



Cash incentive - terms & conditions

V1.7 – Feb 2025

Terms and Conditions for Cash Incentive

Any references to we, us and our in these terms and conditions mean National Westminster Bank plc, trading as Mettle. Any references to you and your mean any account holder with a Mettle e-money account who is invited to switch to a Mettle bank account and receive a Cash Incentive. Where you've authorised anyone else to operate the account, you or your refers to anyone, both or all of you depending on the context.

Eligibility

- This Cash Incentive programme ("Cash Incentive") is open to you if you are a customer with an active Mettle e-money account provided by Pre-Pay Solutions ("Mettle e-money account") and, subject to these terms and conditions, you are invited to switch your Mettle e-money account to a new Mettle bank account provided by National Westminster Bank plc trading as Mettle ("Mettle bank account").
- You will not be eligible to switch and receive a Cash Incentive if you have requested to close your Mettle e-money account or are in the process of closing that account (whether closure was initiated by you or us).
- You will not be eligible to switch and receive a Cash Incentive if you are a US national, US person, or non-UK tax resident.
- If you are invited to switch your account, you will be able to initiate the switch by selecting 'Switch to your new bank account' via the 'Accounts' tab of your mobile app.

In order to be eligible for a Cash Incentive following a switch, you must:

- be an individual or business who/which is eligible, and has been approved, to hold a Mettle bank account in accordance with the applicable terms and conditions and our standard eligibility criteria;
- be resident (or in the case of a limited company, registered and trading) in the United Kingdom;
- not hold an existing Mettle bank account, and not have had a Mettle bank account within the previous 12 months from the date you apply for a Mettle bank account; and
- have a minimum balance of £500 in your Mettle bank account when the account is opened

together, the "Reward Criteria".

Reward

Overall account balance	Reward
£0 - less than £500	£0
£500 - less than £2,500	£50
£2,500 - less than £7,500	£100
£7,500 - less than £25,000	£300
£25,000 - less than £100,000	£500
Over £100,000	£1,000

- If a customer meets the Reward Criteria, we will pay the amount indicated above (inclusive of VAT, where applicable) to their Mettle bank account ("Reward").
- We will not provide any alternative rewards, and the Cash Incentive offer cannot be combined with any other promotional offer.
- We are unable to pay the Cash Incentive into any bank account other than your Mettle bank account.
- We will endeavour to provide the Cash Incentive to you within 30 days of when you are confirmed as eligible to receive the Cash Incentive offer.
- We will only provide one Cash Incentive per upgraded customer.

General

- The Cash Incentive programme will run until 26th March 2025. Customers whose switch to a Mettle bank account is approved by this date will be eligible for payment of a Reward if they meet the Reward Criteria.
- We accept no responsibility for, and make no warranty in relation to, the operation of the Cash Incentive, and we do not accept any liability to you for any matter relating to it.
- We reserve the right to withhold, or require repayment of, any Reward, or determine that you are not eligible to participate in the Cash Incentive, where:
 - we have reasonable grounds to believe that there has been a breach of these terms and conditions;
 - you are in breach of the terms and conditions applicable to your Mettle e-money account or Mettle bank account;
 - the Cash Incentive is being abused or used illegally;
 - the Cash Incentive is being used in a manner which may cause reputational damage to us; or
 - for any other reason we reasonably consider relevant.
- Any decision we take in relation to the Cash Incentive, or eligibility for any Reward, is final, and we will not enter into any correspondence in relation to it.
- You are responsible for accounting for any tax payable on any Reward you receive from us.

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- At our sole discretion, we reserve the right to amend, suspend, withdraw or otherwise vary the Cash Incentive, these terms and conditions, or the value of the Reward at any time, and/or terminate our relationship with you under the Cash Incentive, for any reason without notice.
- These terms and conditions shall be governed by English law and are subject to the exclusive jurisdiction of the courts of England.