

## PRE-CONTRACT CREDIT INFORMATION

### 1. Contact details

Creditor.	American Express Services Europe Limited.
Address.	Belgrave House, 76 Buckingham Palace Road, London SW1W 9AX
Telephone number(s).	0800 917 8047
Web address.	americanexpress.co.uk
Credit intermediary.	You may have dealt with a credit intermediary (such as an internet comparison website), for example, one of the following:
Address.	
	<ul style="list-style-type: none"><li>• Moneysavingexpert.com operated by Moneysavingexpert.com Limited, 19-22 Rathbone Place, London, W1T 1HY;</li><li>• Moneysupermarket.com operated by Moneysupermarket.com Limited, Moneysupermarket House, St David's Park, Ewloe, CH5 3UZ;</li><li>• Topcashback.co.uk operated by Topcashback Ltd, Temeraire House, Nelson Court, Staffordshire Technology Park, Stafford, ST18 0WQ;</li><li>• Uswitch.com operated by Uswitch Limited, The Cooperage, 5 Copper Row, London, SE1 2LH;</li><li>• Quidco.com operated by Maple Syrup Media Limited, 4th Floor, 76-80 Great Eastern Street, London, EC2A 3JL;</li><li>• Vitality Corporate Services Limited is authorised and regulated by the Financial Conduct Authority. Registered office at 3 More London Riverside, London, SE1 2AQ.</li></ul>

### 2. Key features of the credit product

The type of credit	Credit card
The total amount of credit.  This means the amount of credit to be provided under the proposed	The credit limit is the maximum amount that you can borrow on your account. We'll set your credit limit and we can adjust it (up or down).

credit agreement or the credit limit.	We'll tell you your credit limit when you receive your card.
How and when credit would be provided.	<p>You will normally be able to use the account when we have sent you your card.</p> <p>You may use the card up to your credit limit for purchases and, if we tell you, for balance/money transfers, cash advances and other types of transaction we may allow.</p>
The duration of the credit agreement.	This agreement doesn't have a fixed end date. It will continue until you or we close your account in accordance with the terms of the agreement.
Repayments.	<p>The minimum payment will be the <b>higher</b> of the following amounts:</p> <p>(1) £25 (or the total amount you owe if less); or</p> <p>(2) an amount equal to interest, default fees, repayment protection insurance applied to your current months statement, and 1/12th of any annual cardmembership fee or the full monthly fee (if applicable to the product you hold) plus 2% of the amount you owe on the account, unless you are in a Financial Relief Programme.</p> <p>You can always pay more than the minimum payment to reduce the amount you owe and the amount of interest you have to pay.</p> <p>We will show your minimum payment on your statements.</p>
Financial Relief Programmes.	<p>In the event of you experiencing financial difficulties, we may offer you reduced minimum payments for a limited period (a 'Financial Relief Programme'). This may also be accompanied by financial relief in the form of a reduction of the interest rates applicable to your account.</p> <p>We will confirm any conditions attached to your Financial Relief Programme with you in writing, including details of how your minimum payment is calculated together with any specific duration. We will then update you using your periodic statements, including when your Financial Relief Programme will come to an end. The minimum payment amount will always be at least equal to any interest, default fees and 1/12th of any annual cardmembership fee or the full monthly fee (if applicable to the product you hold) plus 1% of the amount you owe on the account upon entry into the Financial Relief Programme (subject to a minimum of £5).</p> <p>If you miss two or more payments whilst benefitting from a Financial Relief Programme you may lose these benefits.</p>

