



Telephone banking.



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Our service promise

At TSB our priority is to provide you with the highest level of customer service. However, if you have a problem, please let us know so we can aim to provide a solution as quickly as possible. If you need information about our complaints procedure, please ask us for a copy of our brochure 'How to Complain'. Our complaints procedure is also on our website: [tsb.co.uk/help/complaints](https://www.tsb.co.uk/help/complaints)

Getting started.

We believe in making more time for the little things that make you happy. So we've made managing your TSB personal accounts straightforward, with a single telephone number.

You'll need a Personal Security Number to complete some of your banking using this service. If you don't have one, call us on **03459 758 758** between 8am to 8pm with your account or card details. We can then register you for Telephone Banking and send your Personal Security Number (PSN) to you. You'll need to make sure we have your up-to-date mobile number on record.

Just follow these simple steps:

1. Call Telephone Banking on **03459 758 758** – our automated service is available 24/7.
 - For your everyday banking needs you can use our fast automated service any time and when you need to speak to us we have a dedicated team of advisors available between 8am and 8pm, 7 days a week.
2. We'll identify you from the phone number we hold for you.
 - So if you're calling from a different number, please have your account number or card details to hand.
 - We'll then ask for 2 digits of your Personal Security Number. If you don't hold one, we'll ask for 3 digits of your memorable information or for the CVV from the back of a TSB card.
3. If you use an account number for a joint account, you'll also be asked to enter your date of birth. Key this in using a 6-digit format (eg 240385).
4. You're ready to go. You can either:
 - use the keypad to tell us what you want to do. The table below tells you how to do this, or
 - tell us in your own words, for example, say "pay my gas bill" or "make an appointment".


You can speak to an advisor by giving the reason for your call in just a few words when asked, or by pressing the # key for a list of self service options.

Here's what you can do.

Service	Press
Balance Hear the balance on the account you entered at the start of the call. To hear the balance of a different account just say "Balance" or choose option 1 at the menu. You'll then be asked to choose the account.	1
Recent transactions To hear a list of your most recent transactions just say "Recent transactions" or choose option 2 at the menu. You'll hear a list of your most recent transactions in groups of five, with options to hear more. Our automated service gives transactions in the following order: <ul style="list-style-type: none">• Date, transaction type (Debit, Credit etc), amount. You will also hear who the payment was to/from (for example Tesco, BT, Sky) unless you've called us from an unregistered phone and identified yourself using the number on the back of your card.	2
Transfer money You'll be asked where you want to transfer the money to: <ul style="list-style-type: none">• You can choose one of your own accounts, and you'll be asked to enter the amount in pounds and pence.• Or if it's to someone else's account, you'll be asked to enter their 6-digit sort code and 8-digit account number. If it's the first time you've paid money to this account, you'll be transferred to an advisor who'll set up the transfer for you. Advisors are available to speak to 8am-8pm, 7 days a week. After that, you'll be able to transfer the money using the automated service. In either case, you'll be asked to confirm the details are correct. Once you do this, the money will be transferred and you'll be given your updated account balance(s).	3

Service	Press
<p>Pay a bill</p> <p>To pay a bill just press 4 or say “Pay a bill” or “bill payment”. If you’ve paid this supplier before:</p> <ul style="list-style-type: none"> • You’ll be asked to confirm the account you want to pay the bill from. • The service will read out the name (eg Next, British Gas, Tesco) so you can choose the right bill to pay. • Then enter the amount in pounds and pence and confirm that’s the right amount. • You’ll then be asked when you’d like the bill to be paid, either now or in the next 30 days. <p>If it’s the first time you’ve paid money to this account, you’ll be transferred to an advisor who’ll set up the transfer for you. Advisors are available to speak to 8am–8pm, 7 days a week. After that, you’ll be able to transfer the money using the automated service.</p> <p>In either case, once you check and confirm all the details your bill will be paid. If it’s paid immediately you’ll hear your new account balance.</p>	<p>4</p>
<p>Direct Debits</p> <p>Press 5 or say “Direct Debit”. You can enquire about or cancel Direct Debits.</p>	<p>5</p>
<p>Standing Orders</p> <p>Press 6 or say “standing order”. You can enquire about, cancel or amend the date and amount of a standing order.</p>	<p>6</p>
<p>Helpful information for Direct Debits and standing orders</p> <p>The service will read out a list of your Direct Debits or standing orders in groups of five. It will give you the name and an option to select it (for example, for DW Fitness Club press 1, for Tesco press 2). Once selected, it will read out the reference number, amount, and when it was last paid.</p> <p>If you have more than 25 Direct Debits or standing orders, the automated service will offer to transfer you to an advisor who’ll be able to help you. If this happens, think about reviewing your list and deleting any Direct Debits and standing orders you don’t use any more.</p>	

