

Service quality information

The Financial Conduct Authority requires us to publish the following information about our personal current accounts

How and when you can contact us to ask about the following things

	24 hour help?	Telephone	Internet banking	Mobile banking
contact details		0345 900 0900 Monday to Sunday, 8am to 8pm	Yes	Not Possible
checking the balance and accessing a transaction history	No	Yes	Yes	Yes
sending money within the UK, including setting up a standing order	No	Yes	Yes	Not Possible
sending money outside the UK	No	Yes	Yes	Not Possible
paying in a cheque	No	Yes	Yes	Not Possible
cancelling a cheque	No	Yes	Yes	Not Possible
cash withdrawal in a foreign currency outside the UK	No	Yes	Yes	Not Possible
a lack of funds: including unarranged overdrafts, payments we allow despite lack of funds and payments we refuse due to lack of funds	No	Yes	Yes	Not Possible
a direct debit, or allowing someone to collect one or more payments from your account using your debit card number	No	Yes	Yes	Not Possible
third party access to an account, for example under a power of attorney	No	Yes	Yes	Not Possible
problems using internet banking or mobile banking	No	0800 363 459 Monday to Sunday, 8am to 8pm	Yes	Yes

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reporting a suspected fraudulent incident or transaction	No	Yes	Yes	Not Possible
progress following an account suspension or card cancellation, e.g. following a fraud incident	No	Monday to Sunday, 8am to 8pm	Yes	Not Possible
account opening: including eligibility for an arranged overdraft, what is required to open an account and an indication of what arranged overdraft may be available	No	0800 756 7777 Monday to Sunday, 8am to 8pm	Not possible	Not Possible

Note: this is a list of common queries. It does not represent the full list of queries you can raise in relation to your account, or of queries you can raise in one of our branches.

For checking the balance and transactions, and sending money in the UK, including setting up a standing order: this service is available in Internet Banking and it is also possible for us to answer any questions relating specifically about your account in real-time through our Internet Banking and Mobile Banking 'Live Chat' service.

You can also contact us via the 'My Messages' facility in Internet Banking at any time.

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How and when you can use your bank account to do the following things:

	Telephone banking	Internet banking	Mobile banking
checking the balance	0345 900 0900 Monday to Sunday, 8am to 8pm	Monday to Sunday, 24 hours	Monday to Sunday, 24 hours
accessing a transaction history	0345 900 0900 Monday to Sunday, 8am to 8pm	Monday to Sunday, 24 hours	Monday to Sunday, 24 hours
sending money within the UK	0345 900 0900 Monday to Sunday, 8am to 8pm	Monday to Sunday, 24 hours	Monday to Sunday, 24 hours
setting up a standing order	0345 900 0900 Monday to Sunday, 8am to 8pm	Monday to Sunday, 24 hours	Not possible
sending money outside the UK	0345 900 0900 Monday to Sunday, 8am to 8pm	Not possible	Not possible
paying in a cheque	Not possible	Not possible	Not possible
cancelling a cheque	0345 900 0900 Monday to Sunday, 8am to 8pm	Not possible	Not possible

Note: this is a list of common actions. It does not represent the full list of actions you can take in relation to your account, or actions you can take in one of our branches.

Accessing a transaction history via Telephone banking: you have the option to select credits, debits or pending transactions and to hear up to four of the most recent transactions via the automated service.

Sending money within the UK via Mobile banking: you may send payments to existing beneficiaries only.

Information about operational and security incidents

We are obliged to notify the Financial Conduct Authority if we become aware of a major operational or security incident which prevents our customers from using our payment services.		
	In the 3 months between 1 October 2020 and 31 December 2020	In the 12 months between 1 January 2020 and 31 December 2020
Total number of incidents reported	0	0
Incidents affecting telephone banking	0	0
Incidents affecting mobile banking	0	0
Incidents affecting internet banking	0	0

Complaints data

Complaints data
<p>Financial Conduct Authority rules require us to provide them with a report of our complaints data every six months. In certain circumstances, we are also required to publish a summary of our complaints data.</p> <p>The most recent summary is available at https://bank.marksandspencer.com/explore/complaints/complaints-data/.</p>
<p>The Financial Ombudsman Service publishes its complaints data every six months. You can see their complaints data about us at http://www.ombudsman-complaints-data.org.uk/.</p>

Opening a current account with us

Go to [our M&S Current Account page](#) or [M&S Premium Current Account page](#) to find out how you can open an account, and what information and documents you need to give us to open an account.

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How quickly do we open personal current accounts?

We give customers an account number and enable them to start paying into the account:

- the same day, for 13% of customers;
- on average, in 4 days; and
- within 35 days for 99% of customers.

These figures are based on the time taken from our receiving all the information and documents we ask for on our Keeping you safe page, in a case where we don't need any further information or documents to open the account.

How quickly do we give customers a debit card?

Once an account is open, we give customers a debit card:

- the same day, for 0 % of customers;
- on average, in 6 days; and
- within 32 days for 99% of customers.

How quickly do customers get internet banking?

Once an account is open, customers have internet banking:

- the same day, for 0 % of customers;
- on average, in 9 days; and
- within 9 days for 99% of customers.

How quickly is an overdraft available?

How quickly is an overdraft available?

Once an account is open, the overdraft is available:

- the same day, for 100% of customers;
- on average, in 0 days; and
- within 0 days for 99% of customers.

Replacing a debit card

How quickly do we replace debit cards which have been lost, stolen or stopped?

We replace debit cards:

- the same day, for 0 % of customers;
- on average, in 3 days; and
- within 6 days for 99% of customers.

How do our overdrafts compare?

What is the interest rate being charged on our products?

Product	Annual Interest Rate payable for arranged overdrafts on 31 December 2020	Annual Interest Rate payable for unarranged overdrafts on 31 December 2020	Refused payment fee on 31 December 2020
Current Account	Annual Interest Rate†: 34.05%	0.00%	£0
Additional Current Account	Annual Interest Rate†: 34.05%	0.00%	£0

† Annual Rate – This is the basic interest rate that’s used to calculate interest per day on any chargeable overdraft borrowing. It doesn’t take into account any compounding or fees.

How do our overdrafts compare?

A good way to compare the cost of our overdraft with other overdrafts or other ways of borrowing is to look at the APR. The APR shows the cost of borrowing over a year.

Information about overdraft pricing in the 3 months between 1 October 2020 and 31 December 2020

Product	Advertised APR* during the period <small>*All APR's assume an arranged overdraft of £1,200</small>
Current Account	30.50%
Additional Current Account	39.90%

* **APR** (Annual Percentage Rate) is the rate at which someone who is borrowing money is charged, calculated over a period of twelve months. It takes into account not just the interest, but also any other charges that may have to be paid and any interest free amount.