

# 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

For customers whose free trial period started before 2nd December 2020, they can try **our** service for the first 6 months for free via **our** introductory offer. For customers whose free trial period started on or after 2nd December 2020, they can try **our** service for the first 3 months for free via **our** introductory offer. After this, **you** will be prompted to subscribe, if **you** have not done so already, to continue to access the **Service** at a cost of £5 per **Lloyds Bank Business Finance Assistant Account** per month.

**Your** monthly charge will start on the date **your** subscription commences and recur on a monthly basis thereafter until termination. **You** should refer to clause [16] of the terms and conditions for the **Service** provided by the **Lloyds Bank Business Finance Assistant** for details of termination.

**You** should refer to clauses [5] and [15] of the terms and conditions for the **Service** provided by the **Lloyds Bank Business Finance Assistant** for details about **your** obligation to pay the fees and charges detailed in this brochure and **our** rights to vary them.

## 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](https://lloydsbank.com/business/contactus)

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

If you have a hearing or speech impairment you can use Relay UK. More information on the Relay UK Service can be found at [relayuk.bt.com](https://relayuk.bt.com)

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. Please note that any data sent via email is not secure and could be read by others.

### Important information

Lloyds Bank plc. Registered Office: 25 Gresham Street, London EC2V 7HN. Registered in England and Wales No. 2065.

We are authorised by the Prudential Regulation Authority, and regulated by the Financial Conduct Authority and 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.

Lloyds Banking Group is a financial services group that incorporates a number of brands including Lloyds Bank. More information on Lloyds Banking Group can be found at [lloydsbankinggroup.com](https://lloydsbankinggroup.com)