General Account Terms and Conditions

Version 2.1 - 9 November 2026

1. Our agreement

These Terms and Conditions set out the agreement between You (the person we've opened an account for) and Chase (a trading name of J.P. Morgan Europe Limited). Whenever you see 'we', us' or 'our', you know we're referring to Chase.

Other terms may also apply to certain types of accounts. You can find all our terms by going to the Legal section within the app or online at chase.co.uk

If there's an overlap or conflict between the General Account Terms and Conditions and any other terms, the other terms will apply e.g. if the General Account Terms and Conditions say that we can vary the interest rate, but our other terms say that the rate is fixed, then the rate will be fixed.

Our App Licence Agreement and Privacy Policy are available in the app, and our Cookie Policy and Website Terms are available online at chase.co.uk. All of these also apply to you.

2. Finding your way around the agreement

This document contains terms that apply to all our accounts and customers. To help you find your way around, below is where you can find the main topics:

- big picture information, such as how the app and your card works – see section 3
- how we'll contact each other and how we support those with accessibility needs – see sections 4 and 5
- what you can do if you change your mind about entering into this agreement – see section 6
- how you can keep your accounts secure – see section 7
- sending money and using your card – see section 8
- paying money into your account – see section 9
- refunds and help – see section 10
- charges and how you can manage your account – see section 11
- changes and how we can each end the agreement – see section 12
- using third parties – see section 13
- how we can introduce you to J.P. Morgan Personal Investing and how to link your J.P. Morgan Personal Investing and Chase accounts – see section 14
- our responsibility when things go wrong – see section 15
- how we deal with disputes and complaints – see sections 16 and 17

You can contact us at any time if you're having trouble finding the information you need – or if you have any questions for us.

The General Account Terms and Conditions are always available in the app, but if you ask us, we'll send them to you. You can also ask us for copies of statements, notices and other documents. You are also able to download or print these documents from the app.

Where relevant, we've used standard industry terms in this and all our other documents.

3. The big picture

When you sign up to Chase we'll open an account which you can use for making and receiving payments. You will also be able to open additional accounts if you want to put aside some of your money. For example, if you're planning a holiday you can put money aside in an account and give it the name "My Holiday". Unless we tell you otherwise, all accounts can be used for day-to-day spending, so you'll be able to make payments directly from your "My Holiday" account in the same way you can from your everyday spending account. We may set limits on the number of accounts you can open or hold with us.

One card for all accounts

We'll give you a debit card for making payments and to begin with it will be linked to the first account you open with us. If you add accounts, you can link it to one of them if you prefer, at any time through the app or by contacting us (unless we have told you something else).

Interest

If we pay interest on an account, we'll tell you the interest rate when we open the account. We may also choose to pay interest on an existing account at any time. Where we do pay interest, we'll pay it on the first calendar day of each month but if you close an account, we'll pay interest earned to the date it's closed.

Interest is calculated on a daily basis for all accounts. You can check the app at any time to find our current rates. You can also contact us.

Current account interest rate

We pay interest at a rate of 0% AER/0% Gross (variable) per annum on all current accounts.

AER and Gross: The Annual Equivalent Rate shows the interest rate for a year, taking into account any interest payments made during the year. Gross is the interest rate used to calculate your monthly interest payments, before tax.

What are your accounts for?

All accounts are for your personal use only. For example, you must not use these accounts for a business or to hold money for someone else.

4. Getting in contact

You can get in touch with us through the app or online at https://www.chase.co.uk/gb/en/support/contact-us/

If you need to send a document to us you can upload it through the app.

If we need to get in touch with you, we'll message you or call you by phone. We may also use emails or the post to contact you. We aren't responsible if you don't get information or notices from us because we've used out of date contact details. That's why it's really important that you:

- tell us as soon as possible if your contact details change; and
- check your emails regularly.

We'll notify you whenever we upload new documents to the app. Always remember, when we speak with you we'll never ask you to give us your PIN or passcode (or any part of them).

We may record telephone numbers you use to contact us. If we need to contact you urgently, we may try them if we can't reach you on the numbers you've given us.

We'll always use English to communicate with you.

5. Accessibility

We can provide alternative accessible formats for certain documents. If you need them or want more information on how we help those with accessibility needs, you can contact us or find more information at https://www.chase.co.uk/gb/en/support/accessibility/.

6. If you change your mind

You have a legal right to cancel this agreement without giving a reason within 14 days of entering into it. You can do this by closing the accounts you've opened in the app or contacting us so that we can help you. This is called a 'cooling off period'. You can also end the agreement at any time after this 'cooling off period' has passed.

7. Security

Protecting your money

Your security is our priority so we'll do all we reasonably can to prevent unauthorised access to your accounts and make sure your accounts are safe and secure. If we suspect any security or fraud issues with an account, we'll contact you as soon as we can in the most secure way. Remember, we will never ask you to tell us your PIN or passcode.

What we need you to do

Security credentials and payment devices are key to keeping your money and information safe:

- A security credential is a password, PIN, passcode, memorable information, biometric or other information which we've given you or you've set up to use with your payment device, the app or when you contact us.
- A payment device is the app, a card, phone or another device that you can use (usually with security credentials) to make payments, give us other instructions or view information about your account.

To make sure an account isn't accessed by an unauthorised person you must keep your security credentials and payment device safe. Here are just a few security tips to get you started.

