

## Receive a £5 Costa Coffee Gift Card when you complete a quote for TSB Pick and Protect Buildings and/or Contents Insurance or when you renew your TSB Pick and Protect Buildings and/or Contents cover with us.

Please print or save this document, so you have a copy of all the important information relating to this offer.

### Who is eligible for this offer?

You're eligible, if you:

- Are a UK resident and aged over 16.
- Complete a quote online, by phone or in branch for TSB Pick and Protect Buildings and/or Contents Insurance between 13/03/23 and midnight 09/05/23. You do not need to take out a TSB Pick and Protect policy to be eligible for the Costa Coffee Gift Card.
- Are already a customer who has a TSB Pick and Protect Buildings and/or Contents Insurance Policy which renews between the 13/03/23 and midnight 09/05/23.

You're not eligible, if you:

- Complete a quote online, by phone or in branch outside of the offer period and/or inside or outside of the offer period for a product that is not TSB Pick and Protect Buildings and/or Contents Insurance Policy.
- Already hold a TSB Pick and Protect Buildings and/or Contents Insurance and it renews outside of the 13/03/23 and midnight 09/05/23.
- Have or a member of your household or someone with the same email address as you has already received a £5 Costa Coffee Gift Card, as this offer is limited to one per person, email address and household.
- If you are an employee of TSB.

### How it works

For new customers:

- If you meet the eligibility criteria (as detailed above), you will receive a "How to Claim" email (if you have provided us with your email address) or a letter within 14 days of the quote date from The Marketing Lounge Partnership Limited ("MLP").
- Emails will come from [noreply@myrewards.tsb.co.uk](mailto:noreply@myrewards.tsb.co.uk). Please check your junk mail for this.
- The email or letter will contain details on how to claim the Costa Coffee Gift Card along with a website link and a unique code.
- You must claim your Costa Coffee Gift Card within 30 days from the date on the "How to Claim" email or letter, otherwise you will lose your right to the Costa Coffee Gift Card.

### For existing customers:

- If you meet the eligibility criteria (as detailed above), you will receive a “How to Claim” email (if you have provided us with your email address) or letter no later than 14 days after your renewal date from MLP.
- Emails will come from **noreply@myrewards.tsb.co.uk**. Please check your junk mail for this.
- The email or letter will contain details on how to claim the Costa Coffee Gift Card along with a website link and a unique code.
- You must claim your Costa Coffee Gift Card within 30 days from the date on the “How to Claim” email or letter, otherwise you will lose your right to the Costa Coffee Gift Card.

### Important information about this offer:

- No cash or alternative will be offered.
- TSB may amend or withdraw this offer at any time by giving notice on **tsb.co.uk**.
- This offer cannot be used in conjunction with any other discount or offers.
- TSB reserves the right to cancel this offer should we discover or have a reasonable suspicion that the terms and conditions of this offer are being abused.
- TSB and/or MLP may communicate with you in relation to this offer either by email, by telephone or by post.
- The Costa Coffee Gift Card is for the value of £5. If the bill is more than this amount, you will need to pay the difference.
- Costa Coffee Gift Card Terms and Conditions apply. These can be found at **gifting.costa.co.uk/terms-and-conditions**. These include expiry dates. You must comply with all such terms and conditions in redeeming your Costa Coffee Gift Card.
- TSB and MLP are not responsible for any issues relating to your redemption of the Costa Coffee Gift Card or the goods you receive in conjunction with the Costa Coffee Gift Card.
- Neither TSB or MLP are liable for the chosen retailer entering insolvency and no longer accepting the Costa Coffee Gift Card.
- The promoter of this offer is TSB Bank plc. The offer is being administered by The Marketing Lounge Partnership Limited, The Cow Shed, Walnut Tree Farm, Lower Stretton, Cheshire WA4 4PG.
- If you do not receive your Costa Coffee Gift Card or if there is a problem using it, you should contact MLP for help. You can contact them on **01565 656 610** (lines are open Monday–Friday, 9am–5.30pm, excluding Bank Holidays).

