

## Switching Offer Terms and Conditions

These Terms and Conditions are made up of two sections; please ensure you read both as they include important information:

Section A: Eligibility & Qualifying for the offer

Section B: Payment of the offer and other important information

### SECTION A: Eligibility & Qualifying for the offer

#### New Customers

1. You will be considered a new customer if you do not already have a Co-operative Bank or **smile** current account of any type as at 3 May 2016.
2. You will be eligible for this offer if you are a new customer unless you have previously received any other incentive, offer or benefits for switching to a Co-operative Bank or **smile** current account at any point since January 2014.
3. If you are an eligible new customer, you will qualify for this offer if you:
  - 3.1 open a new Co-operative Bank standard Current Account;
  - 3.2 switch your main current account to your new current account using the full Current Account Switch Service, which will include the closure of your old account on the day that your switch completes; and
  - 3.3 switch in a minimum of four active Direct Debits to your new current account, which must remain active until the incentive payment is made.

#### Existing Customers

4. You will be considered an existing customer if you already have a Co-operative Bank or **smile** current account of any type as at 3 May 2016.
5. You will be eligible for this offer if you are an existing customer unless:
  - 5.1 you are an existing customer and an average of £800 or more per month has been credited to your Co-operative Bank or **smile** current account between 3 February 2016 and 3 May 2016, or between your account opening and 3 May 2016 if that is a shorter period of time; or
  - 5.2 you have previously received any other incentive, offer or benefits for switching to a Co-operative Bank or **smile** current account at any point since January 2014.
6. As an eligible existing customer, you are able to qualify for this offer in either one of the two alternative ways, explained in paragraphs 7 and 8.
7. If you are an eligible existing customer, you will qualify for this offer if you:
  - 7.1 switch your main current account to your existing Co-operative Bank standard Current Account, Privilege Account, Privilege Premier Account or Current Account Plus. The switch must be completed using the full Current Account Switch Service, which will include the closure of your old account on the day that your switch completes; and
  - 7.2 switch in a minimum of four active Direct Debits to the account that you have switched to, which must remain active until the incentive payment is made.
8. The alternative way of qualifying for this offer as an eligible existing customer (for example if you do not hold any of the accounts in 7.1) is if you:
  - 8.1 open a new Co-operative Bank standard Current Account;
  - 8.2 switch your main current account to your new current account using the full Current Account Switch Service, which will include the closure of your old account on the day that your switch completes; and
  - 8.3 switch in a minimum of four active Direct Debits to your new current account, which must remain active until the incentive payment is made.

### SECTION B: Payment of the offer and other important information

#### Payment of the offer

9. If you meet these terms and conditions and qualify for this offer we will credit £150 to the Co-operative Bank current account that you have switched to within 45 calendar days of the date your switch completes.
10. You can only benefit from this offer once.
11. If the current account that you switch to is in joint names we will only credit the current account with £150, not £150 for each person named on the account.

#### Duration and withdrawal of the offer

12. This offer is only available for applications to switch your main current account using the full Current Account Switch Service received after 3 May 2016.
13. We can withdraw this offer at any time without any notice or prior communication.
14. You will not be eligible for or qualify for this offer once it has been withdrawn unless:
  - 14.1 your application to switch your main current account to your Co-operative Bank current account was received prior to the offer ending; or
  - 14.2 you applied online to open a Co-operative Bank standard Current Account prior to the offer being withdrawn and you have requested a full switch within 14 days of the account opening. All switching requests need to be made over the telephone or at one of our Co-operative Bank Branches.

#### Our right to decline your application

15. Our accounts are subject to eligibility criteria, status and our lending policy. We reserve the right to decline your application.

**Please call 03457 212 212\* 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. is a member of the Council of Mortgage Lenders and subscribes to the Lending Code which is 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 06/2016.