

# MyRewards Terms



NatWest

# Contents

1	What is MyRewards?	3
2	How to set up MyRewards	3
3	Earning Rewards	4
4	How you can use your Rewards	7
5	How we'll get in touch with you and how we use your information	7
6	Security	8
7	Changing the MyRewards service	8
8	Suspending or closing your MyRewards	9
9	Availability of the MyRewards service and our liability	9

## 1 What is MyRewards?

MyRewards is a points based programme where you can earn points (known as '**Rewards**') by using your NatWest products. Throughout these terms we (National Westminster Bank Plc) will explain how you can earn Rewards and what you can do with your Rewards once you've earned them.

MyRewards is managed on our behalf by Reward. Reward is the trading name of Sports Loyalty Card Limited; a limited company registered in England and Wales (Company Number 04158111) with its registered office at Lion House, Red Lion Street, London WC1R 4GB.

These terms apply to the MyRewards service and form part of the agreement between you and us. Your Core Terms (which set out general terms for using your account) should be read together with these Terms. Your Core Terms are:

- 'NatWest Personal & Private Current Account Terms' (if you have a current account with us) and/or
- Your NatWest credit card agreement including the General Conditions (if you have a credit card with us).

## 2 How to set up MyRewards

MyRewards is the account where your Rewards will be collected. To use your Rewards, you can set up your MyRewards online by visiting [natwest.com/myrewards](https://natwest.com/myrewards).

If you already have MyRewards and you open another NatWest product which earns Rewards, any Rewards you earn on that product will be added to your existing MyRewards.

If you're unable to access the internet, you can use your Rewards by calling the Customer Service team on 0370 901 6790 (Minicom 0800 027 1395).

### 3 Earning Rewards

#### (a) What are Rewards and how do you earn them?

Rewards are points you can earn by making certain types of payment on your account. The number of Rewards you earn will depend on the type of payment.

The way you can earn Rewards and the number of Rewards you earn will be different depending on which account you have with us. The table below explains how you can earn Rewards on different accounts and how many Rewards you'll earn:

What account do you have?	How you can earn Rewards?	How many Rewards will you earn?
<ul style="list-style-type: none"><li>• Reward</li><li>• Reward Silver</li><li>• Reward Platinum</li><li>• Reward Black</li></ul>	<p>1. You can earn Rewards on <b>Direct Debits</b> from your current account for:</p> <ul style="list-style-type: none"><li>• Council tax</li><li>• Gas, electricity and water supply</li><li>• Home and mobile phone, TV package and broadband fees ('household bill payments').</li></ul> <p>Rewards can only be earned on household bill payments made to organisations that we've identified as local authorities who charge council tax or suppliers of the services listed above ('household bill organisations'). You can find out if your supplier is included by visiting <a href="http://natwest.com/myrewards">natwest.com/myrewards</a> or by calling 0370 901 6790 (Minicom 0800 027 1395) at any time.</p> <p><b>AND</b></p> <p>2. You can earn Rewards by paying for things with your debit card at one of our retail partners.</p> <p><b>Please note:</b> You'll earn Rewards on Direct Debits from, or debit cards issued on any NatWest current account you have (excluding a Basic Account, Foundation Account, Step Account or current account mortgage product).</p>	<p>2% on your household bill payments For example, £100 bill = 2.00 Rewards</p> <hr/> <p><b>At least 1%</b> on whatever you spend</p>

What account do you have?	How you can earn Rewards?	How many Rewards will you earn?
<ul style="list-style-type: none"> <li>• Student Account</li> <li>• Graduate Account</li> <li>• Select Account</li> <li>• Select Silver Account</li> <li>• Select Platinum Account</li> <li>• Black Account</li> <li>• Tailored Account</li> </ul> <b>and</b> you joined the MyRewards service (formerly the Cashback Plus service) before 12 October 2015	You can earn Rewards by paying for things with your debit card at one of our retail partners. This includes any NatWest debit card in your name (excluding any debit cards issued on a Basic Account, Foundation Account, Step Account or current account mortgage product).	<b>At least 1%</b> on whatever you spend
<ul style="list-style-type: none"> <li>• Reward Credit Card</li> <li>• Reward Black Credit Card</li> </ul>	You can earn Rewards by paying for things with your credit card anywhere, whether in or outside the UK.	<b>At least 0.5%</b> on whatever you spend

- If you open a current account that earns Rewards, you'll start to earn Rewards on household bill payments the next business day after you open that account.
- If you open an account that earns Rewards and you don't already have MyRewards, you'll start to earn Rewards by paying for things on your debit card or credit card the next business day after you open that account.
- The list of **retail partners** is available on [natwest.com/myrewards](http://natwest.com/myrewards) along with the percentage of Rewards that can be earned from each retail partner. Our retail partners may change from time to time.
- Sometimes we'll provide short-term offers (for example, enhanced offers, offers from us or offers from additional retailers).
- Your Rewards are personal to you and can't be transferred to another party.
- The minimum Rewards you can earn from one transaction is 0.01 Reward.

