

Summary of key changes

(In other words: what's different – and how it affects you)



Changes to your terms and conditions effective from 26 January 2021

Here's a summary of what's changed – and where you'll find it.

Clause 2. Your interest rates

What's changed (highlighted in blue)	What it means to you
<p>Standard balance – This is made up of the following, unless promotional terms and apply instead:</p> <ul style="list-style-type: none">• Purchases• Balance transfers• Money transfers (transfer of funds to your current account)• Interest and account usage fees on the above, and any account maintenance fees and default fees	<p>We've updated this section to make it clear that any account maintenance fees will be included in your standard balance.</p>

Clause 3. Fees that we charge

<p>Under 'Default fees':</p> <ul style="list-style-type: none">• Late payment – we will not charge this fee more than four times in a year• Over credit limit fee (for each month you are over the credit limit)	<p>We'll charge you a late payment fee of £12 no more than four times in a year.</p> <p>We'll no longer charge you an over credit limit fee. However, if you do go over your credit limit, your credit records may be affected, meaning it may be harder or more expensive for you to borrow in the future.</p>
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Clause 4. Monthly payment

<p>Your minimum payment will be the highest of the following:</p> <ul style="list-style-type: none">• £5 (or the total outstanding balance if it's less than £5)• (A percentage*) of your main balance plus any instalment plan payments due for that month (if you have any instalment plans on your account)• An amount equal to any interest, default fees or account maintenance fees that have been added to your account since your last statement, plus (a percentage*) of the rest of your main balance plus any instalment plan payments due for that month (if you have any instalment plans on your account). Default fees and account maintenance fees will only be included if the percentage referred to above is 1% or more.	<p>We've made a small change to this section in line with how we calculate monthly payments.</p> <p>*You'll be able to see your personal monthly minimum payment rates on your monthly statement.</p>
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Clause 7. Your interest charges

Under 'Default fees':

If you pay your main balance (excluding any promotional balance with a 0% interest rate) plus any instalment plan payments due for that month in full by your payment due date, the following will apply that month:

- We won't charge interest on **the following new transactions** that have been added to your account since your last statement.
 - New purchases
 - Non-sterling cash transactions (transactions made in a foreign currency)
 - Balance transfers which promotional interest rates apply to
 - Money transfers which promotional interest rates apply to
- We will only charge interest on your outstanding balance from your last statement (**excluding sterling cash transactions and related fees and interest**) up to the date of your current statement.

For sterling cash transactions, we will always charge interest from the date they're added to your account to the date you pay them off, even if you pay your total outstanding balance in full by the payment due date.

Please remember that you must pay the minimum payment by your payment due date to avoid losing any promotional interest rates.



If you **pay your main balance in full** – plus any Instalment Plan payments **due that month** – you'll no longer pay interest on sterling cash transactions (for example, when you take cash out with your card in the UK).

Otherwise, interest will continue to be charged from when the transaction is added to your account, and will appear on your next statement.

By 'main balance' we mean your standard cash balances and promotional balances that aren't 0% interest.

Under 'Understanding the interest and fees on your account':

- Please make sure you consider the interest and fees that will be added to your account at the time of producing your statement.
- You should make sure you keep enough available balance to not go over your credit limit when these are added. **otherwise an over credit limit fee will apply.**
- To help you do this, an estimate of the interest that will be charged the following month is included on your statement.



We'll no longer charge you an over credit limit fee. However, if you do go over your credit limit, your credit records may be affected, meaning it may be harder or more expensive for you to borrow in the future.

Clause 10. Changes to your promotional and instalment plan interest rates

However, you can lose your promotional or instalment plan interest rate before the end of the promotional or the instalment plan period if you do not keep to the terms of this agreement:

- With promotional rates, you will lose your rate if **you go over your credit limit, miss a monthly payment or** make an arrangement to pay less than your minimum payment each month.
- With instalment plan rates, you will lose your rate if you miss two monthly payments in a row or make an arrangement to pay less than your minimum payment each month.



You'll no longer lose any promotional rates if you go over your credit limit or miss a minimum payment.

Clause 12. Using your account

Under 'Managing your credit limit':

You must not go over your credit limit, but if you do you'll have to pay an over credit limit fee. We will move any remaining promotional balances on your account back to your standard balance and charge interest at your standard rate. Your credit records may be affected – meaning it may be harder or more expensive for you to borrow in the future.



As previously mentioned, we'll no longer charge you an over credit limit fee. However, if you do go over your credit limit, your credit records may be affected, meaning it may be harder or more expensive for you to borrow in the future.

Under 'Giving you another card':

From time to time we may offer you an upgrade or change to a feature of your card. We will tell you the terms of any upgrade or change you can choose. This may sometimes include new or increased fees as well as extra or changed benefits. If you choose the upgrade or change, we will amend the terms of this agreement to reflect the change from the date of the upgrade or change. We might also send you another card or upgrade your account to give you extra benefits.



We may in the future offer you an upgrade or change to a feature of your card – we'll amend the terms of this agreement to reflect the change from the date of the upgrade or change.

Clause 13. Making transactions

If you want to make a transaction using your card or card details, you'll need to approve it so that we can check it's genuine. You can do this using one of the following:

- The card itself or another device such as a mobile phone, to confirm your identity
- A password, passcode, personal identifier, codes, personal identification number (PIN)
- Biometric data such as voice recognition or behavioural data (including how you usually make your transactions, the type of transactions you usually make and how often you make them)
- A combination of the above, such as your card and PIN



When making a transaction by card, mobile phone or any other device, we always need to be confident it's the genuine cardholder approving this activity.