<p>Your repayments will pay off what you owe in the following order.</p>	<p>When a Financial Relief Programme ends (either because you have exited from the Programme or because the programme period has come to an end) your minimum payments will be calculated as prior to your entry into the Financial Relief Programme.</p> <p>If the amount you pay in a month is less than the full amount you owe, we'll use any payment you make to pay off arrears before any other amounts you owe us.</p> <p>We'll then pay off amounts you owe at the highest interest rates before amounts charged at lower interest rates and we'll apply payments to amounts that have appeared on your statements before amounts that have not yet appeared on your statements.</p>
<p>The total amount you will have to pay.</p> <p>This means the amount you have borrowed plus interest and other costs.</p>	<p>£1,422.01</p> <p>When this agreement is made, we don't know how much you will actually pay, or the cost, because this depends on how much you borrow, how quickly you repay it and whether we make any changes to interest rates or charges or other terms (e.g. if we increase the minimum monthly payment).</p> <p>The APR and Total Amount Payable are calculated on the assumption that:</p> <ul style="list-style-type: none"> <li>• if a card membership fee applies, we charge it on the date your account is opened and, if the fee is monthly, on the same date each subsequent month;</li> <li>• you make just one purchase of £1,200 at the start of the agreement;</li> <li>• there's no change in the interest rate or any other fees or charges; and</li> <li>• you repay any annual card membership fee on the day we charge it to the account, and the remainder of the balance in 12 equal monthly payments.</li> </ul> <p>All credit card providers have to use the above assumptions so you can compare the cost of borrowing across different lenders.</p> <p>Also, we have assumed that you currently pay a monthly fee of £6.50 to Vitality for partner rewards and benefits, which enables you to qualify for the benefits this credit agreement offers. If this £6.50 monthly fee is not payable by you, this last assumption will not apply and instead:</p>

	<ul style="list-style-type: none"> <li>- if you currently pay a monthly fee of £6 to Vitality for partner rewards and benefits, the Total Amount Payable is £1,416.01;</li> <li>- if you currently pay a monthly fee of £4.75 to Vitality for partner rewards and benefits, the Total Amount Payable is £1,401.01;</li> <li>- if you currently pay a monthly fee of £4.50 to Vitality for partner rewards and benefits, the Total Amount Payable is £1,398.01;</li> <li>- if you currently have a Vitality product which qualifies you for partner rewards and benefits without the payment of any additional fee, the Total Amount Payable is £1,344.01.</li> </ul>
--	--

### 3. Costs of the credit

The rates of interest which apply to the credit agreement.	Explaining Interest Rates	
	Simple Rates: Your simple interest rate is what we use to work out how much interest you'll be charged each month. It moves in line with the Bank of England Base Rate (we call this the Base Rate as we explain below)—when the Base Rate changes, you'll see your simple rate change by exactly the same amount. Your simple rate is comprised of two components – your Personal Rate (this is set out in the “Simple Rate” definition, below) and the Base Rate.	
	Compounding Interest: We use your simple interest rate to work out the interest we charge you. We calculate the interest charge on unpaid transactions daily and then add the interest to your account every month, when we produce your statement. If you do not pay your balance in full each month we will charge interest on interest. This is called ‘compounding’. Because this rate includes the payment of interest on interest, it will be greater than your Simple Rate. This means that whenever the Base Rate changes or there is a change to your Personal Rate, the change in the Compound Rate will be a little bigger than the change in the Simple Rate.	

	<b>All other transactions and amounts charged to your account</b> (including purchases)	24.5%	22.16%
<p>The "Simple Rate" is a variable rate comprised of two parts (1) a Personal Rate of 22.06% and (2) the prevailing Base Rate (for these purposes this is assumed to be 0.10%).</p> <p>"Base Rate" means the Bank of England Rate that is regularly published by the Bank of England and may change from time to time (or, if the Bank of England Base Rate is no longer published, any replacement rate that we reasonably select as the nearest equivalent rate to apply).</p> <p><b>Promotional and Financial Relief rates</b> (where we reduce the interest rate on any individual, group or type of transaction</p> <p>We'll tell you the rate, the duration and any other criteria applicable to a promotional rate(s) or offer of financial relief at the time of the promotion or entry into a Financial Relief rate offer.</p> <p>If you miss a payment, you may lose any promotional rate(s) or the benefit of financial relief on your account.</p> <p>We will contact you before the promotional rate(s)/financial relief comes to an end and thereafter our standard rate applicable to each transaction type will apply, unless we tell you a lower rate will apply.</p> <p><b>Changes</b></p> <p>We may change the rates we charge as set out in your agreement. This includes if we change our view of your ability to repay us, for example, where there's a change in your circumstances. The Simple Rate will also change in line with changes in the Base Rate.</p> <p>If we're changing your interest rate because the Base Rate has changed, we will tell you of this on the monthly statement before the change takes effect.</p> <p>If we're increasing your interest rate because we are increasing your Personal Rate we'll give you at least 60 days' advance notice of the change. We'll do this by including a message in your monthly statement, by writing to or emailing you separately, through the online account</p>			

