

Private Banking

PRIVATE BANKING
PREMIER CURRENT
ACCOUNT
(INCLUDING CLUB
LLOYDS)

Guide to charges



LLOYDS BANK

This is your guide to the main fees and charges that will apply to all Private Banking Premier accounts including Club Lloyds and associated debit cards

Rates that apply to your Club Lloyds Private Banking Premier Current Account and Private Banking Premier Current Account can be found in our Rates of Interest leaflet. We've designed this guide to help you plan ahead and avoid unnecessary charges in the future so you may find it helpful to keep it with your bank statements for reference.

If we have agreed an interest-free arranged overdraft, you will not pay arranged overdraft interest if you keep within that agreed limit. If you go over this interest-free limit you will pay arranged overdraft interest on the balance over the interest-free limit.

There may also be a charge if you use special services, such as requesting copy statements. This guide explains how these charges work, and when we apply them.

If you ask us for a service that is not covered here and there is a charge for it or if we make any changes to our fees, we'll always let you know before you are charged. You can also check the latest information either online at: **lloydsbank.com** or by phoning the Private Banking Telephone service on **0345 300 2750**.

Different fees are taken from your account at different times. We take most charges when we provide you with the service. Some fees are taken after we have provided the service. If this is the case, we have set this out in the information below.

Monthly maintaining the account fee if you have a Club Lloyds Private Banking Premier Current Account or Private Banking Premier Current Account

If the cleared balance on your current account is at least £10,000 in credit throughout the

monthly charging period – **there is no monthly maintaining the account fee.**

If the cleared current account balance falls below £10,000 at any time during the monthly charging period – **there is a monthly maintaining the account fee of £25.**

For accounts opened or converted to a Private Banking Premier Current Account before 4 August 2008, the monthly maintaining the account fee is £15. This monthly maintaining the account fee won't apply if you maintain a cleared current account balance of at least £5,000, or maintained a managed portfolio with Private Banking of £175,000 prior to 1 June 2019.

Our monthly charging period for the Private Banking Premier Current Account, including Club Lloyds, runs from the 2nd of one month to the 1st of the next month, or is based on the day of the month you opened your account, depending on the type of account you may have held with us previously.

If you open, upgrade or close your account part way through a month, you will only pay for the days you have used.

Club Lloyds

There is also a £3 monthly maintaining the account fee for your Club Lloyds account, however while you remain a Private Banking client this fee will be waived.

You will see this monthly maintaining the account fee charged and refunded on the same day each month.

Borrowing from us

An 'overdraft' is where, as part of our overall service, we are willing to lend you money through your current account.

How much we lend depends on our assessment of your personal circumstances. Lloyds Bank plc is a responsible lender and we only wish you to borrow what you can afford and in a way that is best for you.

All overdrafts are repayable on demand.

Please contact us if you would like to discuss your requirements, or if you have any financial difficulties, and we will do our best to help.

Please see section F in the Personal Banking Terms and Conditions for more details about overdrafts.

If you decide you need an overdraft, you can ask us in advance for an arranged overdraft. You can also ask to increase an existing arranged overdraft limit at any time.

Avoiding arranged overdraft interest

You can avoid paying arranged overdraft interest if your balance goes overdrawn during the day but you pay money into your account later the same day to bring it back into credit. You have until the end of the day to get your account back into credit and avoid paying arranged overdraft interest for that day. The money needs to be immediately available to use, so you could transfer money from another personal account you have with us using Mobile Banking, Internet Banking or Telephone Banking or pay in cash directly over the counter at one of our branches.

You should check using Mobile Banking, Internet Banking, at a Cashpoint® or in branch, to make sure you have enough money in your account to pay everything due. The money in your account must be available to withdraw. It is important

so that we are able to make any payments you want to make. You should always try to make sure there is enough money in your account and try to move any large payments that are due to a time in the month when you have more money. Subject to our lending assessment of you, you should also make sure your arranged overdraft is enough to allow us to make all payments.

The information in the sections 'Charges for using your card' and 'Other Services' applies to personal current accounts and savings accounts (if your savings account offers the relevant card or service).

An arranged overdraft is an overdraft up to an agreed overdraft limit which you arrange with us in advance. If we agree to provide you with an arranged overdraft, we'll let you know about any further conditions which apply.

There is a £600 interest-free arranged overdraft available on your Club Lloyds Private Banking Premier Current Account/Private Banking Premier Current Account which is subject to application and approval by us. You won't be charged any interest if you stay within the interest-free amount of your arranged overdraft.

You will only pay arranged overdraft interest on any arranged overdraft (or part of an arranged overdraft) that we have agreed with you in advance, where you have gone above the interest-free limit.

You must be 18 or over to have an arranged overdraft.

We will not charge you fees for setting up an arranged overdraft.

We will consider whether to agree to your request taking into account your personal circumstances.

