

Welcome to your new Co-operative Members' credit card



The **co-operative** bank
It's good to be different



Thank you for choosing a Co-operative Members' credit card

It's great to have you with us. Now that your new credit card has arrived, we want to help you get the most out of it. This handy guide will fill you in on what you need to know about using your card.

So make sure you keep hold of it, along with your signed agreement form (which contains your card's terms and conditions). You never know when you might need to check on something in the future.

Contents

A different approach to banking	3
Our approach to credit cards	4
Why use your credit card?	5
Interest charging information	6
How to pay your credit card	8
Putting you in control of your account	10
Managing your money	12
Using your credit card abroad	13
Keeping your account safe and secure	14
Let us know if something isn't right	16
Cashback scheme rules	18



A different approach to banking

We're proud of our passion for values, ethics and the community. In fact, we're the only UK high street bank with a customer-led Ethical Policy. And it's much more than words. It's a real difference that you'll notice in your day-to-day banking with us.

Our Ethical Policy is built on the following five pillars:

Ethical banking

We do not provide banking services to businesses and organisations that conflict with our Ethical Policy.

Ethical products and services

We seek to offer products and services that reflect our values and ethics.

Ethical business

We endeavour to behave ethically in how we run our business, including our relationships with suppliers and external organisations.

Ethical workplace and culture

Our workplace culture reflects co-operative values and ethics.

Ethical campaigning

We campaign for social and economic change in line with our values and ethics.

For more information about our Ethical Policy, please visit co-operativebank.co.uk/ethics



Our approach to credit cards

- We focus on providing products that are clear and simple.
- We make sure we are transparent with our fees and charges.
- You won't lose your promotional rate if you miss or submit a late payment, but we may charge you a fee and it may affect your credit rating.
- Terms and conditions that meet the Clear English Standard as provided by the Plain Language Commission.
- UK-based call centres and award-winning customer service.



Don't forget

Your credit card can be used worldwide, wherever you see this symbol.



Why use your credit card?

✓ Cashback

Each time you use your card to make a purchase, you may be eligible to earn cashback. We'll let Co-operative Group Limited know how much cashback you have earned twice a year.

Cashback rate

Purchases in Co-op Food Stores	1p for every £2 spent [^] (0.5 % of the amount spent)
Purchases where the Visa Symbol is displayed	1p for every £3.33 spent ^{^^} (0.3 % of the amount spent)

[^]Excluding in-store concessions ^{^^}Including in-store concessions

You'll find the rules of The Co-operative Members' credit card cashback scheme at the back of this booklet.

✓ Convenience

With a credit card, you can borrow as and when you need it and spread the cost of your purchases over time. You can even use it abroad instead of carrying around lots of cash (charges will apply - turn to page 13).

✓ Flexibility

Whenever you use your card to make a purchase, you'll have up to 56 days to pay it back before you're charged any interest. To find out more about how interest is charged, turn to page 6.

✓ Peace of mind

If you use a credit card to pay for something, you may be entitled to a refund if it turns out to be faulty, or the company ceases to trade before the product or service is delivered – even if you've just paid a deposit.

✓ Control

If you have outstanding balances on other providers' credit or store cards, you could save money by transferring your balances to your new card. By having fewer cards, it's also much easier to keep control of your finances. You may also add additional cardholders to your account (subject to eligibility).

✓ Contactless

When making low value payments of up to £30, paying by Contactless is quicker and easier than Chip and PIN. Simply touch your card to the reader and wait for the beep.



Interest charging information

To make things easier for you, we have outlined what you need to know about how we charge interest so you can avoid unexpected charges.

Interest-free period

- You will benefit from up to 56 days interest-free credit on new purchases, if you pay your balance in full by the due date (including any promotional balances).
- There is no interest-free period for cash withdrawals, or balance transfers (unless you have a 0% promotional or introductory offer period).

When will we charge you interest?

If you don't pay your balance in full, we will charge you interest from the date we add the transaction or charge to your account, taking into consideration any payments and/or refunds that have been received. So the longer it takes you to pay back the balance, the more interest you'll pay – until you've paid off your balance in full.

No interest will be charged on default charges e.g. late payment, going over the credit limit or payment returned unpaid.



How interest is charged on balance transfers

If you pay your balance in full by the due date, you'll benefit from up to 56 days interest-free credit on all purchases. But when you make a balance transfer with a promotional rate, this can have an impact on the interest applied to purchases.

Until you repay your balance in full, you may be charged interest on any purchase you make, even if you pay off your full purchase balance each month (unless a promotional or introductory purchase offer applies).

For example, if you make a balance transfer of £1,000, then use your card to make a purchase of £100 in the first month, you'll need to pay £1,100 to avoid paying interest on the purchase. If you pay less, interest will be charged from the date of the purchase, and will be added onto your next statement.

