

Important Pre-Contract Information

What is a Credit Card Suitable For?

- You can use your Vanquis Credit Card to buy goods and services at over 24 million Visa merchants around the world, online, by mail order or over the phone.
- You can also use your Vanquis Credit Card to withdraw cash from cash machines.
- A fee may be charged for certain services, such as cash withdrawals. Please refer to the **Pre-Contract Credit Information** and **Terms and Conditions** for more information.
- Your Vanquis Credit Card gives you the financial freedom to make your life a little easier. Just use your Vanquis Credit Card and as long as you meet your minimum payments you can repay over a period that suits you and your budget.
- Always think about whether you can afford at least the minimum payment before making a purchase on your credit card.
- Credit cards are not suitable for long-term borrowing or financing existing debt.

Managing Your Account

- We'll send you a monthly statement, but should you need to know your balance or how much you could spend, then just call our 24 hour telephone information service. Or go to www.vanquis.co.uk and register for eVanquis, our 24/7 online and SMS account service.

How Your Account Works

- There is no annual fee on your Vanquis Credit Card account.
- You will need to repay a percentage of the balance outstanding on your account every month. For more information on this see '**Your Monthly Repayments**' below.
- If you make a late payment, miss a payment, don't pay at least your minimum repayment or go over your Credit Limit, you will be charged a £12 fee.
- Any fees will be clearly shown on your monthly statement. You will need to pay these fees by your next minimum payment due date. If you repay them late you may be charged interest on them.
- Different interest rates may apply to different types of transactions, so some transactions may incur more interest than others. For example cash withdrawals and credit card cheques charged to your account will be at a higher rate of interest than purchases. Your interest rates may be increased in the future, for example where your credit status changes, the cost of providing your account and services on it change, for economic reasons affecting our business or to reflect changes in regulation. Your interest rates may also be increased to reflect changes in Base Rate. We will tell you at least 30 days before any such increases take effect.
- If you use your Vanquis Credit Card only for purchases and pay your account balance in full every month, you will not pay a penny in interest.
- We may increase the fees and charges on your Vanquis Credit Card account, for example where your credit status changes, to reflect changes in market conditions such as changes in technology, fraud prevention requirements and payment methods, to reflect good banking or financial services practices, where the cost of providing services on your account changes or to reflect changes in regulation. We will tell you at least 30 days before any such increases take effect.
- For more details of interest rates and fees and charges and when we may change them, please see your **Pre-Contract Credit Information** or your **Terms and Conditions** below.

What's My Credit Limit?

- You'll start with a manageable Credit Limit from £150 to £1,000.
- It is important that you don't exceed the Credit Limit on your credit card account as this could have consequences, such as fees being charged and your credit rating being affected adversely.

Your Monthly Repayments

- Every month, you will need to repay a percentage of the balance outstanding on your account. We will tell you what your monthly minimum repayment percentage is when we open your account.
- Your monthly statement will clearly show how much you need to pay (minimum payment due) and by when you need to pay it (payment due date). Your minimum payment may vary from month to month depending on how you've used your account. For more information about how we calculate your minimum payment due, please refer to the **Summary Box**.
- It is important that you make your monthly repayments on time. Missing payments or not making the minimum repayment in full could have severe consequences, such as incurring additional interest making the total cost of your debt grow, fees being charged and your credit rating being affected adversely, making it harder to get credit or increasing the cost of credit in the future. We may increase the interest rates we charge you on your account. In the worst case you may be involved in legal proceedings which may cause you additional cost and expense to recover what you owe.
- You can repay at a level that suits you as long as the amount you repay is at least the minimum repayment. If you choose to only make the minimum repayment every month, it would take longer and cost you more to pay off the balance.
- Please refer to the **Summary Box** for an example.

Continuous Payment Authority

- As part of the application process for the Vanquis Bank Visa Card, we may ask you to set up a continuous payment authority, a 'CPA', on a payment account of yours (such as your current account). Should your application be successful, we will use the CPA to request payments from that account in respect of the repayments due each month on your Vanquis Bank Visa Card Account. You will be able to specify the amounts to be collected from your payment account along with the date those payments are to be collected (which should be the date by which your repayments should reach your Vanquis Bank Visa Card Account in each month). You can also set up a CPA at any time after your Vanquis Bank Visa Card Account is opened.
- We will collect repayments of the specified amount using your CPA until you tell us to stop which you can do by calling or writing to us. You can also cancel your CPA by telling your payment account provider. If you cancel your CPA, you will still have to pay at least your minimum payment due by the payment due date. Details of other ways you can make payments on your Account can be found on <https://www.vanquisapplication.co.uk/faq.php>
- If you have insufficient funds in your payment account and we are unable to collect the repayment under the CPA we will try to take it once more, on the next working day. If we are unable to collect a repayment under the CPA we will advise you of this.
- If you fail to make your minimum payment due by the payment due date you will be charged a £12 fee. You should keep your CPA under review. As the balance on your Vanquis Bank Visa Card Account and your minimum payment due change, you may need to revise the amount we may collect under it or make additional payments to your Account so as to avoid incurring late payment charges on your Vanquis Bank Visa Card Account.

Right To Withdraw

- You have the right to withdraw from your Vanquis Credit Card agreement for any reason within 15 days of when you receive your Vanquis Credit Card and a copy of the concluded Credit Card Agreement. You can withdraw from your agreement by phone or in writing. If you do so, you will need to repay any credit you have used plus interest within 30 days. Interest will be charged for each day between the credit being drawn down and repaid.
- If you don't withdraw from your agreement, you'll continue to be bound by the terms of the credit agreement you signed.
- You'll always have the right to close your account. You will need to repay any credit, interest and unpaid fees and charges outstanding on your Vanquis Credit Card account.

Questions?

- If you would like to talk to us before applying, you can call Customer Services on 0330 099 3000*. You can visit <https://www.vanquisapplication.co.uk/faq.php> for answers to more frequently asked questions. We want to help in any way we can so, whatever your question, please get in touch.
- Please make sure you read and consider the **Pre-Contract Credit Information** and **Terms and Conditions**. They include important information about the Vanquis Credit Card.

* Calls to 03 numbers are generally included in the 'free standard rate minutes' of landline and mobile packages; please check your plan. Otherwise calls to 03 numbers are charged at your standard rate, which is 9p per minute from a BT landline. Calls from mobiles and other networks may vary.

Call cost information correct as at June 2014