Please note, an arranged overdraft continues until it is repaid. So, at the start of any monthly billing period, if you still have an arranged overdraft from the previous monthly billing period, you will incur further interest.

The monthly billing period is generally from the 2nd of each month, to the 1st of the next but this can vary for some clients. For example, it could start on the 10th of each month.

This means you may be charged a monthly maintaining the account fee more than once within a calendar month (but never more than once in the same monthly billing period). If you are unsure when your monthly billing period starts, please contact us to find out.

Arranged overdrafts are intended to be used for short-term, unexpected borrowing.

If you make a mistake

We understand that everyone can make mistakes from time to time. We may decide to either refuse a payment or allow the payment taking you in to an unarranged overdraft. Going in to an unarranged overdraft may impact your credit score.

We will continue to charge arranged overdraft interest for your use of an arranged overdraft if any fees or payments take, or have taken, your account above your arranged overdraft limit.

Avoiding using an unarranged overdraft

Occasionally you may go over your arranged overdraft limit. If this ever happens, we'll give you some time during the day to put things right. The money needs to be immediately available to use, so you could transfer money from another personal account you have with us using Mobile Banking, Internet Banking, Telephone Banking or pay in cash at any branch.

You can check your balance on a daily basis:

- at any Cashpoint;
- by calling the Private Banking Telephone service;
- at any Lloyds Bank branch;
- online at: [lloydsbank.com](https://www.lloydsbank.com);
- by using our Mobile Banking app

Debit Card charges

Withdrawing cash in the UK in pounds at a cash machine or over the counter

Using your debit card at a Lloyds Bank Cashpoint machine or branch in the UK.

Free of charge.

Using your debit card at a non-Lloyds Bank Cashpoint machine or non-Lloyds Bank branch in the UK.

Lloyds Bank does not charge for this. However, the owner of the machine may. If so, the machine will show you the amount and tell you that it will be taken from your account when you withdraw the cash.

Paying-in cash using a machine

You can pay cash into your account at one of our branches using a Lloyds Bank or Bank of Scotland Immediate Deposit Machine or one of our cash machines that accept cash deposits. We won't charge you for this deposit.

If you pay cash into your account away from our branches using an Automated Deposit Machine, you may be charged by the machine owner. The machine will show you the amount and tell you it will be taken from your account when you deposit the cash.

Using your debit card in the UK to buy foreign currency

From any Lloyds Bank branch.

Free of charge.

From any other banks, travel agents, Bureau de Change and other outlets displaying the Visa sign.

Lloyds Bank does not make a charge but the provider of foreign currency may make a charge.

Cash withdrawal in a foreign currency, or cash withdrawal in pounds outside the UK (at a cash machine or over the counter)

Charges

Using your Lloyds Bank Private Banking Premier Current Account debit card or Cashpoint card.

If you use your card to:

- withdraw cash in a foreign currency, or
- withdraw cash in pounds outside the UK,

then unless you've asked the cash machine or card terminal provider to do the currency conversion, the card payment scheme, for example, Visa will convert the amount into pounds the day the transaction is processed using their exchange rate. In Visa's case this will be the Visa Payment Scheme Exchange Rate. The symbol on your card will tell you which payment scheme applies. You can check the payment scheme exchange rate for your card online at: lloydsbank.com/travel/using-debit-credit-cards-abroad We will charge you a foreign currency transaction fee of **2.99%** of the pounds payment amount. This is a fee for currency conversion. We will also charge a foreign currency cash fee of **£1.50** for each withdrawal.

In some countries, the cash machine or card terminal you use may offer you the option of paying for the transaction in pounds. If you choose to pay in pounds, the exchange rate will generally be provided by the cash machine operator or card terminal provider. In this instance, we will not charge you a foreign currency transaction fee, but we will charge a foreign cash fee of **£1.50** for each withdrawal. The provider of the foreign currency may make a separate charge for conversion.

We won't charge a foreign currency cash fee or a foreign cash fee if you withdraw Euro within the EEA or UK.

Buying goods or services in a foreign currency

Charges

Using your Lloyds Bank Private Banking Premier Current Account debit card.

If you use your debit card to make a purchase or other transaction (not a cash withdrawal) in a foreign currency, the card payment scheme, for example Visa, will convert the amount into pounds the day the transaction is processed using their exchange rate. In Visa's case, this will be the Visa Payment Scheme Exchange Rate. The symbol on your card will tell you which payment scheme applies. You can check the payment scheme exchange rate for your card online at: lloydsbank.com/travel/using-debit-credit-cards-abroad We will charge you a foreign currency transaction fee of **2.99%** of the value in pounds of the transaction. This is a fee for currency conversion.

When you make a purchase from a retailer based outside the UK they may give you the option to pay in pounds. If you choose to do this we won't apply any charges but the retailer might. If the retailer provides information about the exchange rate that will apply and fees (if they charge them) you can compare this with the information we provide and decide whether to pay in pounds or foreign currency.