How long does it take for a purchase to reach your account?

When you make a purchase, your available balance is reduced straightaway. It should then be applied to your account within two days (depending on when the retailer processes the payment).

Your statement

Your statement includes important information including:

- your interest rate and current balance
- all transactions you've made in the month, including payments, balance transfers and cash withdrawals
- the minimum payment amount and your payment due date
- the estimated amount of interest you will be charged if you only make the minimum payment
- any fees and charges applied to your account in the month
- summary box on the back containing other useful information.



How to pay your credit card

Each month you can choose to settle your balance in full, pay your minimum payment, or pay more than your minimum payment.

Money-saving tip

If you pay back more than your minimum payment each month, you'll clear your balance sooner and pay less interest.

For example: Buy a new TV for £1,000 at 18.0% APR

Payment amount	Time to pay	Total interest charge
Minimum payment	25 years, 4 months	£1,825.04
£50 per month	2 years	£180.07

Direct Debit

To avoid missing payments and being charged a late payment fee, we recommend setting up a Direct Debit. You can choose to pay either your minimum payment or full balance each month. Simply call us on **0345 600 6000**.*

Online Banking

If you've signed up to Online Banking on your Co-operative Bank Current Account, you can simply make your payment online. If you've registered for Online Banking with another provider, you can pay using the sort code and account number in the box opposite.

Phone

If you've got a current account with The Co-operative Bank, you can pay by calling us on **03457 212 212*** (lines are open 6am - 10pm, 7 days a week).

If you've got a current account with another provider, contact them to make a payment using the sort code and account number in the box opposite.

Money-saving tip

If you've set up a Direct Debit for the minimum payment, you can pay additional amounts by phone, Online Banking or cheque.



Branch

You can make a payment at any of our branches at no extra cost by cheque (with a bank giro credit slip), or if you are a Co-operative Bank Current Account holder, by making a bill payment. Please note, we cannot accept cash payments.

You can also make a payment at any other bank displaying the Visa symbol (usually for a small fee).

Post by cheque

Make cheques payable to The Co-operative Bank p.l.c., followed by your 16-digit credit card number. Complete the bank giro credit slip on your statement and send with your cheque in the envelope provided.

Please do not send cash through the post.

Our payment details

Please use these account details when making a payment online, by phone or by post.

Sort code: 08 90 98

Account number: 97491004

Reference: Your 16-digit credit card number

Timings for payments to reach your account

Direct Debit	On payment due date
Telephone/Online Banking from a Co-operative Bank Account	Next business day if received before 9pm
Telephone/Online Banking from another provider	Same day if received before 3.30pm
Cheque paid in at a Co-operative Bank branch	Two business days
Cheque sent in the post	Seven days

Important

To avoid incurring potential charges, please take into consideration the above timescales to ensure payments reach us on time.



Putting you in control of your account

Keep up to date with SMS alerts

Keep track of your monthly spending with our free SMS alerts. This will allow you to keep track of your available balance and even warn you when you're close to your credit limit. You can set these up, for a day and time that suits you, via our Mobile Banking app under Alerts.

Easy access to your account, wherever you are

Wherever you are and whatever you're doing, managing your money couldn't be easier. And we're available to help when you need us.

- **Online Banking** – Register for Online Banking at co-operativebank.co.uk and you can manage your credit card account 24/7.
- **Mobile Banking app** – Download our Mobile Banking app to manage your credit card account on the go – wherever you are, at a time that suits you, 24/7.
- **Telephone Banking** – Our UK-based advisers are available by phone, 6am - 10pm, 7 days a week.
- **Web chat** – Chat with an adviser via our website from 7am to 10pm daily. (Subject to availability.)
- **In Branch** – Come in and see us in person at branches across the UK. We're open Monday to Friday, with some branches open on Saturday mornings too.

Add additional cardholders

You can add an additional cardholder to your account through your Online Banking or by calling us. Additional cardholders must be over 18 and a UK resident.

Enjoy a credit limit you're comfortable with

You may request an increase or decrease to your credit limit yourself through your Online Banking or by calling us. Any credit limit increase requests will be assessed based on whether you can afford to make the repayments on your account.



How to avoid unnecessary fees and charges

- Make sure your payments are made on time.
- Set up a Direct Debit – this way you'll never forget to make a payment.
- Keep track of your spending – keep within your agreed credit limit.

Fees and charges

Cash or cash-related payment (if applicable, including travellers' cheques, foreign currency and gambling)	3% of value, minimum of £3
Copy statement	£2.50 per statement (with a cap of £10 for each request)
Balance transfer fee	Please refer to your terms and conditions
Late payment	£10
Going over the credit limit, even if we allow it	£10
Payment returned unpaid	£10

Important

Missed or late payments, or exceeding your credit limit could affect your future credit rating.

Did you know?

You can change your statement date to fit around your payday.



