

# MyRewards

## Terms

Tomorrow begins today



NatWest

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# **1 What is MyRewards?**

MyRewards is a reward 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 71 Queen Victoria Street, London EC4V 4BE.

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:

- Your 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 Earning Rewards

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

Rewards are points you can earn on your account.

Rewards will be stored in a separate MyRewards account, which you can see and access through your online or mobile banking. If you open another NatWest product that earns Rewards, any Rewards you earn will be added to your existing MyRewards account.

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 do you 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></ul>	<p>You can earn Rewards in three different ways:</p> <ul style="list-style-type: none"><li>• Two or more Direct Debits are taken from your account to pay for goods and/or services each calendar month;</li><li>• You log on to mobile banking at least once each calendar month; <b>and</b></li><li>• You pay for things with your debit card at one of our partners.</li></ul> <p><b>Please note:</b></p> <ul style="list-style-type: none"><li>• The Direct Debits must be taken from one account (i.e. your Reward, Reward Silver or Reward Platinum account) to earn Rewards.</li><li>• You'll earn Rewards on debit cards issued on any NatWest current account you have (excluding a Foundation Account or current account mortgage product).</li></ul>	<ul style="list-style-type: none"><li>• <b>2.00 Rewards per month for each of the two required Direct Debits. 4 Rewards in total (equivalent to £4 per month).</b></li><li>• <b>1.00 Reward per month</b> (a £1 refund in Rewards towards the monthly account fee you paid).</li><li>• <b>At least 1%</b> on whatever you spend with our partners.</li></ul>

What account do you have?	How do you earn Rewards?	How many Rewards will you earn?
<ul style="list-style-type: none"> <li>• Premier Reward</li> <li>• Premier Reward Black</li> </ul>	<p>You can earn Rewards in three different ways:</p> <ul style="list-style-type: none"> <li>• Two or more Direct Debits are taken from your account to pay for goods and/or services each calendar month;</li> <li>• You log on to mobile banking at least once each calendar month; <b>and</b></li> <li>• You pay for things with your debit card at one of our partners.</li> </ul> <p><b>Please note:</b></p> <ul style="list-style-type: none"> <li>• The Direct Debits must be taken from one account (i.e. your Premier Reward or Premier Reward Black account) to earn Rewards.</li> <li>• You'll earn Rewards on debit cards issued on any NatWest current account you have (excluding a Foundation Account or current account mortgage product).</li> </ul>	<ul style="list-style-type: none"> <li>• <b>4.50 Rewards per month for each of the two required Direct Debits. 9 Rewards in total (equivalent to £9 per month).</b></li> <li>• <b>1.00 Reward per month</b> (<i>a £1 refund in Rewards towards the monthly account fee you paid</i>).</li> <li>• <b>At least 1%</b> on whatever you spend with our partners.</li> </ul>
<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> <p><b>and</b> you joined the MyRewards service (formerly the Cashback Plus service) before 12 October 2015.</p>	<p>You can earn Rewards by paying for things with your debit card at one of our partners.</p> <p>This includes any NatWest debit card in your name (excluding any debit cards issued on a Foundation Account or current account mortgage product).</p>	<ul style="list-style-type: none"> <li>• <b>At least 1%</b> on whatever you spend with our partners.</li> </ul>

• Reward Credit Card	You can earn Rewards by paying for things with your credit card anywhere, whether in or outside the UK.	• <b>At least 0.25%</b> on whatever you spend.
• Reward Black Credit Card	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.
• Travel Reward Credit Card	You can earn Rewards by paying for things with your credit card anywhere, whether in or outside the UK.	• <b>At least 0.1%</b> on whatever you spend.

- 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 debit card and credit card **partners** is available through your online or mobile banking, along with the percentage of Rewards that can be earned from each partner. Our partners will change from time to time.
- Sometimes we'll provide short-term offers (for example Direct Debit offers or offers from additional partners) that allow you to earn additional Rewards.
- Your Rewards are personal to you and can't be transferred to another party.
- The minimum Rewards you can earn from one debit card or credit card transaction is 0.01 Reward.

