Tips on managing your overdraft.

• Reducing interest.

Move the date your standing orders come out of your account to just after your monthly money gets paid in. This could help you have a clearer view of how much money you have to last until your next pay day, and so could:

- avoid having to use your arranged overdraft to cover bills
- help reduce the amount of time your overdraft is being used, significantly reducing the interest you pay.

Speak to a TSB Partner or log on to online banking to manage your standing order dates.

Move your Direct Debits to a different date for the same reasons as above – just contact the company you're paying. Also, check what Direct Debits you have. You might be paying for services you've stopped using but haven't been cancelled.

Retry Periods – if there isn't enough money in your account to make a payment and it is refused due to lack of funds, our retry periods can help you make the payment. For Direct Debits, cheques, standing orders or future dated payments, we'll give you extra time to put money into your account so that we can make these payments. The money needs to be immediately available to use. You could transfer money from another account you have with us by using internet, telephone or mobile banking, or the mobile banking app. Or, you could pay in cash over the counter in branch or transfer money from another bank account you have. If you do pay enough money into your account, we'll make the payment.

Avoiding additional overdraft interest – if you've had a payment made using an unarranged overdraft, remember you have until 10pm that day to avoid having to pay additional interest on your unarranged overdraft. Also, if you dip into an arranged overdraft, you've got until 10pm to avoid any additional interest.

Try to pay off a fixed amount each month. Over time this could reduce any negative balance, and even help you return to credit. You could use savings to do this, where you may be receiving a lower rate of credit interest than you're paying to borrow on your overdraft.

• Knowing your borrowing options.

Short term borrowing. Overdrafts can be used for this, for more information go to **tsb.co.uk/current-accounts/overdrafts/**

Long term borrowing. If you need to borrow for longer there are products you could be eligible for that allow you to borrow at a better rate. We can talk through your options, just give us a call or book a video appointment or visit a branch.

• Keeping track of your money.

Check your balance regularly via our mobile app, Internet Banking, ATMs or pop into your branch. By doing this you can see how much money is in the account and how much arranged overdraft limit you still have available.

Make sure you're getting our handy text alerts. If we've got your valid UK mobile number, we'll automatically send you alerts when:

- you go into an arranged overdraft
- you have £50 or less available to spend in your account
- you're over your account limit or when you don't have enough money to make a payment.

Continued overleaf

You can change, pause or cancel your alerts whenever you want. You can do this by logging on to internet banking and clicking on Text Alerts on the right-hand side under 'Your account tools'. From there you get the option to change or cancel your text alerts. You can also call us on **03459 758 758**, or visit us in branch.

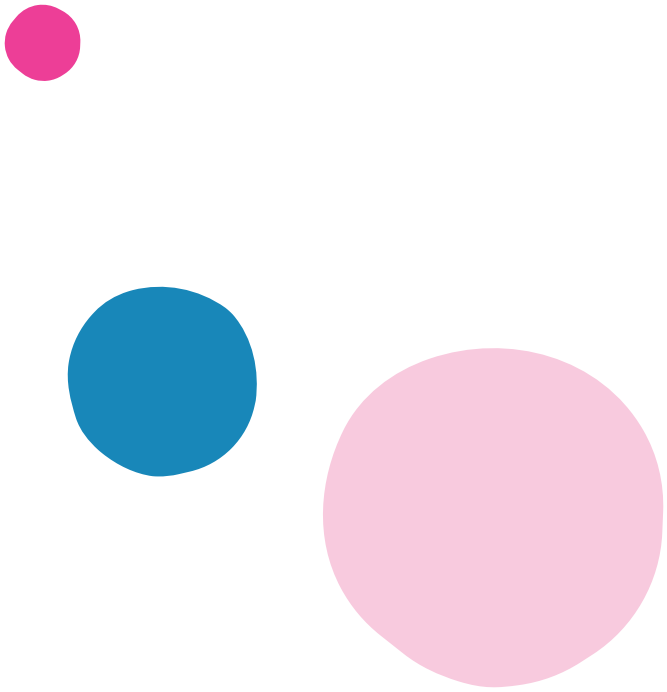
Review your Statement of Fees to see how much your overdraft has cost you over a year. We send you this annually, near the anniversary of your account opening.

• Getting free advice.

Asking for information or guidance will not impact your credit file and can be the first step to finding a better solution. You can get free, independent and confidential advice from any of the following:

- StepChange Debt Charity – **www.stepchange.org** or call **0800 138 1111**
- MoneyHelper – **www.moneyhelper.org.uk** or call **0800 138 7777**
- Citizens Advice Bureau (CAB) – **www.citizensadvice.org.uk**
- National Debtline – **www.nationaldebtline.org** or call **0808 808 4000**
- Moneywellness Group – **www.moneywellness.com**

You don't need to be struggling financially to contact them. They can help with other things like budgeting and making sure you claim all the benefits you're entitled to.



Need some extra help to do your banking? This might be due to physical or mental wellbeing or a life event. We're here to support you. Let us know what you need by calling **03459 758 758**, chat to us in the Mobile Banking App, or visit us in branch.

This information is available in large print, braille and audio. Ask in branch or call us on **03459 758 758** (lines are open from 8am to 8pm, 7 days a week).

If you have a hearing or speech impairment you can call us using the Relay UK service. Type '**18001**' before entering our telephone number. A member of the Royal National Institute for Deaf People will join the call to speak with us as you send and receive text messages. Please visit **www.relayuk.bt.com** to read how they manage your data.

We've signed up to The Standards of Lending Practice: **www.lendingstandardsboard.org.uk**

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TSB13658 (09/25)