BUSINESS & COMMERCIAL

Online for Business

Your Agreement – Product Specific Conditions

Contains additional terms and conditions for the online banking service you receive from us.

1. Meanings of words we use

Account

Any of your business bank accounts with us which you can access, view or operate through the **Service**.

Authority

The authority you've given to us relating to who can operate your **Accounts** and services, and the **Authority Requirements** you've chosen.

Authority Requirements

The rules you've chosen to operate your accounts and authorise instructions outside of this **Service**, in accordance with your **Authority**.

> **Example:** you may have chosen a "one to authorise" rule for instructing payments, and a "two to authorise" rule for all other instructions including varying your **Authority**. ⓘ

Business Day

Mondays to Fridays except public and bank holidays. Online banking services are generally available 24 hours a day.

Online Payment Controls

Controls you have put on which **Users** are able to make and approve payments in the **Service**.

Security Details

Details or security procedures you must follow or use to give an instruction, confirm your identity or access a device. For example, a password, security code (or PIN), memorable information or biometric data such as a fingerprint or facial recognition technology (Biometric ID).

Security Device

The equipment you and the **Users** must use for identification before we permit access to the **Service**, for example, a debit card, card reader or Biometric ID associated with your mobile device.

Service

The Online for Business service supplied by us under these Product Specific Conditions.

Third Party Provider

A service provider authorised by you to access or provide information or make payments for you from your payment accounts.

Types of User

What different types of **User** can do when they use this **Service** only. See section 9 for more details.

Users

The individuals you authorise to access the **Service**. See section 8 for more details.

2. What is Online for Business?

These Product Specific Conditions apply whether you are using your mobile banking app or browser to access the **Service**. Online for Business is an online banking service which allows **Users** to:

- access information about your **Accounts**;
- request new products or changes to existing products;
- give us instructions to make individual payments from your **Accounts**;
- give us instructions to make bulk payments from your **Accounts** (a batch of payments which we make at the same time and which show on your **Account** as one debit payment);
- use Cheque Imaging to pay a cheque into an **Account** through the mobile banking app by sending photos of the cheque to us;
- set **Online Payment Controls**;
- request changes to your **Authority** (including adding and removing other **Users**);
- receive and manage service delivery and associated account information and other relevant messages in connection with the **Service** and your accounts comprised in the **Service**;
- receive additional information and insights through the **Service**, by giving us consent to obtain information from accounts you have with both us and/or **Third Party Providers** – such information and insights may include:

  — cashflow insights/forecasts in a dashboard providing you with an overview of current spending, cashflow, forecast spending, direct debits, standing orders and any shortfalls and/or additional financial performance, including alternative products, accounts and interest rates or budgets that may be available to you;

  — direct marketing (including comparative advertising) messages and notices (which may include pop ups and in-app messages) including recommendations and suggestions as to alternative products, potential savings, investments, insurance, mortgages, loans and similar products and services;

  — combining all your accounts data with other historic financial data and anonymising that data to provide broader insights to selected third parties;

- aggregating accountancy service data to produce enhanced insights, which may include customised recommendations, to improve financial management and operational efficiency; and/or

- providing a credit assessment in respect of new customers where there is no credit history for that segment; and

- set or change:
  - the designated contact details for the person in your business, whom we can contact for any specific service-related query: for example, your business may set different people for us to contact to discuss different issues such as borrowing related issues or savings related issues; and/or
  - marketing consents and preferences for the business: such as whether you wish to be contacted via email, post, telephone/mobile, text message or mobile device messaging.

Details of which levels of **User** can do these things are in the table on page 4.

How you can use the **Service** will depend on the type of **Account** you've opened with us and the type of instructions and payments you can make on that **Account**. You can find this information on our website.

3. What do you need to read to understand Your Agreement with us?

These Product Specific Conditions are just one part of **Your Agreement** between you and us relating to the **Service**. You also need to read:

- The General Conditions
- Your application form for the **Service**
- Any other document that we tell you forms part of **Your Agreement**.

These Product Specific Conditions apply in addition to the terms and conditions you have relating to any **Accounts**.

4. What happens if the documents which make up Your Agreement say different things?

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

4.2 Each of our **Accounts** and services have separate terms and conditions which apply to them. The Product Specific Conditions for the **Accounts** and any services we provide will apply in relation to the supply of those **Accounts** and services.

4.3 If these Product Specific Conditions say one thing, and the Product Specific Conditions for an **Account** or a service say another, these Product Specific Conditions will apply in relation to your use of the **Service**, access to **Accounts** and services through the **Service** and the appointment of **Users** and the permissions granted to **Users**.

