

Over 50s Fixed Life Insurance £100 shopping voucher offer through TSB.

Q. What is the Over 50s Fixed Life Insurance shopping voucher offer?

A. If you purchase an Over 50s Fixed Life Insurance policy introduced by TSB and provided by Legal & General Assurance Society Limited, from 27 February 2023 and make your first six months payments on time, you will be eligible to choose a £100 shopping voucher from B&Q, Argos, or M&S.

Q. Who is eligible for this offer?

A. You are eligible for this special offer if you:

- Are a new Legal & General Over 50s Fixed Life Insurance customer who has bought a policy introduced by TSB.
- Are aged between 50 and 80 and are resident in England, Scotland, Wales, or Northern Ireland.
- Take out a policy for Legal & General Over 50s Fixed Life Insurance through TSB, online, by post, in branch or via the telephone from 27 February 2023.
- Have a live policy in place for a six-month period and make all payments in full and on time.

You are not eligible if you:

- Are an existing Legal & General Over 50s Fixed Life Insurance Customer through TSB.
- Cancel your Legal & General Over 50s Fixed Life Insurance policy bought through TSB within 6 months of taking out the policy.
- Have previously held and cancelled a Legal & General Over 50s Fixed Life Insurance policy bought through TSB within the last 18 months.
- Have Over 50s Fixed Life Insurance policies with Legal & General already and the total cover across all policies, including any TSB introduced policies, exceeds £10,000.

Q. I have an existing Legal & General Over 50s Fixed Life Insurance policy bought through TSB, am I eligible for the shopping voucher?

A. No, the offer only relates to a new policy.

Q. Can I take out the insurance and change my mind?

A. We understand circumstances change and you may decide to cancel your insurance. However, if you cancel the policy within 6 months of taking cover out, you will be ineligible to receive the £100 shopping voucher.

Q. How do I claim my £100 shopping voucher?

A. You will receive a "What Happens Next" email or letter within 30 days of taking the policy advising you what happens next. After you've paid your first 6 monthly payments in full, you will receive a "How to Claim" email or letter, usually within 7 days of paying your 6th payment. If you don't claim it within the 30 days, we will send you three reminder emails or letters. This email or letter will have your unique redemption code and give you all the information on how to choose the retailer gift card that you want. Full details are included in our offer terms and conditions which can be found at tsb.co.uk/legal. Emails will come from noreply@myrewards.tsb.co.uk.



Q. How do I claim my £100 shopping voucher, if I don't have an email address?

A. Where an email is not held, you will be sent a "What Happens Next" letter within 30 days of taking the policy advising you what happens next. After you've paid your first 6 monthly payments in full, you will receive a "How to Claim" letter, usually within 7 days of paying your 6th payment. If you don't claim it within the 30 days, we will send you three reminder emails or letters. This letter will have your unique redemption code and give you all the information on how to choose the retailer gift card that you want. Full details are included in our offer terms and conditions which can found at tsb.co.uk/legal.

Q. I haven't received my email or letter about my £100 shopping voucher, what do I do?

A. If you have not received your email or letter, or have any concerns, you can contact the voucher service administrators, MLP on **01565 656 724** (lines are open Monday-Friday, 9am-5.30pm, excluding Bank Holidays).

Q. How long will I have to make my choice of shopping voucher?

A. You will need to select the voucher you want within 6 months of receiving the "How to Claim" email or letter.

Q. I don't have an email or access to the internet, how will I receive my £100 shopping voucher?

A. If you don't have an email address, you will receive a letter explaining how to claim.

Q. I haven't received my shopping voucher in the post, what should I do?

A. If you are expecting a shopping voucher in the post and haven't received it, contact the voucher service administrators, Marketing Lounge Partnership (MLP) Limited on **01565 656 724** (lines are open Monday-Friday, 9am-5.30pm, excluding Bank Holidays), or speak to your local TSB branch.

Q. Who are the retailers I can choose from online?

A. Details will be included in the email or letter we send you but currently it is B&Q, Argos, and M&S. This may change in the future, if we feel it necessary to do so.

Q. When can I spend my £100 shopping voucher?

A. If you have selected an e-Gift card shopping voucher, you will be sent a confirmation email advising you of your e-Gift which you will then be able to spend immediately. If you elected to receive a shopping voucher by post, we will post this to you, and this can be used as soon as you receive it.

Q. How long is my voucher valid for once I've chosen it?

A. Each retailer has different rules on validity. Please see the retailer specific terms and conditions.

Q. How can I spend my shopping voucher?

A. Please see the retailer specific terms and conditions.



Q. What are the terms and conditions of the offer?

A. You can download the full terms and conditions of the offer by visiting tsb.co.uk/legal.

Q. Who is running the £100 shopping voucher offer?

A. The promoter of this offer is TSB Bank plc and is administered and managed by MLP Limited on behalf of TSB Bank plc. TSB are working with MLP Limited to make sure you receive the best service in relation to the fulfilment of the £100 gift voucher offer. To enable this your contact details and confirmation of your eligibility will be passed to MLP Limited.

For further information about how Marketing Lounge Partnership Limited uses customer personal data, please see their Privacy Policy (<https://mlp.agency/privacy/>).



Q. What should I do if I need help claiming my shopping voucher, once I have received my email or letter?

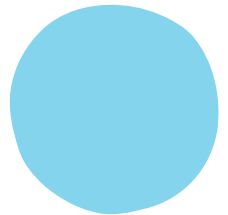
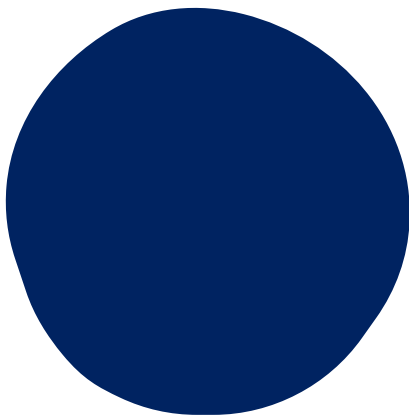
A. Full details will be included in the email or letter we send you. If you need further support then you can contact MLP on **01565 656 724** (lines are open Monday-Friday, 9am-5.30pm, excluding Bank Holidays).

Q. Who should I contact if I have a query or a complaint about the £100 shopping voucher offer?

A. If you have any questions about the offer or the service you have received, please call MLP who are managing the voucher fulfilment for TSB on **01565 656 724** (lines are open Monday-Friday, 9am-5.30pm, excluding Bank Holidays) or, you can contact your local TSB branch.

TSB uses a third-party service provider Marketing Lounge Partnership Limited (MLP) to administer the promotion, send out the Gift Cards and emails. The webpage (myrewards.tsb.co.uk/life) is hosted and administered for TSB by Marketing Lounge Partnership Limited. For further information about how Marketing Lounge Partnership Limited uses customer personal data, please see their Privacy Policy (<https://mlp.agency/privacy/>).

Over 50s Fixed Life insurance is introduced by TSB Bank plc but is provided by Legal & General Assurance Society Limited. Legal & General Assurance Society Limited is registered in England and Wales No. 166055. Registered office: One Coleman Street, London EC2R 5AA. Legal & General Assurance Society Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under number 117659.



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.

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