Don't:

- tell anyone or allow anyone to access your security credentials or write them down without disguising them;
- set up security credentials that can be easily guessed by anyone else (the less obvious the better!); or
- log in, or stay logged in, to a payment device if you're not in full control of it or it's not going to stay in your possession.

Do:

- review your security credentials regularly to check they are still appropriate;
- regularly update your mobile device to ensure that you're using a compatible 'operating system' version we support. An operating system is software used by your mobile device to run mobile apps. You can find details on the operating systems we support at https://www.chase.co.uk/gb/en/support/downloading-the-chase-app/; and
- update the app regularly (depending on the update, you may not be able to login if you haven't done this).

If you lose (or someone takes) your security credentials or payment device or if you think someone else has accessed an account you must contact us as soon as possible.

We'll ask for information or other help, and we may assist (and ask you to assist) any police investigation.

Here's why this is important

If your security credentials are used with your payment device we'll assume we're dealing with you and will make payments, give access to information and do anything else on your account that we're asked to do. Apart from small contactless payments and certain other payments we're allowed to make without applying our usual checks, we won't do any of these things if your security credentials aren't used with a payment device.

Protecting you from fraud and scams

Please read carefully any warnings we give you about fraud and scams. This is especially important when you're setting up a new payee or changing a payee's details. These are designed to try to stop you being the victim of fraud or a scam. If something doesn't feel right, then you should contact us.

8. Sending money and using your card

To make a payment you'll need to use your card or the app. You can make:

- purchases or withdraw cash using your card (you will not be able to withdraw cash if you don't have a card);
- payments to accounts with us; and
- payments to accounts with other banks and account providers.

What we need from you

When you ask us to send money, we'll need the recipient's sort code, account number and name, unless the recipient is using a proxy, for example if they have linked their account details to another phone number, email address or social media account. If we need any other details, we'll let you know.

It's important that you make sure the recipient's details are correct as we'll be using them to make the payment.

Are there any limits?

Yes.

You can only send money within the UK and in pounds sterling. To send money, you must use the app. We don't provide cheque books to use on our accounts.

As we don't allow overdrafts, the limit on the payments you can make is the amount we're holding for you in your account. If you make a payment that takes your account over this limit, you must immediately repay the amount over the limit. This might happen if the payment is 'contactless' or an 'offline' debit card payment, such as a payment you make on a flight when there's no connection to our systems. It's the same if you go over the limit for another reason, e.g. because we apply charges, or if there's a refund or payment made into your account by mistake and we take it back.

We may also apply spending limits, such as a daily limit on the amount you can withdraw in cash with your card, as well as transaction limits. You can find these limits in our app or by contacting us.

When we'll make payments

We'll normally act on your instructions to make payments immediately after we receive them, but the cut-off time for same-day instructions is 11.45pm each day. Once we've made a payment, the recipient's bank will normally receive it within two hours (and must pay it into the recipient's account immediately). A payment might be delayed if we need to do additional checks on it.

If money you've sent to an account doesn't arrive when it should, or at the latest by the business day after we send it, then if you ask us to, we will contact the receiving bank and ask them to treat the payment as if it had been made on time.

Standing orders and payments you ask us to make in the future

If you ask us to make a standing order or any other payment on a date in the future (we call these 'future dated payments'), it will be sent on that date.

Debit card payments

When you make a debit card payment, we'll take the money from your account after we receive confirmation of the payment from MasterCard.

Debit card payments made overseas

A debit card payment in a foreign currency will be converted into pounds sterling before we take the money from your account. This is how:

- MasterCard will convert the amount into pounds sterling using their exchange rate on the day they process the payment (which may not be on the date the payment was made). We use MasterCard's exchange rates with no mark up.
- You can find the MasterCard exchange rates we use by visiting the 'Manage card' section of the Chase app. MasterCard's exchange rates change daily – you can find the actual rate used on your statement.

For debit card payments within the EU, you can also find out how the cost to you of making debit card payment within the EU compares to the euro foreign exchange rates issued by the European Central Bank by visiting the 'Manage card' section of the Chase app.

Round-ups

If you've got round-ups switched on, we'll round each debit card payment up to the nearest pound and transfer the difference to your round-up account. For example, when you use your debit card to pay £2.60 for your morning coffee, we'll automatically transfer the round-up amount of £0.40 to your round-up account soon after taking the £2.60 to pay for your coffee. We'll take the payment and the round-up amount from the account your card was linked to at the time the debit card payment was made. You can switch round-ups on or off from the app at any time.

Changing or stopping a payment

You can change or stop a future dated payment if you let us know by 11.59pm on the day before we are due to make the payment. You can't change or stop any payments you've asked us to make immediately.

Remember, if you change or cancel a direct debit or a regular card payment with us, you should also tell the organisation or company that collects the payment so they can cancel or change it (and any future dated payments) as well. If for some reason a direct debit or regular card payment you've cancelled is still collected, we'll treat the payment as unauthorised and give you an immediate refund.

When we won't make a payment

We'll generally make a payment from your account when you ask us to, but we won't make a payment if:

- there isn't enough money in your account;
- you haven't given us all the information we need to make the payment or we know the information you've given us is incorrect;
- you haven't given us information we've reasonably asked for, either about the payment or something else;
- we can't make the type of payment you want to make;
- we reasonably believe you haven't authorised the payment or that your account isn't secure;
- we reasonably suspect fraud or criminal activity on your account;
- we reasonably believe there is a security or fraud risk on the device you have used to request the payment;
- we reasonably believe that the payment is at risk of being connected to fraud, a scam or any other criminal activity. This is usually because it is made to or through a person, business or sort code where we have seen, are aware or suspect of high levels of fraud, scams or other criminal activity; or
- we reasonably believe that making the payment would be contrary to a legal or regulatory requirement that applies to us or any group company.