5. What do you need to do to access the Service?

Your **Users** will need access to the internet and their log in and **Security Details**.

You have to register for the browser service before you can download and use the application on your mobile device. Some of the features of the **Service** will only be available on certain devices, software or applications. You can find

details of this on our website. Any equipment used to access the **Service** must meet certain requirements. You can find details of the requirements on our website. If you are having problems with accessing the **Service**, please let us know.

6. Are there any charges for using the Service?

No, but there may be charges for payments you make or receive through the **Service** and for other products and services you can use or apply for through the **Service**. You can find details of the charges in the Account Charges and Processing Times brochure and on our website. You are responsible for the costs of accessing the **Service** online.

7. What happens if you don't use the Service for a period of time?

If you don't log in to the **Service** for at least 14 months, you may need to re-register. You can re-register at **lloydsbank.com/business/banking-online/register-for-online-for-business**

8. Can you use the Service outside of the United Kingdom?

If you use the **Service** outside the United Kingdom, you and your **Users** must make sure you don't break the laws of that country by doing so.

9. What rules about security must you follow when using the Service?

The General Conditions set out some rules you have to follow to keep your **Accounts** safe, but there are some additional things you need to do in relation to the **Service**.

You must make sure that you and your **Users** take reasonable care to protect their **Security Details** and **Security Device** and to prevent unauthorised access to the **Service**.

Users must:

- not record their **Security Details** in a way someone else could recognise;
- not share their **Security Details** with anyone else (for example, other **Users**, members of your staff, members of their families, our staff or anyone on our helpdesk);
- not let anyone else give instructions or access information on your **Accounts**;
- not allow anyone else to use a **Security Device**;
- use **Security Details** that meet the requirements we set;
- change **Security Details** if you think there might have been a breach of security;
- keep virus protection software up to date on any computer or device used to access the **Service**;
- not leave their computer or device unattended when logged into the **Service**;
- not copy or change any software we provide as part of the **Service** and not give that software to anyone else;
- use appropriate security on devices, such as passwords and PIN codes;
- not have multiple **Users** on one device; and
- follow any other security guidance we tell you about.

If a **User** tries to log in too many times using the wrong **Security Details**, we may stop use of the **Service** until you reset your **Security Details**. If you use the same **User** log in

ID for both your personal and business accounts, you won't be able to access any of your accounts until the **Security Details** are reset. When you reset your **Security Details** on one account, this will apply to all accounts.

We can change the security measures you need to take at any time to protect the security of **Accounts** and/or the **Service**. This includes changing your **Security Device** and/or **Security Details**.

10. What are Users and how can they use the Service?

When you request the **Service**, you name individuals to use the **Service**. They are called **Users**. There are three **Types of User** – Full Access Users, Delegate Users and View Only Users.

We may carry out checks on individuals you choose to be **Users** using credit reference agencies. We may say an individual can't become a **User** if they don't meet those checks.

You authorise us to carry out instructions from **Users**. We'll carry out a **User's** instructions without checking with you, as long as we can identify the **User** through the use of their **Security Details** and/or **Security Device**.

Unless you tell us otherwise in your application form for the **Service** or an **Authority** variation, **Users** will be able to use the **Service** in relation to all existing and future **Accounts** and will be subject to the same **Online Payment Controls**.

11. What can each type of User do when they use the Service?

11.1 When you use the **Service**, you set up separate authorisations and controls that may differ from the ones in your **Authority**. These authorisations and controls will apply when the **Service** is being used.

> **Examples**:
> - You appoint someone who isn't named in your **Authority** as a **User** to give us instructions using the **Service**. We'll act on instructions from that person given using the **Service**, even though they are not listed in your **Authority**.
> - Your **Authority** requires that "two people to authorise" all payment instructions made outside of the **Service**. When using the **Service**, one **User** can make payments unless you've also set up **Online Payment Controls**.
> - You put a control in place using the **Service** which says that a person can make payments up to £1,500. That limit will only apply when they are using the **Service**.

11.2 Sometimes you can request we take an action using the **Service** but additional requirements will apply for that type of request. For example, if you request to add a new person to your **Authority** then we'll use the **Authority Requirements** stated in your **Authority** to check the request is authorised. We'll let you know what additional requirements there are when you make the request.

The table below gives you examples of what different **Types of User** can do when they use the **Service**. Sometimes there are restrictions on what certain **Users** can do so they won't be able to take all of these actions.

