

INFORMATION BROCHURE

This brochure outlines the key features and functionalities of the **Service** provided by the **Lloyds Bank Business Finance Assistant**. You should read this document in conjunction with the terms and conditions which apply to the **Lloyds Bank Business Finance Assistant Service**.

Any words which are capitalised within this brochure have the same meaning as the definition given in the associated terms and conditions for the **Service** provided by the **Lloyds Bank Business Finance Assistant**.

Please note that the **Lloyds Bank Business Finance Assistant** tax returns submissions feature is designed for businesses that operate exclusively in the UK. The **Service** is therefore not suitable for businesses that operate, or buy or sell goods, internationally.

In order to benefit fully from the **Lloyds Bank Business Finance Assistant**, we recommend you use the latest version of your internet browser available (e.g. Chrome, Safari, etc.). Certain features and functionality of this **Service** may not be supported by older versions of your internet browser.

1. The Packages

The following table summarises the key aspects of the **Service** we will provide to you, and provides detail in relation to the key features and functionalities.

Key Features

Overview dashboard

- This is your user interface which you can use to view favourite features such as your recent incomings and outgoings, your cash flow, customers, products and services, invoices and expenses. Everything you need to know about how your company is performing.

Bookkeeping and reporting

- Shows the different activity that has taken place on your account(s). This includes profit and loss and other accounting reports, invoicing trends, payments breakdown, top products, services and customers.
- Your transactions can be automatically categorised and reconciled, saving you time in managing your accounts.

Accountant and user access

- Provide access to your accountant so they can view information on your account and help prepare your tax returns.
- Create multiple user profiles to allow other members of your organisation to access your Business Finance Assistant account, defining different access levels depending on their role in your organisation.

Cash flow forecasting

- Forecast your businesses future cash flow using information from your company incomings, outgoings and bank account transactions.

Quotes

- Create professional looking quotes, email them to your customers and easily convert them into invoices.

Invoices

- Create professional looking invoices, email them to your customers, track when they have been successfully paid and send reminders if you require.

Expenses (OCR)

- Upload your receipts or photo-capture them using your device's camera. Our Optical Character Recognition (OCR) technology imports all of the details for you.

Customers and suppliers

- Manage all of your customers and suppliers in one place including tracking your quotes, invoices and expenses.



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Key Features continued

Tax return submissions

- This allows you to automatically calculate your VAT liabilities based on your inputs so you can set aside the appropriate funds to pay your tax. It also supports digital VAT submissions to HMRC, so you can be compliant with Making Tax Digital (MTD) rules.
- Transactions with a place of supply for VAT purposes, that are outside of the UK, should not be reported in the UK VAT return and if such transactions are captured within your account, you must ensure these are excluded from the UK VAT return.

User alerts

- This allows you to automatically set up alerts, for example, to prompt you to remind your customers to pay outstanding invoices.

2. Fees and charges

Business Finance Assistant is available free of charge for Lloyds Bank Business Current Account holders. **You** can register for a Lloyds Bank Business Finance Assistant Account through the **Lloyds Bank website**.

3. Disclaimer

Business Finance Assistant does not provide accounting, tax, business, or legal advice. **We** only provide **you** with information. It's important **you** speak to a professional adviser before making decisions based on any information provided to **you** through Business Finance Assistant.

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 on our 'Help & Support pages' at:

lloydsbank.com/business/help-and-support/account-management/make-a-complaint

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

Important information

Occasionally we may need to carry out essential maintenance, resulting in some interruption to service.

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

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.