

Receive a £5 Costa Coffee Gift Card when you complete a quote for TSB Pick and Protect Buildings and/or Contents Insurance or when you renew your TSB Pick and Protect Buildings and/or Contents cover with us.

**Q. What is the TSB Pick and Protect Buildings and/or Contents Insurance £5 Costa Coffee Gift Card offer?**

- A. If you complete a quote online, by phone or in branch for TSB Pick and Protect Buildings and/or Contents Insurance between the 13/03/23 and midnight 09/05/23 or,  
If you're already a customer who has a TSB Pick and Protect Buildings and/or Contents Insurance Policy which renews between the 13/03/23 and midnight 09/05/23  
Then you will receive a £5 Costa Coffee Gift Card, if you meet the full eligibility criteria detailed below.

**Q. Who is eligible for this offer?**


- A. You **are** eligible, if you:
- Are a UK resident and aged over 16.
  - Complete a quote online, by phone or in branch for TSB Pick and Protect Buildings and/or Contents Insurance between the 13/03/23 and midnight 09/05/23. You do not need to take out a TSB Pick and Protect Buildings and/or Contents policy to be eligible for the £5 Costa Coffee Gift Card.
  - Are already a customer who has a TSB Pick and Protect Buildings and/or Contents Insurance Policy which renews between the 13/03/23 and midnight 09/05/23.

**Q. Who is not eligible for this offer?**

- A. You are **not** eligible, if you:
- Complete a quote online, by phone or in branch for a product that is not TSB Pick and Protect Buildings and/or Contents Insurance.
  - Already hold a TSB Pick and Protect Buildings and/or Contents Insurance and it renews outside of the 13/03/23 until midnight 09/05/23.
  - Have or a member of your household or someone with the same email address has already received a £5 Costa Coffee Gift Card, as this offer is limited to one per person, email address and household.
  - Are an employee of TSB Bank Plc.

**Q. Can I complete a quote outside of 13/03/23 and midnight 09/05/23 and still receive the £5 Costa Coffee Gift Card?**

- A. If you quote outside of the offer period, then you will not receive the £5 Costa Coffee Gift Card.



## Q. If my existing TSB Pick and Protect Buildings and/or Contents policy renews outside of the offer period, will I still receive the £5 Costa Coffee Gift Card?

A. If your existing TSB Pick and Protect policy for Buildings and/or Contents renews outside of the 13/03/23 and midnight 09/05/23, then you will not receive the £5 Costa Coffee Gift Card.

## Q. How do I claim my £5 Costa Coffee Gift Card?

A. **For new customers:**

- If you meet the eligibility criteria (as detailed above), you will receive a “How to Claim” email (if you have provided us with your email address) or a letter within 14 days of the quote date from The Marketing Lounge Partnership Limited (“MLP”).
- Emails will come from **noreply@myrewards.tsb.co.uk**. Please check your junk mail for this.
- The email or letter will contain details on how to claim the £5 Costa Coffee Gift Card along with a website link and a unique code.
- You must claim your £5 Costa Coffee Gift Card within 30 days from the date on the “How to Claim” email or letter, otherwise you will lose your right to the £5 Costa Coffee Gift Card.

**For existing customers:**

- If you meet the eligibility criteria (as detailed above), you will receive a “How to Claim” email (if you have provided us with your email address) or letter no later than 14 days after your renewal date from The Marketing Lounge Partnership Limited (“MLP”).
- Emails will come from **noreply@myrewards.tsb.co.uk**. Please check your junk mail for this.
- The email or letter will contain details on how to claim the £5 Costa Coffee Gift Card along with a website link and a unique code.
- You must claim your £5 Costa Coffee Gift Card within 30 days from the date on the “How to Claim” email or letter, otherwise you will lose your right to the £5 Costa Coffee Gift Card.

Full details are included in our offer terms and conditions which can found at **tsb.co.uk/legal**.