Full Access User	Full Access Users can do everything in the **Service**	Full Access Users can do everything the other **Users** can do. You set up separate authorisations which will apply when the **Service** is being used, regardless of what your **Authority** says.
		In addition, examples of what only a Full Access User can do are:
		Managing Payments
		- request a debit card for you to use and on behalf of certain other key people in your business
		- apply for the bulk payment service
		- request an increase to your bulk payment limit
		- request for, change or cancel **Online Payment Controls** (some additional conditions and steps may apply such as the need to request in writing reduction of the **Online Payment Controls**).
		Managing your accounts and services
		- make changes to existing products and services
		- make changes to your communication preferences
		- close or open an **Account**
		- apply for new products and services
		- apply for borrowing, overdrafts and other credit products. Additional requirements may be in place. For example, we may ask one, two, or three of your key people to authorise the borrowing application, including where that individual would have a personal responsibility to repay the borrowing. Please note that where documentation requires a signature, we'll tell you about any signing requirements at the time.

Full Access User	Full Access Users can do everything in the **Service**	**Managing your details and data** - manage your business contact details - change your business address - set or change any of your designated contact details relating to any **Account** or whom we can contact in relation to any specific service related query (for example, you may be able to set different contact names for borrowing or savings) - set or change the marketing consents for you including in relation to the marketing which you can be sent by, for example, email, post, telephone and/or SMS - provide consent to us (on behalf of your business) using data we receive from **Third Party Providers** and accounting software for us to provide you with additional information and insights through the **Service** - confirm that the information given by the business or its key parties is accurate so we can fulfil our information requirements. **Managing Users and Types of Users** - request changes to your **Authority** and **Users** including adding or removing **Users** in line with section 10. Any of the things that a Delegate User or View Only User can do.

Delegate User	There are limits on what a Delegate User can do using the **Service**	Examples of what they can do:
		Managing Payments
		
		- make, change or cancel payments
		- make, change or cancel bulk payments
		- use Cheque Imaging
		- as part of **Online Payment Controls**:
		  — create payment instructions
		  — authorise payment instructions created by either a Full Access User or another Delegate User
		  — make a payment (as long as the payment is within the **User's** payment limit if applicable)
		- make international payments
		- authorise a **Third Party Provider** to make payments from your **Account**.
		
		Managing your accounts and services
		
		- order cheque and credit books
		- order statements
		- apply for our Text Alerts service on your behalf (a service that delivers updates about your **Account(s)** to a **User's** mobile telephone as text messages).
		
		Any of the things a View Only User can do.

View Only User	There are limits on what a View Only User can do using the **Service**	Examples of what they can do: - check the balance on **Accounts** - view information about payments - view information and insights through the **Service** based on data we receive from **Third Party Providers** and accounting software (through the account information service) - view the deposit status for cheques paid into **Accounts** - make any other function related enquiry we make available as part of the **Service** - authorise a **Third Party Provider** to access your information on your **Accounts** - use the chat or similar service functions to discuss your **Accounts** and to make requests.
All Users	All **Users** can manage their own details	All users can manage their own login and personal details, for example, cards which have been assigned to them and their PIN codes, order an additional or replacement card reader.

12. How do you change, add, or remove a User from the Service, or change your Authority?

A Full Access User can initiate changes to **Users** or your **Authority** through the **Service**. It is also possible to make changes through other channels – please see details on our website. These changes include:

12.1 adding or removing a **User**;

12.2 changing the people named in your **Authority**; or

12.3 changing the **Type of User**.

Before we process a change request, we'll check whether the **User** initiating the request is authorised to make the request acting alone. If they are, the request will be processed. If they are not (for example because more than one person needs to approve a change to the **Type of User** or change of **Authority**) then we'll need other authorised person(s) to approve the request.

We'll still act on any instructions **Users** have given to us before you ask for them to be removed and for a reasonable period of time afterwards, to allow us the time to process your request.

13. How do Online Payment Controls work?

This can be used to:

13.1 limit a **User** from making a payment above a specific amount; or

13.2 require a payment instruction to be created by one **User** and authorised by one, two or three other **User(s)** before we can process it.

It only applies to making payments to third parties (including other businesses where you may hold accounts with us) not to transfers between your other **Accounts** you could make using the **Service**.

If you set up **Online Payment Controls**, you must make sure you have procedures in place so that your **Users** are aware when a payment needs to be authorised by another **User**. We won't be responsible for any losses you may suffer if you don't authorise a payment and we don't process it as a result.

If we are asked to remove or reduce the level of authorisations for **Online Payment Controls**, for example, by reducing a three **User** authorisation process to a two **User** authorisation process, we'll need confirmation in writing from you in accordance with your **Authority Requirements**, asking us to make the change. The change won't apply until we receive your written authorisation. Other changes will be applied without the need for written authorisation from you.