You can find more information about exchange rates and the charges that we apply to withdrawing cash in a foreign currency/pounds outside the UK and purchases in a foreign currency on the travel pages of our website: lloydsbank.com/travel/using-debit-credit-cards-abroad This information includes a comparison of our exchange rate for certain currencies as a mark-up against the rate published by the European Central Bank.

Other services

Service	Charges
Statements We will send you regular account statements and if you order an extra statement at any Lloyds Bank Cashpoint machine this will be free of charge.	Free
Duplicate statements	£5
CHAPS Payment*	£30
Returned Cheque (if a cheque you pay into your account is returned to us unpaid by another bank or branch).	Free

* **Important information about cut-off times.** We must receive your CHAPS payment instruction before the cut-off time on the day you want the payment to arrive. The cut-off time for instructions via branch is 4.25pm. If you make your payment via your Private Banking Relationship team, the cut-off time is 3.30pm. If the CHAPS payment instruction is not received by us by the cut-off time on a working day, we will treat it as being received the next working day. You can ask us for further information about the relevant cut-off times.

Other services continued

Sending money outside the UK or in a foreign currency	Charges
Electronic payments sent outside of the UK or in a foreign currency.*	In Euro – no fee** In any other currency – £9.50**
Correspondent Bank Fee	
Zone 1 (USA, Canada and Europe non-EEA)	£12
Zone 2 (Rest of the world)	£20
Receiving money from outside the UK or in a foreign currency	
Electronic payments received in Euro from within the EEA or UK or by SEPA credit transfer	Free
All other electronic payments received***	Up to £100 – £2 £100.01 and above – £7
Foreign currency cheques paid into your account.	No fee

* **Important information about cut-off times.** We must receive your foreign payment instruction before the cut-off time on a working day so that we can start processing it the same day. The cut-off time for most foreign payments sent via online, branch and telephony is 3pm. Euro payments sent via branch and telephony may be subject to an earlier cut-off time of 2pm. If this applies to your payment, we will tell you at the time of the transaction. If you make via your Private Banking Relationship team, the cut-off time for all currencies is 12.30pm.

** You will share international payment charges with the recipient when the payment is made:

- in any currency using Internet Banking; or
- in any currency to a bank account in the UK or EEA; or
- in any EEA currency or pounds to a bank account in Switzerland, Monaco or San Marino

Sharing the charges means you will pay our charge and the recipient will pay their bank's charges and any agent bank charges that apply.

If you make any other international payment, you can choose either:

- a) to share charges; or
- b) to pay both our charge and all agent bank charges.

If you choose option b), you will pay our charge and the Correspondent Bank Fee that replaces all agent bank charges. The recipient bank may charge its customer a fee but we cannot provide information about such a fee.

*** The amount you pay will be calculated after we've converted the money you've received into pounds. We'll do this on the day we pay it into your account.

Most banking services are exempt from VAT at present. If this should change, we reserve the right to add VAT to these charges.

Please go to lloydsbank.com/privatebanking
or call us on 0345 300 2750

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

You can call us using Relay UK if you have a hearing or speech impairment. There's more information on the Relay UK help pages www.relayuk.bt.com

SignVideo services are also available if you're Deaf and use British Sign Language: lloydsbank.com/help-guidance/accessibility/signvideo

If you need support due to a disability please get in touch.

If you want to make a complaint, you'll find helpful information at: lloydsbank.com/private-banking/how-to-contact-us

To speak to us, call: **0345 300 2750** or **+44 207 481 2138** from abroad.

Calls and online sessions may be monitored and recorded.

Not all Telephone Banking services are available 24 hours a day, seven days a week.

We adhere to The Standards of Lending Practice which are monitored and enforced by the LSB: www.lendingstandardsboard.org.uk

Eligible deposits with us, up to a total of £85,000, are protected by the Financial Services Compensation Scheme (FSCS). We are also covered by the Financial Ombudsman Service (FOS).

Arranged overdrafts are subject to application and approval and repayable on demand.

To use our Mobile Banking app you need to have a valid phone number registered to your account. Available to UK personal Internet Banking customers and Internet Banking customers with accounts held in Jersey, the Bailiwick of Guernsey or the Isle of Man or you can register for the first time in the app. Our app is available to iOS and Android users only and minimum operating systems apply, so check the App Store or Google Play for details. Device registration required. The app doesn't work on jailbroken or rooted devices. Terms and conditions apply: lloydsbank.com/legal/online-banking/internet-banking

Android/Google Play is a trademark of Google LLC. Apple is a trademark of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc.

Cashpoint® is a registered trademark of Lloyds Bank plc.

Lloyds Bank plc. Registered Office: 25 Gresham Street, London EC2V 7HN. Registered in England and Wales No. 2065. Lloyds Bank plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under registration number 119278.

This information is correct as of November 2023 and is relevant to Lloyds Bank plc products and services only.



LLOYDS BANK

M54588 (11/23)