

PhoneBank® for Business

Product Specific Conditions



This document contains additional terms and conditions for the PhoneBank® for Business service you receive from us.

1 Meaning of words we use

Account Any business bank accounts you hold with us which we say may be accessed, viewed or operated through the **Service**.

Authority The authority you have given to us relating to the operation of your accounts and services.

Business Day Mondays to Fridays except public and bank holidays. Most services are available 9am to 5pm but some branches may have shorter opening times.

Service The PhoneBank® for business service supplied by us under these Product Specific Conditions.

User An individual you have appointed as a User on the application form for the **Service**.

2 What is the Service?

It is a telephone banking service which allows anyone you have appointed as a **User** to give us instructions by telephone.

3 What do you need to read to understand your agreement with us relating to the Service?

These Product Specific Conditions are just one part of the agreement between you and us relating to the **Service**.

You also need to read:

- The General Conditions
- The **Authority** you have given to us
- Your application form for the **Service**
- The Account Charges & Processing Times brochure

Any **Accounts** and services you are accessing through the **Service** may also have separate terms and conditions.

4 What happens if the documents which make up your agreement with us relating to the Service say different things?

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

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. 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**.

5 What are Users and how can they use the Service?

When you request the **Service**, you name individuals on the application form to use the **Service**. They are called **Users**.

You must always have at least one **User**.

You authorise us to carry out instructions from **Users**. We will carry out a **User's** instructions without checking with you, as long as we can identify the **User** through the use of their password for the **Service**.

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

The table below sets out the level of authority **Users** have to use the **Service** and give us instructions. They have that authority on all of your **Accounts** (whether opened now or in the future).

If you have set any signing restrictions or instructions in your **Authority**, they will not apply to the **Service**.

Example: You authorise someone who isn't named in your **Authority** 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**.

Users can manage many aspects of their account

Examples of what a **User** can do when using the **Service**:

- instruct us to make domestic payments;
- stop a cheque, set up, cancel or change standing orders;
- cancel UK Sterling direct debits;
- order cheque books, foreign currency and travellers cheques;
- cancel any **User**;
- check the balance of an **Account**;
- ask about bill payments, standing orders and direct debits;
- ask about recent payments made into and out of the **Account(s)**;
- ask for information about other services; and
- use any other function we may make available as part of the **Service** from time to time in relation to the **Account(s)**.

7 How can you cancel a User's authority to use the Service?

By calling us on 0345 072 5555.

We will immediately put a stop on that **User's** password when you call so they can't use the **Service**.

We will still act on any instructions which the **User** authorised before you told us you wanted to cancel their authority to use the **Service**. This is unless you tell us you don't want us to. If you ask us, we can tell you about any future payments set up on your **Account**. You can then decide if you want to cancel them or not.

8 How do Users authorise us to make a payment for you?

The General Conditions tell you how payments can be authorised. For the **Service**, this is by following the security process we provide to you.

The process we follow is to read the details relating to the payment back to the **User**. We ask them to confirm that the details are correct and that we should make the payment. Once the **User** confirms, they have authorised us to make the payment(s) on your behalf.

9 Are there any charges for the Service?

We do not apply any charges for the **Service**.

You will have to pay for the usual costs of calls. You will also have to pay any charges which apply to instructions you give us using the **Service** (for example, if you ask us to make a payment and charges apply to that type of payment). You can find the charges in the Account Charges & Processing Times brochure. We can also give you information about the charges on request when a **User** calls.

10 Is there a cut-off time for giving us payment instructions using the Service?

If you want us to start processing a payment instruction on the same **Business Day**, a **User** must call and give us the instruction by the cut-off time on that **Business Day**. Our Account Charges & Processing Times brochure explains the cut-off times and where to find these.

The **Service** may be open for you to make calls after the cut-off time and on **non-Business Days**. If you call after the cut-off time or on a **non-Business Day**, we won't usually treat the payment instruction as received until the next **Business Day**. If we can start processing it on the day the **User** calls, we will treat the instruction as received on that day.

11 What do your Users need to do to protect your Accounts?

You must ensure that they follow the security rules in the General Conditions.

12 When will your agreement with us relating to the Service end?

The General Conditions set out information about closure of accounts and services, but there are some additional things you need to know about the **Service**.

We can end the **Service** immediately if all your **Accounts** are closed.

We will normally process any instructions we received from you before the **Service** ended.

13 Do we record telephone calls made using the Service?

Yes, we record telephone calls for resolving any disagreements.
We may also monitor calls to improve our service.

14 Can we change the Service?

We will let you know if there are any changes to the **Service**. If this means there is a change to the documents which make up your agreement with us relating to the **Service**, we will 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 the documents which make up your agreement with us.

When new functionality is added, this does not change the documents which make up your agreement with us relating to the **Service** so there will be no need to tell you about any changes to them. We will advertise new functionality as it is added.

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'd like this in braille, large print or on audio.

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.
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.