accounts and services, including account transactions;
- from our affinity partners;
- from other organisations including credit reference and fraud prevention agencies; and
- from persons who know you including joint account holders and persons with whom you are financially linked in the context of a particular product.

We may link information concerning your accounts with us to information relating to products and services we provide to you.

Such information may also include sensitive personal data, such as information relating to your health or criminal convictions or proceedings. However, we only hold such data where we need to for the purposes

of the product or services we provide to you (for example, insurance products) or where it is in our normal course of business to do so. This includes the following purposes:

- to make credit decisions about you and anyone to whom you are linked financially or other members of your household (which may involve credit scoring);
- managing credit and credit-related facilities;
- to consider and implement business, product and technology developments;
- to undertake statistical analysis, financial risk assessment, money laundering checks (which may include telephoning you), compliance and regulatory reporting, fraud prevention and recovering debt;
- to help us identify products and services which may be of interest to you (unless you have asked us not to);
- meeting any obligations we may have under a card scheme, under which any cards we have provided to you have been issued; and
- systems testing and development.

We will disclose information outside The Co-operative Bank only:

- if compelled to do so by law;
- if appropriate, where you have provided your consent (which is not necessarily required to be in writing);
- where we have a public duty to disclose the information;
- to our agents or subcontractors for operational reasons;
- to third parties, such as affinity partners, who have introduced your custom to the Bank - we may pass back to the introducer information to enable administration of any payment or settlement, or of any benefit to you under the affinity agreement;
- to any persons, including, but not limited to, insurers, who provide a service or benefits to you or for us in connection with your account(s);
- to licensed credit reference agencies and fraud prevention and other agencies;
- where we need to do so to comply with the requirements, codes or recommendations of any of our regulators;
- to confirm your identity for money laundering purposes, which may include checking the electoral register;
- to any person to whom we will or intend to transfer our rights or obligations;
- to any subsidiary of the Bank or holding company thereof from time to time and each subsidiary from time to time of any such holding company; and
- to The Co-operative Group for the administration of its Membership scheme.

We may disclose your information to licensed credit reference agencies to help make financial decisions (this will be during the application process and on an on-going basis, to decide whether to continue to make products or services available to you or adjust any level of credit) for you and anyone with whom you are linked financially or other members of your household – our enquiries or searches may be recorded – and credit reference agencies may supply us with financial information. If you make several credit applications within a short time, this may temporarily affect your ability to obtain credit.

We may also disclose information to licensed credit reference agencies about how you conduct your account(s) and this information may be shared with other financial institutions to help make financial decisions about you and anyone with whom you are linked financially, or other members of your household. If you borrow and do not repay in full and on time, we may tell credit reference agencies who will record the outstanding debt.

A link between joint applicants and/or any individual identified as your financial partner will be created at credit reference agencies, which will link your financial records. You and anyone else with whom you have a financial link understand that each other's information may be taken into account in all future applications by either or both of you. This linking will continue until one of you successfully files a disassociation at the credit reference agencies.

If false or inaccurate information is provided by you or on your behalf, if we suspect fraud or if fraud is identified, details will be kept in our records and also passed to fraud prevention agencies, law enforcement agencies and other organisations involved in crime and fraud prevention which may access and use this information. We and those other organisations may also access and use this information to prevent fraud and money laundering, for example, when:

- checking details on applications for credit and credit-related or other facilities;
- managing credit and credit-related accounts or facilities;
- recovering debt;
- checking details on proposals and claims for all types of insurance; or
- checking details of job applicants and employees.

We and other organisations may access and use from other countries the information recorded by fraud prevention agencies. If you would like details of the agencies from which we obtain and record information about you, please write to: Fraud Operations, The Co-operative Bank, Pennylands House, Skelmersdale WN8 8LP.

From time to time we will engage service providers, agents and subcontractors to provide services. They will have access to, and will process, your information on our behalf to provide such services. This may involve the transfer of your information abroad to countries outside the European Economic Area. In these circumstances, we will ensure they agree to process your information only in accordance with the applicable legislation and under strict obligations of confidentiality.