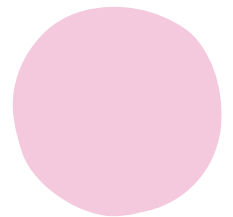
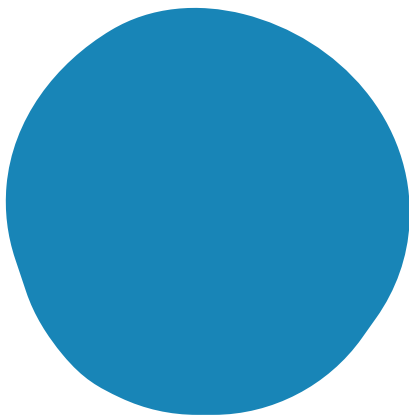
### The following retailer conditions apply:

- Costa Coffee is not a sponsor of this promotion.
- The minimum amount required to activate a Costa Coffee Gift Card is £1.
- You may redeem your Costa Coffee Gift Card at any participating Costa outlet in England, Scotland, or Wales. When you use your gift card, the amount of your purchase will be deducted from the balance on the card. The remaining balance may be applied to future purchases. Change will not be given.
- You may not exchange your Costa Coffee Gift Card for cash. Refunds will not be given for the purchase of a gift card.
- Costa reserve the right to refuse to accept a Costa Coffee Gift Card where Costa believe it may have been stolen or obtained in another illegal way.
- You should take care of your Costa Coffee Gift Card and treat it like cash. Costa is not responsible for lost, stolen or damaged cards.
- You should immediately report any loss, theft, fraudulent or unauthorised use of your Costa Coffee Gift Card to Costa Customer Services. If you lose your Costa Coffee Gift Card or it is stolen or damaged, Costa may, at their sole discretion, replace your Costa Coffee Gift Card and transfer the balance stored on it to a replacement card. Costa will require your gift card number and proof of purchase before we can consider any request to replace it.
- Your Costa Coffee Gift Card and the balance on it will expire if the card is not used for 12 consecutive months. We reserve the right to cancel your gift card if we suspect it is being used fraudulently.
- The Costa Coffee Gift Card is issued by, and remains the property of Costa Limited, Whitbread Court, LU5 5XE.
- The funds on your Gift Card are not covered by the Financial Services Compensation Scheme. In the unlikely event of the issuer of this product becoming insolvent some funds on this Gift Card may not be available to spend.

- Full terms and conditions are available online at [www.costa.co.uk/giftcard](http://www.costa.co.uk/giftcard)
- If you need assistance or if you have any enquiry relating to your Costa Coffee Gift Card, you can use the Contact Us facility on the Costa website.

## Sharing your information.

- We want you to know that TSB respects the information we hold on you and that we take the security of your information very seriously.
- We will only share your details with MLP in order to provide the Costa Coffee Gift Card to you.
- The promoter of this offer is TSB and is administered and managed by The Marketing Lounge Partnership Limited (“MLP”) on behalf of TSB. TSB are working with MLP to make sure you receive the best service in relation to the fulfilment of the Costa Coffee Gift Card offer. To enable this your contact details and confirmation of your eligibility will be passed to MLP.
- For information on how MLP will manage your personal data, please read their Privacy Notice at ([mlp.agency/privacy/](http://mlp.agency/privacy/))
- The webpage ([myrewards.tsb.co.uk/coffee](http://myrewards.tsb.co.uk/coffee)) is hosted and administered for TSB by Marketing Lounge Partnership Limited.



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](http://www.relayuk.bt.com) to read how they manage your data.

Not all Telephone Banking services are available 24 hours, 7 days a week. Speak to a Partner for more information. 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**.

TSB Pick and Protect home insurance is brought to you by TSB Bank plc and underwritten by Aviva Insurance Limited. Applications must be UK residents & aged 16+. Aviva Insurance Limited, Registered in Scotland, No. 2116. Registered Office: Pitheavlis, Perth, PH2 0NH. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

TSB Bank plc. Registered in Scotland, no. SC95237. Registered office: Henry Duncan House, 120 George Street, Edinburgh EH2 4LH. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under registration no. 191240.

The Marketing Lounge Partnership Limited, a company registered in England and Wales. Company registration number is 06467245 and registered office is at The Cow Shed, Walnut Tree Farm, Lower Stretton, Cheshire, United Kingdom, WA4 4PG.