### **(b) Joint accounts (current accounts)**

If you have a joint account, each of you will have your own MyRewards.

Joint account holders can earn Rewards on their own debit card.

Only one joint account holder can earn Rewards on household bill payments. You'll choose which account holder will earn Rewards on household bill payments from your Reward current account when you open it.

If you have another joint account when you open your Reward current account, one account holder will be chosen automatically to earn Rewards on household bill payments from that joint account.

You can check and change which account holder earns Rewards on household bill payments by going to [natwest.com/myrewards](http://natwest.com/myrewards) or by calling 0370 901 6790 (Minicom 0800 027 1395). Please note that you can only change which account holder earns Rewards once in a 30 day period.

### (c) Additional cardholders (credit cards)

Any Rewards earned from using an additional card issued with the Reward Credit Card or Reward Black Credit Card will be added to the primary account holder's MyRewards.

### (d) Payments which won't earn Rewards

There are some payments where you'll not earn Rewards:

	<b>Rewards won't be paid on the following payments/purchases</b>
Household bill payments	<p><b>Direct Debits</b> that are:</p> <ul style="list-style-type: none"> <li>not for your own personal household expenses</li> <li>not to household bill organisations, or</li> <li>to household bill organisations but are for ancillary services (such as maintenance, repairs or insurance)</li> </ul> <p>We may not pay Rewards on household bill payments if you opened your account from 26 June 2017 onwards and you don't meet the monthly criteria set out in the NatWest Personal &amp; Private Current Account Terms.</p>
Purchases using your NatWest debit card, your Reward Credit Card or your Reward Black Credit Card	<ul style="list-style-type: none"> <li>purchases which are for business purposes</li> <li>repaying borrowing and all bill payments, including credit card and store card bill payments</li> <li>purchase (including topping up) of payment cards, vouchers, foreign currency or travellers cheques</li> <li>gambling transactions (including a payment to a merchant we identify as being in the business of gambling, even if not for a bet)</li> <li>NatWest interest, fees or charges</li> <li>purchases which are specifically excluded from earning Rewards by the retail partner (a list of which can be found at <a href="http://natwest.com/myrewards">natwest.com/myrewards</a> under "Exclusions")</li> </ul>
Purchases using your NatWest debit card	<ul style="list-style-type: none"> <li>cashback requested at point of sale when you made a payment using your debit card</li> <li>payments not in Sterling</li> <li>payments outside the UK</li> </ul>
Purchases using your Reward Credit Card or your Reward Black Credit Card	<ul style="list-style-type: none"> <li>balance transfers where we pay your debt to another financial institution and charge it to your credit card</li> </ul>

If you pay for something using your debit card or credit card but you decide to return or cancel your order then we'll adjust your Rewards balance to reflect this. If you use your Rewards balance before returning or cancelling your order

then we may contact you regarding the use of MyRewards. If we have to contact you twice following this kind of activity on your account then we may suspend your MyRewards immediately.

## 4 How you can use your Rewards

Rewards will be displayed as 'on their way' for 35 days. This means that the Rewards have been recorded but are not available to use. Once the Rewards are ready, they'll be shown as 'available'.

After your Rewards become available and you've earned the equivalent of **£5 or more** in Rewards, you can exchange them (5.00 Rewards = £5 when exchanged). You have three options to use your Rewards:

<b>BANK IT</b>	Exchange your Rewards for money which is transferred to your current account or to your credit card.
<b>TRADE UP</b>	Exchange your Rewards for vouchers or tickets which you can use at selected retailers.
<b>DONATE IT</b>	Exchange your Rewards for money which you can donate to a participating charity.

### Please note:

- Your Rewards have no monetary value until they are exchanged.
- You can't change or cancel your option after you've confirmed it.
- Some exchange options and special offers may only be available for a short period of time and they may require a minimum Rewards balance. Any restrictions will be explained at [natwest.com/myrewards](http://natwest.com/myrewards).