We may contact you by post, phone, email, SMS text or other reasonable means to inform you about products and services supplied by ourselves or selected third parties (including The Co-operative Group and its subsidiaries) that we consider may be of interest to you. We may also share your information with those carefully selected third parties so that they can contact you directly. You can inform us at any time if you do not want to receive marketing information.

You are entitled to a copy of the personal information we hold about you on payment of a fee. For further information on your rights under the Data Protection Act, you can contact: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or visit www.ico.gov.uk

We may record and/or monitor telephone calls to enhance security, to help address complaints, improve our customer service and for staff training purposes.

We need the information we hold about you to be accurate and up to date. Please help us by informing us promptly of any changes to your personal circumstances or details.

17. PAYMENT PROTECTION INSURANCE

If the credit card Payment Protection insurance policy is cancelled, you authorise us to arrange and enter into a new credit card Payment Protection insurance policy with another insurer ('New Policy'), as your agent on your behalf. We will give you reasonable advance notice of the terms of the New Policy. This condition represents your prior request to provide the New Policy but you may notify us in writing if you do not want the New Policy before it is entered into. You may at any time cancel the authority and request contained in this condition by notice in writing to us although your notice will not affect New Policies entered into before we receive your notice.

The co-operative

Here for you for life

Credit Card Agreement regulated by the Consumer Credit Act 1974

Affinity Fixed Rate Platinum Credit Card

Effective from July 2014

Credit Limit

Your credit limit will be determined by us from time to time and we will give you notice of your credit limit. The credit will be provided after you activate and use the card we send you or earlier if, for example, we allow you to make a balance transfer before that time. You may take the credit by using the card to, for example, make purchases and withdraw cash and we may allow you to make balance transfers.

APR

The APR is 12.9% variable

The total amount payable is £1,279.48.

The total amount payable is an illustrative figure only. It and the APR are calculated based on assumptions which are prescribed by law. The assumptions are that you spend £1,200 on purchases on the first day of the agreement and then repay it by 12 monthly instalments starting one month after the first day of the agreement. You pay off £100 of the capital borrowed each month as well as interest which has accrued on the outstanding balance since the last payment and you do not incur any other fees or charges. If an annual card fee is due it is both applied to the account and paid by you on the first day of the agreement. If a monthly card fee is due this is both charged and paid on the payment due date each month. No account is taken of any promotional rates, of any further drawdown of credit or of any variation of the interest rate or other item that could otherwise be used to calculate the APR or total amount payable. If an APR or total amount payable were calculated for other drawdown mechanisms available under the agreement, such as cash advances, then the APR may be a higher figure.

Promotional rates

The promotional rates set out below are fixed for the promotional rate period of 5 years from account opening.

Purchases:	11.3% per annum
Balance transfers:	11.3% per annum
Cash:	11.3% per annum

Interest rates (correct at date of issue)

The rates below apply upon expiry or withdrawal of any promotional rates.

Purchases:	12.2% per annum variable
Balance transfers:	12.2% per annum variable
Cash:	12.2% per annum variable

For purchases there is an interest-free period of up to 56 days if you pay the balance in full on time (see condition 8 of the account terms and conditions). There is no interest-free period for promotional balances, cash withdrawals and gambling transactions.

Interest is charged from the date each transaction is applied to the account (not the date you make the transaction) on the amount of the transaction. Interest will be charged until the balance outstanding has been repaid in full. Interest is calculated using the interest rate applying as at the statement date. Interest is calculated on the daily balance since the date of your last statement to the date of your present statement, taking into account any payments and/or refunds that have been made or received.

Payments

Each month you must pay at least the minimum payment shown on your statement.

