BUSINESS & COMMERCIAL

Your Business Credit and Charge Card User Guide

For card users and business representatives

LLOYDS

Contents

Here's your guide to getting the best from your Lloyds Business Credit or Charge Card.

Card users

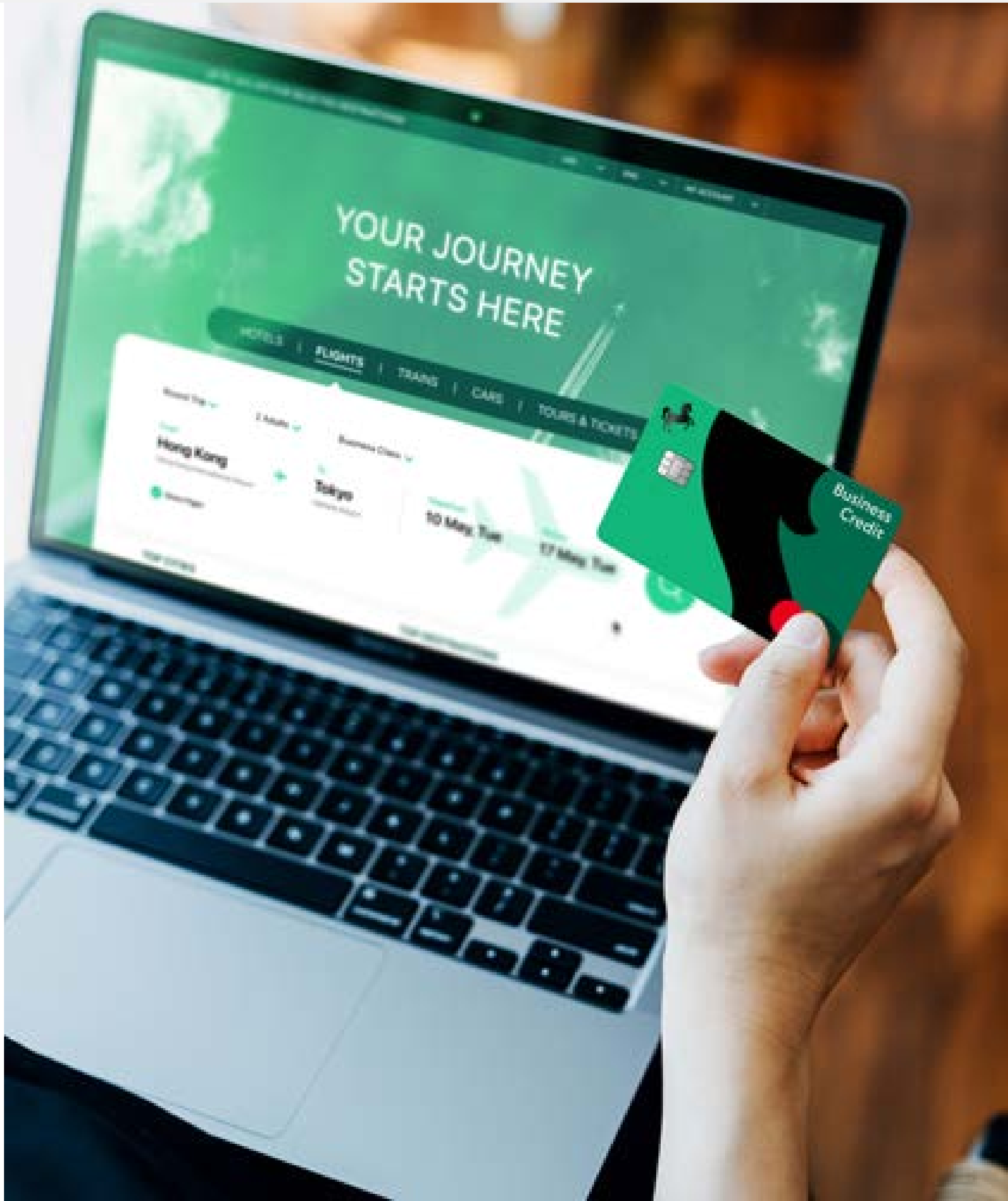
Using your new Business Credit or Charge Card

Getting started - what to do straight away

1. Sign your card immediately
2. Receive your PIN and memorise it
3. View your Conditions of Use

Speak to your business representative if:

- Your letter's been tampered with or you haven't received your PIN.
- You have a disability or medical condition that means you can't use a PIN.
- You haven't received the card's Conditions of Use.



About your card

Conditions of Use – These are part of the Terms & Conditions you'll receive from your business representative. Familiarise yourself with your Conditions of Use.

View them at:

lloydsbank.com/business/product-terms-and-conditions

Changing your PIN – You can do this at any Lloyds cash machine by selecting 'PIN services'.

