

# Max with Family add-on Terms and Conditions

If you have any questions get in touch with us through the Monzo app.

Our Monzo current account [terms & conditions](#) also apply to Max. If these terms & conditions are inconsistent with our current account terms & conditions on the same issue, then these terms & conditions will apply. If you cancel Max, our Monzo current account terms & conditions will continue to apply.

Save a copy of these terms & conditions at any time by tapping the 'download' button in the app. You can find information about Max any time in the app.

You should read these terms along with our [fee information](#) and [Privacy Notice](#), which explains how we use your personal information when you use our services. Some of our services have their own privacy notices. If they do ([Credit insights](#) and [Connected banks](#)), we let you know when you start using the service.

If you move from Max to Max with the family add-on your Max agreement will end when you enter into this new agreement.

**You must have a Monzo current account, be 18 or over and under the age of 70 and live in the UK to apply** 

First things first, you need to be 18 or over and under the age of 70, have a Monzo current account and be a UK resident to get Max. You must keep your Monzo current account open.

Only you – the account holder with Max – will be able to use the Max benefits unless we run a special offer.

If you have a Max plan and a Monzo joint account, you can use your £600 fee-free cash withdrawals abroad every 30 days and your 3 free cash deposits across both. The person you share your joint account with won't be able to use your Max benefits, even if you have Max Family.

On your first Max anniversary (every 12 months after the date you got Max) after your 71st birthday, you're no longer eligible for the travel insurance you get as part of your Max plan. For example, if you got Max on 1 January 2025 and celebrated your 71st birthday on 30 March 2025 then you'd stop being eligible for the travel insurance on 1 January 2026

## Max comes as a set of benefits



You can't get any of the Max benefits as standalone products through Monzo, unless it's part of a promotion. Equally, you can't get Max without its benefits.

Some benefits will only work on more recent operating systems. To get the full benefit of Max you'll need to keep your phone up to date.

## Paying for Max



You'll pay a monthly payment of £22 for Max with Family.

You agree to a 3-month minimum term when you get Max, which means you'll pay the monthly payment for at least 3 months before you can cancel. After the 3 months you can cancel at any time. Your minimum term starts again once you move to Max with the family add-on, even if you've had Max before.

In future we might give you the option to pay in different ways. If we do this we'll let you know through our usual channels.

You'll get access to the benefits once you've signed up and paid your first monthly payment.

## **You pay for Max in advance and on the same day each month**

If your payment is due on or after the 29th of the month, but the month we're in doesn't include that date, we'll take payment from you on the last day of that month. So if you pay for Max on the 31st of each month, in April your payment will be due on 30 April.

Each month, we'll automatically take the payment from the main available balance in your current account. You'll pay for the full month in advance. We won't take the payment from money you have in Pots unless you choose to pay from a Pot.

## **If you don't have enough money to cover your monthly payment in the minimum term**

You must have enough money in your main available balance (or your chosen Pot) to make your monthly payment. If you don't, and you have available credit through an arranged overdraft with us, then we'll take the payment and you'll go into your arranged overdraft. We'll charge you interest at the current rate in your overdraft agreement while you use it.

If you don't have an arranged overdraft or available credit through an arranged overdraft, we'll try taking the payment again each day for 7 days. If you still don't have enough money in your main available balance (or your chosen Pot) after 7 days, the payment will take you into an unarranged overdraft.

If you pay more than one monthly payment from your unarranged overdraft we may suspend your access to your Max benefits or cancel your plan. This will mean you lose insurance cover. We'll let you know before we do this

### **If you don't have enough money in your account after the minimum term**

After the 3 month minimum term, if you don't have available credit through an arranged overdraft, we'll try taking the payment each day for 7 days. If you still don't have enough money in your main available balance (or your chosen Pot) after 7 days, we'll cancel your Max plan and you'll lose access to all your Max benefits.

## **Cancelling Max**



### **Cancelling in the cooling off period**

If you change your mind in the first 14 days (known as the cooling off period) of getting Max you can cancel and get a refund.

If you decide to cancel in the cooling off period, we'll refund you the monthly payment. If you've ordered a Max card, we'll charge you £5. If you've claimed a cinema ticket, we'll charge you £6. You'll only pay £6 in total if you've ordered both. If you've ordered a Railcard we'll charge you £25. These charges are to cover our costs of the services provided to you in the cooling off period. If you haven't ordered any of those, you won't have to pay a fee.

### **Cancelling outside of the cooling off period but in the minimum term**

After the first 14 days you can't cancel Max while you're in the 3 month minimum term unless you're in one of these exceptional circumstances.

- You're in financial hardship because of a change in your circumstances, like being bankrupt, in an Individual Voluntary Agreement (IVA) or having a debt relief order.
- You develop a serious physical or mental health condition or lack the mental capacity to manage your finances.
- You're no longer a UK resident.

If one of these applies to you you'll need to contact us through the app and give us evidence to support why you should be able to cancel Max during the minimum term.