You must ensure your payment reaches your account by the payment date specified in your statement. The minimum payment is either 2% of the amount shown as owing to

us on your statement or £5 (whichever is the greater). For new accounts opened from April 2011 the minimum payment will be either 2% of the amount shown as owing on

your statement or £5, or 1% plus fees, interest and charges (whichever is the greater). If the balance shown on your statement is less than £5 your minimum payment will be

the total amount of the statement balance. The minimum payment will be rounded up to the nearest pound.

You can at any time repay all or any sums owing under this agreement, subject to you making the minimum monthly payment, by making payment to us by cheque or other appropriate method.

If you only make a part payment to your account we apply the amount you do pay to reduce higher interest rate balances before lower interest rate balances.

Charges

If you breach this agreement we may charge you with any costs or expenses which we may incur in order to enforce our rights. You will be charged the relevant interest rate (the interest rate set out above) on the outstanding balance which remains unpaid.

We will charge the following:

Late or missed payment charge:	£12
Exceeding credit limit charge:	£12
Uncleared cheques/Direct Debit charge:	£12
Cash fee (if applicable, including Travellers Cheques, foreign currency & gaming transactions):	3% of value, min of £3
Non-sterling transaction fee:	2.75% of transaction
Duplicate statement:	£5
Copy sales purchase voucher:	£5

We may also charge account charges for any services you request outside the terms of the agreement – please see condition 9.

Except where any interest rates are stated to be fixed, all interest rates are variable.

The reasons why we may vary them and how you will be notified are set out in condition 14. We may vary our charges and introduce new charges. The reasons why we may vary them and the manner in which we will do this are set out in condition 14.

This agreement has no fixed duration and will continue until it is terminated in accordance with conditions 12 or 13.

Goods and Services

If you purchase any item of goods or services costing more than £100 but not more than £30,000 using credit under this agreement then if, for example, the goods fail to arrive or are not of satisfactory quality or there was a misrepresentation by the supplier regarding the goods, you may have the right to sue us as well as the supplier.

Missing Payments

Failing to pay your instalments on or by the relevant due date will be a breach of this agreement and, in such circumstances, we may require you to repay in full all outstanding amounts on your account together with any applicable interest and charges.

Missing payments could have severe consequences for you, for example it could result in legal proceedings against you. Missing payments may make it more difficult for you to obtain credit in the future.

This agreement incorporates the **Co-operative Bank Credit Card Conditions of Use**. References to conditions are references to conditions in the Co-operative Bank Credit Card Conditions of Use.

The Co-operative Bank Credit Card Conditions of Use

Please read and keep your credit card terms and conditions (conditions) in a safe place. These conditions, together with information in the ‘Welcome guide’ and the account charges leaflet form the agreement between you, the account holder, and us, The Co-operative Bank p.l.c. Altogether, they set out the features of the credit card, they tell you how your credit card account works and what your and our responsibilities are once you open an account with us. We can refuse to accept an application to open an account from you.

1. WORDS WITH SPECIAL MEANINGS

Some of the words we use in these conditions have special meanings, including:

- “Business Day” means any day other than Saturday, Sunday or a bank holiday in England and Wales
- “Card” means any credit card we give to you under this agreement including any renewed or replaced cards or any credit card given to an additional cardholder
- “Credit Limit” means the maximum we allow you to borrow on your account
- “Gambling Transactions” means the use of any Card to buy lottery tickets or take part in any form of gambling including betting, gaming or wagering
- “PIN” means the Personal Identification Number we give you (or the additional cardholder) to use with the Card
- “Promotional Balance” means any amount you owe us from a special account promotion which may include a reduced rate of interest or special terms for particular Transactions including unpaid interest
- “Standard Balance” means any amount you owe us in respect of your account not including Promotional Balances
- “Transactions” means any payment for goods or services or any cash withdrawal, purchase of travellers cheques or foreign currency using the Card, Card number, or PIN, or any other spending on the account authorised by you or the additional cardholder even if not signed
- “We”, “us”, or “our”, means The Co-operative Bank p.L.c., P.O. Box 101, 1 Balloon Street, Manchester M60 4EP and any part of The Co-operative Bank p.l.c. such as **smile**, and any of our agents or subcontractors, if appropriate.