Managing your money

Feel more in control with a monthly budget

Sticking to a monthly budget can really help you to stay on top of your finances – the savings you make each month could even help you pay off a bigger chunk of your credit card balance.

Always borrow and spend sensibly

When you're a little short of cash, it's very easy to go and overspend on your credit card. But be careful, make sure you don't spend so much that you struggle to make your minimum payments each month.

How to check and look after your credit rating

If you'd like to check your credit rating, you can do so for just £2 at any of the following credit agency websites.

www.equifax.co.uk

www.callcreditstatreport.co.uk

www.experian.co.uk

Handy tips

Simple steps to improving your credit rating:

- Sign up to the electoral register.
- Close any old credit card/store card accounts that you no longer use. Forgotten cards could easily be used by someone else without you realising.
- Always put down a landline number when applying for credit, instead of just a mobile number.

Experiencing financial difficulties?

Then please get in touch with our Financial Support Team as soon as possible. They've been specially trained to work with customers who are experiencing short or long-term financial difficulties, and can help you get your finances back on track.

To speak to a member of our team, call **0344 844 8899**.* Lines are open from 8am to 8pm Monday – Friday and from 9am to 5pm Saturday. (Bank holiday opening hours may vary.)



Using your credit card abroad

Your credit card can be used anywhere you see the Visa sign. It's a much simpler and more convenient way of accessing your money abroad. But please be aware that you may be charged a fee.

Telling us about your travel plans

You don't need to let us know your travel plans in advance, provided you are travelling within the EU or to Turkey. If you're travelling to countries outside of these areas, then you should contact us on **0345 600 6000*** to let us know. That way we'll expect to see foreign transactions on your card.

Did you know?

If you're unfortunate enough to lose your credit card while abroad, Visa will get a new one to your location within three business days. Call us on **+44 (0) 345 600 6000*** (24 hours a day).

Foreign usage

Payment Scheme
Exchange Rate

Visa Card rates can be found at: www.visaeurope.com/making-payments/exchange-rates

One or more of the following will apply:

Non-sterling transaction fee

2.75% of the transaction

Non-sterling cash fee

3% of value, minimum of **£3**

(If applicable, including travellers' cheques, foreign currency and gambling. Charged in addition to the non-sterling transaction fee.)



Keeping your account safe and secure

We are committed to making your banking experience as safe and secure as possible. That's why we constantly monitor all our customers' accounts for potential fraudulent activity.

If we spot anything suspicious, we'll contact you by phone, SMS or email using our Automated Messaging service. This service enables us to quickly verify potentially fraudulent payments and stop fraud as soon as possible.

In the meantime, here are a few things for you to watch out for.

Protecting your card and PIN

- Always shield your PIN when using cash machines or making a purchase in a shop.
- Never tell anybody what your PIN is.
- Only deal with reputable companies when making purchases online/over the phone.

Suspect that someone has discovered your PIN? You can change it immediately by following the on-screen instructions at most UK cash machines. But try not to use family birthdays – fraudsters may try these first.

If you ever forget your PIN and need a reminder, please call **0345 600 6000**.*

Verified by Visa

The Verified by Visa scheme makes shopping online even more secure. It's quick and easy to use and provides greater protection against the unauthorised use of your card for online purchases.



When you make an online purchase with a participating merchant, a box showing the Verified by Visa logo will be displayed. This will ask you for selected characters of your memorable name or Verified by Visa password. Simply enter this information and complete your purchase.

If your credit card is lost or stolen

Keep a close eye on your new credit card and let us know immediately if it is lost or stolen by calling **0345 600 6000*** (24 hours a day).



Free security software to keep you safe

We offer free security software from Trusteer Rapport to protect you when you bank or shop online. Benefits include protection against online threats and a security warning if you attempt to access an unknown website. We recommend you use Trusteer Rapport alongside firewall and antivirus software to provide an extra layer of protection.

What's phishing?

This is when fraudsters send you bogus emails or messages. At first glance they may appear to be authentic. But be warned – they often feature links or attachments that take you to fake websites, where they'll ask you to confirm your full login details. This is something that we would never do – our security will only ask you for selected pieces of information.

Clicking on these links or attachments might also give fraudsters access to information stored on your computer. So if you think you have received a scam email, close the email straightaway and forward it to:

ihaveseenascam@co-operativebank.co.uk

What's vishing?

A fraudster phones you, claiming to be from the Bank, police or other reputable organisation, in an attempt to obtain your personal information and steal your money.

Remember

- ✓ The Bank, police or other trusted organisations will never:
 - Ask you for your financial information or your full security details.
 - Ask you for your PIN or Card Reader codes.
 - Ask you to move your money to a new or 'safe' account.
 - Send you an email, text, or social media message containing a link to a login page.
- ✓ Genuine emails from us will always have the last three characters of your postcode at the top of the email.

