

## Plus Terms and Conditions 1.2

### Effective from 13<sup>th</sup> February 2024 or immediately upon active acceptance by the GoHenry Parent Account Holder

These GoHenry Plus Terms and Conditions apply in addition to the GoHenry Cardholder Terms and Conditions for Plus account holders (the "Agreement"). If there are any inconsistencies between these terms and conditions and our Cardholder Terms and Conditions, then the terms stated in these GoHenry Plus Terms and Conditions shall prevail.

If you switch to a GoHenry Everyday account then these Plus Terms and Conditions will no longer apply to you, however the Cardholder Terms and Conditions shall continue to apply.

Please read these terms and conditions carefully. If you have any questions and cannot find the answer here, if you would like a free copy of these terms and conditions, please call the GoHenry Member Services team on 0330 100 7676 or send an email to [help@gohenry.co.uk](mailto:help@gohenry.co.uk).

## 1 ACCOUNT PLAN

### 1.1 GoHenry Plus

The Plus plan allows you to sign up for a single Plus Child Account and also enables you to extend the number of Child Accounts on your Plus plan up to a maximum of four (4). Please note, each Plus Child account is paid for separately.

## 2 FEES, CHARGES AND ACCOUNT LIMITS

2.1 The fees, charges and account limits associated with the Accounts and GoHenry Card(s) form an integral part of the Agreement. All fees, charges and account limits that apply exclusively to Plus accounts can be found here, additional fees, charges and account limits may be found in our Cardholder Terms and Conditions. You should be aware that other costs may exist that are related to the GoHenry Card (such as fee charges by an ATM service for withdrawing cash) but are not paid via GoHenry or imposed by GoHenry.

| FEES AND CHARGES   | GBP                                  |
|--|--------------------------------------|
| <b>Monthly Membership Fee</b><br>(charged to the GoHenry Parent Account) | GoHenry Plus: £5.99 per GoHenry Card |
| <b>Loading the Parent Account</b> (charged to you)                       | Free                                 |

|  |      |
|--|------|
| <b>Transferring funds</b> from the GoHenry Parent Account to the GoHenry Child Account or from GoHenry Child Account to the GoHenry Parent Account | Free |
|--|------|

2.2 GoHenry is a subscription service. These fees are chargeable from the date you activate your GoHenry Parent Account

### 3 SWITCHING ACCOUNTS

3.1 You can switch between the different GoHenry plans at any time. You can switch through the mobile app or by contacting our Member Services team. If you switch from a Everyday plan to a Plus plan you will have access to the additional Plus benefits immediately, and if you switch from a Plus plan to a Everyday plan you will lose access to the additional benefits with immediate effect.

3.2 When you switch account plans you will be charged your new monthly membership fee (as detailed in the Fees and Charges table above) from your next billing cycle. For example, if your payment is due on the 19<sup>th</sup> of the month and you sign up on the 8<sup>th</sup>, you will not be charged for your access to your new plan up until the 19<sup>th</sup>, where payment will be made in advance for the next month. The monthly membership fee will not be prorated.

3.3 We reserve the right to suspend/disable your ability to immediately switch between the different GoHenry plans, in accordance with clause 3.2, if you are found to be abusing the terms of this clause.

### 4 CLOSING YOUR ACCOUNT

4.1 You may terminate the Agreement at any time free of charge by contacting the GoHenry Member Services team on 0330 100 7676 or [help@gohenry.co.uk](mailto:help@gohenry.co.uk). You can also follow the steps outlined [here](#).

Please see the Cardholder Terms and Conditions for more information.

### 5 CHANGES TO THE AGREEMENT

5.1 If any changes are made to these Plus Terms and Conditions, you will be informed by email and they will be published on the GoHenry website 2 months before the changes take effect (unless the law requires or permits a more immediate change to be made or in the event of a change to the exchange rate). Please be aware that changes to Offers (as below) may be subject to different notification provisions.

#### OFFERS

### 6 CASHBACK

- 6.1 Your child can earn 1% cashback when they make a purchase with their GoHenry Card in-store (an "Eligible Spend"). Cashback is not available when your child makes a purchase online or where their GoHenry Card is not present for the transaction, such as, subscription payments.
- 6.2 The cashback award for each Eligible Spend shall be calculated and paid once the Eligible Spend has settled. The cashback award shall be calculated by rounding the Eligible Spend to the nearest pound and then applying the cashback rate (please note that all Eligible Spends under £1 shall be rounded to £1). The cashback award will be paid directly into the Child Account that made the Eligible Spend.
- 6.3 If an Eligible Spend is later refunded, then cashback will no longer be available for that transaction. Where the refund is made before cashback is deposited into the Child's Account, it will be deducted from the amount calculated, however, when cashback has already been deposited into the Child's Account GoHenry will deduct the amount calculated from the balance.
- 6.4 To continue to benefit from the cashback programme, you must ensure that your GoHenry Account remains in good standing i.e. no outstanding subscription fee payments and no negative account balance. Where your Account is not in good standing, the cashback award will not be available for your child.
- 6.5 Notwithstanding clause 6.1, where there are any changes made to the cashback offer we shall inform you by email and they will be published on the website at least two weeks before the changes take effect. Also, please note the cashback award will be impacted by GoHenry account limits as detailed in clause 7 of our Cardholder Terms or as set by you.

## **7 INTEREST SAVINGS**

- 7.1 Your child can earn interest on their savings when they deposit money into their Interest Savings account. To enable Interest Savings you will need to activate it via your GoHenry Parent Account on our mobile app. This savings product is different to Regular Savings and Savings Goals, so in order for your child to earn interest their money must be deposited in their Interest Savings account.
- 7.2 When money is deposited into the Interest Savings account, it is sent to Bondsmith Savings Nominees Ltd (the "Trustee"), who deposits it with a bank on your behalf. Interest will begin to be earned when the funds settle with the bank, and this may take up to three (3) business days.
- 7.3 The bank will hold your money as a deposit. Just like other deposits with banks, the money in the Interest Savings account may be protected by the Financial Services Compensation Scheme (or FSCS as it is sometimes called). This means that if the deposit is made in a bank providing FSCS coverage, and if you meet the eligibility criteria yourself, then if the bank was to fail you are guaranteed by the Scheme to receive back any eligible deposits you have made with the particular bank up to £85,000. If this were to happen, the Trustee would be responsible for administering your claim in conjunction with the rules of the Scheme. For further information about FSCS please visit [www.fscs.org.uk](http://www.fscs.org.uk).
- 7.4 The interest rate you receive will always be as stated on our mobile app. We will give you reasonable notice if the interest rate is going to go down.

- 7.5 The available balance can be withdrawn at any time through our mobile app. Please note that deposits can take up to 3 business days to arrive and be part of the available balance in your child's Interest Savings account. Only the available balance can be withdrawn to your child's GoHenry Account, where the balance can be spent or withdrawn.
- 7.6 If you switch back to a GoHenry Everyday plan in accordance with clause 3, your child may no longer have the ability to deposit any money in their Interest Savings account and the rate of interest that they receive on the outstanding balance in their Interest Savings Account will decrease. Your child may still withdraw any money remaining in their Interest Savings account.
- 7.7 Where there are any changes to the Interest Savings product, we shall provide you with at least two months' (where possible) written notice by email.
- 7.8 This clause forms part of the agreement between you, the Parent, GoHenry and Bondsmith governing the Interest Savings product. Bondsmith's End User Terms can be found [here](#).