

Your Agreement

Product Specific Conditions Credit Union Account

Contains additional terms and conditions for the Credit Union Account which you hold with us.

1. What do you need to read to understand your agreement with us?

These Product Specific Conditions are just one part of the agreement between you and us relating to the Credit Union Account which you hold with us.

You also need to read:

- the General Conditions;
- the authority you have given to us relating to the operation of your Credit Union Account;
- the Account Charges and Processing Times brochure.

2. What happens if the documents which make up the agreement say different things?

If these Product Specific Conditions say one thing, and the General Conditions say another, these Product Specific Conditions will apply.

3. Who can hold a Credit Union Account?

You must at all times be registered in accordance with the Credit Unions Act 1979 or any replacement legislation. We may end your agreement with us at any time if you are no longer a registered Credit Union, or if we become aware of any sanctions or material action taken by any regulator against you.

4. Do you need to make a minimum deposit?

No.

5. Can you have an overdraft?

We will not agree an authorised overdraft on your Credit Union Account. An authorised overdraft is an overdraft we agree in advance with you and which is subject to a separate agreement between you and us.

You must not let your Credit Union Account go into an unauthorised overdraft. You will be using an unauthorised overdraft if you take out cash or make a payment when you don't have enough available funds.

You will also be using an unauthorised overdraft if a payment into your Credit Union Account is recalled by the paying bank or we have added charges, and you don't have enough available funds in your Credit Union Account to cover the amount.

When we say available funds, this includes the amount of any credit balance on your Credit Union Account. It doesn't include any funds which are not yet available for you to use (like recent cheque deposits) or payments we have authorised but not yet taken from your Credit Union Account.

If your Credit Union Account does become overdrawn, we will charge interest at the relevant rate for unauthorised overdrafts. You may also have to pay other charges. For details of our unauthorised overdraft interest rate and charges, please see the **Account Charges and Processing Times** brochure or refer to lloydsbank.com/business






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



Find out more

 **Speak to your relationship team**

 **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.

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