If any payment instruction requiring authorisation by more than one **User** is not authorised by the last authoriser within 30 days of when it was created, it will automatically expire and we won't make the payment.

14. When can you use the Cheque Imaging service?

14.1 You can use the Cheque Imaging service to pay a cheque into an **Account** through the mobile banking app by sending photos of the cheque to us. We'll tell you whether we were able to read the image and details. We can still reject the cheque later when we start processing it if it breaks **Your Agreement** with us in any way.

14.2 You can use Cheque Imaging to pay a cheque into your **Account(s)** if:

- the **Account** allows cheques to be paid into it;

- the cheque is in sterling;

- the cheque does not exceed the deposit limit (these are on our website);

- paying in the cheque does not exceed any daily limit on the number of cheques or the total value of cheques, which we tell you about from time to time;

- the cheque comes from a financial institution which is part of the Image Clearing System; and

- the cheque is payable to you and the name on the cheque matches the name on your **Account**.

14.3 You can't use the Cheque Imaging service to pay in travellers cheques, bank giro credit, electronic vouchers or other non-standard cheques.

14.4 Your Account Charges and Processing Times brochure will tell you more about when cheques paid into your **Account** will show on your **Account**. You can find details of the cut-off times for depositing cheques on our website.

15. How do bulk payments work using the Service?

A Full Access User needs to apply for access to use the bulk payment service and we'll agree a bulk payment limit with the Full Access User.

The **User** must choose the date it wants the various payees' banks to receive the payment. A **User** can cancel the bulk payment at any time before 6.00pm on the **Business Day** immediately before that date.

We will make the payment so that it is received by the date you've chosen and treat the instruction as received by us on the **Business Day** before that date.

16. What is our account information service and how does it work?

Our account information service allows us to show you information from accounts you hold with other providers alongside your **Accounts** on the **Service**.

In order to provide the account information service, we will access your online accounts with other providers by using a dedicated interface (such as an application programme interface or API) set up by that provider.

You give explicit consent for us or people we authorise to contact the providers of the accounts you add to the account information service, and to access and use the account information relating to those accounts.

We use the information from your other account providers to give you information and create insights for you. We don't have any control over the information they send us. If that information turns out to be inaccurate or incomplete, we won't be responsible for any money you lose.

You can end this account information service for future data at any time by asking us. We may not be able to end this immediately.

Where you give consent for your accounts held with third parties to be viewed through the **Service**, you may require the consent of any individual whose information or account details will be displayed through the **Service**.

You'll be responsible for any claims and losses of an individual whose information was provided to us, where the **User** did not have the consent to provide us with that information.

17. Where will you receive information about payments made using the Service?

They'll be listed on your statements for your **Accounts**.

18. How will we notify you about changes to charges or Your Agreement?

The General Conditions explain that if there is a change to **Your Agreement**, we'll tell you about this in writing, which can include an email or to your mailbox within the **Service**. If we send information to the mailbox, we'll tell you it is there. There are different ways we can do this, for example, by email, text message or prompt through the **Service**.

Any message sent to a Full Access User is treated as a message sent to you, so you should make sure you have arrangements in place so that your Full Access Users tell you anything you need to know.

19. Can we change the Service?

Changing what a User can do:

19.1 We can change what a **User** can do at any time by telling you in advance in writing (which could for example, be by email, text message or message or prompt through the **Service** or using the mailbox in the **Service**).

19.2 As new functionality is added to the **Service**, Full Access Users, Delegate Users and View Only Users will be able to use any new functionality which is available to that **Type of User** automatically.

19.3 If you don't want a Full Access User, Delegate User or View Only User to have these powers, you will need to change their level of authority or remove that **User**.

Service changes:

19.4 We'll let you know if there are any changes to the **Service**. If this means there is a change to **Your Agreement**, we'll usually tell you two months in advance. The General Conditions explain what you can do if you don't like a change we're making to **Your Agreement**.

19.5 When new functionality is added or if we make any changes to how the **Service** looks, this does not change **Your Agreement** so there will be no need to tell you about any changes to the General Conditions or these Product Specific Conditions. We will let you know about new functionality or changes to functionality. This may be, for example, by email, text message or message or prompt through the **Service** or using the mailbox in the **Service**.

> **Find out more**
>
> Get support with our online banking channels on our website:
>
> **lloydsbank.com/business/help-and-support/ online-banking**

Our service promise

Please let us know if you have a problem – we're here to help. See our complaints process on our 'Help & Support' page at **lloydsbank.com/business/complaint**

If you need this communication in another format, such as large print, Braille or audio, please contact us.

Tell us what you think of this communication

We won't ask for any personal information in this survey.

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