We may contact you and ask you to confirm a payment before we make it. We may do this if, for example, we reasonably believe the payment is connected to fraud or a scam or we have other security concerns. After you have checked the payment, we may still refuse to make it.

We may also set internal limits to some kinds of payments. For security reasons, we sometime change these and can't always say what they are. We may also refuse to make a payment if it's above one of these limits.

You can also set controls through the app on the amount or type of payments you can make on your account. We'll do all we reasonably can to apply the controls you've set (e.g. to prevent you making particular types of payments), but sometimes this may not be possible. For example, if we can't identify the payment type in question.

What happens if there's only enough money in your account to make some (but not all) of your payments?

We'll usually make payments for you each day in the order we receive them (either from you or from a retailer under a direct debit). As a rule, this means we won't make a payment if there isn't enough money in your account to cover it, but we may still make smaller payments that day if there is enough money.

For example, if you have £500 in your account and you authorised a £150 payment, then a £400 payment and then a £50 payment, we'll make the £150 and £50 payments but we won't make the £400 payment.

What happens if we can't make a payment?

If we can't make a payment you've asked us to make, we'll let you know.

If we can't make a standing order, direct debit or future dated payment because there isn't enough money in your account, we'll remind you to top up your account so that we can try again later the same day. If there still isn't enough money in the account when we try again, we won't be able to make the payment. If you're making a payment to a retailer using a card or other payment device, you'll know the payment's been declined when you try to make it.

Unless it would be unlawful, we'll let you know we're declining a payment and, where possible, the reason why as well as how you can correct any errors which caused us to decline it.

Blocking accounts

We can block your payment device and access to your account if we reasonably:

- suspect there has been unauthorised or fraudulent use of your account;
- have concerns about the security of your account; or
- believe that it is required in order to meet a legal or regulatory obligation that applies to us.

We'll let you know if we do this, and why, unless it would be unlawful for us to tell you or it would affect the security of your account. If possible, we'll tell you before we put a block in place but, if we can't, we'll tell you immediately after we've done it.

We'll remove a block as soon as the reason for it ends. We may replace your payment device or get you to change your security credentials if we reasonably believe this is necessary to keep your account secure.

9. Paying money into your account

Payments from other UK accounts

You can pay money into your account by making a payment from another account you have with us or directly from another bank in the UK in pounds sterling (not by cheque). Any payment we receive for you will be added to your account and ready for you to use immediately.

Paying cash into your current account

You can also pay cash in pounds sterling into your current account at a PayPoint retailer. Any cash accepted by the retailer will be added to your current account and will normally be ready for you to use immediately after processing. Only you can pay cash into your current account - we may refuse cash paid in by someone else.

We may apply limits on the amount of cash you can deposit. You can find details of the current limits in our app, on our website or by contacting us. There are no cut-off times, but availability of the service depends on the opening hours of the PayPoint retailer you would like to use.

PayPoint means our supplier, PayPoint Network Limited. A PayPoint retailer is a retailer selected by PayPoint to offer this service.

There are some exceptions

We won't accept a payment into your account if we have good reasons not to. For example, we won't accept a payment if we reasonably believe that:

- it might be contrary to a legal or regulatory requirement that applies to us or any group company; or
- there is fraud or criminal activity on your account.

Mistakes can happen (although we do our best to avoid them)

If we pay money into your account by mistake for any reason, we'll take it back as soon as we realise we're at fault.

If we're told that a payment was paid into your account by mistake (e.g. if the payer used the wrong account details when making the payment), we'll contact you to let you know. The following will apply:

- If you got the payment in the past 2 months, we'll block access to funds of an equal amount for 15 business days and tell you we've done this. During this time, you'll need to confirm that the payment was meant for you or we'll return it to the paying bank.
- If you got the payment more than 2 months ago, we'll contact you before we block access to the funds or return them to the paying bank.

Helping others get their money back

If you tell us that the payment wasn't a mistake, we're legally required to share all relevant information we hold with the paying bank, if it asks us for this. This is so that the payer can try to get the payment back from you directly. The information we share will include your name and address and information about the payment.

What about set-off?

If you have money in an account we may 'set it off' against any amount you owe us or any group company which is due for payment.

For example, if you have £500 in your 'My Holiday' account and you owe us £200 on another account, we may use £200 from the 'My Holiday' account to repay the amount you owe us.

We'll always write to you before we use our right of set-off. We'll only use this right if we think it's reasonable, taking into account your circumstances and any regulatory requirements. For example, we'll take into account whether you're likely to have enough money to meet essential living expenses.

We can use money in your account even if there's a court decision against you or you're fined (including interest arising after the date of the decision or fine), except where we're prevented by the court or by law.

Rarely, we receive legal instructions or notices to hold a customer's money for, or to pay it to, someone else. If this happens, we won't set-off against the money we've been told to hold for someone else.

How far and wide is the set-off right?

Amounts owed to us and due for payment include any amounts owed under a loan, credit card, mortgage or overdraft which have become due for repayment and which you have not repaid on time.