If you are worried you may have revealed your security details, or you have fallen victim to fraud, we are here to help. Call us on **0345 600 6000*** (24 hours a day).



Let us know if something isn't right

If you are not satisfied with any aspect of our service, please let us know so that we can put things right. We value your comments and can only improve if you tell us where we are falling short.

The Co-operative Bank has well-established complaints handling procedures to ensure that all causes of concern are dealt with fairly and promptly. Please contact us if you would like us to send you details of these procedures. If you want to register a complaint, simply call **0345 600 6000***, visit your branch or write to: Customer Response, The Co-operative Bank p.l.c., Ground Floor, Miller Street, Manchester M60 0AL.

If you still remain dissatisfied, you can refer your complaint to the Financial Ombudsman Service by writing to them at: Financial Ombudsman Service, Exchange Tower, London E14 9SR or telephone them on:

0800 023 4567 or **0300 123 9123** or email them at: **complaint.info@financial-ombudsman.org.uk**





Cashback scheme rules for The Co-operative Members' credit card

1. As a Members' credit card customer you may be eligible to earn cashback under the Members' cashback scheme which is promoted by The Co-operative Bank p.l.c. (us) in association with Co-operative Group Limited, registered office: 1 Angel Square, Manchester M60 0AG (Co-op).
2. From 1 January 2017, in order to be eligible to receive Members' credit card cashback you need to be a Co-op Member. You can apply to be a member at www.coop.co.uk/membership. Once you have been accepted as a member please contact us on **0345 600 6000** and provide your Co-op Membership number to ensure future cashback is earned.
3. If you are eligible you can earn cashback on transactions with your Members' credit card as set out below:

Transaction	Cashback
Purchases in Co-op Food Stores	1p for every £2 spent [^] (0.5 % of the amount spent)
Purchases where the Visa Symbol is displayed	1p for every £3.33 spent ^{^^} (0.3 % of the amount spent)

[^]Excluding in-store concessions ^{^^}Including in-store concessions

You will not earn cashback on balance transfers.

Cashback can only be earned at the time of purchase and cannot be earned retrospectively.

4. Cashback earned in relation to purchases in one statement period will be shown on your credit card statement for that period.
5. We will notify cashback earned to the Co-op for payment (twice a year) and show the cashback notified on your credit card statement for that statement period. You can redeem your cashback in accordance with Co-op Membership terms and conditions. For information about how to redeem your cashback go to www.coop.co.uk/membership



6. Where you have made a purchase with your Members' credit card, you must ensure that any refund is credited to your Members' credit card account.
7. We may deduct or refuse to notify cashback to the Co-op for payment where:
 - you have not paid at least the minimum monthly payment;
 - you go over your credit limit;
 - you are given a refund for a purchase for which cashback has been earned;
 - you are declared bankrupt or default in respect of your credit agreement with us;
 - in our opinion you have misused this cashback scheme; or
 - you or we have given notice to the other to end your participation in this cashback scheme.
8. We reserve the right to take appropriate action where it is found that you have abused the cashback scheme, which may include withdrawing your right to participate in it.
9. Cashback is not transferable to any other account or to any other person.
10. If we make a change to the cashback scheme that is to your advantage, we'll tell you personally before it takes effect. For most other changes we make, we'll tell you personally at least two months before the change.
11. The latest rules can be found at **co-operativebank.co.uk/creditcards/members**



Got a query or need more information?



Live chat online at
co-operativebank.co.uk



See our FAQs at
co-operativebank.co.uk/creditcards/existing-credit-card-customers



Speak to us on
0345 600 6000*



Keep up to date with news



Facebook or **Twitter**



Visit us in branch
Find your nearest branch at:
co-operative.co.uk/branch

Please call 03457 212 212* (6am - 10pm) if you would like to receive this information in an alternative format such as large print, audio or Braille.

The Co-operative Bank p.l.c. is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (No.121885). The Co-operative Bank, Platform, smile and Britannia are trading names of The Co-operative Bank p.l.c., P.O. Box 101, 1 Balloon Street, Manchester M60 4EP. Registered in England and Wales No.990937. Credit facilities are provided by The Co-operative Bank p.l.c. and are subject to status and our lending policy. The Bank reserves the right to decline any application for an account or credit facility. The Co-operative Bank p.l.c. subscribes to the Standards of Lending Practice which are monitored by the Lending Standards Board.

*Calls to 0800 and 0808 numbers are free from landlines and mobiles. Calls to 03 numbers cost the same as calls to numbers starting with 01 and 02. Calls to 0845 and 0870 numbers cost 3p per minute, plus your phone company's access charge. Calls to 0844 and 0843 numbers cost 7p per minute, plus your phone company's access charge. Calls may be monitored or recorded for security and training purposes.

Information correct as at 02/2017.

