

Important Customer Information

Your Card

Important Customer Information

1. Is a credit card suitable for my needs?

Credit cards can be very useful, allowing you to make payments securely, earn loyalty points and providing a helpful short term credit line. However, a credit card can be expensive if used to borrow over a long period or used regularly to withdraw cash.

Put Simply

Credit cards can be very useful, but are an expensive way to borrow large amounts over a long period or to regularly withdraw cash.

2. How much will I have to repay?

We'll send you a statement each month with your minimum payment amount on it. The amount you have to pay will depend on how much you spend using your card, how much you repay each month and the interest rate that we charge. You must make at least the minimum payment by the due date.

You do not have to make payments on any Buy Now Pay Later balance you may have until the end of the promotional period.

You can pay off as much as you like each month, between the minimum payment and everything you owe – but the more you pay back, the less you'll pay in interest and the sooner you'll clear your balances.

You can set up a direct debit to pay everything you owe, the minimum payment or a fixed amount each month.

Put Simply

You must pay at least your minimum payment each month on time but if you only pay the minimum it will take you longer and cost you more to repay what you owe.

3. What will happen to me if I do not keep up with repayments?

So long as you make at least your minimum payment on time, you won't be charged any late fees. If you do miss a payment, you'll be charged £12 as well as interest and this will mean that your debt will grow and we'll have to report the missed payment to the credit reference agencies. This might make it harder and more expensive for you to get credit in the future.

Remember, you can set up a direct debit which will help you avoid having to pay a late fee.

If we register a default or you become insolvent this will remain on your credit file for 6 years. It could also result in legal action being taken against you, by us or a third party to whom we may have sold the debt.

This could result in a court order being obtained (which could possibly be enforced by securing the debt against your home) and you incurring legal costs. In exceptional cases, an order for the sale of your home could be made.

You should contact us if you are having difficulties making payments.

Put Simply

You will be charged a £12 fee if you do not make at least your minimum payment on time.

This means your credit rating could go down making it harder to get credit in the future.

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4. Can I withdraw from the agreement once I have entered it?

You have 14 days from the day after you receive your first credit card to tell us you want to withdraw from the agreement. You can do this by writing to us or calling Customer Services. We will tell you how much to repay and how to pay it. From then you have 30 days to pay what you owe including any interest.

Put Simply

You have 14 days after you receive your first credit card to change your mind.

5. Are there any particular features of this credit product that I should be aware of?

The main features of the card are set out here and in the Pre-Contract Credit Information. Do read this carefully before you apply to ensure that the card is right for you and that you understand the features of this product. You can take it away and read it and if you have any questions you can call us on the number at the end.

Put Simply

Make sure you read the Pre Contract Credit Information now, or you can take it away and read it later.

6. Interest rates

The interest rate you pay may vary according to your personal circumstances. All our interest rates are variable.

- Our representative APR for purchases is 21.9% variable but you could get 21.9% variable or 29.9% variable and we will tell you yours after the credit check.
- For cash transactions, the interest rate is 31.9% variable or 39.9% variable and interest is charged from the date the transaction is added to your account.
- You must pay off your Buy Now Pay Later transactions at the end of the promotional period to avoid paying interest on these transactions.

Put Simply

Most customers get a 21.9% APR variable on purchases.

However, you could get 21.9% or 29.9% variable, we will tell you which after the credit check.

If you use your card to withdraw cash the interest rate is 31.9% variable or 39.9% variable.

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7. Charges

- Cash fee of 3% (at least £3.00) for all cash advances made in the UK or abroad. Interest is charged from the date the transaction is added to your account even if you pay off your standard balance in full.
- A fee of £12 each month you go over your credit limit.
- A fee of £12 each time you do not make your minimum payment in full and on time.
- A fee of 2.75% for every transaction you make in a currency other than sterling.

A cash advance also includes the purchase of travellers' cheques or foreign currency, and gambling transactions.

Other charges are set out in your Pre-Contract Credit Information. We may change any of these charges but will let you know first.

Put Simply

The following variable fees apply:

- A 3% fee (at least £3.00) for all cash withdrawals
- A £12 overlimit fee
- A £12 late payment fee
- A 2.75% fee for transactions made in a foreign currency.

8. Interest rates may change

We may increase interest rates by giving you at least 30 days' notice, this could increase what you have to pay.

We may increase your interest rate:

- As a result of a rate change across all borrowers
- Based on a number of individual factors such as the credit risk you pose and the way you use your account but always for a valid reason.

You have a further 30 days to tell us that you want to close your account before the increase takes effect and repay your balances at the existing interest rate but you will not be able to use your card again.

Put Simply

We may change the interest rates on your card. We'll let you know, and why, in advance and you can close your account before it changes.

9. Promotional Offers

We may offer promotional rates and promotional periods on purchases or balance transfers from time to time. If we do, we will let you have the details about the promotional rate and the period for which it will apply and any other terms. If you have a promotional rate or period and you do not make at least your minimum payment by the due date, or if you go over your credit limit, the promotional offer may end and you will be charged the standard interest rate applicable at the time. This standard interest rate will also apply at the end of the promotional period. You should consider whether you will be able to make payments when charged at the standard interest rate.

Put Simply

If you go over your credit limit or miss payments, any promotional rates and periods may be withdrawn.

If you have any questions or require more explanation please contact us on 0333 220 2646. Calls are charged at a standard national rate. Call costs from mobiles and other operators may vary so please check before calling. Our lines are open 9am to 10pm Monday to Friday, 9am to 8pm Saturday, 10am to 6pm Sunday. Calls may be recorded and monitored for training and security purposes and to help us manage your account.

Other Useful Information

How to make payments

You can make payments to your account in the following ways:

Payment type	Information
Direct Debit	You can call customer services to set up a Direct Debit to pay either the minimum, full balance or a fixed amount.
Debit Card	The most convenient way to pay is online. You can pay NewDay Ltd through the online account manager. Alternatively, call customer services and use our automated service. Please allow up to 1 working day** for payment to be credited to your account.
Standing order / telephone banking / internet banking	Please contact your Bank or Building Society and use the bank details from your statement to set up a bill payment. Please allow up to 1 working day** for payment to be credited to your account.
By cash or cheque at a bank or building society	Please use the payment slip from your statement to pay at a Bank or Building Society. Please allow up to 5 working days** for the payment to be credited to your account.

Full details about payment methods can also be found on the back of statements.

**A working day is defined as Monday – Friday, excluding bank holidays.

Recurring transaction

A recurring transaction is a regular payment (other than a direct debit or standing order) collected from your credit card account by a supplier of goods or services (such as a magazine subscription) in line with your instructions. The Direct Debit Guarantee does not cover recurring transactions.

If you have authorised a recurring transaction, the person being paid may continue to take payments from your credit card account until you tell them or us to cancel it. You may withdraw your consent to a recurring transaction at any time. The latest point at which you can cancel your authorisation with us is the end of the working day** before the recurring transaction is due to be paid