As set-off applies to any group company, if you have £10,000 in an account with us and you owe £1,000 to another group company, we can take £1,000 from your account to pay off the overdue amounts you owe (even if you owe that amount to the group company jointly with another person).

Fraudulent payments into your account

If we suspect a payment made into your account is linked to fraud or other criminal activity, then we'll need to take action. We will either block access to your account completely or block access to funds that are of an equal or lesser value to the payment. We'll do this while we investigate the issue and we won't ask for your permission before doing this. Depending on the outcome of our investigation, we may either return the funds to the paying bank or remove the block.

10. Refunds and help

Our approach to refunds

You'll generally get a refund for a payment if you have any of the problems set out below, unless you've been fraudulent, in which case no refund will be provided. We've also set out how quickly you can expect to get your money back, when you won't get a refund and other important information about our approach to refunds and what we expect from you.

What to do if something goes wrong with a payment

Let us know as soon as you can if there is a problem with a payment.

What we mean by ‘business day’

This is Monday to Friday (excluding public holidays in England and Wales).

What we’ll refund

If we make a refund for any reason, we’ll put you in the position you would’ve been in if the payment hadn’t been made. This means we’ll give back the amount of the payment and, where required by applicable law or regulation, any interest we’ve charged you or interest we would’ve paid you.

We can take a refund back

If we discover that you weren’t entitled to a refund after we’ve given it to you, we’ll take it back. If we take back a refund, we’ll put your account in the position it would have been in had we not provided a refund in the first place. This may include adjusting any interest added to your account.

Problems with payments

A) Unauthorised payment

A payment which wasn’t authorised by you or someone you’ve authorised to make payments on your account.

If you’re at fault in some way

If you didn’t keep your payment device or security credentials safe (for example, by telling someone else your security credentials or providing them to an AI agent), either intentionally or with a very significant degree of carelessness (such that you’re either reckless or grossly negligent), you won’t be able to get a refund for payments made before you’ve told us that your payment device or security credentials are at risk (e.g. lost, stolen, or likely to be misused).

When you tell us

You must tell us within 13 months, otherwise we may choose not to provide a refund.

When we’ll make the refund

Before the end of the business day after you tell us (provided you tell us within 13 months), but not if we know you’ve been reckless or grossly negligent or we reasonably suspect you’ve been fraudulent.

Other info and conditions

You also won’t be responsible if either another person uses your payment device before you receive it or we didn’t give you a number to contact us on so you could tell us that your payment device or security credentials were lost or stolen. You are also not responsible if we didn’t make the checks we’re legally required to make to confirm that you authorised a payment.

B) Incorrect payment

A payment we sent to the wrong person or account (although you gave us the right details).

If you’re at fault in some way

In this instance we made the mistake.

When you tell us

If you tell us within 13 months and you’re entitled to a refund, we’ll give you a refund automatically.

If you tell us after 13 months, we’ll need to investigate before giving a refund.

When we’ll make the refund

If you tell us within 13 months, we’ll give you a refund before the end of the business day after you tell us.

If you tell us after 13 months, we’ll give you a refund once we have completed the investigation and decided we should make a refund.

Other info and conditions

N/A

C) Mistaken payment

A payment that wasn't sent to the right person or account because you or any party acting on your behalf gave us the wrong details.

If you're at fault in some way

If you provided us with the wrong details, then you won't get a refund from us.

If you were tricked into giving us the wrong details by a fraudster, then you may get a refund.

When you tell us

There is no time limit.

When we'll make the refund

N/A

Other info and conditions

If you ask us, we'll try to recover the payment from the recipient's bank. We'll let you know if you need to cover our reasonable costs for doing this. If we are not able to get your money back and you want to try to get it back yourself, you can ask us to ask for the recipient's details from their bank.

D) A payment where you're tricked into sending money to a fraudster

This is where:

- you send money to someone for what you believed was a genuine purpose, but it was fraudulent, or
- you intended to send money to a particular person, but you were tricked into sending money to someone else.

An example is where a fraudster pretends to be one of our employees and calls you to request a payment to fix a supposed issue with your account. As a result, you make the payment, not realising that you're paying the money to the fraudster's account and not to us.

When you tell us

You must tell us within 13 months.

When we'll make the refund

If you're entitled to a refund, we'll usually give this to you within five business days but, depending on the claim, we may take up to 35 business days to investigate before reaching our decision.

Other info and conditions

This only applies if you have sent money on and after 7 October 2024. If you sent money before this date please refer to the relevant terms for that period. You can find all our terms by going to the Legal section within the app or online at chase.co.uk

To decide whether to give a full or partial refund, we'll look at each case on its merits and apply the law.

You must:

- tell us about the suspected fraud as soon as you become aware of it.
- provide us with any information that we reasonably ask for to allow us to investigate your claim.
- allow us to report the fraud to the police on your behalf (or you must report it to the authorities, if we ask you to). If you don't, this could affect whether or not you are entitled to a refund.

We will not provide you with a refund if any of the following apply:

- the claim you made is fraudulent or dishonest
- you are involved in the fraud in question
- you don't tell us in time (see 'When you tell us' above), or
- we reasonably believe you have been extremely careless in making the payment (for example, if you ignore warnings or interventions from us, or a competent authority such as the police, that an intended payment is, or might be, a payment to a fraudster).

However, we will always take into account all the relevant facts, including your personal circumstances, when deciding how to deal with a claim for a refund.

