

## The Financial Services Compensation Scheme (FSCS)

### Purpose of this document

This document provides information on what the Financial Services Compensation Scheme (FSCS) is and the protection it provides.

### What is the Financial Services Compensation Scheme (FSCS)?

The FSCS was set up to protect customers' money when financial services firms fail. It covers firms authorised by the Financial Conduct Authority and/or the Prudential Regulation Authority, and can pay compensation if such a firm goes out of business and cannot meet claims against it.

### What does 'FSCS' protection mean?

FSCS protection means that if a financial services firm you've been dealing with goes out of business and can't pay claims against it, the FSCS can step in to pay compensation, subject to meeting eligibility criteria and certain limits.

### Who is eligible for FSCS protection?

Most individual savers are eligible. The main exclusions are other financial institutions, authorised firms, some companies and public authorities, rather than personal customers. You do not need to live in the UK to be eligible, but the bank holding your money must be UK authorised.

The full exclusions list is published by each of the banks named below in their own FSCS information sheets, which are linked at the end of this document. If you would like more detail on the conditions that govern a claim, or on the steps involved in making one, please contact us and we will provide it.

### How your cash deposits are protected under the FSCS

Protection for money with Tembo comes from us depositing your money with third-party banks, where your money is eligible for FSCS protection. We keep your money in accounts at the banks shown below. You remain the beneficial owner at all times. Where stated, we hold your money as client money under the FCA's CASS rules or on trust with Tembo Savings Limited acting as bare trustee.

| Account type                | Funds held with:                                                   | More Information:                                                                                                          |
|-----------------------------|--------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|
| Cash ISA - Easy Access, and | Aldermore Bank plc;<br>Bank of Scotland plc;<br>Barclays Bank plc; | <b>Client Money:</b> Held as client money in designated client money accounts. FSCS deposit protection applies to eligible |

|                                         |                                                                                                                          |                                                                                                                                                                                                                         |
|-----------------------------------------|--------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>HomeSaver Cash ISA</b>               | Lloyds Bank Plc;<br>Qatar National Bank (Q.P.S.C.);<br>Shawbrook Bank Limited                                            | deposits at each bank (limits per banking licence).                                                                                                                                                                     |
| <b>Cash Lifetime ISA</b>                | Aldermore Bank plc;<br>Bank of Scotland plc;<br>Barclays Bank plc;<br>Lloyds Bank Plc;<br>Qatar National Bank (Q.P.S.C.) | <b>Client Money:</b> Held as client money in designated client money accounts. FSCS deposit protection applies to eligible deposits at each bank (limits per banking licence).                                          |
| <b>Stocks &amp; Shares Lifetime ISA</b> | Barclays Bank plc;                                                                                                       | <b>Client Money:</b> Uninvested cash is held as client money in designated client money accounts. FSCS deposit protection applies to eligible deposits at each bank (limits per banking licence).                       |
| <b>Cash ISA - Fixed Rate</b>            | Bank of Scotland plc;                                                                                                    | <b>Client Money:</b> Before the fixed term starts and after it matures, your cash is held as client money in designated client money accounts at Bank of Scotland.                                                      |
|                                         | Investec Bank plc;                                                                                                       | <b>Trust Money:</b> During the fixed term, your cash is held at Investec in a trust account with Tembo as bare trustee. FSCS deposit protection applies to eligible deposits at each bank (limits per banking licence). |
| <b>HomeSaver account</b>                | Lloyds Bank plc.                                                                                                         | <b>Trust Money:</b> HomeSaver funds are deposited with Lloyds and held on trust for you, with Tembo as bare trustee. FSCS deposit protection applies to eligible deposits (limits per banking licence).                 |

If you deposit money in the relevant product(s) above and the bank holding those funds goes into default, you can make a claim to the FSCS. For money held with a UK-authorized bank, building society or credit union, the FSCS can compensate customers up to £120,000 per eligible person, per bank, building society or credit union (aggregated with other balances under the same banking licence).

**Important:** The £120,000 limit applies per person, per banking licence, not per account, and not per product. This matters in two ways:

- Your own accounts count too. If you already hold an account directly with one of the banks listed above, the money we place there for you and the money in your own account are added together and share a single £120,000 limit.
- Some brands share a licence, and some don't. Several brands can sit under one banking licence and share one £120,000 limit. Equally, two banks in the same group can hold

separate licences and separate limits. You can check which brands share a licence using the FSCS's protection checker at [fscs.org.uk/check/check-your-money-is-protected/](https://fscs.org.uk/check/check-your-money-is-protected/).

### **Which bank holds your money?**

Your money may be held at one or more of the banks listed above for your product, and the split between them can change over time. The banks we use may change from time to time. If we change the bank or banks holding your money, we will update this document. The latest version is always available at [tembomoney.com/legal-documents](https://tembomoney.com/legal-documents).

### **Holding funds as Trust Money:**

The money held in the Tembo Cash ISA - Fixed Rate (while in the fixed term), and HomeSaver account is held on trust for you by Tembo acting as the Bare Trustee with you as the beneficial owner. That means that money in the Cash ISA - Fixed Rate and HomeSaver is held in Trust Accounts in Tembo's name.