### **Cancelling outside of the minimum term**

After the 3 month minimum term you can cancel at any time and you'll keep your Max benefits until your next payment date.

### **You may have to pay a fee**

If you order a Railcard and then cancel before your next Max anniversary (every 12 months after the date you got Max) you'll need to pay a fee to keep your Railcard based on how long's left until your next Max anniversary. This works out at £2.09 a month.

If you move from Max to Perks you won't have to pay the Railcard fee as long you don't cancel Perks before the date your Max anniversary would have been on. For example, if you get Max on 1 January 2024 but move to Perks on 1 March, you won't have to pay a Railcard fee as long as you don't cancel Perks before 1 January 2025.

If you cancel Max and we charge you a Railcard cancellation fee we may refund it to you if you take out Perks or Max within 30 days. If this happens and you cancel again you'll have to pay the cancellation fee as if you were cancelling for the first time.

## **Your account stays open but you'll need to order a new card**

If you cancel Max you'll lose access to its benefits, but we'll keep your Monzo current account open. We'll ask you to order a regular Monzo card as a replacement for your Max card.

If you sign up to a plan and cancel multiple times we may stop you from signing up again.

If you close your Monzo current account we'll also cancel Max. If you're in your minimum term you'll need to pay the monthly payments before you can close your account.

| <b>When you cancel</b>                                                                                 | <b>The fee</b>                                                                                                                                                                          |
|--------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Within 14 days of signing up                                                                           | £5 if you've ordered a Max card and £6 if you've claimed a cinema ticket (but only £6 if you've claimed both). Plus £25 if you've ordered a Railcard.<br>We'll refund your monthly fee. |
| After 14 days, but within 3 months of signing up<br>Can only cancel if you meet the exception criteria | You'll pay your monthly payment for each month<br>If the exception criteria apply you'll still need to pay the Railcard fee if you ordered a Railcard (see below)                       |
| After the 3 month minimum term                                                                         | Railcard fee of £2.09 for each month left until the anniversary of you signing up to Max (only if you've ordered a Railcard in the same year)                                           |

## **If we cancel your plan**

We can cancel your Max plan for the same reasons and in the same way as closing your account in the current account **terms and conditions**. We can also cancel your plan if you are no longer eligible for any one of the insurances in your plan.

## Replacement cards

We'll never charge you for replacements where your card expires, is faulty, or has been swallowed by an ATM.

If you lose your Max card or it gets stolen, then we'll charge you £5 to replace it. That's how much it costs us to get your Max card made and shipped. If you need us to post your replacement card to somewhere outside the UK, we'll charge you the **international card delivery fee** in all circumstances.

If you moved to Max from Plus or Premium and you decided to keep your card then the replacement card terms in your Plus or Premium terms & conditions will continue to apply to that card.

## Changes to Max

We can make changes from time to time to our charges or the terms of this agreement. We may make these changes because of changes to:

- law, regulation, industry codes or Financial Ombudsman, court or regulator decisions;
- the cost of providing your account and running our business, for example a change in our cost of funding, technology (including our systems) and service costs;
- the way we need to charge for our products or services, for example if we change our prices to make our business more sustainable or profitable;
- the banking or financial services system;

- to our business so we can offer products and services in a different way – for example so they're easier to understand, or so they better reflect how our customers want to use Monzo; or
- our partners or the way they provide their services to us.

We can make favourable changes to these terms for any reason. We can also make proportionate changes for any other balanced and valid reason that impacts us or your account.

If we change an annual benefit, like a Railcard, you'll keep that benefit until it expires if you've already claimed it but you might not be able to get the new benefit until the old one expires.

When we tell you about the change will depend on the situation.

- If we make a change that's favourable to you or is required by law or regulation, we'll make it immediately and let you know - for example adding a new benefit or service.
- If we make a change to your monthly payment or change any payment services we'll give you 2 months' notice - for example changes to virtual cards, ATM fees or cash deposits.
- If we make any other changes we'll give you 30 days' notice - for example changes to our partner benefits or their terms & conditions that aren't favourable to you.

If we tell you in advance that we're making a change that you don't agree with, you can contact us and cancel Max. We will still charge you a Railcard cancellation fee if one applies. If we don't hear from you before the changes come into effect, we'll assume you're happy and accept the changes we've made.

## Credit insights

We've teamed up with credit reference agencies to show you your credit scores in the Monzo app.

You should read the [terms & conditions](#) and the [privacy notice](#).

## Connected banks

With Max, you can see your other bank accounts in the Monzo app. If you set up other accounts in Monzo, we'll also use your other account information for your budgeting tools.

You should read the [terms & conditions](#) and the [privacy notice](#).

## Advanced tools

We give you access to advanced budgeting tools as part of Max. What they are and how they work may vary from time to time.

## Using your card abroad

With Max you can take out up to £600 without any fees in a rolling 30-day period outside the European Economic Area (EEA). After that, we'll charge you 3% of the total amount you withdraw.