	centre or in any other lawfully permitted manner.
<p>Annual Percentage Rate of Charge (APR).</p> <p>This is the total cost expressed as an annual percentage of the total amount of credit.</p> <p>The APR is there to help you compare different offers.</p>	<p>39.7%.</p> <p>The APR is calculated using the same assumptions as for calculating the total amount you will have to pay above.</p> <p>To restate, the APR above is calculated on the assumption that you currently pay a monthly fee of £6.50 to Vitality for partner rewards and benefits, which enables you to qualify for the benefits this credit agreement offers. If this £6.50 monthly fee is not payable by you, this last assumption will not apply and instead:</p> <ul style="list-style-type: none"> <li>- if you currently pay a monthly fee of £6 to Vitality for partner rewards and benefits, the APR for this product is 38.5%;</li> <li>- if you currently pay a monthly fee of £4.75 to Vitality for partner rewards and benefits, the APR for this product is 35.5%;</li> <li>- if you currently pay a monthly fee of £4.50 to Vitality for partner rewards and benefits, the APR for this product is 34.9%;</li> <li>- if you currently have a Vitality product which qualifies you for partner rewards and benefits without the payment of any additional fee, the APR is 24.5%.</li> </ul> <p>If the APR were to be calculated using the interest rate applicable to another form of drawdown, such as cash or withdrawals, then the APR may be higher.</p>
Related costs	
Any other costs deriving from the credit agreement.	<p>You'll pay the following charges, where applicable. We have the right to waive all or part of any fee which applies to your account:</p> <p><b>Standard charges</b></p> <p>A cardmembership fee of £0 will apply for each membership year.</p> <p>If you make a balance/money transfer, 3% of the amount of each transfer.</p> <p>If you obtain cash, 3% (or a minimum of £3) of any cash amount.</p>

<p>Conditions under which the above charges can be changed.</p>	<p>If you make a non-sterling transaction, 2.99% of the amount after we've converted the transaction into Pounds Sterling.</p> <p>If you ask for an additional copy of your statement, £2.</p> <p><b>Default charges</b></p> <p>For payments which are returned unpaid, £12.</p> <p>For taking action to collect amounts you owe us, we may require you to pay our reasonable costs, including legal costs.</p> <p><b>Changes</b></p> <p>We may change our charges for the reasons set out in your agreement. We'll give you at least 30 days' advance notice of the change, unless the change is not to your disadvantage. In this case, we'll give you notice but we may make the change more quickly. We'll always give you details of when the change will take effect. If you don't want to accept any change, then you can always end this agreement by paying off all the amounts you owe us and telling us to close your account. If you don't do this, we'll assume you've accepted the change.</p>
<p>Costs in the case of late payments.</p>	<p>If you're late in paying the minimum monthly payment, £12.</p> <p>We won't charge this if your minimum payment is £12 or less.</p> <p>We won't charge interest on late payment fees or returned payment fees, but we will charge interest on the outstanding balance at the rates set out above.</p>
<p>Consequences of missing payments.</p>	<p>If you repeatedly fail to pay minimum payments this could have severe consequences for you. It could mean:</p> <ul style="list-style-type: none"> <li>• if you miss a payment, you'll lose any promotional interest rates on your account which means any remaining promotional balances will be charged interest at your standard rate;</li> <li>• you may lose any financial relief interest rates or Financial Relief Programmes on your account;</li> <li>• you have to pay additional charges or costs;</li> <li>• your credit rating may be affected, making it more difficult or expensive to obtain credit; and</li> <li>• legal action (which could include getting a court order giving us the right to payment out of the sale proceeds for your home or other property) or bankruptcy proceedings may be taken against you to recover any debt owed under this agreement.</li> </ul>