Renewing your card – We'll send your business representative a renewal card a few weeks before your current one expires. Once you've received your new card, destroy your old one.

Secure disposal of your card – Discard of old, damaged and cancelled cards by cutting through the smartcard chip.

Your spending limit – This is the maximum amount you can spend on your card each month. We'll decline your card when you exceed this. To increase your limit, or find out about your organisation's transaction restrictions, speak to your business representative.

Declined transactions – To find out why a transaction is declined, call Business Card Services on **0345 602 2042** or **+44 207 222 1100** from abroad. If we decline or delay your transaction, we won't be liable for any loss to you as a result.

Statements – You'll get monthly statements detailing your card spend which will be settled by your business. You'll need to follow your company's policy on sales vouchers and VAT receipts.

Cash Withdrawals

You can withdraw up to £500 cash per day from a cash machine provided you don't go over your monthly spending limit.

We'll charge you 2.5% of the transaction value if you can use your card to withdraw cash. The minimum charge is £2.50.

You may be charged a fee for using a non-Lloyds cash machine.

Card transactions to purchase foreign currency are charged as a cash withdrawal.

Using your card abroad

Your travel checklist:

- Keep your contact details up-to-date and save our number on your mobile in case you need to contact us.
- Check your spending limit and card expiry date and take another type of payment in case of emergency.
- Check what fees and charges apply when you use your card.
- If you opt to pay in a currency that isn't the local currency, the merchant could apply their own exchange rate. This may not be favourable and might include a mark-up.
- Find out about the Payment Scheme Exchange rate and how to compare it with other exchange rates. This is the rate used by Mastercard® to convert non-Sterling transactions.

To find out more about fees, charges and the Payment Scheme Exchange rate visit: **lloydsbank.com/businesscardcharges**

Emergency cash

If your card is lost or stolen overseas, telephone the Mastercard Global Services Centre to get an emergency cash advance.

Your emergency request will normally take one business day but may take longer at weekends or during public holidays.

Mastercard Global Services Centre: 0800 964 767

Dial Operator and request a call collect call to:
GCAS Telephone Number: **636 722 7111**
London – UK: **0800 964 767**

Keeping you safe

Look after your card and card details

Don't share your card details, PIN or password with anyone including business colleagues, Bank staff or the police. We'll never ask you to reveal your PIN.

Use a different PIN and password for each account you have.

Check your card statement – if there are any transactions you don't recognise contact us straight away.

Always hold on to your card. Never let it out of your sight.

Keeping your telephone numbers up-to-date

It's important to tell us if you change your telephone number because we'll need it to verify some online payments with you. This is to make sure it's really you carrying out the transaction. You'll authorise these payments, when needed, using your mobile or direct dial landline you've registered with us and by following the on-screen instructions.

Register your phone number with us or let us know if it's changed so you can always use your card when you need to.

0345 602 2042 or **+44 207 222 1100** from abroad. Lines are open Monday – Friday 9am–5pm. You'll need your card details and security information to hand when you call us.