We may ask you to pay up to £100 of your claim. This is similar to an 'excess' that you might pay on an insurance claim.

The maximum amount we'll refund is £85,000 per claim. This limit is subject to review by regulators and may change from time to time. You can find the current limit in the app.

This right to a refund does not apply to payments made using your debit card. However, where you have used your debit card to make a payment you may be entitled to a refund under the other parts of this section.

E) 'Card on file' payments

This is where you didn't agree the exact amount of the payment when you authorised it and the amount charged was more than you reasonably expected, taking into account your previous spending patterns and the particular circumstances.

This covers situations such as when you provide your card for car hire or to pay for hotel expenses and don't know the exact amount you'll be charged when you authorise the payment.

If you're at fault in some way

N/A

When you tell us

No refund will be made if we're told more than 8 weeks after the payment hits your account.

When we'll make the refund

We'll investigate your claim and may ask for more information about the payment and what happened.

We'll make the refund, or tell you why we won't make it, within 10 business days from the date we get your claim or any information we've asked for.

Other info and conditions

We won't give you a refund if: you gave consent for the payment directly to us, and at least four weeks before the payment was made, we or the retailer gave you (or made available) information about the transaction.

F) Unauthorised remote payments to a retailer

This is where there is unauthorised use of your payment device to pay a retailer for goods or services (except financial services) remotely (i.e. online or by phone).

If you're at fault in some way

N/A

When you tell us

If you tell us within 13 months and you're entitled to a refund, we'll give you one automatically.

If you tell us after 13 months, we'll need to investigate before giving a refund.

When we'll make the refund

We'll refund you before the end of the business day after you tell us (provided you tell us within 13 months), but not if we reasonably suspect fraud.

If you tell us after 13 months, we'll refund you once we have completed the investigation and decided we should make a refund.

Other info and conditions

N/A

G) Direct debit payment

If you're at fault in some way

N/A

When you tell us

N/A

When we'll make the refund

N/A

Other info and conditions

Under the Direct Debit scheme rules you can ask for a payment to be returned to you.

11. Charges and managing your account

Fees and charges

You will not incur any fees or charges for holding a current account.

If there are any charges for other services we'll always get your agreement to pay them before we provide the service. We may also charge an administration fee, up to the maximum allowed by law, if we have to do anything to comply with a court order on your account(s) e.g. a child maintenance order.

You are responsible for managing your tax affairs. Please note that there may be taxes or costs which apply to you that aren't charged by us or paid through us.

Managing your accounts

We'll give you a statement each month showing payments in and out, any interest we've paid and any interest or charges we've taken from your account. You'll find your statements in the Profile section of the app. We won't change or delete any transaction information after we upload it to the app.

You'll also be able to check the state of your account at any time using the app. We'll send you a reminder each month to check this information.

In addition, we'll provide closing statement when you close an account.

We'll also provide tools in the app allowing you to review your transactions and spending across different time periods.

We'll do what we reasonably can to make sure these tools work as described. However, you shouldn't rely on them and you should check your accounts frequently to make sure any tools work as you expect, as we are not responsible if they don't.

12. Changes and ending our agreement

As this agreement may last a long time, we're likely to need to make changes as we develop our services, our business changes and things happen that we don't control.

Why we might make changes

We might make changes due to:

- Changes in law or regulations
- Decisions or recommendations we have to follow (such as those made by a Court or one of our regulators)
- New industry guidance and codes of practice

An example of what we mean in practice could be that the Financial Ombudsman might make a decision about one customer which impacts other customers.

- Changes in the Bank of England base rate, other market rates and indices or tax rates

An example of what we mean in practice could be that if these rates increase or decrease that might have an impact on the interest rate we pay you (when you hold money in an account) or you pay us (when you borrow money from us).

- Changes in the costs of providing the account.

An example of what we mean in practice could be that if our operating costs increase we may allocate a proportion of these to customers.

- Changes to systems, services or facilities we use, including the introduction of new ones
- New ways of managing the account because of technology

An example of what we mean in practice could be that we might make changes because we've added new functionality to the Chase app or on an account.

We'll only make changes for these reasons if it's reasonable for us to pass the impact of that change on to you. In all cases, we'll always be proportionate in how we respond to a change.

We can't predict exactly why we might need to make changes in future, so we may also make changes for reasons that aren't covered here. In particular, we may also:

- make changes for a specific reason that isn't explained in this section where it's reasonable or valid for us to do this.
- make changes without giving you a reason. If we do this, we'll always explain how it impacts you, and allow you to close your accounts as well as any related services free of charge before they happen.

How we'll tell you about changes

We'll usually give you at least two months' notice before the changes take effect but we might make some changes without telling you in advance. These include:

- introducing new services, features or facilities
- introducing new ways for us to communicate
- making a change where a law or regulation requires us to do so by a particular time, and there's not time to give you notice beforehand
- increases to the interest rates we pay you (we'll give you notice no more than 30 days after the change)
- changes to interest rates to reflect a change to any external rate that the interest rate tracks (such as the Bank of England's base rate). Your product terms will make clear if you have a rate that tracks an external rate.

Your rights when we tell you about a change

If we give advance notice that we're going to make a change to this agreement and you don't tell us that you want to close your account before it takes place, or within the next 60 days (if longer), then we'll treat you as having accepted the change and it will apply automatically at the end of the notice period.

If you tell us that you don't want to accept the change, then you can close your account without charge.

