



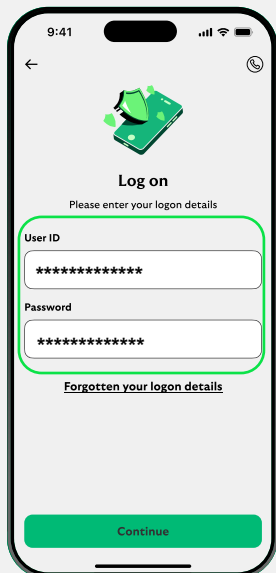
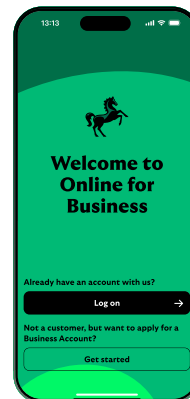
How to set up your Business Banking App

Before you begin

Make sure you're already registered for Online for Business on our website. You'll use the same User ID and password when you log in to the app.

When you're ready, have these details to hand:

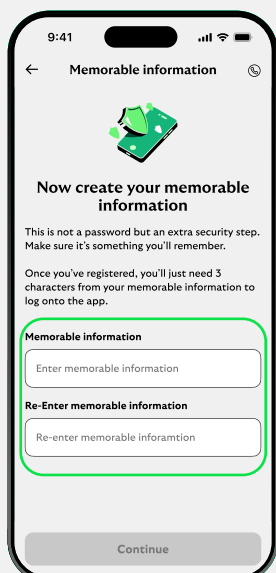
- ✔ Your Online for Business User ID
- ✔ Password and memorable information
- ✔ Debit or authentication card and PIN
- ✔ Your card reader.



Step one

Open the app and log in

Download the Lloyds Business Mobile App from the Apple App Store or Google Play, then enter your Online for Business User ID and password to get started.

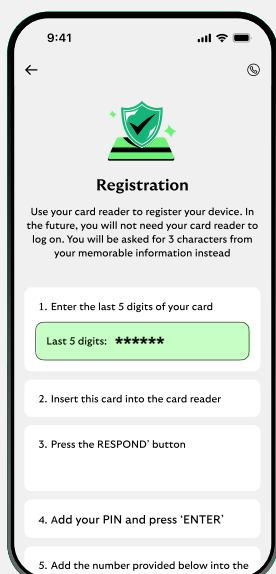


Step two

Confirm or set up your memorable information

If you don't have memorable information you will be asked to set some up.

You'll be asked for selected characters from your memorable information so the app can verify it's you.



Step three

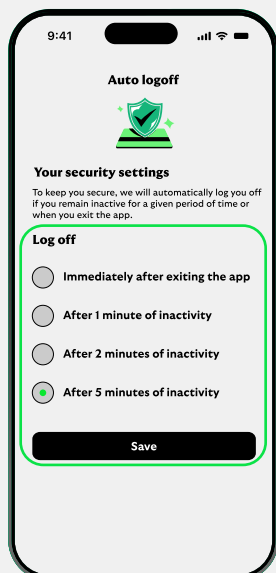
Register your device

Register your phone using your card reader.

The app will guide you through this step, but here's what to expect:

1. Enter the last 5 digits of your card number into the app.
2. Insert the same card into the card reader and press RESPOND.
3. Enter your card's PIN into the reader and press ENTER.
4. The reader will show a passcode.
5. Type this passcode into the app when prompted and press CONTINUE.

Once that's done, your phone and Online for Business profile are securely linked.




Step four

Set your timeout

Decide how long the app should stay open when you stop using it. This helps protect your account and gives you control over your security.

Just pick the option that suits you and tap Save.



Finally...

You can select how you want to log on next time: with fingerprint, Face ID or memorable information.

You're now ready to go.



Need a Hand?

You'll find more support at lloydsbank.com/businessapp

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

We don't charge you for the Mobile Banking app but any applicable account transaction charges will still apply. You should also check with your mobile operator as they may charge you for certain services such as downloading or using the app. You will need a smartphone running iOS or Android. The app is not compatible with some older versions of the operating systems – check the Apple App Store or Google Play for more details. Online for Business registration required. Services may be affected by phone signal and functionality. Use of Mobile Banking is subject to our Online for Business Terms and Conditions.

Lloyds and Lloyds Bank are trading names of Lloyds Bank plc. Registered Office: 25 Gresham Street, London EC2V 7HN. Registered in England and Wales no. 2065. Telephone: 0207 626 1500.

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.

Financial Services Compensation Scheme (FSCS) <https://www.fscs.org.uk/>

How to make a complaint

If you are unhappy with something we've done and would like to make a complaint:

- Make sure your usual contact at the bank knows about your complaint and tell them how you think it could be resolved. We'll respond to you, usually within five business days
- Or you can call our Commercial Telephone Banking Centre on 0345 072 5555 7am to 8pm 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
- Alternatively, you can raise your complaint with Customer Services. Write to The Manager, Lloyds Bank, Customer Services, Correspondence Centre BX1 1LT.

