

COMMERCIAL BANKING

ACCOUNT CHARGES

Your account charges explained

July 2018



LLOYDS BANK

Account charges

To put your business in greater control we'd like to fully explain your business banking fees.

Here we'll outline how our charges will be applied to the following tariffs:

- **Business Extra**
- **Electronic Business Tariff**

The charges and tariffs included in this brochure are correct at the time of going to print. For our most up-to-date rates, visit lloydsbank.com/business/commercial-banking/rates-and-charges.asp

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Help with queries

If at any point you think we've charged you the wrong amount, please speak to your relationship manager. If we can't resolve your query there and then, we will acknowledge it within five working days and sort it out as soon as possible. Then, if we agree we've made a mistake, we will refund the money.

As the law stands, most banking services are exempt from VAT. If the situation changes, then we will add VAT at the appropriate rate.

Keeping your charges low

Services that cost us more to process are going to cost you more to use; for instance, writing and accepting cheques. So here are some ways to cut the cost of day-to-day banking.

Go online

You can save money by using Online for Business, our Internet Banking service, to make direct payments to suppliers or staff. This online service lets you pay bills, transfer money, check account balances, set up and amend standing orders, view and cancel most UK Sterling Direct Debits, and print out statements. Online for Business is open 24 hours a day, seven days a week, every day of the year.*

Pay by UK Sterling Direct Debit

Why not make regular Sterling payments within the UK, such as phone bills or National Insurance contributions, by Direct Debit rather than by cheque? As Direct Debits made in Sterling within the UK are a cheaper option, the savings will soon add up over a 12-month period.

Get cash with your card, not a cheque

Instead of cashing a cheque, use your Business Debit Card† in a Lloyds Bank, Bank of Scotland or Halifax cash machine to get cash – it's free of charge. And when you opt for our Electronic Business Tariff, all Business Debit Card transactions are free.

* Occasionally we may need to carry out essential maintenance to Online for Business, resulting in some interruption to the service.

† Business Debit Cards are subject to application.

Pay less often

If you switch your monthly UK Sterling Direct Debits to quarterly or annual payments, you could save money. And why not arrange to pay suppliers monthly instead of weekly? You could also cut your costs and theirs by using Bacs Direct Credit or Telepay.

Cut the cost of paying in

If your cashflow's healthy, wait until you've got several cheques before paying them in together as a single credit. Remember you are charged for every credit that you use, so paying in several cheques together rather than one by one means that you only get charged for one credit.

Accumulate any spare cash that you're going to re-use soon and keep it in a safe at your business premises. Re-using £100 cash each week could save you money in bank charges over the course of the year – but don't forget to record all your earnings and make sure you don't exceed the cash sum that your insurance policy allows you to keep on the premises.

Get your customers to pay automatically

Customers who pay you regular amounts may be happy to use automated credits like standing orders. Even one-off payments could be cheaper for both of you through Bacs, Telephone or Internet Banking.

Keep an eye on your money

Check up on your finances with our Internet or Telephone Banking, or free Text Alert services. We'll send free text messages to your mobile phone, showing your account balance and the last six transactions – once a week or every day if you need it.

Agree borrowing up front

If you need to borrow money, even for a short time, make sure you talk to us first to avoid extra charges for unauthorised borrowing.

Choose the tariff that best suits your business

How do you use your business account?

- Our Business Extra Tariff provides a set price for each of your basic account transactions.
- Or you may prefer our Electronic Business Tariff, which includes lower charges for electronic or automated transactions.

We don't pay credit interest on our Business Extra, or Electronic Business Tariff accounts. Talk to your relationship manager if you're unsure about which tariff is best for your business.

Business Extra Tariff

With our Business Extra Tariff, you pay a set price for basic transactions. All charges and interest are calculated monthly, from the 10th of one month to the 9th of the next. The first regular invoice you receive following each charging period will show any account transaction charges you have incurred and these will be collected 18 days (or the next working day) after the date of the invoice.