There are no fees on cash withdrawals inside the EEA.

## Interest on your balance in Instant Access Savings Pots

You may get a higher interest rate on money in your Personal Instant Access Savings Pot, Joint Instant Access Savings Pot (if you both subscribe to a plan that offers a higher interest rate) and Instant Access Cash ISA if you have one – see the terms for Instant Access Savings Pots and Instant Access Cash ISAs for more details.

## If you cancel Max

If you cancel Max, you'll stop getting a higher interest rate on Personal Instant Access Savings Pots, Joint Instant Access Savings Pots and Instant Access Cash ISAs from the day your Max plan ends. From the moment you cancel, you'll get our standard interest rate instead.

## Paying cash into your Monzo current account

You can make 3 free cash deposits each calendar month with our [participating partners](#).

We'll charge you £1 for any extra deposits you make in a month. We'll take the £1 fee from the money you're paying in. So if you pay in £300, we'll put £299 in your Monzo current account.

### Discounted Monzo Investments and Pension fee

With Max, we'll charge you a lower fee on your Investment Pots and Pension – see the relevant fee information document for more details.

If you cancel Max, then we'll stop charging you a lower fee on your Investment Pots and Pension from the day your Max plan ends. From the moment you cancel you'll pay our standard fee instead.

## Partner extras

Each week you can claim a hot drink or snack from Greggs. You'll find the details for this in the app.

You can claim an annual Railcard from Trainline (if you're eligible) when you get Max and on each anniversary of signing up. You can't claim your next Railcard until your last one expires. [Check if you're eligible for a Railcard](#).

You can also claim one Vue cinema ticket per month. Conditions apply. You can find the details in the app.

These offers are subject to availability and we, or our partners, can change them as set out in the 'changes to Max' section. We can offer new perks from time to time. You'll find out more in the app.

## Virtual cards

You can have up to 5 live virtual cards at any time, and can create up to 9 every 30 days, with a maximum of 100 per year.

Virtual cards are cards that live only in your Monzo app. You won't get physical cards for any of the virtual ones you create. You can create, delete and see your virtual card details in the app.

You can link virtual cards to Pots in your Monzo app. Pots are a way to separate your money and they sit in your Monzo account (we explain Pots in your current account terms & conditions). If a Pot you've linked a virtual card to doesn't have enough money in, payments you try to make won't go through.

For payments from virtual cards not linked to a Pot we'll take the money you spend with your virtual card from your current account balance.

We spread your total spending limit across your physical cards and any virtual cards you use.

## If something goes wrong with a virtual card

As with any physical cards, you have to keep your virtual cards and their details safe at all times. If you think someone else has got access to your virtual card details or you notice payments made

from a virtual card that you didn't make, delete the affected virtual card and tell us as soon as possible.

Our Monzo current account terms & conditions tell you when you're entitled to a refund if something goes wrong.

## Airport lounge access

You and guests can use over 1,500 airport lounges around the world for a discounted price. You'll find the latest airport lounge price in the Monzo app. Get details of the lounges you can visit, the services on offer and the terms & conditions that apply on [LoungeKey's website](#).

There isn't usually a limit to the number of guests you can have, but each lounge has a right to turn guests away based on their policy or how busy a lounge is.

## Worldwide travel insurance

Your worldwide travel insurance is provided by Zurich, powered by Qover.

You can find the details of your Zurich cover in [Zurich's terms & conditions](#). You can find the summary table of the policy's benefits on page 13.

## Worldwide phone insurance

Your phone insurance is provided by Assurant General Insurance.

You can find the details of your cover in the Assurant General Insurance [terms & conditions](#).

# UK & Europe breakdown cover



Your breakdown cover is provided by RAC.

You can find the details of your cover in the RAC [terms & conditions](#).

## Family cover

You and your family members can be covered by your travel, phone and breakdown cover.

You can cover one partner and multiple children. See age limits and address requirements in the terms & conditions of each cover provider.

You'll need to add your family members' details in the app for them to be covered.

Breakdown cover has a limit of 5 family members, including you, and you have to all live at the same address. You can only make two changes to your named family members in each 12 month period.

## The insurance providers

Max gives you insurance cover from a number of different providers. This means we are an insurance 'intermediary' (which means we act as the 'middleperson'). We won't give you advice or recommendations about the insurances available through Max so it's important to check that the cover meets your needs, and the needs of anyone else insured by the policies.

For your phone insurance and breakdown cover, we take your insurance payment from your monthly payment and hold it until the insurance provider collects it. We act as an agent of the insurance providers. Your insurance payments are treated as being received by the insurance provider when we receive it and any refund is treated as being received by you when you receive it. For your travel insurance, we pay the insurance provider directly. This means we don't hold your payments as client money for the purposes of the **CASS rules and regulations**.

We put all the features of your Max plan together and charge you a monthly fee; this is how we are paid.

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