Clause 13. Making transactions (continued)

Under ‘When we may refuse transactions’:

We may refuse to authorise a transaction if any of the following applies:

- The transaction seems unusual compared with the way you normally use your card
- We reasonably suspect fraud or illegal activity
- You’ve reported your card as lost or stolen
- We reasonably consider this is necessary to protect the security of your account
- We reasonably believe the transaction would damage our reputation
- We have told you that we do not allow that type of transaction
- We need to restrict the use of your account for any of the reasons set out below
- [The transaction relates to gambling, betting or gaming](#)

Also, we may refuse a transaction if there’s a risk you’ll go over either your credit limit or your cash limit. By ‘cash limit’ we mean the limit on the value of transactions that get allocated to your cash balance. This may not be the same as your credit limit. If we authorise a transaction that would take you over your cash limit or your credit limit, it doesn’t mean we’ve agreed to an increase in your limit. ~~If you go over your credit limit, you’ll have to pay an over-credit limit fee.~~



From **26 January 2021**, we’ll be blocking any transactions made at a gambling establishment or on a gambling website, so if you try to use your card, it won’t go through.

As previously mentioned, we’ll no longer charge you an over credit limit fee.

Under ‘Making transactions in a foreign currency’:

The payment scheme exchange rate will be the Visa or Mastercard exchange rate. This is the rate that applied on the date ~~Visa the payment scheme~~ processed the non-sterling transaction, which may be different from the rate when the transaction took place. ~~The payment scheme exchange rate changes daily. Please visit our website or get in touch with us to find out details about these exchange rates. The payment scheme exchange rate changes daily – please visit our website or get in touch with us to find out this rate.~~

You can see the cost of the currency conversion as a percentage mark-up against the European Central Bank (ECB) rates for several currencies in the Using Your Card Abroad section of our website. This information allows you to compare our rates against the rates issued by the ECB. You can use the information to compare rates offered by other providers.

You may receive an electronic notification telling you the cost of the currency conversion as a percentage mark-up against the ECB rates. We will only send this notification if we have to do so by law. You agree that we can send you the notification by text message, email, online account servicing or through our app. We will tell you how we will send the notifications before we send it.



We’ve updated the reference to our payment scheme provider.

You can compare our rates to the rates issued by the European Central Bank at the Using Your Card Abroad section of our website: barclaycard.co.uk/personal/help-and-support/spending-abroad

If we decide to introduce electronic notifications telling you the cost of any currency conversions, we’ll let you know how we’ll send the notifications before we send them.

Clause 16. Paying your bill

As this is a credit agreement, we will never pay interest to you for any balance on the account and you should not keep money in your account. For this reason, you need to make sure that you don't pay more than your total outstanding balance (which would create a 'positive balance'). If you do have a positive balance, we can return that balance to you, rather than leaving it in the account. If you have a Barclays current account, you authorise us to return the any positive balance to that account. If you do not have a Barclays current account, you authorise us to return any positive balance to the same current account you use to pay your bill. We will write to you before transferring the money to give you the opportunity to ask us to return the balance to a different account.



As this is a credit agreement (an agreement to lend you money), we'll never pay you interest on any balances on your account.

Under 'missed payments':

- We will move any remaining promotional balances on your account to your standard balance (or cash balance as appropriate) and charge interest at the standard or cash rate that applies
- You may not be eligible for offers or promotions.
- We may take the payment from any other Barclays accounts you have.
- Your records with credit reference agencies may be affected, meaning it may be harder or more expensive for you to borrow in the future.



We've updated this section in line with our policy, that if you miss a payment you won't lose any promotional rates.

Clause 21. Getting in touch

Under 'Making a complaint':

Under the Payment Services Regulations (PSRs), we must provide you with appropriate information about your transactions and consider any complaints you make as soon as possible. If you think we've failed to do this, you can complain to the Financial Conduct Authority (FCA). For more information, visit the FCA website.



If we've failed to meet our obligations resolving your complaint, you can now complain directly to the Financial Conduct Authority (FCA) about payment services using the contact details on their website [fca.org.uk](https://www.fca.org.uk)



Good to know

- If you make your payment by standing order or fixed direct debit, and haven't chosen to close your account, you may need to change this to make sure it'll cover at least your minimum payment each month. If your direct debit is set up to make the minimum payment, we'll make this change for you.*
- Even if you pay more than the minimum amount each month, we still need to let you know about the changes to your minimum payment calculation – so if you decide to just pay the minimum at any time you'll understand how it's worked out.*
**If we don't mention any changes to your minimum payment calculation in your letter, then you don't need to worry about this.*
- Any payment holiday arrangements you have with us will stay the same until they finish. All other changes mentioned in your letter and in this leaflet will come into effect from **26 January 2021**.
- You can now make contactless payments up to £45 – helping to reduce contact at the checkout for customers and retailers.

This information is available in large print, Braille and audio, by calling 0800 161 5309 (via Next Generation Text Relay if appropriate).

Barclaycard also welcomes calls via SignVideo for BSL users. For more information visit [barclaycard.co.uk/accessibility](https://www.barclaycard.co.uk/accessibility)

All Barclays customer service lines are non-premium rate numbers. Calls to 0800 numbers are free from UK landlines and personal mobiles, otherwise call charges may apply. Please check with your service provider. Calls may be monitored or recorded in order to maintain high levels of security and quality of service.

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