2. CARD AND PIN

- We will open an account in your name, give you a Card to use as part of your account and tell you your Credit Limit.
- You must do the following:
 - sign your Card when you receive it
 - keep your Card secure at all times and not let any other person use your Card or Card number
 - only use your Card within the Credit Limit
 - not use your Card before or after the period it is valid or for any illegal purpose
 - use your Card within the terms of this agreement.
- We will issue you with a PIN which you can use with your Card to:
 - withdraw cash from a cash machine and
 - purchase goods or services from a retailer or other supplier by either inputting your PIN into a key pad or using your signature.
- You must not use your Card:
 - after the end of the month it expires
 - after we have asked you to return it to us or told you it is cancelled in accordance with these conditions
 - after its use is suspended or your account is closed in accordance with these conditions.
- You must destroy the Card when it expires or is cancelled by cutting it in half.
- You may be responsible for all losses from use of your Card and/or PIN if you have acted without reasonable care, including not complying with condition 4 or you have acted fraudulently.
- You may use your Card to pay for goods and services through a number of different channels, e.g. internet, telephone, television or mail order. Your card may also have a contactless function which can be used to pay for small value items without entering your PIN or using your signature. When you receive your card from us we will tell you the maximum payment you can make using your contactless card or you can contact us on 0845 600 6000 for more information. You must not disclose your PIN to anyone.
- We will register you with a service called Verified by Visa to help reduce fraud. Then, if you pay for goods or services ordered on the internet using your Card and the retailer or supplier participates in Verified by Visa, you will need to use the service. If you do not use the service, we may not authorise further internet Transactions with participating retailers and suppliers.
- We will not be responsible if any person, bank (or cash machine) retailer or other supplier refuses to accept your Card or if you cannot use your Card to make a payment. If this happens please telephone us on 0845 600 6000 and we will explain the reasons for the refusal and what action you may be able to take to correct this.
- You cannot stop a Card payment. You may get a refund from the retailer. We will credit your account and apply the amount of the refund from the date of the refund if we receive instructions or a refund voucher from a retailer.
- We may refuse to authorise a payment if we consider that your Card or account has been or is likely to be misused, or for fraud prevention. If this happens please telephone us on 0845 600 6000 and we will explain the reasons for the refusal and what action you may be able to take to correct this. For decision making and Card misuse purposes we may refer an authorisation request back to the retailer or supplier for further information. This may require you to provide further identification. This may also be done on a random basis for fraud prevention purposes.

2.12 If you use your Card to withdraw cash from some cash machines you will be charged as follows:

- a cash fee for any cash withdrawn from any UK cash machine as set out in the account charges leaflet (except for Clear Card)
- a cash fee for any cash withdrawn from any cash machine outside the UK as set out in the account charges leaflet (except for Clear Card)
- some cash machines operated by other financial organisations may apply an additional charge for use of their machine. Please check at the time of withdrawal.

We will not be responsible if you cannot use your Card in a cash machine operated by another financial organisation.

2.13 The Card belongs to us. There may be times that we ask you not to use the Card and return it to us. We will notify you if we do this and you must not then use the Card. We will only do this when we have good reasons:

- if you seriously or repeatedly break this agreement
- if you fail to satisfy a statutory demand
- if you are made bankrupt
- upon your death.

A person acting for us may recover the Card. We may charge you our reasonable costs if this is the case.

3. ADDITIONAL CARD

- You may apply for an additional Card of the same type as your Card for another person (the additional cardholder).
- Additional cardholders must be over 18 years old to be eligible.
- If we agree to your request, we will send the additional Card to you. You must ensure the additional cardholder receives it and keeps to these conditions, particularly condition 2 and condition 4.
- You are responsible for all use of the additional Card. You must pay us for all Transactions the additional cardholder makes even if you disapprove of the Transactions, or if the additional cardholder breaks these conditions.
- We will not give an additional cardholder any information about your account or Transactions without your authority. This can be in writing or verbally over the phone.
- You may cancel the additional Card only by telephoning us on 0845 600 6000 and returning the additional card to us cut in half. You are responsible for any Transactions carried out before the additional Card is returned to us.