#### 4. Other important legal aspects

Right of withdrawal.	You have the right to withdraw from this agreement, without giving any reason. This right begins the day after you receive your card and ends after 14 days.
Early repayment.	You can repay all, or part, of the amount you have borrowed at any time.
Consultation with a Credit Reference Agency.	We will inform you immediately and without charge if we reject your credit application on the basis of a consultation with a Credit Reference Agency.
Right to a draft credit agreement.	You have the right, upon request, to obtain a copy of the draft credit agreement free of charge, unless we are unwilling at the time of the request to proceed to the conclusion of the credit agreement.
The period of time during which the creditor is bound by the pre-contractual information.	This information sets out the terms for an agreement that we could offer you today. We cannot guarantee that the terms would be exactly the same if you applied for a card on a different date.

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

a) concerning the creditor	
Registration number.	Financial Services Register no. 661836.
The supervisory authority.	The Financial Conduct Authority, 12 Endeavour Square, London E20 1JN.
b) concerning the credit agreement	
The law taken by the creditor as a basis for the establishment of relations with you before the conclusion of the credit agreement.	The laws of England.
The law applicable to the credit agreement and/or the competent court.	This agreement is governed by the non-exclusive laws of England and the courts of England shall have non-exclusive jurisdiction over us and you.
Language to be used in connection with the credit agreement.	We'll communicate with you at all times in English.
c) concerning redress	
Access to out-of-court complaint	If you're unhappy with the way we deal with your complaint you may be able to refer your complaint to the Financial



and redress mechanism.	<p>Ombudsman Service by:</p> <ul style="list-style-type: none"> <li>• writing to Financial Ombudsman Service, Exchange Tower, London E14 9SR;</li> <li>• calling 0800 023 4567 or 0300 123 9123; or</li> <li>• sending an email to: complaint.info@financial-ombudsman.org.uk</li> </ul> <p>You can find out more about the Financial Ombudsman service on their website at: financial-ombudsman.org.uk</p> <p>You can also make a complaint via the following website: <a href="https://webgate.ec.europa.eu/odr">https://webgate.ec.europa.eu/odr</a></p>
------------------------	---

## **KEY POINTS ABOUT YOUR CREDIT CARD AGREEMENT**

### **IS THIS CREDIT CARD RIGHT FOR YOU?**

We want you to make sure this credit card meets your needs before you sign your credit card agreement.

Please consider the Pre-Contract Credit Information we've provided and the points set out below. If we've given this to you in person, you can take it away to read.

If you have any questions or would like further information about your agreement, please go to our website ([americanexpress.co.uk](http://americanexpress.co.uk)) or contact us on 0800 917 8047.

### **WHAT ARE THE KEY POINTS YOU SHOULD KNOW?**

#### **Your borrowing options**

A credit card may not be right for you if you want more certainty about the amount you borrow or repay. Depending how you use the card there may be cheaper ways to borrow – for example, if you want to borrow a large amount and repay it over a long period.

#### **Using your account**

You and any supplementary cardmembers can use the account up to the credit limit for purchases and, if we tell you, for balance/money transfers, cash advances and other types of transaction we may allow.

You're responsible for all use of your account by supplementary cardmembers and anyone they allow to use your account. This means you must repay all transactions they make.

#### **Repayments**

The minimum payment will be the **higher** of the following amounts:

- (1) £25 (or the total amount you owe if less); or
- (2) an amount equal to interest, default fees, repayment protection insurance applied to your current months statement, and 1/12th of any annual cardmembership fee or the full monthly fee (if applicable to the product you hold) plus 2% of the amount you owe on the account,

unless you are in a Financial Relief Programme.