Your monthly statement will show any debit interest that is payable to us and this will be collected on the 9th of the following month (or the next working day) after the statement.

If there are charges to pay but you're not due a regular statement, we'll send you an extra one free of charge.

Electronic Business Tariff

On this tariff, you can keep charges low with free transactions including Debit card payments, UK Sterling Direct Debits, Standing Orders and Internet payments.

What to do next

Call our UK based Customer Service Centre on **0345 072 5555** between 7am and 8pm, Monday to Friday, or 9am and 2pm on Saturdays, excluding UK public holidays. If you need to call us from abroad you can also call us on **+44 (0) 1733 347338**, to speak to one of our advisors. They'll be happy to answer any questions you may have and make the necessary arrangements. We will be able to give you all the information you need to help you choose the tariff that's right for your business. If you later find that you'd prefer to move your account onto a different tariff, simply ask your relationship manager.

If you have a hearing or speech impairment you can use the Next Generation Text (NGT) Service (previously Text Relay/Typetalk) or if you would prefer to use a Textphone, please feel free to call us on **0345 601 6909** (lines open 7am–8pm, Monday–Friday and 9am–2pm Saturday).

Day-to-day Business tariff transactions

Transaction type	Business Extra tariff (Charge per item)	Electronic Business Tariff (Charge per item)
Monthly Fee	£6.50	£12.50
Electronic Transactions (in or out) *	40p †‡	Free †
Faster payments/PhoneBank (debit/credit)	20p	Free
Cash payments (in or out) at a branch	70p per £100**	£1.00 per £100**
Cash payments in at an IDM	60p per £100	90p per £100
Cheques in at a branch	50p	65p
Cheques in at an IDM or Digital Channel	30p	35p
Cheques Out/Assisted Payments (in or out)	70p	80p
ATM and Electronic Internal	Free	Free

Other

Cash exchanged	£1.65 per £100	£1.65 per £100
Bacs – file submitted	£5	£5
Bacs – debit or credit item	10p	Free
Telepay or Teledebit item	50p	50p

What's included

Transaction type	Description	What's Included
Monthly Fee	The fee charged for the provision of the services that are available to you to operate your account with us	Monthly Account Fee
Electronic Transactions (in or out)	Any payment in or out of your current account by Debit card, Online Banking	UK Sterling Direct Debits*, Standing Orders and regular payments in and out Cash withdrawals from another bank's ATM † Debit card transactions (Excluding ATM) Internet Bulk Payment – batch UK Sterling Direct Debit ‡

Day-to-day Business tariff transactions (continued)

Faster payments/PhoneBank (debit/credit)	Any payment made in or out of your current account using automated Telephone Banking and Internet Banking	Faster Payments, Internet Banking & PhoneBank payment, Internet Bulk Payment – per item Automated Credit, Automated Credit – faster payments inbound, Automated Credit (Telephone & Internet Banking)
Cash payments (in or out) at a branch	Any cash payment in or out of your current account made via a branch counter, or bulk or remote cash deposit service	Cash paid in, Cash paid out at a Lloyds Bank counter**
Cash payments in at an IDM	Any cash payment in to your current account made via an Immediate Deposit Machine	Cash paid in at an Immediate Deposit Machine
Cheques in (or Postal Order)	Any cheque payment in to your current account made via a branch counter, or bulk or remote cash deposit service	Cheque payment in, Postal Order
Cheques in at an IDM or Digital Channel	Any cheque payment in to your current account made via an Immediate Deposit Machine or via Digital Channel	Cheque payment in via an Immediate Deposit Machine or via Digital Channel
Cheques Out/Assisted Payments (in or out)	Any cheque payment out of your current account made via a branch counter, or bulk or remote cash deposit service or Telephone Banking that involves the assistance of a member of staff or payment initiated in Branch	Cheque payments out, Other debit Credit paid in at a Lloyds Bank branch (including via an Immediate Deposit Machine), Credit paid in at another bank, Other credit (including a CHAPS payment in)
		Assisted telephone payments
ATM and Electronic Internal	Withdrawing cash from an ATM, making a transfer between your Lloyds accounts using an automated channel such as Online Banking or Automated Telephone Banking	Cash withdrawals from a Lloyds Bank, Bank of Scotland or Halifax machine, Transfer to another Lloyds Bank account in your name with a sort code starting with a 30, 77 or 87 Transfer from another Lloyds Bank account in your name with a sort code starting with a 30, 77 or 87, Credit paid in via a night safe