4. SECURITY

- You must take all reasonable precautions to prevent misuse of your account, any Cards and your customer security details (this can include PINs, account and Card details, and other security details which can include security codes, passwords or secure personal information which allow you to access your account, including internet and telephone banking). Failure to take reasonable precautions may result in access to your account, or additional services such as telephone or internet banking, being blocked. Reasonable precautions can include:
 - signing a Card as soon as you receive it
 - keeping your Card apart from your PIN
 - keeping your Card safe and not allowing anyone else to use your Card, PIN or other security details
 - not disclosing your Cards or security details except when using your Card or making payments or registering or resetting your security details to use internet or telephone banking
 - destroying the PIN advice
 - never disclosing or writing down your PIN or security details in any way that can be understood by someone else, including an additional cardholder
 - not choosing a PIN or security details which may be easy to guess
 - ensuring no one hears or sees you when you are using your security details or PIN
 - keeping receipts and statements safe and destroying them safely, e.g. by shredding
 - complying with all reasonable instructions we give to you regarding keeping your Card, PIN and security details safe
 - telling us as soon as possible of a change of name, address or other contact details so that correspondence or replacement Cards do not get into the wrong hands
 - exiting internet banking when leaving a computer terminal unattended.
- If your Cards, PIN or security details are lost or stolen or you think someone knows them or has used or tried to use them please tell us immediately you are aware by telephoning us on 0845 600 6000.
- We will ask you to co-operate with us by providing information or other assistance reasonably requested by us in connection with the loss or misuse of your Card, PIN or security details. We may also give the police information about you or your account which we consider relevant to assist with any investigation of criminal activity. In some instances we may ask you to contact the police in connection with suspicious or criminal activity on your account.

- You will ask you to co-operate with us by providing information or other assistance reasonably requested by us in connection with the loss or misuse of your Card, PIN or security details. We may also give the police information about you or your account which we consider relevant to assist with any investigation of criminal activity. In some instances we may ask you to contact the police in connection with suspicious or criminal activity on your account.
- If you find your Card after reporting it lost or stolen or you think someone has used or tried to use it you must not use it. You must destroy it as appropriate, by cutting it into pieces and disposing of it safely and/or returning it to us at The Co-operative Bank, Delf House, Skelmersdale WN8 6GH.
- The maximum you will have to pay us if your Card, PIN or security details are used without your permission is £50. If they are used with your permission or as a result of you acting fraudulently or without reasonable precautions (as set out within this condition 4), or if you have deliberately or with gross negligence failed to inform us without undue delay of the loss, theft, misuse or suspected misuse of your card or any of your personal security details, you may have to repay all losses.
- When you use your security details you are authorising us to carry out all your instructions.
- For your protection we reserve the right to suspend access if:
 - incorrect security details were used to attempt to access your account
 - we suspect an unauthorised person is attempting to access your account.

We will notify you before or immediately after we suspend access unless giving you notice would prejudice the detection of crime or criminal proceedings.

5. TRANSACTIONS AND CREDIT LIMIT

5.1 When we open the account we will tell you your Credit Limit. We may change the Credit Limit from time to time for the following reasons:

- in the interests of responsible lending
- where your spending pattern or level of usage shows a larger Credit Limit is required
- to reduce the risk of fraud.

5.2 If we increase your Credit Limit we will give you at least 30 days’ personal notice (including email) before the increased Credit Limit comes into effect. If you wish to reject a Credit Limit increase please telephone us on 0845 600 6000.

5.3 We may limit the amount of any cash withdrawal and how much you can withdraw each day. (Please see Welcome Guide for further details.)

5.4 You must make sure you never go over the Credit Limit. Transactions may be refused if they would cause you to go over the Credit Limit. If this happens please telephone us on 0845 600 6000 and we will explain the reasons for the refusal and what action you may be able to take to correct this. If as a service to you we have authorised a Transaction that takes your account over its Credit Limit you will still have to pay any charges we make for being over the Credit Limit.

