Request to

Close an account

For Commercial Corporate Clients

LLOYDS

FREF 102586

Before you begin: It's best to save this form to your computer and open it using Adobe Acrobat Reader. Doing this will allow you to fill in the PDF and upload signatures.
You can get the latest version of Adobe Acrobat Reader by visiting https://get.adobe.com/reader/

Guidance notes

You can fill in this form online. Use the toolbar to save your progress.
Complete any fields marked with an *
Upload an image of your signature in the signatories' section once you have completed your application.

You can email your signed form to us using the contact details at the bottom of the form.
You can also print this form and complete it by hand.

1 Information for you

Closing single accounts

- Closing an account will cancel any debit and cash cards for the account. If you are closing all your accounts, we will cancel all cards, including credit and charge cards. Destroy your cards as soon as you can.
- We'll take any fees for CHAPs or International Payments from your closing balance before moving it to your nominated account.
- We won't honour any cheques coming from a closed account. Please destroy your cheque books for your closed account.
- Redirect any regular credits before closing your account.
- We'll cancel any standing orders and Direct Debits not moved to another account.
- Before we can close the account, you'll need to pay any accrued interest and charges and overdrawn balance if applicable.
- If the account you want to close is being used to make repayments to a loan you hold with us, you must either change the account the repayments are taken from to another account held by you with us or repay the loan in full before closing your account. If you do not have another account to use to repay your loan or have not repaid your loan in full, you can open a loan servicing account instead.
- If you wish to close a loan servicing account, you can only do this when you have repaid your loan in full or made arrangements to make loan repayments from another account held by you with us.
- If you're closing a Treasury Direct linked account, you'll need to give us another settlement account with the same account name. Failure to do so, could delay closing your account. You can contact us for more information by email on mcdeposits@lloydsbanking.com
- We'll try to close an account on any date you select. If you select a weekend or bank holiday, we'll try to close your account by the next working day.

Closing all accounts

- You must repay any accrued interest and charges and overdrawn balances (including on any credit or charge cards you may hold) before you can close your accounts.
- We'll close any currency and instant access savings accounts you hold with us if you close your primary business current account.

2 Which accounts are you closing?

Full name of business *

Please note: If you require your whole relationship to be closed, list all accounts below. If you have more than 13 accounts to close, please use multiple forms.

Sort code *	Account number *	Date to close (DD MM YYYY) – **only** complete if you want close on a specific date)	Are charges taken from the account?

2 Which accounts are you closing? continued

Do you use any of the accounts to settle fees or charges? * Yes ☐ No ☐

If yes please give details:

Account name

Sort code

Account number

All outstanding fees and charges are payable on closure of the account. You'll receive a final invoice with your closing charges. You can find out more about your fees and charges at www.lloydsbank.com/business/product-terms-and-conditions.asp

Are you closing any accounts associated with a Treasury product, for example a Fixed Term Deposit or Notice Account? * Yes ☐ No ☐

If yes what is your new settlement account.
(This must be in the same name as the account you are closing).
You may experience delays if you don't give us these details:

Short identification or transaction reference

Sort code

Account number

If you need to contact the Treasury Direct team, please email mcdeposits@lloydsbanking.com

3 Your contact details

Tell us how to contact you with updates about your request.

Title Mr ☐ Mrs ☐ Miss ☐ Ms ☐ Other (please specify)

First name

Last name

How should we contact you? email ☐ SMS/text ☐

Please give your contact details below:

UK mobile number

Business email address
(we won't use any information you tell us here for marketing purposes)

4 Reasons for account closure

Reason for closing the account:

Business no longer trading ☐ Change in business ownership or structure ☐ Switching to another provider ☐ Fraud ☐

Other (please specify)

If moving to another provider, please confirm the primary reason for switching:

Unhappy with rates/fees/charges ☐ Introduction of new fees and charges ☐ Account policy changes ☐ Unhappy with online/mobile banking services ☐

Poor service from staff ☐ Delays in setting up my account ☐ Unable to access the products/finance I need ☐