All charges are per item unless stated otherwise.

* For SEPA Direct Debit please see the Commercial Banking International Services Tariff brochure.

† The owner of the machine may also charge you for this transaction. All LINK machines will give you an on-screen warning of charges, in advance, allowing you to continue or cancel the transaction.

‡ You will be charged an item fee for each individual payment that you make within a Bulk Payments batch. In addition you will also be charged

for the debit made to your account for the total amount of the Bulk Payments batch – charged at the rate of a UK Sterling Direct Debit. For example, a batch of 10 payments will incur a charge of 10 x 20p for the individual payments as well as 1 x 40p for the UK Sterling Direct Debit to the account. This makes a total of 11 individual charges.

** This includes the use of Debit cards to withdraw cash over branch counters and where a bank giro credit is paid using either a Debit card or a cheque drawn on your account and processed as cleared funds.

Compare our Business Extra tariff and Electronic Business Tariff

Account Payments	Number of items	Business Extra		Electronic Business Tariff	
		Cost per item	Charge	Cost per item	Charge
UK Sterling Direct Debit	20	40p	£8.00	Free	Free
Standing Order	3	40p	£1.20	Free	Free
Business Debit card transactions (excludes ATM)	15	40p	£6.00	Free	Free
Cheques out	30	70p	£21.00	80p	£24.00
Sub Total	68		£36.20		£24.00
Account receipts	Number of items	Cost per item	Charge	Cost per item	Charge
Automated credits	15	20p	£3.00	Free	Free
Cheques in at a branch counter	30	50p	£15.00	65p	£19.50
Credit paid in at a Lloyds Bank branch	10	70p	£7.00	80p	£8.00
Sub Total	55		£25.00		£27.50

Monthly fee

A charge made for the basic administration costs of running your account		£6.50 per month	£12.50 per month
Total charges per month	123	£67.70	£64.00

This table is an illustration only and demonstrates the potential savings that you could make if you choose to use more low-cost services and opt for the Electronic Business Tariff.

Online Tariff Calculator

If you're an existing Lloyds Bank customer, you can log on to our online tariff calculator at lloydsbank.com/business/commercial-banking/rates-and-charges/tariff-calculator-tool.asp with your latest statement to hand to compare our two tariffs.

Other service charges for all tariffs

Bankers draft	Charge
Bankers draft (sterling)	£20
Special cheque presentation	Charge
A cheque paid into your account sent direct to another branch or bank for payment. Normally this service is used to find out earlier if a cheque is going to be paid, although it doesn't speed up the clearing process.	£10
Electronic funds transfer 'CHAPS' payment	Charge
Transfer of funds for same-day value	£30
Stopped cheque	Charge
Your instruction to us not to pay a cheque that you have issued	£10
If the cheque has been lost or stolen	Free
Returned Cheque – Paid in	Charge
If a cheque credited to your account is returned to us unpaid by another bank or branch for any reason, we will debit your account and advise you and/or present it again for payment	Free
Statements	Charge
You will receive a regular monthly statement of your account	Free
Intermediate statements	Charge
Ordered via Cashpoint® machine	Free
Ordered at branch	£3
Copy statements	£5 per sheet
Monitoring	Charge
Where, by agreement, we will monitor your account on a regular basis to make transfers in accordance with your instructions:	
Daily monitoring	£20 per month
Weekly monitoring	£7 per month
Monthly monitoring	£5 per month

Status enquiry

Charge

Where you can request information about a third party to assess if they can commit to a financial arrangement or make a payment. This can only be requested with the third party's consent and the information is based on their account status at the time of enquiry.

