

# Standard European Consumer Credit Information

(Pre-contractual information)

# TANDEM

**tandem.co.uk**  
**0203 370 0970**

Tandem Money  
PO Box 10461  
Wigston  
LE18 9FH

<<Date>>

## Contact Details

<b>Creditor</b>	<b>Tandem Money Ltd</b>
<b>Address</b>	123 Pentonville Road, London, N1 9LG, UK
<b>Telephone number</b>	0203 370 0970
<b>Web address</b>	tandem.co.uk

## Key features of the credit product

<b>The type of credit</b>	Credit Card
<b>Total Amount of Credit</b>	Subject to your circumstances
<b>How and when credit would be provided</b>	You may use the card to make purchases (i.e. pay for goods or services) and cash advances.
<b>The duration of the credit agreement</b>	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.

<b>Repayments</b>	<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"> <li>• The interest and any fees, plus 1% of the remaining balance</li> <li>• £5 (or the whole balance if it is less than £5)</li> </ul>
<b>Your repayments will pay off what you owe in the following order</b>	<p>We'll always use your payments to pay off:</p> <ul style="list-style-type: none"> <li>• Balances with higher interest rates before those with lower rates</li> <li>• Existing balances before new transactions that haven't yet appeared on your statement</li> </ul>
<b>Total amount payable</b>	<p>This is an example of how much you would pay if you:</p> <ul style="list-style-type: none"> <li>• Buy something for £1,200.00</li> <li>• Pay for it over 12 months with equal payments</li> </ul> <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

<b>Interest Rate</b>	<p>Our standard rates are:</p> <p>18.90% per year (variable) for card purchases. This covers anything you buy with your credit card</p> <p>18.90% per year (variable) cash advances. This covers any cash you withdraw using your credit card</p> <p><b>Balance transfers</b></p> <p>We don't currently offer balance transfers.</p> <p><b>Letting you know about changes</b></p> <p>We'll give you 30 days' notice of any changes before they take effect, including credit limit increases.</p> <p>However, if a change benefits you, we may make it immediately.</p> <p><b>Why might we change this agreement</b></p> <p>We may change the rates and fees, introduce new rates and fees or update this agreement at any time because of:</p> <ul style="list-style-type: none"> <li>• The cost of providing the card and our services</li> <li>• Changes to laws, regulations, banking practices or other external factors</li> <li>• The need to operate our business profitably and soundly</li> <li>• Your credit risk assessments in the future</li> </ul> <p>We may make other changes.</p>
<b>Annual Percentage Rate of Charge (APR)</b>	<p>The APR is 18.90% representative (variable).</p>

## Related costs

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<b>Costs in case you don't stick to your agreement</b>	<p><b>£12.00 Late payment fee</b> – we may charge this if your minimum payment doesn't reach us by the payment date given on your statement</p> <p>Even if you've made a payment, we may charge this if:</p> <ul style="list-style-type: none"><li>• The payment doesn't clear by the payment date</li><li>• You've paid less than the minimum payment amount we ask for</li></ul> <p><b>£12.00 Failed payment or returned payment</b> – we may charge this if your Direct Debit doesn't go through properly.</p>
<b>Cost for cash advances</b>	<p><b>2.5%</b> of the amount of each cash withdrawal you make in the UK, but we'll charge a minimum of £2.50 each time</p>

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<b>Consequences of missing payments</b>	<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"><li>• 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.</li><li>• If you live in England or Wales, the court could order that your home is sold to repay us.</li><li>• If you live in Scotland, the court could order that you cannot sell your home or secure further debt on it.</li></ul>
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## Other important legal aspects

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<b>Right of withdrawal</b>	<p>You have the right to withdraw from your credit card agreement up to 14 days after you have signed your agreement.</p>
<b>Consultation with a Credit Reference Agency</b>	<p>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.</p>
<b>Right to a draft credit agreement</b>	<p>You have the right to request a copy of the draft credit agreement free of charge, unless your application has been declined.</p>
<b>The period of time during which the creditor is bound by the pre-contractual information</b>	<p>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.</p>

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## Additional information in the case of distance marketing of financial services

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### Concerning the creditor

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<b>Registration number</b>	Our Company registration number is 08628614
<b>Licence Number</b>	Our reference number is 684908.
<b>The supervisory authority</b>	The Financial Conduct Authority supervises us. The Financial Conduct Authority's address is 25 The North Colonnade Canary Wharf London E14 5HS.

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### Concerning the credit agreement

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<b>The type of credit</b>	Credit Card
<b>The law taken by the creditor as a basis for the establishment of relations with you before conclusion of the credit agreement</b>	<p>If you live in England or Wales, the court could order that if your home is sold (whether that's a repossession or any other reason) and we can take the money you owe us from the proceeds of the sale.</p> <p>If you live in Scotland, the court could give us an order that stops you from selling your home or using your home to get more credit.</p>
<b>The law applicable to the credit agreement and/or the competent court</b>	<p>If you live in England or Wales, the court could order that if your home is sold (whether that's a repossession or any other reason) and we can take the money you owe us from the proceeds of the sale.</p> <p>If you live in Scotland, the court could give us an order that stops you from selling your home or using your home to get more credit.</p>
<b>Language to be used in connection with the credit agreement</b>	All communications from us to you (including the documents containing the terms of the agreement between you and us) will be in English.

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### Concerning redress

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<b>Access to out-of-court complaint and redress mechanism</b>	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 <a href="http://www.tandem.co.uk/contactingFOS">www.tandem.co.uk/contactingFOS</a> .
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If you need an alternative format, please call 0203 370 0970

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