Service	Press
Access a different existing TSB account	7
Other self-service options (see below)	8
Other self-service options	Press
Search for a transaction	1
Change your Personal Security Number *Personal Security Number is required for this service	2
Replacement cards or PIN numbers *Personal Security Number is required for this service	3
Update your registered phone number *Personal Security Number is required for this service	4
Order statement *available with an advisor 8am-8pm, 7 days a week	5
Order a cheque book	6
Order a paying-in book	7
Use your card abroad	8
To repeat this list	*
Return to the previous menu	#



Top tips on using our automated service.

If you're speaking your instructions

- Speak at a steady pace, without shouting or leaving a long gap between words.
- Try to make your call from a quiet place.
- Avoid using the speaker function on your phone.

If you're using the keypad to give your instructions

- Make sure you're using a touch tone phone.
- Don't hold the buttons down for too long.
- If you're asked to confirm something, press 1 if your answer is yes or press 2 if your answer is no.

Security.

Keep the security details you use to log in safe, for example:

- Don't write them down in a way that's recognisable, or on documentation that relates to your account
- Don't let anyone listen in to your calls with us
- Don't share your security details with anyone (including joint account holders).


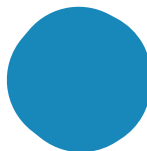
Your Security Details are things like: your Personal Security Number, passwords, Memorable Information, or codes like One Time Passwords we send to your mobile phone or UK landline, or codes generated in the TSB Mobile Banking App (if you have this).

You must tell us as soon as you can by calling the Telephone Banking service or the number on the back of your credit or debit card if you think someone else knows or might know your security details or is accessing your accounts.

We may give you other security guidance from time to time. Always follow this guidance to keep your accounts safe.



Using our Telephone Banking services.

- We can change how our Telephone Banking services work at any time. If we remove a service, or introduce/change a charge for the service we'll try to let you know two months before we do this.
 - We may suspend or stop you using Telephone Banking for the same reasons we may suspend or stop you using your account, for example if we reasonably consider it necessary to protect the security of your account or money in your account. Where possible we'll contact you before we do this.
 - Your account terms and conditions tells you what happens if there's a problem with any payment made using Telephone Banking.
 - If Telephone Banking isn't available, or you can't access it, you'll need to do your banking online (using Internet Banking or the TSB Mobile Banking App) or in one of our branches. Because you can do your banking in different ways, we won't be responsible for losses when the Telephone Banking services aren't available, or you can't access them. We also won't be responsible for:
 - Losses caused by some unusual or unforeseeable things outside our control. This might be things like outages on any phone network or browser.
 - Any business losses or costs you suffer. This is because Telephone Banking is designed to be used by personal customers only. Business use is not allowed.
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Other ways we can help.

For everything from current accounts and loans, to mortgages and savings, we're here to help.

Go to **tsb.co.uk**
or visit your local branch.

Call **03459 758 758**

Call from abroad **+44 203 284 1575**

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.

Important information

The opening hours of our Telephone Banking advisor services are 8am to 8pm Monday to Sundays to speak to a Partner. Our lost and stolen card and fraud reporting lines are open 24/7. Not all Telephone Banking services are available 24 hours, 7 days a week. Calls may be monitored or recorded.

If you need to call us from abroad, or prefer not to use our **0345** number, you can also call us on **+44 203 284 1575**. Calls may be monitored or recorded.

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