

## Refer a Friend 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

#### 1. Recommender

- 1.1 To be eligible for this offer, you must hold one of the following current accounts: Current Account, Current Account Plus, Privilege, Privilege Premier, Everyday Extra, Student Account or Cashminder. **smile** current accounts are not included in this incentive. We will not make payment to either you or your Recommended Friend should you attempt to participate in this offer without a qualifying current account. It is your responsibility as the Recommender to ensure that you meet the eligibility before extending this incentive to your Recommended Friend(s).
- 1.2 Your Recommended Friend must open and complete a Full Switch using the Current Account Switching Service. Your Recommended Friend must open one of the following accounts to qualify:

**Standard Current Account**

**Everyday Extra account**

Please note we will not make a payment to either the Recommender or Recommended Friend if they open a **smile** current account, Student Account or a Cashminder account, even if a full switch is completed, or where any account application is declined.

- 1.3 You consent to your Recommended Friend providing us with your full name, your **current account** sort code and account number and an email address on your behalf to enable us to make the offer payment should you qualify; and
- 1.4 Your Co-operative Bank current account must be open at the time the incentive is paid to be eligible to receive the payment;

#### 2. Recommended Friend

- 2.1 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 1 June 2021.
- 2.2 To qualify for this offer as an eligible new customer you must:
  - 2.2.1. open a new Co-operative Bank **standard Current Account** or **Everyday Extra Account** (**smile** current accounts, Student Accounts and Cashminder accounts are excluded from this offer. We will not pay either the Recommender or the Recommended Friend where a **smile** current account, Student Account or Cashminder account is opened, even if a full switch is completed, or where any account application is declined); and
  - 2.2.2. complete a Full Switch into your new account using the Current Account Switch Service (which will include the closure of your old account and moving all your payment instructions to the new account on the day that your switch completes); and
  - 2.2.3. complete the referral form contained on the offer webpage once you have your Co-operative Bank sort code, account number and switch end date; and
  - 2.2.4. Your Co-operative Bank current account must be open at the time the incentive is due to be paid, in order to be eligible to receive the payment.

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

##### Payment of the offer

- 3.1 Either party will only qualify for the payment if all these terms and conditions are met.
- 3.2 If you meet these terms and conditions and qualify for the offer, we will credit £50 to the Recommender and £50 to the Recommended Friend within 60 calendar days of the date your switch completes, or the date we receive the referral form, whichever is later.
- 3.3 The maximum we will pay any Recommender is £100. We will only pay the Recommender for the first 2 eligible recommendations they make, however there is no limit to the number of friends a Recommender can refer. As we are paying you for recommending your friend, you must consider your personal tax position.
- 3.4 Recommended Friends will qualify for payment if they meet the conditions, regardless of how many friends the Recommender has referred providing they were referred by an eligible Recommender.
- 3.5 If the current account that you are switching to us is in joint names, we will only credit the current account with £50 per account, not £50 for each person named on the account.
- 3.6 The Recommended Friend is entitled to only one payment even if they switch more than one account to us or if more than one Recommender refers them.
- 3.7 The Recommender will only receive payment where the Recommended Friend has completed their details on the referral form. If someone else refers that friend, we will pay the first Recommender whose details are provided on the first referral form we receive.

#### 4. Duration and withdrawal of the offer

- 4.1 We can withdraw this offer at any time and should we choose to do so, we will update our website with the final switching date on which we will honour any payments.
- 4.2 From withdrawal neither party will be eligible to qualify for this offer unless the Recommended Friend's application to switch their main current account to their Co-operative Bank current account was completed on or before the final switching date stated at the time of withdrawal.
- 4.3 If we withdraw the offer, the Recommended Friend will have 14 days from the date the offer is withdrawn to return the referral form.

#### 5. Our right to decline your application

- 5.1 Our accounts are subject to eligibility criteria, status and our lending policy. **We reserve the right to decline your application. Where we decline your application, we will not make a payment to either the Recommender or Friend.**

**Please call 03457 212 212\* (Lines open 8am to 6pm Monday to Friday, and 9am to 5pm Saturday and Sunday). 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 03 numbers cost the same as calls to numbers starting with 01 and 02. Calls may be monitored or recorded for security and training purposes.

Information correct as at 05/2021.

[co-operativebank.co.uk](http://co-operativebank.co.uk)