You can always pay more than the minimum payment to reduce the amount you owe and the amount of interest you have to pay. If you only pay the minimum payment, it will cost you more overall and will take you longer to clear your balance.

We will show your minimum payment on your statements.

If the amount you pay in a month is less than the full amount you owe, we'll use any payment you make to pay off arrears before any other amounts you owe us.

We'll then pay off amounts you owe at the highest interest rates before amounts charged at lower interest rates and we'll apply payments to amounts that have appeared on your statements before amounts that have not yet appeared on your statements.

### **Financial Relief Programmes**

In the event of you experiencing financial difficulties, we may offer you reduced minimum payments for a limited period (a 'Financial Relief Programme'). This may also be accompanied by financial relief in the form of a reduction of the interest rates applicable to your account.

We will confirm any conditions attached to your Financial Relief Programme with you in writing, including details of how your minimum payment is calculated together with any specific duration. We will then update you using your periodic statements, including when your Financial Relief Programme will come to an end. The minimum payment amount will always be at least equal to any interest, default fees and 1/12th of any annual cardmembership fee or the full monthly fee (if applicable to the product you hold) plus 1% of the amount you owe on the account upon entry into the Financial Relief Programme (subject to a minimum of £5).

If you miss two or more payments whilst benefitting from a Financial Relief Programme you may lose these benefits.

When a Financial Relief Programme ends (either because you have exited from the Programme or because the programme period has come to an end) your minimum payments will be calculated as prior to your entry into the Financial Relief Programme.

### **Interest rates and charges**

The card has an annual cardmembership fee of £0.

There are different ways to use the card and different interest rates and charges apply to these (we tell you more about these in the agreement). For example, using your card to withdraw cash or make a balance/money transfer is more expensive than using your card for purchases. If you:

- withdraw cash, you'll pay a fee of 3% on the cash amount (minimum £3); or
- make a balance/money transfer, you'll pay a fee of 3% on the amount you transfer.

We can change our rates and charges but we'll tell you about the change and how it will affect you before we make any change.

If we're changing your interest rate because the Base Rate has changed, we will tell you of this on the monthly statement before the change takes effect.

If we're increasing your interest rate because we are increasing your Personal Rate we'll give you at least 60 days' advance notice of the change.

We'll give you 30 days' notice for all other changes (unless they're to your advantage, in which case, we may make the change sooner).

If you don't want to accept an interest rate increase you can close the account and pay off the amount you owe at the unchanged rate.

If you're eligible for a promotional rate or financial relief rate offer, the interest free or reduced interest period will last for the period we tell you, after which the standard rate will apply.

## **Consequences of missing payments**

Missing payments can have serious consequences. It could mean:

- you'll lose any promotional interest rates on your account which means any remaining promotional balances will be charged interest at your standard rate;
- you may lose any financial relief interest rates or Financial Relief Programmes on your account;
- you have to pay additional charges or costs;
- your credit rating may be affected, making it more difficult or expensive to obtain credit; and
- legal action (which could include getting a court order giving us the right to payment out of the sale proceeds for your home or other property) or bankruptcy proceedings may be taken against you to recover any debt owed under this agreement.

## **Your right of withdrawal**

You can withdraw from this agreement (without giving any reason) by calling us on 0800 917 8047 or by writing to us (American Express, Department 871, 1 John Street, Brighton, East Sussex, BN88 1NH). Your right to withdraw ends 14 days from the day after you receive your card.

If you withdraw, you must repay everything you owe us (except any charges) without delay and in any case within 30 days, starting the day after you tell us that you want to withdraw. If you don't repay us within 30 days, we may charge interest at the rates in the agreement until everything is fully repaid. You can contact us for details of what interest will be payable.



American Express Services Europe Limited has its registered office at Belgrave House,  
76 Buckingham Palace Road, London, SW1W 9AX, United Kingdom.

It is registered in England and Wales with Company Number 1833139  
and authorised and regulated by the Financial Conduct Authority.