Such charges are set out in our account charges leaflet.

6. INTEREST

6.1 Your initial interest rate is detailed on your agreement form. All interest rates are variable (please see condition 14 for details). Any annual percentage rates (APRs) do not take any future variation into account.

6.2 We may, from time to time, have special offers that apply to your account, such as a reduced rate of interest for a promotional period. We will tell you of such special offers in writing, by telephone or email or other means. We may withdraw any such special offers at any time and will tell you when we do so.

6.3 We charge interest on a daily basis on the amount of any Standard Balance and any Promotional Balance.

6.4 Interest is charged from the date each Transaction is applied to your account (not the date you make the Transaction) on the amount of the Transaction.

6.5 Interest is calculated using the interest rate applying as at the statement date. Interest is calculated on the daily balance since the date of your last statement to the date of your present statement taking into account any payments and/or refunds that have been made or received.

6.6 If you do not pay the total balance shown on your statement in full by the payment date, the amount you have not paid will become part of the Standard Balance or Promotional Balance, as appropriate, from the date of that statement and we will charge interest on it.

6.7 Except in the case of Promotional Balances, cash withdrawals, and Gambling Transactions, you will pay no interest if the full balance on the statement is credited as cleared funds by the payment date (see condition 8 for details of clearing).

6.8 We charge interest on Promotional Balances, cash withdrawals, credit card cheques and Gambling Transactions from and including the date each Transaction is applied to your account (not the date you make the Transaction) even if you do pay the full balance by the payment date.

7. STATEMENTS

7.1 We will send you a monthly statement if there is an outstanding balance on your account or if payments have been made. This will identify all Transactions and payments applied to your account for the period of time set out on your statement. Information about each Transaction and payment is also available via telephone and internet banking.

7.2 Please ensure you check your statement and inform us:

- as soon as possible if there is an item you do not recognise. We will investigate and if there has been an error correct it
- as soon as possible (in any event within eight weeks from the date the payment was taken) if there is payment you have authorised but the amount differs to that which you expected to pay. We will investigate and within 10 Business Days confirm to you the action we will take to correct it or whether we need further information from you to investigate the error.
- if you do not receive your statement please call us on 0845 600 6000. If there is an outstanding balance, you have to pay us even if for some reason you have not received your monthly statement.
- if you are unable to produce or send you your normal statement, we will choose a date each month as a statement date for the purpose of calculating interest and establishing the date on which payment is due. We will, tell you these dates as soon as we are able.

8. PAYMENTS

Using your card to make a Transaction

8.1 We will charge the amount of any Transactions to your account. Once you have made a Transaction, it cannot be stopped.

8.2 All Transactions will be in sterling or the currency of the country where you use your Card. Transactions made in currencies other than sterling will be converted into sterling using a reference exchange rate set by Visa which is available at www.visaaurop.com/xc/calculator

The conversion rate may not be the same as when the Transaction was made as rates may vary. We will also apply an additional charge to the total of the sterling amount of the foreign currency Transaction as set out in the account charges leaflet.

8.3 When you use your Card we may be asked to approve the proposed Transaction. If we give approval we will immediately reduce the amount available on the account by the amount of the Transaction, even before the Transaction has been taken from the account. We may decide not to approve the Transaction or make a payment out of your account if:

- your Card has been reported as or we suspect it is lost or stolen

- you have seriously or repeatedly broken these conditions
- if the proposed Transaction would make you go over the Credit Limit (including Transactions refused but not taken from the account)
- we suspect the payment to be fraudulent as part of our monitoring for fraud prevention purposes.

If this happens please telephone us on 0845 600 6000 and we will explain the reasons for the refusal and what action you may be able to take to correct this.

Paying money to your account

8.4 Your statement will show the full balance, the minimum you must pay, and the payment date. Payment will be due 25 days after the statement date.