Closing your account

This agreement will last until one of us ends it. This section shows how and why you and we can end the agreement, stop providing services or close an account. You can do this without charge by contacting us.

If you want to end the agreement

You can end the agreement for any reason by contacting us at any time.

If we want to end the agreement

If we want to end the agreement, we will give you at least 90 days' advance notice unless one of the exceptions set out below applies. We will also tell you the reason why we are ending the agreement (unless doing so would conflict with another legal requirement that applies to us).

Exceptions

We can end the agreement immediately without notice if:

- we are unable to apply checks required by anti-money laundering legislation;
- you have an account that we are required by law to close (for example, under the Immigration Act 2014);
- we have reasonable grounds to suspect that your account has been used, is being used, or will be used in connection with a serious crime;
- the Financial Conduct Authority, HM Treasury, or the government require your agreement to be ended; or
- if we reasonably believe that while providing goods or services to someone else, you are involved in conduct that involves or is likely to involve an offence and your account has been used in connection with that.

We can also end the agreement immediately if we:

- consider that your conduct in relation to someone acting for us or on our behalf amounts to an offence under certain laws (such as those relating to public order, harassment, abuse, and other threatening behaviours); or
- you provided us with certain incorrect information before, or when entering into, the agreement, and had the correct information been provided we would not have entered into the agreement in the first place.

If we terminate in these circumstances, we'll let you know as soon as possible, unless doing so would conflict with another legal requirement that applies to us.

What happens next?

If you or we close an account or end the agreement, we'll send you any money in it (plus any interest we owe you) when everything you owe us has been paid. This includes any card payments, charges and interest which haven't yet been applied to your account.

You must redeem any rewards balance you have (such as a cashback balance) before you initiate the closure of your last current account with us. If you don't, you won't be able to redeem the rewards balance later.

You must cancel any payments into and out of your account. If you close the account that your debit card is linked to, we'll link it with another account you hold with us.

If your relationship with us ends, you can ask us for copies of any documents that were uploaded to the app as well as your transaction information for the previous six years.

What happens if you just stop using your account?

If you haven't used the app or any accounts for 14 months, we may restrict payments into or out of them and suspend access to the app to protect you and us against fraud. We'll try to let you know before we do this. You can get access back by contacting us.

If there's no activity on one of your accounts for 14 months, then we may close it or transfer the funds to another active account you hold with us.

Depending on your usage, we may choose not to send you a replacement debit card when your debit card expires. This might be the case if, for example, you've not used your debit card for a long time before its expiry. We will notify you before your debit card expires.

What happens if you want to 'switch' to an account with another bank?

We can also help you transfer the money in your account and any information we have about payments set up on your account to a new account with another UK bank. We call this 'switching'. You can request to 'switch' your account to another UK bank by contacting your new bank, who will then get in touch with us. We'll give you the information we have about payments set up on your account so you can transfer them. We'll take any amounts you owe us before we do this. We won't charge you for this.

You can find more information about switching on chase.co.uk.

13. Using third parties

What is a third-party provider (TPP)?

A TPP is an app or web service that allows you to do things such as access information on certain online accounts held with different providers in one place. You can also make payments from those online accounts via a TPP. You must give a TPP your permission to do these things. A TPP must be authorised or have permission from the FCA (one of our regulators) to carry out their services. A TPP may not be able to access all of your accounts.

You want to use a TPP

If you use a TPP, this agreement will still apply to you, in addition to any agreement you might make with the TPP.

Unless you try and use a TPP in relation to an account they cannot access, following your consent, we'll allow the TPP access to account information and you'll be able to make any payments through the TPP that you'd be able to make if you were dealing with us online. Account information will include details about who you make payments to and receive payments from.

You must check from the information the TPP has to give you that they're authorised. If you give your security credentials to an unauthorised third party, we'll assume it's you that's authorising us to give access to information about your accounts and you'll be responsible for any payments made as a result. If we're aware that an unauthorised third party is using your security credentials, we' ll block access to your accounts.

To protect you, we may refuse to allow a TPP to access your account if we're concerned that the TPP is unauthorised or acting fraudulently. We'll tell you if we do this, unless it would be unlawful or would compromise our reasonable security measures.

If you think a payment made through a TPP was unauthorised or incorrect, you must contact us as soon as you can.

You want someone else to operate your account for you

You can appoint another person to operate your account for you. To do this, you'll need to provide us with a Power of Attorney signed by you. Sometimes another person may also be appointed to act for you. This could happen if you're unable to operate your account yourself, for example because you have a mental incapacity. As long as we receive the correct legal documentation confirming the appointment, we'll allow that other person to operate your account. Until we've received these documents we won't allow any other person to give instructions on the account, for example to make a payment or close it.

If we know that a person's legal authority to act for you has ended, we won't accept an instruction from them about your account.

These terms apply to any person allowed or appointed to use your account, but you'll be responsible for everything they do even if they make you breach the agreement.

14. Introducing you to J.P. Morgan Personal Investing and linking your Chase and J.P. Morgan Personal Investing accounts

This section covers how we may introduce you to J.P. Morgan Personal Investing Limited (J.P. Morgan Personal Investing), and what will happen if you choose to link your Chase and J.P. Morgan Personal Investing accounts.

J.P. Morgan Personal Investing is a J.P. Morgan company which offers investment products. Investments not guaranteed by JPMorgan Chase Bank, N.A.. J.P. Morgan Personal Investing is a trading name of J.P Morgan Personal Investing Limited, authorised and regulated by the FCA. Financial Services Register: 552016. Registered in England & Wales with company number 07503666. Registered office: 25 Bank St, Canary Wharf, London E14 5JP.

