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1. Welcome

These terms and conditions contain important information about the offer we are running with SURI when you request and complete a full switch to Starling Bank from another bank using the Current Account Switch Service.

When we use the following words in these terms, this is what we mean:

- **Starling, we, our, or us:** Starling Bank Limited, company number 09092149, registered at 5th Floor London Fruit And Wool Exchange, 1 Duval Square, London, United Kingdom, E1 6PW.
- **you or your:** the person who completes a full switch of a personal current account that is not with Starling Bank to your new personal current account with Starling Bank.
- **SURI:** SURI, 4th floor, 22 Southwark Bridge Rd, London SE1 9HB.
- **Offer:** the offer as detailed in these terms and promoted by Starling.
- **CASS switch or switch:** a full Current Account Switch Service switch – this means the account you're switching from will be closed, and your balance, salary, payees, Direct Debits and standing orders will be moved to your new personal current account.
- Offer period: 10th August 2026 until 30th September 2026.

2. SURI Offer

If you're eligible, you'll receive a voucher code to redeem against a SURI Pro 2.0 toothbrush and UV clean-and-charge case (RRP £105 at the time of this offer period).

Who is eligible

To receive a voucher code, you must meet the following criteria:

- Be a UK resident and be aged 18 or over.
- Apply for and open a new Starling personal current account between 10th August 2026 and 30th September 2026.
- Request and complete a full switch of a personal current account that is not with Starling to your new Starling personal current account. You can request the switch in the Starling app. The switch must complete within 30 days of your Starling personal current account opening.
- You must keep your new Starling personal current account open throughout the switch process.

You will not be eligible if:

- Your application to open a new Starling personal current account is not successful.
- At any time before your CASS switch completes, you convert your Starling personal current account to a Starling student account by successfully completing verification of your student status.
- Your CASS switch does not complete within 30 days of your Starling personal current account being opened.
- You have broken any of these terms or any other terms related to your Starling personal current account.
- Your Starling personal current account is restricted or closed before the voucher code is sent to you.
- We think you are committing fraud or any criminal activity.
- We reasonably believe that this offer is being abused or manipulated by you, or the offer risks harming Starling's reputation.

3. Claiming Your SURI Toothbrush

Once you have completed your switch to a new Starling personal current account, we will send you an email containing a unique voucher code and instructions on how you can claim your SURI toothbrush. When you receive the email from us containing your voucher code, you will be directed to the SURI website to complete your order.

This email will be sent to the registered email address Starling holds for you at the time of this offer period, and will contain information including the expiry date of your voucher code.

Only one voucher code is available per customer under the terms of this offer and you can only benefit from this offer once, even if you close and re-open a Starling personal current account. Voucher codes cannot be negotiated, transferred, or exchanged.

Your SURI toothbrush is provided by SURI and is subject to SURI's own terms and conditions and product availability. We're not responsible for any issues you experience with your SURI toothbrush.

If we withdraw the offer and you've already applied to switch to your new Starling personal current account, you'll still receive the voucher code as long as you meet the conditions set out in these terms.

4. Your Privacy

What will Starling do with your data?

We'll only process your personal data to fulfil this offer. We'll process it in line with UK data protection laws, and our privacy notice which you can read here:

<https://www.starlingbank.com/legal/privacy-notice/>

What data will we collect for this offer and how will it be used?

We will collect your name, email address and confirmation that you've successfully switched to a Starling personal current account.

We'll use the email address you have provided to us to communicate with you about this promotion as set out in these terms. We won't be responsible if the email address you have provided is not correct and you don't receive an email from us. Please reach out to our customer service team, who can review your request and may be able to resend the email to you.

We'll send you a voucher code to the email and a link to the SURI website to redeem the voucher code for a SURI toothbrush. Once you access SURI's website you will be subject to SURI's privacy terms and SURI will be responsible for fulfilling the order.

5. Other Important Information

Starling is responsible for all customer enquiries related to your application to open a Starling personal current account and CASS switch request, switch status, eligibility requirements, and providing you with the voucher code.

SURI is responsible for all customer enquiries related to the order of your SURI toothbrush, the delivery tracking and any product issues you experience with your SURI toothbrush. For any questions about your SURI toothbrush, please contact SURI directly. If your code does not work at the checkout, please contact SURI in the first instance.

This offer only includes delivery to UK addresses. International shipping costs are not included in this offer.

Starling reserves the right to change, replace, or withdraw the offer at any time.

You'll be bound by your Starling personal account general terms and account schedule, which contain all the terms applicable to your new account, including any criteria you need to meet to keep your account and use the account benefits.

Starling won't be responsible to compensate you for any loss or damage that arises in connection with any CASS offer or you taking part in it, except where the law says we must be. In any case, we won't be responsible for any loss or damage caused by events outside our reasonable control (including any activity carried out by a third party) or which would not have been reasonably foreseeable by us both at the time of this offer. Nothing in these terms limits Starling's liability where this cannot be limited or excluded by law.

These terms and conditions are governed by the laws of England and Wales. You can bring a claim against us in the courts of England and Wales. If you live in Scotland or Northern Ireland, either you or us can also bring a claim in the courts of the country you live in.