

Bank of Scotland Student Account — Free TOTUM membership

Get a free TOTUM card for up to three years when you open a Student Account. A TOTUM membership is a great way to save on everyday essentials from food and drink to books, travel, computer software, music, entertainment, days out, fashion, eating out plus many more.

This gives you access to:

- ▶ over 350 UK online and high street student discounts
- ▶ 150,000 discounts worldwide with a free ISIC digital card (via the TOTUM app)
- ▶ PASS-approved proof of age ID, for those that need it, great for proving you're over 18. You'll need either a passport or UK driving licence to complete any ID application.

How do I get my free TOTUM card?

All you need to do is apply and open your Student Account by 31 October 2021. TOTUM will send you a unique promotional code for you to order your first free card. Your promotional code will be valid until 31 December 2021 and the sooner you order your free TOTUM card the sooner you'll be able to start saving.

How and when will I get my unique promotional code?

Your unique promotional code will be sent by email and SMS from TOTUM, so please ensure we have your up to date details. Codes will be sent within 15 working days of opening your account. If you're eligible for the offer and don't receive your code after 28 days, please visit a branch and speak to a member of staff.

How long will it take for me to receive my TOTUM card?

Once you've applied, TOTUM will send your free membership card through the post within 10 working days. You will be able to access your TOTUM card details immediately by downloading the TOTUM app and logging in. Your 2021/2022 TOTUM card will be valid for a full 12-months, regardless of when you apply for your card. You must order your free TOTUM card by 31 December 2021.

Where can I use my TOTUM card?

Partners include big online and high street names, 10% off your food and drink bill at the Co-op, 25% off student tickets at ODEON, up to 15% off at Samsung, plus big discounts at Apple, ASOS, 16–25 Railcard, Boots, Adobe, Garmin and Grenade. Have a look at the fantastic range of discounts that you could enjoy at TOTUM.com To see where you can save money when you are on the go you can download the TOTUM app.

See TOTUM card terms and conditions for more information.

TOTUM card terms and conditions

All Student Account customers who open an account by 31 October 2021 will be eligible for a free TOTUM card for the 2021/2022 academic year which will be valid for 12 months from the date of TOTUM registration. Details of how to apply for your free card will be sent to you by email and SMS from TOTUM. Bank of Scotland will share your data with TOTUM so that TOTUM can communicate these details to you.

You have until 11:59pm on 31 December 2021 to apply for your first card. After this time you will be unable to apply for a free TOTUM card for the duration of our three year offer period. If you apply for your card by 31 December 2021 you will be able to renew your card for a further two years providing at this time your Student Account is still open.

Applications are limited to one card per Student Account holder per academic year. Student Account customers issued with a TOTUM card will be bound by the terms and conditions as amended from time to time by TOTUM.

To qualify to renew your card for a second year you must still hold a valid Student Account. Provided you meet these conditions TOTUM will send you details on how to apply for your free card around September 2022 for the 2022/2023 academic year. You will only be eligible to renew your card for the 2023/2024 academic year if you have applied to renew your card for the 2022/2023 academic year. To qualify to renew your card for a third year you must still hold a valid Student Account. Provided you meet these conditions you will be sent details on how to apply for your free card around September 2023 for the 2023/2024 academic year.

TOTUM discount partners are subject to change across the year. To find out whether your institution is affiliated or registered to NUS, please email the Customer Services team help@totum.com

NUS Services Limited incorporated and registered in England and Wales with company number 01639519 whose registered office is at Snape Road, Macclesfield, Cheshire SK10 2NZ.

If you need this communication in another format such as large print, Braille or audio CD please contact us.

If you have a hearing or speech impairment you can contact us using the Relay UK Service (available 24 hours a day, 7 days a week) or via Textphone on **0345 600 9644** (lines are open 9am–5.30pm, 7 days a week). In either case, calls are serviced by Relay UK. SignVideo services are also available if you're Deaf and use British Sign Language: **bankofscotland.co.uk/accessibility/signvideo**

If you want to make a complaint, visit a branch or learn more online at: **bankofscotland.co.uk/contactus/complain**

To speak to us, call: **0800 072 8668 (+44 131 278 3729)** outside the UK).

Adviser service: all day every day.

If you have a hearing or speech impairment, use textphone: **0800 389 1286 (+44 131 278 3690)** outside the UK).

Adviser service: 9am–5:30pm every day.

We'll confirm who'll be dealing with your complaint. If we can't resolve things immediately, we'll let you know what the next steps are.

Provided you've tried to resolve things with us first, if you're still unhappy, you can ask the Financial Ombudsman Service to help.

We can provide information on how to do this if you need it.

Calls and online sessions may be monitored and/or recorded for quality evaluation, training and to ensure compliance with laws and regulations. Not all Telephone Banking services are available 24 hours a day, 7 days a week.

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We adhere to The Standards of Lending Practice which are monitored and enforced by the LSB: www.lendingstandardsboard.org.uk

Eligible deposits with us are protected by the Financial Services Compensation Scheme. We are covered by the Financial Ombudsman Service.

This information is correct as of August 2021 and is relevant to Bank of Scotland plc products and services only.