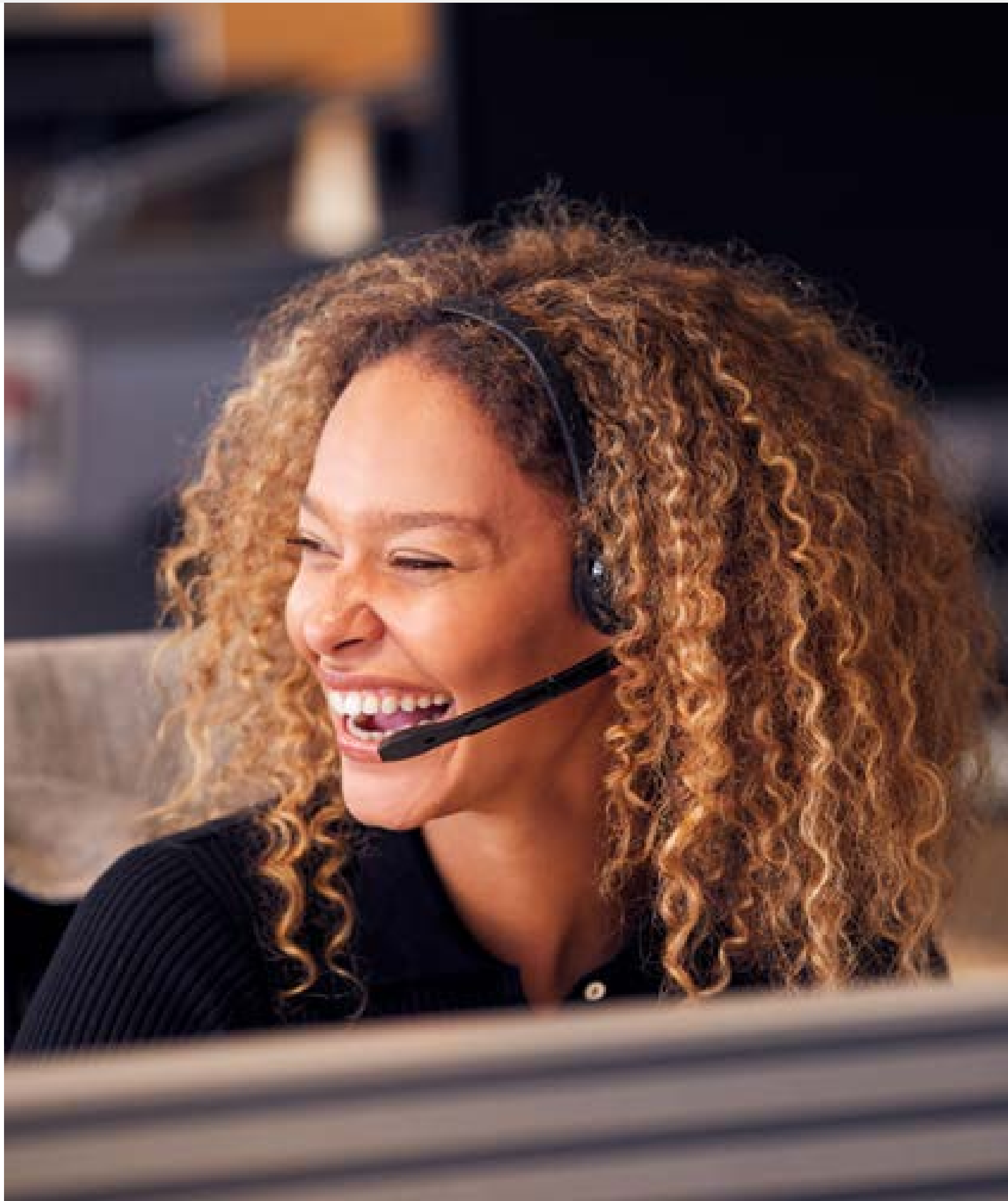
Business representatives

Managing Credit and Charge Cards for your business

As the business representative you're the main contact for your card users and us. There are some key points you need to take care of now:

- Record the details of your card users and let them know their spending limits.
- Talk to them about the business restrictions that apply to their card use and their responsibilities for looking after their card and card details.
- Give them their card and ask them to sign it immediately.
- Make them aware that you're their main contact for any questions or problems.
- Make sure that authorised signatories sign all forms.
- Show them where they can find their Card user guide and their Conditions of Use.

If you need help call Business Card Services: **0345 602 2042** or **+44 207 222 1100** from abroad. Have your Business Credit or Charge Card account number and card user's name (if applicable) to hand when you contact us.



Getting the most from your Business Credit or Charge Card

Annual fee

There's no annual card fee to pay in the first year of opening your account. And we'll waive your annual card fees if your total business card spend is over £6,000 a year. Otherwise the fee is £32 per card per year.

Cashback programme

Your business will get:

- 1% cashback on fuel and electric vehicle charging.
- 0.5% on everything else, except cash withdrawals, cryptocurrency purchases or gambling transactions.

You'll need to spend a minimum of £2,000 across your total account spend within each monthly billing cycle, to earn cashback.

Mastercard® Business Savings

Card users will receive business savings rewards for spending with certain merchants. Mastercard manages and provides this scheme at no cost to you.

For more information visit: **priceless.com/easy-savings**

If you don't want to receive savings rewards, contact Business Card Services.

Travel Insurance

Cover for card users, their family and up to three colleagues travelling together. To qualify for cover, you must have purchased at least 50% of the total cost of business travel with your Business Credit or Charge Card.

For cover details, or to find out how to make a claim visit: **lloydsbank.com/business/business-cards/travel-insurance**

Buyers Protection Insurance

Your cards come with complimentary Buyers Protection Insurance. Claim up to £2,500 per claim and up to £5,000 per card user per year. Claims can be made against the theft/ or accidental damage of purchases made using your card (minimum purchase price £50).

For cover details, or to find out how to make a claim visit: **lloydsbank.com/business/business-cards/buyers-protection**

Managing your cards

Renewing & cancelling cards

We'll send you renewal cards a few weeks before your current ones expire. Card users can use these as soon as they receive them, they don't need to wait for the expiry of their existing card. Contact us if your renewal cards don't arrive.

If a card user leaves your business, get the card back so you can cancel any recurring transactions and the card itself. Otherwise you might be liable for the costs of unauthorised purchases.

Dispose of cancelled cards securely by cutting through the smartcard chips. We could ask you to confirm in writing that you have destroyed your card.

Recurring transactions

Also known as continuous payments (like magazine subscriptions), these can be made using your card and set up by phone, online or by letter. The Direct Debit Guarantee Scheme won't protect recurring transactions.