£10.21
(includes VAT*)

Audit letter

Charge

Details of balances and other information provided, at your request, to your accountant.

£25 per hour
plus VAT
(min £25)

SMS Text alerts

Charge

You can register for a number of text alerts to be sent to your mobile when you approach your overdraft limit, for example, and these can be set-up at lloydsbank.com/business/commercial-banking/internet-banking/text-alerts.asp

Free

Clerical administration fee

We are happy to discuss your day-to-day banking activities without charge. However, if we spend a significant amount of time on a specific area not covered in this brochure, we may charge a fee. In all cases this will be agreed with you first.

Using other banks

Other banks sometimes charge us when you use their counter services. In turn, we may pass these costs on to you. Your branch will be able to tell you which banks charge and why.

Inter-Bank Agency Agreements are arrangements between banks to provide a range of branch counter services to another bank's customers by prior arrangement.

They provide a convenient service to business customers who find the accessibility of their own bank's branches difficult – for example due to location.

* VAT is 20% as at 4 January 2011.

Other service charges for all tariffs (continued)

How do they work?

The nature and range of the counter services offered under an Inter-Bank Agency Agreement is at the discretion of the providing bank.

Once the service is set up, Lloyds Bank will claim back charges from the customer's own bank on a quarterly basis. The additional charge, if any, made by the account-holding branch is negotiated with their customer.

The Counter Services available at Lloyds Bank branches are as follows:

- Cash transactions
- Cheques paid in
- Bank Giro credits
- Wages/salary cheques cashed
- Night safes
- Special presentations (cheques)
- Returned cheques collected.

While we wish to be as helpful as possible, there may be local circumstances where we are unable to provide this service.

Other services

Some charges may not be included in your pre-notification. If this is the case, we'll call or write to tell you how much the service will cost, before we provide it.

International services

If your business imports or exports goods and services, we have a range of international services to support your business.

To find out the details of our service charges, please speak to a relationship manager or see our Commercial Banking International Services tariff.

Business Debit and Cashpoint® Card charges

These charges will apply in addition to any current account debit charges (see day-to-day tariffs detailed in this brochure).

Using your card in the UK	Charge
ATM withdrawals from a Lloyds Bank, Bank of Scotland or Halifax cash machine.	Free
ATM withdrawals from other machines (LINK and non-LINK).	Free Please note, if you're using another bank's ATM, the owner of the machine may charge you. All LINK machines will give you an on-screen warning of charges, in advance, allowing you to continue or cancel the transaction.
Purchase of foreign currency or travellers' cheques from a Lloyds Bank branch, travel bureau or any other provider displaying the VISA sign.	Free
Using your card abroad	Charge
Withdrawals from ATMs displaying the VISA sign or from other banks' counters, travel agents, bureaux de change and other outlets displaying the VISA sign.	2.75% non-sterling transaction fee; the total converted sterling value then incurs a 1.5% non-sterling cash transaction fee (minimum £1.50). If you use another bank's ATM, some providers may charge you a fee for using their machines.
All other Business Debit Card transactions	2.75% non-sterling transaction fee.

All charges are per transaction unless stated otherwise.
The fees above only apply to the Business Debit and Cashpoint® Cards.
Separate fees apply to all other card products. Please refer to your relationship manager for details of these charges.

Charges when you borrow

If you need additional funding for any purpose or period, please talk to us first to avoid paying unauthorised borrowing charges. Once we've agreed your requirements, we'll write to let you know the interest rate, when it's charged and the fees payable. In the case of an agreed overdraft, the limit, review date and current interest rate will be shown on your statement, and we will give you written confirmation of the terms at the time they are agreed. Please ask your relationship manager for further details of the interest rate and fees that apply to our borrowing facilities.