Money held on trust is protected from potential claims by our creditors. The money held on trust is pooled, which means it contains your money as well as money belonging to other customers. We keep accurate, up-to-date records of exactly how much of the pool belongs to you.

Provided you are eligible, you will be able to claim FSCS protection if the bank where your funds are held fails. However, because money is pooled, you will not have a claim for a specific sum in a specific account; instead, you have a beneficial interest in the pool against which you can claim. This means that if there is an uncorrected shortfall in the pool for any reason, you will share proportionately in that shortfall, and it may take up to three months to receive a payment from the FSCS.

### **Holding funds as Client Money:**

When we hold money for you as client money, it is held in designated Client Money Accounts where it is separate from our own funds and cannot be used by us. We keep detailed records of the exact amount that belongs to you at any time and perform daily reconciliations.

Provided you are eligible, you will be able to claim FSCS protection if the bank where your money is held fails. The FSCS compensation could take up to three months. If we were to fail, an administrator would be appointed to distribute the client's money back to you. To maintain the ISA wrapper on those funds, they would try to do this by transferring the funds to another ISA provider.

### **If Tembo were to fail**

Trust Money and Client Money do not belong to Tembo and so do not form part of our assets, and would not be available to our creditors. If Tembo were to fail, an insolvency practitioner would be appointed to assess how much of the pooled money belongs to each customer and to return it. To keep your ISA tax wrapper in place, they would seek to transfer ISA funds to another ISA provider rather than pay the money out to you directly. The costs of identifying and returning the money may be deducted from the pooled funds first, which means you may not receive the full amount.

## How and when would you be paid?

Where someone holds an account with a bank in their own name, the FSCS usually pays compensation automatically, within seven days of the bank failing.

Your money works differently. Because it is held in an account in Tembo's name alongside money belonging to other customers, the FSCS cannot pay automatically. It first needs our records to confirm how much of the account belongs to you. That verification takes longer, and payment can take up to three months.

## How your investments are protected under the FSCS

If you have a Tembo Stocks & Shares Lifetime ISA, the units held are in the fund 'MyMap5 ESG Class D (Acc)', which is managed by BlackRock Fund Managers Limited. The fund sits inside the BlackRock Collective Investment Funds, an authorised unit trust scheme regulated by the FCA. Because the fund is held within that authorised structure, units held within it come under the FSCS if the authorised firm responsible for them cannot return your investment.

As a result, if BlackRock (or its depositary/custodian) were to go out of business and could not return your investments, the FSCS may be able to compensate you. In such circumstances, the FSCS can provide compensation of up to £85,000 per eligible person, per eligible firm, but this applies to all holdings you have with that firm. Similarly, if your investments incur a loss due to our default, you may also be entitled to compensation provided you are eligible for FSCS protection.

More information on FSCS investment protection can be found [here](#).

**Important:** Please note that any investment losses from the fund's poor performance will not be covered under the FSCS. Investments can go up and down, so please be aware that you may get back less than you put in. Past performance is not a reliable indicator of future performance, and when investing, your capital is at risk.

## Why can't I see Tembo Savings Limited on the FSCS's bank and savings protection checker?

The reason for this is that Tembo Savings Limited is not a bank, building society or credit union. Instead, we place the money in deposits with our partner banks named above. Those partner banks can each be found on the [FSCS's bank & savings protection checker](#).

## Third Party FSCS Information Sheets

We hold client/trust money in segregated client accounts with the banks listed below. Each bank maintains its own FSCS information sheet on its website. For convenience, we've included links below to help you access these:

- [Aldermore FSCS Information Sheet](#)
- [Bank of Scotland FSCS Information Sheet](#)
- [Barclays FSCS Information Sheet](#)
- [Shawbrook FSCS Information Sheet](#)
- [Investec FSCS Information Sheet](#)
- [Lloyds Bank FSCS Information Sheet](#)

- [Qatar National Bank FSCS Information Sheet](#)

Please note that the FSCS deposit protection limit increased from £85,000 to £120,000 on the 1st of December 2025. If any information sheet linked above still shows the older £85,000 figure, the correct limit is £120,000. More information on the deposit protection limit increase can be found [here](#).

### **Need further information?**

For further information about the FSCS, you can visit their website at [www.fscs.org.uk](http://www.fscs.org.uk), which provides useful information and guides on their service and the protection they provide. Further information can also be found within our Customer Agreement and Key Features Document, which can be viewed by visiting <https://www.tembomoney.com/legal-documents>.

To check if a bank, building society or credit union is covered by the FSCS, you can use the FSCS's online protection checker by visiting:

<https://www.fscs.org.uk/check/check-your-money-is-protected/>

To check whether a company is authorised and regulated by the Financial Conduct Authority, you can search the company using the Financial Services Register available at

<https://register.fca.org.uk/s/>.

### **Do you have any questions or need extra support?**

If you need clarification on any of the information contained within this document, have any questions or would like this information to be sent to you in writing, please contact us today either via Livechat through the Tembo app or by emailing us at [savings@tembomoney.com](mailto:savings@tembomoney.com).