

Sainsbury's Bank

Important changes to your Sainsbury's Bank Credit Card

We're changing our credit card terms from **2 December 2024**. In this document, we've briefly outlined what's changing. You can read the full set of new terms (which will apply from 2 December 2024), and find more information, at sainsburysbank.co.uk/updates. Or you can call us with any questions on **08085 40 50 60***.

At the end of this document, we've explained what you need to do and by when.

Apart from the changes outlined below, we've also adjusted our terms to make them simpler, clearer and easier to understand. Although certain terms are now described differently, their meaning hasn't changed.

The new terms will also look different because they'll be combined into one document; the order in which the new terms appear is different; and new headings have been added. None of these adjustments change what's in your existing terms.

A summary of the changes we are making

To see the new terms in full please visit sainsburysbank.co.uk/updates

Which terms are we changing?

Complaints - The Online Dispute Resolution platform for making complaints to the Financial Ombudsman Service (FoS)

What are the changes we are making?

We're removing the information contained in your existing terms about the European platform (known as the 'Online Dispute Resolution platform') that was available when the UK was part of the EU, to help consumers submit their complaints online about goods and services. This is because, after Brexit, consumers in the UK can no longer choose to make their complaints in this way.

So now, if you want to make a complaint about us you must go directly to FoS. You'll find their postal address, email address and phone number in Clause 17 of the new terms - see online at sainsburysbank.co.uk/updates

Clause 22 of the new terms headed 'What happens if you use a third-party provider?'

You may want to use another company to provide certain services relating to your account. These companies are called third-party providers. To enable them to provide these services, you'll need to give them permission and share your confidential financial information with them. So effectively when they take any action on your account, it'll be as if you're taking that action.

We've revised our terms to provide more detail about the way these arrangements will operate. If you choose to use a third-party provider the changes explain that:

- your agreement will apply to any instructions we receive, whether they come from the third-party provider or from you;
- if you have given your security details to a third-party provider, we'll allow them to see information about your account and/or to make payments;
- you'll be responsible for any payments the third-party provider makes from your account; and
- if you're using a third-party provider and you notice a problem with a payment on your account, you should contact us right away.

Clause 3 of the new terms headed 'How much will you have to repay, when and how often?'

We're clarifying that you need to make any payments due to the Bank that you've not yet paid (called 'arrears' in the terms) when your next minimum monthly payment is due. This is what already happens in practice. Details of these unpaid amounts, including the date by which they must be paid, are included in your monthly statement.

Clause 14 of the new terms headed 'What other costs might you have to pay - Other charges'

We stopped charging customers certain fees (called 'Default Sums' in the terms) in July last year. The fees we stopped were the fees charged if you went over your credit limit and the fees charged if your direct debits and cheques weren't paid.

Whilst we stopped charging these fees last year we didn't change the terms at that time. So now we're confirming those changes in the new terms.

Contact details – Changes to our postal address

We've updated the contact details for our Customer Relations Team as these have changed.

Clause 24 of the new terms headed 'How will we communicate with you?'

To take into account the slower Royal Mail delivery times, we've adjusted our processing times when we post documents, notices, or information to you. Previously, when documents were posted we'd expect them to be received by you within two business days. We're now expecting them to be received by you in three business days.

What do you need to do?

Please read this document, looking at the new terms at sainsburysbank.co.uk/updates, if you wish to do so.

Happy to accept the changes? If you're happy with these changes you don't need to do anything. Your terms will change automatically on **2 December 2024**. So, if we haven't heard from you by this date we'll take it that you're happy to accept these changes.

Don't wish to accept the changes? These changes need to be made to keep your account open. If you don't want the new terms to apply, then you must close your account. In this case, please let us know **before 2 December 2024** that you don't want to accept the new terms and wish to close your account and end your agreement. There's no charge for doing this. You can close your account:

- Online at sainsburysbank.co.uk/closecard, click on 'close my credit card' then fill in the online form and click 'submit'
- Or by calling us on 08085 40 50 60*. Lines are open 8am-8pm, Monday to Friday and 8am-6pm, Saturday to Sunday

If you ask us to close your account, your card will be suspended, and you won't be able to use it anymore. You must arrange to repay the amount you owe to the Bank. Until this amount is fully repaid, interest will continue to be charged on it at the current interest rates. Once you've repaid your outstanding balance, your account will be closed and your agreement will end.

As a reminder, you can close your account at any time by contacting us, but if you do this after **2 December 2024** the new terms will begin applying to your account from that date.

*Telephone calls are free from a landline and from a mobile when calling from the UK and may be recorded for security purposes and monitored under our quality control procedures.

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