8.5 You can at any time repay all or any sums owing under this agreement, subject to making the minimum payment set out within this condition 8. If you pay off the full amount you owe us shown on your statement we will not charge you any interest for that month except interest charged on any:

- Promotional Balances
- cash withdrawals
- credit card cheques
- Gambling Transactions from the date each Transaction is applied to your account (not the date you make the Transaction).

8.6 If you only make a part payment to your account we will apply the amount you do pay to reduce higher interest rate balances before lower interest rate balances.

8.7 For accounts opened before April 2011 the minimum payment is either 2% of the amount shown as owing to us on your statement or £5 (whichever is the greater). For new accounts opened from April 2011 the minimum payment will be either 2% of the amount shown as owing to us on your statement or £5, or 1% plus fees, interest and charges, whichever is the greater. If the balance shown on your statement is less than £5 your minimum payment will be the total amount of the statement balance. The minimum payment will be rounded up to the nearest pound.

8.8 You may pay either the minimum payment or the full payment each month by means of a Direct Debit option by contacting us on 0845 600 6000. Any minimum payment will be applied to your account as set out within this condition 8. Any full payment will be applied to your account as set out within this condition 8. If you want to cancel your Direct Debit please notify us by telephoning us on 0845 600 6000 before 9pm the business day before the payment is due to be paid.

8.9 Payments to your credit card may be made by the following methods:

- Cheque
- Electronic Payments
- Direct Debit and Standing Orders
- Faster Payments.

8.10 Payment is only made when cleared funds are credited to the account. The central clearing cycle for England and Wales is the time taken for payments made to your account to be added as follows:

- when you pay a cheque into your account you will have to wait four Business Days after the Business Day it has been paid in before the money is cleared funds in your account
- if you have instructed your bank to make a payment to your account by Direct Debit, the payment will be requested from your nominated account no more than two Business Days before the due date
- if you pay your account from an account held with us either by telephone or internet banking please allow up to two Business Days for the payment to reach your account
- if you pay your account from an account held with another bank either by telephone or internet banking the payment will be applied to your account usually within two hours of receipt provided it is received on a Business Day, otherwise it will be dealt with the next Business Day. The end of the day business cut off is 3.30 p.m.

We no longer accept cash deposits or debit card payments in our branch network as a payment method for credit cards.

8.11 To enable monies to be sent to your account you must provide the sender with your sort code, account number and your Card number. This is known as the “Unique Identifier”. All this information is available to you by accessing your account on the internet or on request through telephone banking.

8.12 In determining which account is to be credited with monies we receive, we will use and rely on ONLY the Unique Identifier. It is your responsibility to ensure that the sender has the correct information. If the Unique Identifier is wrong we will not be responsible to you or the sender for failure to credit your account or any resulting loss of funds. This applies even if the sender also supplies other information such as your name.

8.13 If you or the sender ask us to assist in recovering funds where an incorrect Unique Identifier has been used, we will use our reasonable efforts to do so and may charge you our reasonable costs for doing so for this.

8.14 You must repay any excess over the Credit Limit or any arrears in full immediately.

8.15 All amounts you owe us in respect of the account must be repaid immediately in full:

- if you seriously or repeatedly break this agreement
- if you fail to satisfy a statutory demand
- if you are made bankrupt
- upon your death.

8.16 As we process payments automatically, we may accept partial payments marked “payment in full” or other similar language without losing our right to claim full payment.

Making a payment to another account

8.17 We can make the following electronic payments out of your account:

- Balance transfers
- Credit balance transfers

- Fund transfers to your current account with us.

When making a payment to another account for a balance transfer, it is important you ensure the accuracy of the sort code, account number and the beneficiary’s reference number (this is usually a card number) of the account you are sending the payment to. This is known as the “Unique Identifier”.

8.18 In making the payment we use ONLY the Unique Identifier. It is your responsibility to ensure that you give us the correct information. If the Unique Identifier is wrong we will not be responsible to you or the intended recipient for failure to credit the intended recipient’s account or any resulting loss of funds. This applies even if you also supply other information such as the intended recipient’s name.