Typical charges include:

- An arrangement fee which is dependent on the amount you borrow.
- A management fee might become payable if your business requires specialist support if concerns were to arise regarding your trading performance.
- Security fees.
If required, we will arrange security against your borrowing. Your relationship manager can provide an estimate of the fees and expenses which may be payable in a given situation. You will also be required to pay expenses and fees which we may incur, such as:
 - Solicitors' and/or valuation fees
 - Expenses in connection with enquiries made about the security subject
 - Fees payable to register the security.
- Early repayment charges may apply on fixed rate loans, on any amount you repay in addition to your agreed repayments*.

ANY PROPERTY GIVEN AS SECURITY WHICH MAY INCLUDE YOUR HOME, MAY BE REPOSSESSED IF YOU DO NOT KEEP UP REPAYMENTS ON YOUR MORTGAGE OR OTHER DEBTS SECURED ON IT

All lending is subject to a satisfactory credit assessment and we will need your permission to carry out a credit check on you and your business. You should not apply for an amount that you cannot comfortably afford to repay now and in the future to avoid the possibility of legal action.

*There is always a possibility that interest rates may go down leaving a fixed rate loan at a higher level compared to a variable rate loan. However, if interest rates rise, a fixed rate loan will remain at the same rate. Break costs may apply upon full/partial early repayment of the loan. These will be calculated based upon the loan rate compared to market rates at the time of repayment. These may be substantial.

Unauthorised borrowing

If you overdraw your account or exceed an overdraft limit without prior agreement, you'll be charged a higher rate of interest on this unauthorised borrowing. The rate is displayed in all branches and on our website at

lloydsbank.com/business/commercial-banking/rates-and-charges.asp

Because of the additional work involved in monitoring your account, we may also charge the following fees:

Unauthorised Borrowing Fee	Charge
The first time you overdraw your account or exceed your agreed limit with us by £50 or more, an Unauthorised Borrowing Fee (UBF) is chargeable. After that, the UBF is chargeable every time you increase your unauthorised borrowing by £50 or more from the previous day's closing balance unless a higher limit is agreed with us, or until the account is within its existing limit or in credit.	£15 (one charge per day, maximum)
Unpaid item	Charge
Where you do not have enough money available to make a payment and we do not agree to extend an unauthorised overdraft, you will not be able to make that payment. We will write to let you know and will charge the following fee for each item we do not pay.	£25 for each item not paid

We'll contact you every time we return an item unpaid. Any unauthorised borrowing or return item charges will be accrued into one lump sum and charged on a monthly basis.

Our service promise. If you experience a problem, we will always try to resolve it as quickly as possible. Please bring it to the attention of any member of staff. Our complaints procedures are published at lloydsbank.com/business/contactus

I'd like to talk about our business



Go to
lloydsbank.com/business

Please contact us if you would like this information in an alternative format such as Braille, large print or audio.



Call us on 0345 072 5555
Lines are open
7am–8pm Monday to Friday
and 9am–2pm Saturdays

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Important Information

Cashpoint® is a registered trademark of Lloyds Bank plc.

PhoneBank® is a registered trademark of Lloyds Bank plc.

Calls may be monitored or recorded in case we need to check we have carried out your instructions correctly and to help improve our quality of service.

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Registered in England and Wales no. 2065.
Telephone: 020 7626 1500.

Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under Registration number 119278.

We adhere to The Standards of Lending Practice which are monitored and enforced by the LSB www.lendingstandardsboard.org.uk

Eligible deposits with us are protected by the Financial Services Compensation Scheme (FSCS). We are covered by the Financial Ombudsman Service (FOS). Please note that due to FSCS and FOS eligibility criteria not all business customers will be covered.

Rates and prices correct as at July 2018.