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

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

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

Only one joint account holder can receive the Rewards from Direct Debits and logging into mobile banking. Only one of you needs to log in. You won't earn more Rewards if you all log in during the month.

You'll be able to choose which account holder will receive these Rewards into their MyRewards when you open your Reward current account. If you don't choose, one of the joint account holders will be automatically selected. You can change this at any time.

You can check and change which account holder receives Rewards through your online or mobile banking. Please note that you can only change which account holder receives 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, Reward Black Credit Card or Travel Reward 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 won't earn Rewards:

Rewards won't be paid on the following payments/purchases	
Direct Debits	<p>Direct Debits that are:</p> <ul style="list-style-type: none"><li>under £2 on Reward, Reward Silver or Reward Platinum accounts</li><li>under £4.50 on Premier Reward or Premier Reward Black accounts</li><li>rejected or unpaid</li><li>SEPA Direct Debits</li></ul>
Purchases using your NatWest debit card, your Reward Credit Card, your Reward Black Credit Card or your Travel Reward Credit Card	<ul style="list-style-type: none"><li>purchases that are specifically excluded from earning Rewards by the partner (you can see full details through online or mobile banking)</li><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>payment of fines and bail</li><li>purchase (including topping up) of payment cards, vouchers or 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></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></ul>
Purchases using your Reward Credit Card, your Reward Black Credit Card or your Travel Reward 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.

### **3 How you can use your Rewards**

Rewards will be displayed as ‘pending’ for 35 days. This means that the Rewards have been recorded but aren’t 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 eligible current account, savings account or credit card.
<b>TRADE UP</b>	Exchange your Rewards for eGift codes or points which you can use at select partners.
<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.
- If you have a NatWest savings account, you’ll only be able to exchange your Rewards and transfer money to that account if you also have a NatWest current account or debit card that can earn Rewards.
- If you log into online or mobile banking, select MyRewards and click ‘Exchange Rewards’, you’ll see all your ‘eligible’ accounts under the pay bank / pay card options.
- 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 in the offer terms.

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

## **(a) Communications from us**

We may send you emails, text messages and/or push notifications with service related information about MyRewards including:

- telling you who our partners are and any short-term offers available,
- reminding you about your MyRewards balance and how many Rewards you've earned through your various transactions,
- alerting you to any concerns we have about the activity on your MyRewards, and
- making you aware of other products or services we offer which earn Rewards.

If you'd prefer not to receive communications about how to make the most of MyRewards, please let us know by amending your settings through online or mobile banking.

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

If you change your email address or mobile number then you must update these details:

- if you have a NatWest current account, by calling **03457 888 444** (Relay UK **18001 03457 888 444**);
- if you have a NatWest credit card, by calling **0345 300 8480** (Relay UK **18001 0345 300 8480**); or
- through online or mobile banking.

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

We'll use and share your information with Reward in accordance with General Term 15 of Your Current Account Terms and your NatWest credit card agreement to the extent needed for them to provide the MyRewards service to you.

Reward will:

- set up and manage your MyRewards in accordance with these terms,
- send you regular communications on our behalf about your MyRewards, including reminding you of your Rewards balance, our partners and any short-term offers in line with your MyRewards communication preferences,
- share a limited amount of your information with partners so they can verify the Rewards you've earned in relation to their offers, and
- analyse your MyRewards information on our behalf so that we can understand the way you like to use your accounts, your lifestyle and purchasing preferences so that we can provide you with MyRewards offers which may be of interest to you.

You can find more information and details of your rights within our privacy policy at [natwest.com/privacy-policy.html](http://natwest.com/privacy-policy.html)

## **5 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.

## **6 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 Your 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 the NatWest) by contacting the Customer Service Team on:

- if you have a NatWest current account, **0370 901 6790** (Relay UK **18001 0370 901 6790**);  
or
- if you have a NatWest credit card, **0345 300 8480** (Relay UK **18001 0345 300 8480**).

After the 90 days has expired your Rewards balance will be cancelled and cannot be exchanged.

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).

## **7 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.

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.

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

If you'd like this information in another format, call us on **03457 888 444**  
**(Relay UK 18001 03457 888 444)**

The Current Accounts mentioned in this literature 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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