Other (please specify)

5 Nominated account details

Please tell us where to send your accounts closing balance. We recommend using existing online channels (please select **one option only**). *

Electronic Payment to a Lloyds Bank or Bank of Scotland account

Account name | Sort code | Account number

Electronic Payment to another bank or building society

Account name | Sort code | Account number

Name of Bank/Building Society | Reference number (if applicable)

Send your balance to Charity

We'll send your residual balance to the Lloyds Banking Group Charity of the year

International payment

- If you select this option, our closures team will be in touch to process the payment
- **International Money Transfer (IMT) Charges:** We recommend using 'split charges' so you pay for any charges from us, and your beneficiary pays any charges from the other bank.

IBAN number

Name of Bank

Swift/BIC code | Beneficiary account name

By cheque

Please only use this payment method if you can't use any of the other options.

As cheques are sent by post, it will result in a delay in receiving your remaining balance.

Name of payee

Address to send cheque

Post code

6 Your authorisation and personal details

Please ensure that this form is signed by the correct number of signatories, in accordance with the signing instructions set out in your mandate. If you are unsure of your current signatories please contact your service team. **By signing, you confirm that the information on this form is accurate.**

Please note: signatures **must** match the signatures held on your mandate.

6.1 Approvers signatures

There are **two** ways to add signatures to the form:

1. Upload an image of your signature
2. Print and sign with a pen.

To upload an image:

- Save the form to your device
- Open the form in **Adobe Acrobat Reader**
- Select the signature field to upload your image.

We strongly recommend you send the form to any other approvers and/or people who've been added to sign first.

Once you're satisfied, please sign and return the form to us (see details below).

First authoriser's name *

First authoriser's signature *

Click or tap here to upload an image of your signature.
This only works when you open the form in Adobe Acrobat Reader

Date: LOCK SIGNATURE & FORM

Second authoriser's name (if required)

Second authoriser's signature (if required)

Click or tap here to upload an image of your signature.
This only works when you open the form in Adobe Acrobat Reader

Date: LOCK SIGNATURE

Third authoriser's signature (if required)

Third authoriser's signature (if required)

Click or tap here to upload an image of your signature.
This only works when you open the form in Adobe Acrobat Reader

LOCK SIGNATURE

Fourth authoriser's name (if required)

Fourth authoriser's signature (if required)

Click or tap here to upload an image of your signature.
This only works when you open the form in Adobe Acrobat Reader

Date: LOCK SIGNATURE

Fifth authoriser's name (if required)

Fifth authoriser's signature (if required)

Click or tap here to upload an image of your signature.
This only works when you open the form in Adobe Acrobat Reader

Date: LOCK SIGNATURE

Sixth authoriser's name (if required)

Sixth authoriser's signature (if required)

Click or tap here to upload an image of your signature.
This only works when you open the form in Adobe Acrobat Reader

Date: LOCK SIGNATURE

Once completed and signed:

- Email the form to: commercialclientservicing@lloydsbanking.com

OR

- Post the form to: **Commercial Servicing, Edinburgh, BX2 1LB**

PRINT FORM EMAIL FORM

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

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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

7 Personal and business information and Lloyds Banking Group

7.1 Use of business information

When businesses apply for, or hold, products or services provided by us, we may acquire and process information relating to the business as well as personal data of individuals associated with the business. More information about how we use business information is available at www.lloydsbank.com/businessprivacy

7.2 Privacy notice

Who looks after your personal information Your personal information will be held by Lloyds Bank plc which is part of the Lloyds Banking Group. More information on the Group can be found at www.lloydsbankinggroup.com

How we use your personal information

We will use your personal information:

- to provide products and services, manage your relationship with us and comply with any laws or regulations we are subject to (for example the laws that prevent financial crime or the regulatory requirements governing the products we offer).
- for other purposes including improving our services, exercising our rights in relation to agreements and contracts and identifying products and services that may be of interest.

To support us with the above we analyse information we know about you and how you use our products and services, including some automated decision making. You can find out more about how we do this, and in what circumstances you can ask us to stop, in our full privacy notice.

