



Guide for programme administrators

eOptimise









The simple way to pay suppliers who don't accept card payments



LLOYDS BANK

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Find out more

Speak to your
Relationship Manager

Visit:
lloydsbank.com/commercialbanking
for information about Commercial
Card solutions

Putting you in control



A simple way to pay suppliers who don't accept card payments

Guidance at your fingertips

This guide will help you, as the Programme Administrator and key contact point between your account holders and us, to set up and run your eOptimise card payment account programme. It covers the application process, how to make changes to your card payment account and should help you answer common questions your colleagues may have.

Solutions to suit your business payment needs

With eOptimise, payments are made to suppliers by bank transfer using a Commercial Card credit line and Billhop as the Business Payments Solution Provider. This allows you to pay suppliers, even if they don't accept card payments. eOptimise can be used to make both regular and one-off payments direct to the bank accounts of your suppliers and sub-contractors.

We can offer accounts in euro and US dollar denominations as well as sterling. All you need is a Lloyds Bank Currency Account in the relevant currency. Our non-Sterling accounts can help you to minimise charges for currency conversion. It also means that the price you pay your supplier is fixed at the point of purchase and won't change when the transaction is converted into the billed currency. Our website says more about the Payment Scheme Exchange rate and how to compare it with other exchange rates. This is the rate that's used by Visa to convert non-currency transactions to your billed currency.

If you haven't appointed a secondary Programme Administrator, we recommend that you do so to cover those times when you are not available. Your business will then always have the capability to make decisions about your card programme.

Key activities of the Programme Administrator include:

- Liaising directly with Billhop, our preferred Business Payment Solution Provider, to deliver eOptimise.
- Onboarding your eOptimise card payment accounts, managing new applications and assisting in the application process. This includes checking and authorising application forms before they are submitted to us.
- Managing spending parameters, e.g. monthly spending limits.
- Submitting amendments to existing accounts or for your programme.
- Managing account security.
- Maintaining records of all your accounts.
- Providing guidance for colleagues.
- Checking statements.
- Supporting the continued development of your card programme and monitoring the success of the card programme.
- Liaising with your Lloyds Bank Relationship Manager when you need to increase the overall programme limit.



Account holder application process

Before starting the application process, check for any organisational restrictions associated with using the payment solution.



How do I set up new accounts?


Ask your Relationship Manager for an account holder application form or request one from Client Services.

Check that the requested account limit doesn't take your programme over its agreed monthly spending limit as this could delay the account being issued. Speak to your Relationship Manager if you do need to increase the programme limit.

Avoid unnecessary delays by double checking paper applications are fully completed and signed before they are sent to us.

Where you know that a new cardholder's application will need you to increase your Business Limit speak to your Relationship Manager.

Fully completed application forms should be sent to:

 Lloyds Bank Corporate Card Services,
PO Box 6061, Milton Keynes MK7 8LE

How long does the application process take?

It will take approximately 7-10 working days from receipt of a fully completed application form.

If the form is incorrect, unsigned or incomplete, we'll send it back to you to amend and resubmit.

If you need help, or want to discuss an individual card application, contact us. Details are in the Useful Contacts section at the back of this guide.

How will I receive our account details?

Once your eOptimise account is opened, the account details will be sent to you by post. Our Client Services team will help you with any questions or support you need to use eOptimise. To reduce the risk of fraud, account holders should always keep their card payment details in a safe place and never leave them unattended.

Making changes to your account



Change of account holder name

The named account holder must complete a cardholder amendment form from our Commercial Card Resource Centre or by calling Corporate Card Services and provide a copy of proof of name change e.g. marriage certificate, deed poll form.

Change of account holder address

You can call or write to our Corporate Card Services team. When calling us, you will need to pass our identification process and will require your password to continue.

Amending monthly spending limits

As Programme Administrator, you can make changes to a cardholder's spending limit provided it doesn't change the overall programme limit. You can make the change in Commercial Card Internet Servicing (CCIS).

Account cancellations

You will need to cancel a card payment account in the following circumstances:

- If the named account holder leaves your organisation.
- If the account has been misused by a colleague. Your organisation's internal guide for colleagues should provide an explanation of what constitutes misuse.
- Accounts will also need to be cancelled if your business no longer has a relationship with the preferred supplier you are paying. Please contact Corporate Card Services for guidance.



Refer to page 7 of this guide for information on Liability Waiver Insurance as you may be able to submit a claim where an account holder has misused the account.



Overall programme changes



Change of organisation name

We will require written confirmation signed in accordance with your bank account mandate, and a copy of the certificate for the change of organisation name.

