

COMMERCIAL BANKING

EPAY VIRTUAL CHARGES SCHEDULE



General information	Charges		
Currency	Sterling	Euro	US Dollar
Annual Percentage Rate (APR)		N/A	
Interest Free Period	No interest is charged when balance is settled in full each month		
Annual Card Fee		N/A	
Non-Currency Transaction Fee		2.75%	
Late Payment Fee	2% of outstanding balance (min. £10)	2% of outstanding balance (min. €12)	2% of outstanding balance (min. \$15)
Returned Payment Fee	£30	€36	\$47
Copy of Statement/Report	£10	€12	\$15
Implementation Fee		Negotiable	
Annual Licence Fee		Negotiable	
Mobile Servicing		Free	
Online Card Management Service Setup, Training and Standard Reporting		Free	
Online Card Management Service Dynamic Reporting and Expense Management		Price on request	
File Transfer Monthly Maintenance Fee		Negotiable	



LLOYDS BANK

Changes to ePay Virtual Charges

Lloyds Bank reserves the right to make changes to charges in accordance with the ePay Virtual Product Terms and Conditions and Conditions of Use. We may direct you to the website for further details of any changes.

Issue date: April 2020.

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 for businesses with an annual turnover of up to £25m are published at lloydsbank.com/business/contactus and for businesses with an annual turnover of £25m or more they can be found at commercialbanking.lloydsbank.com/contact-us

 Contact your relationship manager

 Visit lloydsbank.com/commercialbanking

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

If you have a hearing or speech impairment you can use the Next Generation Text (NGT) Services (previously Text Relay/Typetalk).

Important information

Your call may be monitored or recorded in case we need to check we have carried out your instructions correctly and to help improve our quality of service.

We adhere to the Standards of Lending Practice, which are monitored and enforced by the LSB: www.lendingstandardsboard.org.uk. Please note not all business customers will be covered.

Lloyds Bank plc. Registered Office: 25 Gresham Street, London EC2V 7HN. Registered in England and Wales No. 2065. Telephone: 020 7626 1500. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under Registration number 119278.

Lloyds Banking Group is a financial services group that incorporates a number of brands including Lloyds Bank, Halifax and Bank of Scotland and their associated companies. More information on Lloyds Banking Group can be found at lloydsbankinggroup.com