Who we share your personal information with

Your personal information will be shared within Lloyds Banking Group and other companies that provide services to you or us, so that we and any other companies in our Group can look after your relationship with us. By sharing this information it enables us to better understand our customers' needs, run accounts and policies, and provide products and services efficiently. This processing may include activities which take place outside of the European Economic Area. If this is the case we will ensure appropriate safeguards are in place to protect your personal information. You can find out more about how we share your personal information with credit reference agencies below and can access more information about how else we share your information in our full privacy notice.

Where we collect your personal information from

We will collect personal information about you from a number of sources including:

- information given to us on application forms, when you talk to us in branch, over the phone or through the device you use and when new services are requested.
- from analysis of how you operate our products and services, including the frequency, nature, location, origin and recipients of any payments.
- from or through other organisations (for example card associations, credit reference agencies, insurance companies, retailers, comparison websites, social media and fraud prevention agencies)
- in certain circumstances we may also use information about health or criminal convictions but we will only do this where allowed by law or if you give us your consent.

You can find out more about where we collect personal information about you from in our full privacy notice.

Do you have to give us your personal information

We may be required by law, or as a consequence of any contractual relationship we have, to collect certain personal information. Failure to provide this information may prevent or delay us fulfilling these obligations or performing services.

What rights you have over your personal information

The law gives you a number of rights in relation to your personal information including:

- the right to access the personal information we have about you. This includes information from application forms, statements, correspondence and call recordings.
- the right to get us to correct personal information that is wrong or incomplete.
- in certain circumstances, the right to ask us to stop using or delete your personal information.
- the right to receive any personal information we have collected from you in an easily re-usable format when it's processed on certain grounds, such as consent or for contractual reasons. You can also ask us to pass this information on to another organisation.

You can find out more about these rights and how you can exercise them in our full privacy notice.

Other individuals you have financial links with

We may also collect personal information about other individuals who you have a financial link with. This may include people who you have joint accounts or policies with such as your partner/spouse, dependents, beneficiaries or people you have commercial links to, for example other directors or officers of your company.

We will collect this information to assess any applications, provide the services requested and to carry out credit reference and fraud prevention checks. You can find out more about how we process personal information about individuals with whom you have a financial link in our full privacy notice.

How we use credit reference agencies

In order to process your application we may supply your personal information to credit reference agencies (CRAs) including how you use our products and services and they will give us information about you, such as about your financial history. We do this to assess creditworthiness and product suitability, check your identity, manage your account, trace and recover debts and prevent criminal activity.

We may also continue to exchange information about you with CRAs on an ongoing basis, including about your settled accounts and any debts not fully repaid on time, information on funds going into the account, the balance on the account and, if you borrow, details of your repayments or whether you repay in full and on time. CRAs will share your information with other organisations, for example other organisations you ask to provide you with products and services.

Your data will also be linked to the data of any joint applicants or other financial associates as explained above.

You can find out more about the identities of the CRAs, and the ways in which they use and share personal information, in our full privacy notice.

How we use fraud prevention agencies

The personal information we have collected from you and anyone you have a financial link with may be shared with fraud prevention agencies who will use it to prevent fraud and money laundering and to verify your identity. If fraud is detected, you could be refused certain services, finance or employment. Further details of how your information will be used by us and these fraud prevention agencies, and your data protection rights, can be found in our full privacy notice.

Our full privacy notice

It is important that you understand how the personal information you give us will be used. Therefore, we strongly advise that you read our full privacy notice, which you can find at http://commercialbanking.lloydsbank.com/privacy/ or you can ask us for a copy.

How you can contact us

If you have any questions or require more information about how we use your personal information please speak to your usual bank contact in the first instance.

If you feel we have not answered your question Lloyds Banking Group has a Group Data Privacy Officer, who you can contact on **0345 602 1997** (**+44 1733 347 007** from outside the UK) and tell us you want to speak to our Data Privacy Officer.

Version Control

This notice was last updated in May 2022.