To cancel a recurring transaction, tell the retailer. Once cancelled, we'll treat any future recurring transactions as unauthorised.

If we collect a payment in error, contact Business Card Services for help.

Lost or stolen cards

Report lost and stolen cards to us immediately.

You must tell us if someone uses your card before you receive it, or if a card transaction that you haven't authorised has been made using your card details either online or over the phone.

You won't have to pay for any losses that occur if you and your card users have taken reasonable care to keep your card and card details safe.

Your business will be responsible for all losses arising from the use of the card if the card user or business:

- Acts fraudulently.
- Acts without reasonable care.

For further details, see your Terms and Conditions.

Managing your cards

Individual user and business limits

You'll give each card user a spending limit. When you add all your card limits together, they mustn't go over the total limit agreed between your business and us.

Changing details and spending limits

Contact your Lloyds relationship team to:

- Make changes to a card user's details such as increasing their spending limit.
- Apply for a Business Credit or Charge Card for someone new.
- Apply to have your business limit increased.

It can take up to 10 working days from receiving your instructions to make changes. Any increase to a card user's limit mustn't take your business's overall total above the business limit agreed with us. You'll receive new cards within two weeks.

Statements and payments

We'll send monthly statements detailing transactions and charges for each card user. Each user will also receive a statement to check their transactions and process expenses.

Statements include:

- Transaction date
- Enter date (when we applied the transaction to your Business Credit or Charge Card account)

If you find an error, contact Business Card Services immediately at **0345 602 2042** or **+44 207 222 1100** from abroad with your account number, card user's name, transaction date, reference number, and amount in question.

Credit Card: The Payment Date is 25 days after the Business Statement date. If this falls on a non-Business Day, the Payment Date will be the next Business Day. The Business Statement will display the Payment Date and specify the Minimum Payment due.

Charge Card: You must pay the full amount shown on your Business Statement by direct debit from the Payment Account no later than the Payment Date. The direct debit will be taken at least 11 days after the Business Statement date.

We'll notify you and agree on a payment if you have any arrears or if your business exceeds its limit.

You might be charged a fee if there aren't enough funds in your account to cover the Direct Debit payment for the full balance of your cards.

For details of fees and charges visit: **lloydsbank.com/business/business-cards**

Keeping your account safe

Contact Business Card Services straight away if you don't receive a bank statement, card statement or any other financial information that you're expecting.

Stopping a card – If we stop your card for any reason, we'll let you know before we do.

Protect your business from fraud

Discover how fraudsters can target your business and what you can do about it.

lloydsbank.com/fraud

Cancelling your Business Credit or Charge Card account

If you need to cancel:

1. Let your relationship team know.
2. Make no further purchases. Please destroy the card securely by cutting through the smartcard chip and throwing away the pieces. We may ask you to let us know you've destroyed the card.
3. Pay all outstanding balances as normal by Direct Debit at the next statement date.

We'll let you know when we've closed your account. And we'll arrange for any full or part refund of your annual card fee if you have paid one.

Reporting lost and stolen cards

Tell us immediately if your card:

- gets lost or stolen.
- is used before you've received it.
- if another person knows your PIN.

0800 096 9799 (24 hours) or +44 1702 278 270 (from abroad)

If you find your card after you've reported it lost or stolen, you can't use it. Securely dispose of the card. If requested, confirm in writing within seven days to: Business Credit and Charge Cards, Lloyds Bank, Card Operations, 11 Portland Street, Manchester, Greater Manchester M1 3HU.

Help when you need it

Mistakes can happen and if they do, we'll put them right as quickly as possible. If something goes wrong, help us by having the following information to hand when you call:

- All relevant bank details – account number, sort code, and card number.
- Photocopies of any supporting paperwork, keeping the originals for your own records.

How to make a complaint

If you're unhappy with something we've done and want to make a complaint, you can:

1. Let your relationship team know about your complaint and tell them how you want them to resolve it. We'll respond to you, usually within five business days.
2. Call our Commercial Telephone Banking Centre on **0345 072 5555** 8am to 6pm Monday to Friday, or 9am to 2pm Saturdays. We're closed on all UK public holidays. To call us from outside the UK call **+44 1733 347 338**. You can also call us on Textphone **0345 601 6909**.
3. Write to us at: Business Credit and Charge Cards, Lloyds Bank, Card Operations, 11 Portland Street, Manchester, Greater Manchester M1 3HU.

Find out more

Go to **lloydsbank.com/business**

Call us on **0345 072 5555**

Business help and support

We aim to provide you with a high level of service.
If you have a query our Help & Support pages can help:
lloydsbank.com/business/help

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

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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We are covered by the Financial Ombudsman Service (FOS). Please note that due to FOS eligibility criteria not all business customers will be covered.

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