

Standard European Consumer Credit Information

TANDEM

(Pre-contractual information)

tandem.co.uk
0203 370 0970

Tandem Bank
PO Box 10461
Wigston
LE18 9FH

Contact Details

Creditor	Tandem Bank Limited
Address	123 Pentonville Road, London, N1 9LG, UK
Telephone number	0203 370 0970
Web address	tandem.co.uk

Key features of the credit product

The type of credit	Credit Card
Total Amount of Credit	Subject to your circumstances
How and when credit would be provided	You may use the card to make purchases (i.e. pay for goods or services) and cash advances.
The duration of the credit agreement	It is open ended and has no fixed duration. It will continue until you or we close the account in accordance with the terms of the Agreement.
Repayments	<p>We'll send you a statement each month you used your card or have a balance. On it you'll see a minimum payment and your total balance.</p> <p>You must pay at least the minimum payment each month.</p> <p>The minimum payment must reach your account by the payment date shown on your statement.</p> <p>If you receive a refund after your statement date, but before your payment date, you must still make the minimum payment.</p> <p>Your minimum payment is the higher of:</p> <ul style="list-style-type: none">• The interest and any fees, plus 1% of the remaining balance• £5 (or the whole balance if it is less than £5)
Your repayments will pay off what you owe in the following order	<p>We'll always use your payments to pay off:</p> <ul style="list-style-type: none">• Balances with higher interest rates before those with lower rates• Existing balances before new transactions that haven't yet appeared on your statement
Total amount payable	<p>This is an example of how much you would pay if you:</p> <ul style="list-style-type: none">• buy something for £1,200.00 with an APR of 18.9% immediately when your account is opened• pay for it over 12 months with equal payments• pay the interest you build up alongside your monthly payments <p>...then the total amount you would pay back is £1,316.66</p> <p>This assumes that the interest rates and charges don't change</p>

Costs of the credit

Interest Rate

Our standard rates are:

18.9% per year (variable) for card purchases. This covers anything you buy with your credit card

18.9% per year (variable) cash advances. This covers any cash you withdraw using your credit card

Balance transfers

We don't currently offer balance transfers.

Letting you know about changes

We'll give you 30 days' notice of any changes before they take effect, including credit limit increases.

However, if a change benefits you, we may make it immediately.

Why might we change this agreement

We may change the rates and fees, introduce new rates and fees or update this agreement at any time because of:

- The cost of providing the card and our services
- Changes to laws, regulations, banking practices or other external factors
- The need to operate our business profitably and soundly
- Your credit risk assessments in the future

We may make other changes.

Annual Percentage Rate of Charge (APR)

The APR is 18.9% representative (variable).

Related costs

Costs in case you don't stick to your agreement

£12.00 Late payment fee – we may charge this if your minimum payment doesn't reach us by the payment date given on your statement

Even if you've made a payment, we may charge this if:

- The payment doesn't clear by the payment date
- You've paid less than the minimum payment amount we ask for

£12.00 Failed payment or returned payment – we may charge this if your Direct Debit doesn't go through properly.

Cost for cash advances

2.5% of the amount of each cash withdrawal you make in the UK, but we'll charge a minimum of £2.50 each time

Consequences of missing payments	<p>If you fail to make the minimum payment in full on its due date, you'll have to pay the missed payment fee of £12.00 each time you fail to make the payment – that is each month a minimum payment is due and not paid in full.</p> <p>We will record the details with a credit reference agency which may negatively impact your credit score and may make it more difficult or more expensive for you to borrow in future.</p> <p>We may use funds in other accounts you have with us to reduce or repay the amount of the missed payment or any other outstanding balances. This is called a right of set-off.</p> <p>If we're unable to resolve the matter, we may give you a default notice explaining the situation and giving you at least 14 days to try and correct it. If you don't make the payment within the time we give you, we can ask you to pay back the whole balance, all interest, fees and other sums payable under this agreement immediately, or we might sell your debt, and the buyer may follow similar processes.</p> <ul style="list-style-type: none"> • We could take legal action against you to secure repayment and the court could order you to pay the debt directly from your wages and you might have to pay our legal costs as well. • If you live in England or Wales, the court could order that your home is sold to repay us. • If you live in Scotland, the court could order that you cannot sell your home or secure further debt on it.
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Other important legal aspects

Right of withdrawal	You have the right to withdraw from your credit card agreement up to 14 days after you have signed your agreement.
Consultation with a Credit Reference Agency	If we reject your application because of information we receive from a credit reference agency about you, we will tell you as soon as possible and will give you their contact details so that you can get more information.
Right to a draft credit agreement	You have the right to request a copy of the draft credit agreement free of charge, unless your application has been declined.
The period of time during which the creditor is bound by the pre-contractual information	The information on this form is valid for 30 days. We cannot guarantee that the terms would be exactly the same if you applied for a credit card on a different date.

Additional information in the case of distance marketing of financial services

Concerning the creditor

Registration number	Our company registration number is 00955491
Licence Number	Our reference number is 204479.
The supervisory authority	The Financial Conduct Authority supervises us. The Financial Conduct Authority's address is 25 The North Colonnade Canary Wharf London E14 5HS.

Concerning the credit agreement

The type of credit	Credit Card
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The law taken by the creditor as a basis for the establishment of relations with you before conclusion of the credit agreement	<p>The law taken by the creditor as a basis for the establishment of relations with you before the conclusion of the credit agreement: The laws of England and Wales.</p> <p>The law applicable to the credit agreement and/or the competent court: The agreement is governed by the laws of England and Wales (unless the address from which you made your application was in Scotland, when Scots law shall apply) and disputes shall be subject to the non-exclusive jurisdiction of the courts of England and Wales.</p>
The law applicable to the credit agreement and/or the competent court	<p>The law taken by the creditor as a basis for the establishment of relations with you before the conclusion of the credit agreement: The laws of England and Wales.</p> <p>The law applicable to the credit agreement and/or the competent court: The agreement is governed by the laws of England and Wales (unless the address from which you made your application was in Scotland, when Scots law shall apply) and disputes shall be subject to the non-exclusive jurisdiction of the courts of England and Wales.</p>
Language to be used in connection with the credit agreement	<p>All communications from us to you (including the documents containing the terms of the agreement between you and us) will be in English.</p>

Concerning redress

Access to out-of-court complaint and redress mechanism	<p>If you have a complaint and we do not deal with it to your satisfaction, you have the right to complain to the Financial Ombudsman Service. Details of how you complain to us and how to contact the Ombudsman, are set out on www.tandem.co.uk/complaints.</p>
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If your card is lost or stolen, we can sort it out 24/7.

Otherwise, we're here to help Monday to Friday from 8am-8pm, except Bank Holidays. Your call will be recorded for training and quality purposes.

If you need an alternative format, please call 0203 370 0970

Tandem Bank Limited is a company registered in England and Wales (company registration number 00955491) with its registered office address at 123 Pentonville Road, London, N1 9LG. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under registration number 204479.