8.19 If you or the intended recipient ask us to assist in tracking or recovering funds sent using an incorrect Unique Identifier, we will use our reasonable efforts to do so and may charge you our reasonable costs for this.

8.20 Payment instructions can be given to us using telephone banking or personally at a branch counter, complying with the security requirements described at condition 4 and providing to us the required information. By doing so you will have given to us your consent for making the payment which may only be withdrawn in accordance with this condition 8.

8.21 When you tell us to make a payment in sterling to a recipient in the United Kingdom, and provided you tell us before close of business on a business day, the maximum time it will take to reach the recipient’s bank will be the end of next business day following the day the instruction was received. Where possible we will use the Faster Payments system, meaning the funds will, in most cases, be available in the recipient’s account within two hours.

There may be occasions when we are unable to make a payment on your behalf, these include:

- the account details or reference details provided are incorrect
- the recipient’s bank does not yet accept Faster Payments (all UK banks should be able to accept Faster Payments by 1st January 2012, all Co-operative Bank accounts can receive Faster Payments)
- the payment you instruct us to make is above the Faster Payment scheme limit, or
- you do not have available funds within your agreed credit limit.

You will be notified at the time of request, either by telephone, in branch, through internet banking or in writing that the payment cannot be made and the reason for this. If you are not in attendance at the time of your request (e.g. written request), we will notify you either in writing or by contacting you by telephone.

Where a Faster Payment cannot be made we will offer you alternative payment arrangements such as CHAPS, and we will discuss whether charges apply before you proceed with the payment. If alternative payment arrangements are not available or you do not wish to send your payment via CHAPS we may not be able to make the payment electronically.

For information on Faster Payments financial limits please see internet banking or contact us on 0845 600 6000 for further details.

8.22 There may be a delay in us carrying out your payment instructions while monitoring and/or fraud prevention checks take place.

8.23 If you want to cancel a balance transfer tell us by telephoning us on 0845 600 6000 before 8pm the Business Day before the payment is due to be paid.

8.24 If you want to cancel a regular card payment from your account please tell us by telephoning us on 0845 600 6000 before 9pm the business day the payment is due to be paid. We recommend that you also tell the organisation who collects the payment.

8.25 If you wish to make a funds transfer from your credit card account to your current account with us, you will be charged a cash fee (if applicable) as detailed in your credit card account charges leaflet. Provided we receive your request prior to 3pm on a Business Day, the payment will be made immediately otherwise it will be actioned on the next Business Day. You cannot make a funds transfer from your account to any other accounts with us or accounts with any other provider.

9. CHARGES

9.1 When you open an account we will give you our account charges leaflet which forms part of these conditions. This includes details of interest rates, charges for our services and other relevant charges such as default charges. You can also find out about these charges on our website, by telephoning us on 0845 600 6000 or asking staff in our branches.

9.2 We may vary our charges or introduce new ones in accordance with condition 14.

You will be charged a fee for any cash withdrawal from any cash machine or a Visa authorised bank branch or when you purchase travellers cheques or foreign currency with your Card. Details are explained and set out in our account charges leaflet.

9.3 If you ask for additional services or information that we do not typically offer we may charge our reasonable costs for such service or information but will advise you of the amount at the time of your request.

9.4 We may charge our reasonable costs for reminders, notices and other expenses incurred as a result of you breaking this agreement. These charges will be added to your account.

9.5 We will tell you in advance, on your statement or by letter, if a charge is due.

10. CHANGING THE TYPE OF CARD YOU HAVE

10.1 We will decide which type of Card to give you under this agreement, including any renewal, replacement or additional Card. This means that we may give a different type of Card from the one you applied for, or from the one previously given to you. The reasons for giving you a different type of Card are:

- the Card has been withdrawn for valid reasons set out in condition 14
- your account has not been used for a significant period of time
- your new Card offers more benefits.