



Everyday Rewards

At a glance

The **co-operative** bank
for people with **purpose**

Hello, and thanks

Here at The Co-operative Bank, we do things differently. Our Ethical Policy is at the heart of everything we stand for. It means we're all about doing the right things, being fair and rewarding loyalty.

With Everyday Rewards, you can receive up to **£5** every month just for using your current account in a normal, everyday kind of way. There are no extra fees or charges to pay for Everyday Rewards, all you need to do is meet the qualifying criteria each month.

In this leaflet, you'll find a quick guide to the key features. There are more details in the Everyday Rewards terms and conditions and the Everyday Rewards benefits document.

What is Everyday Rewards?

Everyday Rewards is a scheme that you can opt into at no extra cost, which rewards you for everyday banking. You can receive up to **£5** every month as long as you meet the qualifying criteria opposite.

The following accounts are eligible to earn Rewards, as long as the account is in your name; Current Account, Everyday Extra Account, Current Account Plus, Privilege Account and Privilege Premier Account. All other accounts, for example, smile, Cashminder, Pathfinder and Student Accounts are not eligible. Remember, you must nominate an account before you can start earning Rewards.

How to earn up to £5 every month

Qualifying Criteria

To earn Rewards, each calendar month you must have:

- Paid in a minimum of £800 to the account that you've nominated to earn Rewards (transfers from other Co-operative Bank, Britannia and smile accounts do not count).
- Stayed in credit, or within your agreed overdraft limit on the account that you've nominated to earn Rewards.
- Logged into online banking or the mobile banking app at least once.*
- Opted in for paperless statements.**
- Paid out at least four Direct Debits from the account that you've nominated to earn Rewards.

Account Rewards

You will receive **£2** if you meet all of the qualifying criteria above.

Debit Card Rewards

To earn up to an additional **£3**, you must have met all the qualifying criteria above. You can then earn 5p every time you use your debit card to pay for things (up to a maximum of £3 a month).



*You can register for online and mobile banking at [co-operativebank.co.uk/register](https://www.co-operativebank.co.uk/register)

**You can opt into Paperless Statements via our mobile app, or by logging into online banking/statement settings and selecting Paperless Statements.

What if I have more than one current account?

You can only nominate one account at a time to receive Rewards, so make sure you nominate the account that's most likely to meet all the qualifying criteria for earning Rewards every month.

However, if you have a sole and joint account, you can nominate your sole account to receive Rewards, and the other joint account holder can nominate the joint account as long as they have not nominated another account.

You can change your nominated account at any time, either by visiting us in branch, calling us, or via online banking.

What can I do with my Rewards?

When you opt into Everyday Rewards, you can choose to:

- ① have your Rewards paid into your nominated current account each month, or
- ② surrender your Rewards, and we'll make a donation of £2 (plus any extra Debit Card Rewards) to the charity you select from the five below.

If you're an existing customer, once you've chosen your charity just let us know by phone, in branch or via online banking.

If you're a new customer opening a current account, you can select your charity on the application form.

You can also change your mind whenever you like by letting us know by phone, in branch or through online banking.



Amnesty International UK is a registered charity in England & Wales no. 1051681 and a registered charity in Scotland no. SC039534

Oxfam is a registered charity in England and Wales (No.202918) and Scotland (No.SC039042).

Hospice UK is a registered charity in England and Wales (No.1014851) and Scotland (No.SC041112).

Refuge is a registered charity (No.277424). A company limited by guarantee 1412276.

The Woodland Trust is a charity registered in England and Wales (No.294344) and in Scotland (No.SC038885).

When can I start earning Rewards?

If you nominate an account that's already open, you can start earning Rewards straight away. If you nominate a new account while applying for it, you can start earning Rewards as soon as it's opened.

If you nominate an account part of the way through the month, you'll earn Rewards for that month as long as you meet the qualifying criteria before the end of that month.

For example, if you nominate an open account at 1pm on 12 May, you'll earn Rewards for May provided that you meet the qualifying criteria between 1pm on 12 May and 11:59pm on 31 May.

If you don't meet all of the qualifying criteria in any month – for example, if you pay less than £800 into your nominated account in July – you won't earn Rewards for that month. But you'll earn them again the next month if you meet all the criteria.

Can I manage my Everyday Rewards online?

You can manage your Everyday Rewards online once you have registered for online banking. You can then access your account to do the following:

- 1 See how much you've qualified for each month. If you haven't received any Rewards, you can see why.
- 2 Opt in, change your nominated account and what you do with your Rewards.
- 3 If you choose to surrender your Rewards, you can also change your charity.

For more information
about the charities, visit
[co-operativebank.co.uk/
rewards](https://www.co-operativebank.co.uk/rewards) or call
03457 212 212*.

When your Rewards will be paid

We'll transfer your Rewards to your nominated account, by the end of the following month. So if you earn Rewards in May, they'll appear in your account by the end of June.

You'll be able to see Reward payments on your bank statement under the reference 'EverydayReward Net' (for the £2 Account Reward) and 'EverydayReward CB' (for the Debit Card Reward).

The £2 Account Reward is paid net of basic rate income tax. If you're a higher or additional rate tax payer you may have to pay extra income tax on the Reward payment. Please see the Everyday Rewards benefits document for more information.

If you choose to surrender your rewards for us to make a donation to one of our chosen charities, we'll pay that charity every six months, in June and December.

Keeping you updated

Every month we'll send you an email, telling you if you've earned any Rewards. If you don't qualify for Rewards in any particular month, we'll tell you which criteria you didn't meet. You can also find this information through online banking.

If you're already registered for online banking, we should already have your email address. However, if you still need to register, you can do this online at co-operativebank.co.uk/register

If you haven't yet received an email from us, and would like to check that we have your correct details, you can easily check and update all your contact details via our mobile app, or within the 'Profile' section of online banking.

How can I opt out of Everyday Rewards?

You can opt out of Everyday Rewards any time you like. You can do this via online banking, in branch or by calling us on **03457 212 212** (8am to 8pm, 7 days a week).

If you have any questions about Everyday Rewards, take a look at the Frequently Asked Questions page on our website - co-operativebank.co.uk/rewards

Jargon buster

To make sure everything is clear to you, here is our simple jargon buster to help you understand the terminology used within this guide.

Banking term: What this means:

Calendar month From midnight on the first day of a month to 11:59:59pm on the last day of a month.

Qualifying criteria The things you must do each month to earn Rewards (see page 3 for details).

Eligible account The account you must hold in order to start earning Rewards. See page 2 for eligible accounts.

Nominated account This is the account you have selected to earn Rewards.

Online banking Our secure internet banking site.

Mobile banking Our mobile banking app on your phone or other compatible devices.

Paperless statements View your statements via online banking, or our mobile app rather than receiving them in the post.

Net of basic rate income tax We will pay the Account Reward after taking off income tax at the rate set by law (currently 20%).

Surrender your Rewards Give up Rewards you have earned so that the Bank can make a donation to charity of £2, plus any Debit Card Rewards you have earned.

Contact us



Online: co-operativebank.co.uk



To talk to an adviser online: click the green **'Web Chat'** button on the left of our website



Telephone Banking: **03457 212 212**[^]
(8am to 8pm, 7 days a week)



Visit us in branch

Please call +44 (0) 3457 212 212[^] (8am to 8pm, 7 days a week) if you would like to receive this information in an alternative format such as large print, audio or Braille.

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[^]Calls to 03 numbers cost the same as calls to numbers starting with 01 and 02. Charges for calls made outside of the UK will be determined by your local provider. Calls may be monitored or recorded for security and training purposes. Information correct as at 08/2020.