Introducing you to J.P. Morgan Personal Investing

We may introduce you to J.P. Morgan Personal Investing through our app, with a view to J.P. Morgan Personal Investing providing you with investment and/or advice services.

When we do this, we're not recommending that J.P. Morgan Personal Investing's services are suitable or appropriate for you. Before applying, you should consider if a J.P. Morgan Personal Investing account and its features are suitable for you and your investment needs.

For more information about the services it offers, please head to J.P. Morgan Personal Investing's website.

As with all investing, your capital is at risk. The value of your portfolio with J.P. Morgan

Personal Investing can go down as well as up, and you may get back less than you invest. Tax treatment depends on your individual circumstances and may be subject to change in the future.

To become a J.P. Morgan Personal Investing customer, you'll need to meet J.P. Morgan Personal Investing's eligibility criteria and successfully complete its onboarding checks.

J.P. Morgan Personal Investing provides investment services, not Chase

J.P. Morgan Personal Investing's terms and conditions will apply to your relationship with J.P. Morgan Personal Investing and the investment and advice services that J.P. Morgan Personal Investing offers. We will not provide regulated investment services to you.

Our role is only to introduce you to J.P. Morgan Personal Investing, so that you can receive its investment and/or advice services. Because our introduction is not a regulated investment service, it will not have the benefit of client protections that apply to regulated investment services. For example, you may not be able to refer complaints to the Financial Ombudsman Service, or be eligible for compensation under the Financial Services Compensation Scheme, in relation to the introduction to J.P. Morgan Personal Investing by us. However, if you choose to sign up to investment services from J.P. Morgan Personal Investing, you'll benefit from the protections for clients receiving regulated investment services that J.P. Morgan Personal Investing provides, as described in the J.P. Morgan Personal Investing terms.

If you have any questions about J.P. Morgan Personal Investing, the services it offers, or about your J.P. Morgan Personal Investing pots, please contact J.P. Morgan Personal Investing.

Linking your Chase and J.P. Morgan Personal Investing accounts

If you are introduced to J.P. Morgan Personal Investing via the Chase app and successfully become a J.P. Morgan Personal Investing customer, your J.P. Morgan Personal Investing account will automatically be linked to your Chase account.

If you are an existing J.P. Morgan Personal Investing customer, you can ask us to link your J.P. Morgan Personal Investing and Chase accounts. If you do, we'll ask you to confirm via the J.P. Morgan Personal Investing app that you're happy for us to do this.

Once your accounts are linked, J.P. Morgan Personal Investing will give us access to information about your J.P. Morgan Personal Investing pot balances, and the performance of your J.P. Morgan Personal Investing pots. This information will appear in the Chase app so that you can see details of your Chase and J.P. Morgan Personal Investing accounts in one place.

We're not responsible for checking that the information provided by J.P. Morgan Personal Investing is correct.

Once you have linked your accounts, you'll be able to use the Chase app to make payments into your J.P. Morgan Personal Investing account. However, you won't be able to make payments directly into any J.P. Morgan Personal Investing pension pots from within the Chase app.

You can only link a J.P. Morgan Personal Investing account to your Chase account where you are the account holder or, in the case of a Junior ISA, the registered contact for that account.

If you no longer want to link your Chase and J.P. Morgan Personal Investing accounts

If you no longer want to see your J.P. Morgan Personal Investing investment pots in the Chase app, please contact J.P. Morgan Personal Investing's support team and they'll help you unlink your accounts.

Before we process a request to unlink your Chase account from your J.P. Morgan Personal Investing account, you may be required to complete certain steps with J.P. Morgan Personal Investing - such as setting up independent access credentials (for example, a passcode) - to ensure you can continue to access your J.P. Morgan Personal Investing account after unlinking. We may delay processing an unlink request until these steps have been completed. This is to protect your ongoing ability to access and manage your investments independently of your Chase account.

Costs and Charges

We won't charge you for introducing you to J.P. Morgan Personal Investing, or for linking your J.P. Morgan Personal Investing and Chase accounts.

But we do receive a payment from J.P. Morgan Personal Investing in return for making this introduction if you are a new J.P. Morgan Personal Investing customer and sign up to J.P. Morgan Personal Investing as a result of the introduction. Please let us know if you'd like more information on this payment.

J.P. Morgan Personal Investing will charge fees for providing its services, and other charges may also apply when you use its services. For more information, please see J.P. Morgan Personal Investing's terms and conditions.

15. Our responsibility when things go wrong

We won't be responsible for any losses to you if we can't perform our obligations under this agreement because of:

- abnormal or unforeseeable circumstances beyond our control (or the control of any third parties acting for us, such as agents and sub¬contractors), the consequences of which were unavoidable despite all efforts to the contrary, for example the failure of a payments system that prevents us from sending or receiving money; or
- any legal or regulatory requirements that apply to us.

We're also not responsible for any loss of business, loss of profit, loss of opportunity, or loss of goodwill. If you suffer a loss we could not have predicted when you gave us an instruction we won't be responsible to you for that loss.

Nothing in this agreement limits our responsibilities to you any more than the law allows.