## 5 How we'll get in touch with you and how we use your information

### (a) Communications from us

If you give us your email address and/or mobile number, we'll use these to send service related information to you including:

- reminding you about your MyRewards balance, and
- alerting you to any concerns we have about the activity on your MyRewards.

We'll also send you information about how to make the most of MyRewards, including:

- making you aware of other products or services we offer which pay Rewards, and
- reminding you about who our retail partners are and telling you about any short-term offers.

If you'd prefer not to receive communications about how to make the most of MyRewards, please let us know by amending your settings at [natwest.com/myrewards](http://natwest.com/myrewards) or by calling 0370 901 6790 (Minicom 0800 027 1395).

## **(b) Keeping your details up to date**

If you change your email address or mobile number then you must update these details at [natwest.com/myrewards](https://natwest.com/myrewards) or by calling 0370 901 6790 (Minicom 0800 027 1395).

If you change your email address or mobile number at [natwest.com/myrewards](https://natwest.com/myrewards) or by calling the Customer Service Team, this change will **only** apply to the MyRewards service. You must also update your details for your other NatWest products and services by contacting your local branch, calling our telephone banking service on 03457 888 444 (Minicom 0800 404 6161) or through online banking.

## **(c) How we use your information**

We'll use and share your information with Reward in accordance with General Term 1 of the 'NatWest Personal & Private Current Account Terms' and your NatWest credit card agreement to the extent needed for them to provide the MyRewards service to you. Reward will also use your information to:

- set up and manage your MyRewards.
- send you regular communications about your MyRewards, including reminding you of your Rewards balance, our retail partners and any short-term offers.
- analyse your transactions so that we can understand the way you like to use your accounts and your lifestyle and purchasing preferences so that we can provide you with MyRewards offers from retail partners which may be of interest to you.

## **6 Security**

You must keep your security details secret (including any passwords or log-in details). This means that you mustn't give these details to any other person or record them in a way that could allow another person to access them.

If you fail to keep your details safe and someone else accesses your MyRewards, we won't be liable for any loss suffered.

## **7 Changing the MyRewards service**

If we have a valid reason for doing so, we can make changes to these Terms. We'll give you at least 30 days' notice before we do this. We'll email you about these changes to the email address you gave us. If you didn't give us an email address then we'll send you notice of the changes in the post to the address we hold for you. If you're unhappy with the changes you can close your current account or your credit card.



## 8 Suspending or closing your MyRewards

### (a) When we can suspend your MyRewards

We may suspend your MyRewards immediately if:

- we reasonably suspect that you're using your MyRewards for business purposes.
- we contacted you about inappropriate activity on your MyRewards, or
- you break any of the terms which apply to your current account or your credit card.

If we suspend your MyRewards then you'll stop earning Rewards and you won't be able to exchange your Rewards balance.

### (b) Closing your MyRewards

If you or we close your current account in accordance with 'NatWest Personal & Private Current Account Terms' or your credit card in accordance with your NatWest credit card agreement then your MyRewards will also close.

After your MyRewards is closed, you'll have 90 days to use your Rewards balance. You can **only** exchange your Rewards balance for money and transfer it into a bank account (the account doesn't need to be held with NatWest) by contacting the Customer Service Team on 0370 901 6790 (Minicom 0800 027 1395).

If you close a Reward current account or Reward credit card, your MyRewards will remain open if you have another Reward current account or Reward credit card (for example, if you have a Reward Platinum and a Reward Credit Card and you close your Reward Credit Card, your MyRewards will remain open and you'll continue to earn Rewards on your Reward Platinum).

## 9 Availability of the MyRewards service and our liability

There may be times when the MyRewards service is unavailable for you to use due to maintenance or upgrades to systems used to provide the MyRewards service or outages in our phone network.

We won't be liable to refund you for any losses caused by circumstances beyond our control (i.e. the situation was abnormal or unforeseeable), for example, due to extreme weather, terrorist activity or industrial action.

## **Braille, large print or audio format?**

If you'd like this information in another format,  
call us on **03457 888 444** (Minicom 0800 404 6161)

The product(s) mentioned in this literature is/are covered by the Financial Services Compensation Scheme (FSCS).

The FSCS can pay compensation to depositors if a bank is unable to meet its financial obligations.

For further information about the compensation provided by the FSCS, refer to the FSCS website [www.FSCS.org.uk](http://www.FSCS.org.uk)

Our main business is banking and financial services. We will provide you with banking services in accordance with the terms which apply to your account. We are authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. We are entered on the Financial Services Register and our registration number is 121878.

Calls may be recorded.

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