

Internet Access to International Accounts

Conditions

These Terms and Conditions are for products supplied by Commercial Banking to customers with an annual turnover of £15m or more and not consumers. If you have any queries please contact your Relationship Manager.

1 Service Specific Conditions

1.1 The following Service Specific Conditions apply to the Internet Access to International Accounts Service (in these conditions called 'the IAIA Service') in addition to the General Conditions.

2 IAIA Service

2.1 The IAIA Service is provided by the Bank via the Lloyds Bank Commercial Banking website and allows the Customer to access balance, transaction and advice details on its accounts held with the Bank. The Customer may view online balance, statement and advice information throughout the day. This information may also be downloaded into the Customer's system or application, thereby facilitating the reconciliation of the Customer's cash position on the same day.

3 Information and Data

3.1 The Bank will use reasonable endeavours to ensure that information provided to the Customer via the IAIA Service is accurate, complete and up to date but does not warrant that it will be so without exception. Accordingly the Bank will not be liable for any loss or damage arising directly or indirectly as a result of any error or omission in information supplied to or obtained by the Customer via the IAIA Service.

www.lloydsbankcommercial.com

Please contact us if you would like this in Braille, large print or on audio tape.

We accept calls via Text Relay.

We may monitor or record phone calls with you in case we need to check we have carried out your instructions correctly and to help improve the quality of our service.

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.

Lloyds Holdings (Jersey) Limited has registered the business name of Lloyds Bank Commercial in Jersey and the Isle of Man and has licensed it to Lloyds Bank International Limited.

Lloyds Bank International Limited. Registered Office and principal place of business: PO Box 160, 25 New Street, St. Helier, Jersey JE4 8RG. Registered in Jersey, number 4029.

Regulated by the Jersey Financial Services Commission. We abide by the Jersey Code of Practice for Consumer Lending.

The Isle of Man branch of Lloyds Bank International Limited is licensed by the Isle of Man Financial Supervision Commission and registered with the Insurance and Pensions Authority in respect of General Business.

The Guernsey branch of Lloyds Bank International Limited is licensed to conduct banking, investment and insurance intermediary business by the Guernsey Financial Services Commission under the Banking Supervision (Bailiwick of Guernsey) Law 1994, the Protection of Investors (Bailiwick of Guernsey) Law 1987 and the Insurance Managers and Insurance Intermediaries (Bailiwick of Guernsey) Law 2002.

We aim to provide the highest level of customer service possible. If you do experience a problem, we will always seek to resolve this as quickly and efficiently as possible.

If you would like a copy of our complaint procedures, please contact your Relationship Manager or any of our offices. You can also find details on our website, at

www.lloydsbankcommercial.com/contactus.