16. Sweeping up – but still important

Group companies

In a few places in this agreement we refer to a 'group company'. This means any company that controls or is controlled directly or indirectly by JPMorgan Chase & Co., or is under common control with JPMorgan Chase & Co.. A company has 'control' if it can direct the management and policies of another company through, for example, ownership of shares (and voting rights) or by a contract.

Information exchange

If we make a reasonable request for information, you must give it to us as soon as possible. If you don't, or we suspect fraudulent or criminal activity, then:

- we might try to get it from another source;
- we could block or close your account(s); or
- you might not be able to access some banking services or keep banking with us.

You must make sure the information you give us is accurate and up to date and tell us if anything changes within 30 days (such as any email address or phone number you've given us). You can update these details through the app or by contacting us.

Our Privacy Policy explains how we'll use your information. We'll also give information to others if we are required to do so by law or public duty (e.g. if we believe you may have tax obligations in other countries, we may have to disclose that information directly to tax authorities) or if we need to disclose to protect our own interests (e.g. in any legal proceedings) or we have your specific agreement. If you link your Chase and J.P. Morgan Personal Investing accounts we will share some of your information to facilitate this including your name, surname, email address and phone number. Please see our Privacy Policy for more information.

Right to deduct tax

We may withhold or deduct tax from any payment to you if we are required to do so to comply with law. If we do, you'll be entitled to the payment after we've made the deduction.

Transferring this agreement

We can transfer all of our rights and obligations under this agreement and in relation to your account to any group company or any other company, but we'll only transfer obligations to someone we reasonably consider capable of performing them and who has the appropriate regulatory permission. This won't reduce any of your rights in relation to your account.

You can't transfer any of your rights and obligations in relation to the agreement, your account, or your account itself, to any other person. This means that you cannot use your account as 'security' for money you borrow from someone else. By 'security', we mean giving someone you borrow money from certain rights over the account which they can use when you don't pay back what you owe them.

Using your information for payment services

When you join Chase, you agree to these terms. So that we can provide payment services to you, you agree to us accessing, processing, and retaining any information you provide to us. This doesn't affect any rights and obligations you or we have under data protection laws. You can withdraw this consent by closing your account. If you do this, we'll stop using your data for this purpose, but may continue to process your data for other purposes.

If there's a dispute between us

English law applies to this agreement and any dealings we had before you and we entered into this agreement.

The courts of England and Wales have jurisdiction to hear any disputes about this agreement, unless you live in another part of the UK in which case any disputes may be brought in that part of the UK.

17. Other information you should know

Making a complaint

If you're unhappy with our service for any reason, please contact us through the app or online at https://www.chase.co.uk/gb/en/support/contact-us/

We'll aim to provide you with a decision as soon as we can. Further details about our complaints process are available at https://www.chase.co.uk/gb/en/support/making-a-complaint/ and below.

How to make a complaint

To make a complaint, please get in touch with us via 'Support' in the app. We'll speak to you about your complaint and work together to try and find a resolution. Alternatively, you can write to us at Freepost Banking Operations, PO Box 17507, Edinburgh, EH12 1PX.

What happens next?

If we can, we'll resolve your complaint within the first 3 working days after you tell us and send you a Summary Resolution Communication. However, sometimes we might need a little more time. If this happens we'll send you an acknowledgement within 5 working days, although we'll try to do it sooner.

Keeping you up-to-date

We'll aim to resolve your complaint as quickly as possible, but for most complaints it could take up to 8 weeks. If your complaint is payment related, we'll aim to find a solution within 15 days. In exceptional circumstances we may extend that up to 35 days. We'll send you a Final Response which will explain our investigation and resulting resolution.

Your rights with the Financial Ombudsman Service

If you're unhappy with how we've dealt with your complaint, you can ask the Financial Ombudsman Service to look into it for you. They'll do so free of charge – but you must contact them within 6 months of our response.

They can be contacted using the following details:

Financial Ombudsman Service, Exchange Tower, Harbour Exchange, London, E14 9SR

Tel: 0800 023 4567 or 0300 123 9123

Email: complaint.info@financial-ombudsman.org.uk.

If you would like further information about the Financial Ombudsman Service, you can find it on their website at https://www.financial-ombudsman.org.uk.

If you don't think we've met our legal requirements, you can also submit information about this to one of our regulators, the Financial Conduct Authority.

Financial Conduct Authority

12 Endeavour Square, London, E20 1JN

0800 111 6768 or 0300 500 8082

consumer.queries@fca.org.uk

https://www.fca.org.uk

Information about compensation arrangements

We are covered by the Financial Services Compensation Scheme (FSCS). The FSCS can pay compensation to depositors if a bank is unable to meet its financial obligations. In respect of deposits, an eligible depositor is entitled to claim up to the current FSCS limit for deposits. For more information about the scheme (including the current limits, amounts covered and eligibility to claim) please contact us, visit the FSCS website https://www.fscs.org.uk or contact the FSCS on 020 7741 4100 or 0800 678 1100. Please note only compensation related queries should be directed to the FSCS.

Our authorisation details

J.P. Morgan Europe Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Our Financial Services Register number is 124579. You can check these details by visiting the Financial Conduct Authority's website https://www.fca.org.uk or contacting them on 0800 111 6768.

J.P. Morgan Europe Limited is a company incorporated under the laws of England and Wales with company registration number 00938937 and its registered office at 25 Bank Street, Canary Wharf, London, E14 5JP, United Kingdom. J.P. Morgan Europe Limited's registered VAT Number is: GB 397 2498 93.