## Q. If I don't have an email address or access to the internet, how will I receive my £5 Costa Coffee Gift Card?

A. If you don't have an email address or where an email is not held, you will receive a letter to the insured address explaining how to claim. You will be able to claim your £5 Costa Coffee Gift Card by post or calling MLP on **01565 656 610** (lines are open Monday-Friday, 9am-5.30pm, excluding Bank Holidays).

## Q. How long will I have to claim my £5 Costa Coffee Gift Card?

A. You must claim your £5 Costa Coffee Gift Card within 30 days from the date on the “How to Claim” email or letter, otherwise you will lose your right to the £5 Costa Coffee Gift Card.

## Q. How long is my £5 Costa Coffee Gift Card valid for?

A. Your £5 Costa Coffee Gift Card and the balance on it will expire if the card is not used for 12 consecutive months. Costa reserves the right to cancel your gift card if they suspect it is being used fraudulently.

Full terms and conditions are available online at **www.costa.co.uk/giftcard**.

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

## Q. I haven't received my invitation to claim or my £5 Costa Coffee Gift Card?

A. If you have not received your email or letter, your £5 Costa Coffee Gift Card or have any concerns, you can contact the voucher service administrators, MLP on **01565 656 610** (lines are open Monday-Friday, 9am-5.30pm, excluding Bank Holidays).

## 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 £5 Costa Coffee Gift Card offer?

A. The promoter of this offer is TSB Bank plc and is administered and managed by MLP on behalf of TSB.

The website [myrewards.tsb.co.uk/coffee](https://myrewards.tsb.co.uk/coffee) is hosted and administered for TSB by MLP.

TSB are working with MLP to make sure you receive the best service in relation to the fulfilment of the £5 Costa Coffee Gift Card offer.

To enable this your contact details and confirmation of your eligibility will be passed to MLP.

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

## Q. What do I do, if I need help claiming my £5 Costa Coffee Gift Card, once I have received my email/letter invitation?

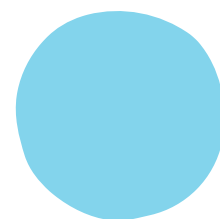
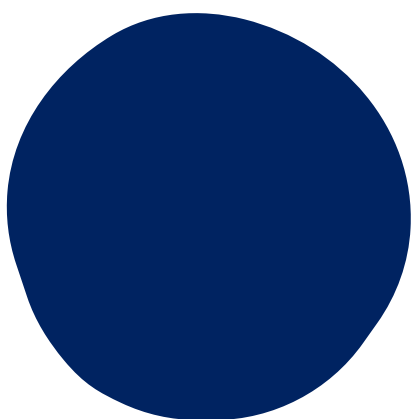
A. Full details will be included in the email or letter that you receive.

If you need further support then you can contact MLP on **01565 656 610** (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 £5 Costa Coffee Gift Card offer?

A. If you have a query about this offer or the service you have received, please contact your local TSB branch, or call us on the TSB Pick and Protect Sales and Service Complaints Customer Helpline **0345 030 8815**.

If the query or complaint is regarding the £5 Costa Coffee Gift Card itself, please call MLP who are managing the fulfilment for TSB on **01565 656 610** (lines are open Monday-Friday, 9am-5.30pm, excluding Bank Holidays).



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](https://www.relayuk.bt.com) to read how they manage your data.

Not all Telephone Banking services are available 24 hours, 7 days a week. Speak to a Partner for more information. Calls may be monitored or recorded. If you need to call us from abroad, or prefer not to use our **0345** number, you can also call us on **+44 203 284 1575**.

TSB Pick and Protect home insurance is brought to you by TSB Bank plc and underwritten by Aviva Insurance Limited. Applications must be UK residents & aged 16+. Aviva Insurance Limited, Registered in Scotland, No. 2116. Registered Office: Pitheavlis, Perth, PH2 0NH. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

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The Marketing Lounge Partnership Limited, a company registered in England and Wales. Company registration number is 06467245 and registered office is at The Cow Shed, Walnut Tree Farm, Lower Stretton, Cheshire, United Kingdom, WA4 4PG.