Change of overall programme limit

Please refer any requests to increase your programme limit to your Relationship Manager.



Change of organisation address

We will require written confirmation signed in accordance with your bank account mandate.

Change of Programme Administrator

Complete the Programme/Travel Administrator Application form which is available from our Resources Centre.

This should be signed by an existing Programme Administrator or a signatory of Section 7 of your business application.

Managing card security



Account holder records

To keep track of individual account usage you should keep your own records, logging the following information:

- Details of your account holders. This information is also available in Commercial Card Internet Servicing (CCIS), our 24/7 account servicing system.
- Monthly spending limit, individual transaction limits (if applicable), and the overall programme limit as you may need to request an increase if this is regularly exceeded.
- Cost centre account is assigned to (if applicable).
- Authorising cost centre manager (if applicable).

Update your records whenever there's a change so that the information you hold is accurate and let our Corporate Card Services team know of any changes as they happen.

Lost or stolen card payment accounts

- Make all account holders aware of their responsibility to notify you, as Programme Administrator, and us if card payment account details have been compromised.
- Account holders should call Corporate Card Services immediately on **0800 096 4496** (24 hrs; from abroad **+44 1908 544059**) if their account details are lost or stolen.



Statements and payments



Statements

- At the end of the billing cycle, the account holder will receive a single consolidated statement detailing all transactions made to help reconcile your expenditure.
- With eOptimise, your account may have been set up to receive 4 monthly statements for payment, across the monthly payment cycle. This allows your organisation to maximise the working capital benefits eOptimise provides.
- Your organisation is responsible for the payment of the account. The account is settled in full each month by Direct Debit/Debit Authority, usually 14 days after the statement date, although this will depend on the payment terms agreed at account set up.
- Transaction/reporting, statement information is available from our Client Services team who will advise you on how to use the system as part of your account implementation.
- If the outstanding balance is not settled in time, late fees will be applied to your account and it may be blocked. These fees are detailed in the Charges Schedule for eOptimise that would have been supplied when you applied for your account.

Overdue Payments

- Speak to your Relationship Manager if you are having difficulty paying or if your programme is in arrears and they will help you to try and resolve the situation as quickly as possible.
- Late charges will be added each month until the balance is cleared in full and we will make every effort to recover any outstanding balance in accordance with the Terms and Conditions.



Liability Waiver Insurance



Your cover against unauthorised charges

Whilst you should work within the rules and guidelines of your own internal policy as your organisation is ultimately responsible for all transactions on a valid card payment account, our Liability Waiver Insurance protects your organisation from having to meet unauthorised purchases.

‘Unauthorised’ means if an account holder, having bought something with his/her card payment account details that does not benefit the organisation, either directly or indirectly, dishonestly tries to get your organisation to pay the bill.

This insurance meets the demands and needs of an organisation that wishes to protect itself from having to meet the cost of unauthorised purchases.

Who is covered?

For your organisation to benefit from the Liability Waiver Insurance, account holders must be 18 years or older and:

- under a contract of (or for) service or apprenticeship which is controlled by your organisation, or
- undergoing training through a government approved programme in connection with your organisation, or
- if directors or partners, so long as they are employed by the organisation under a contract of service and control 5% or less of the organisation’s issued share capital.

Maximum claim

The maximum claim under the Liability Waiver Insurance is £15,000 for each account holder; £1 million for your organisation overall.

Period of insurance and cancellation rights:

The insurance commences on the date that the first card payment account is issued and remains in force throughout the period during which any of the card payment accounts to which it relates are valid.

Renewal of the insurance will be automatic on renewal of a card payment account.

Cancellation of the card payment account agreement will automatically cancel the insurance. The insurance cannot be cancelled independently of the card contract.

When you can make a claim:

As soon as you discover that an account holder has made an unauthorised purchase, you should contact Corporate Card Services and instruct us to suspend that account so that it cannot be used again.

You must also write to us if an account holder leaves your employment. You can also ask us to waive your liability for unauthorised charges when your organisation has paid the bill, but cannot get reimbursed by the account holder.

Establishing the waiver date:

The day on which you first discover that the account holder has made an unauthorised purchase is the waiver date. You may claim for waiver of unauthorised charges in the following circumstances:

- where charges have been debited to the card payment account during the 75-day period up to the waiver date and you have notified us of the unauthorised purchase within 14 days of the waiver date, or;
- where charges have been incurred but not yet billed as at the waiver date, or up to 14 days inclusive after we have received your request to cancel the relevant card payment account, whichever occurs first, and you have notified us of the unauthorised purchase within 14 days of the waiver date.

Liability Waiver Insurance (continued)



How to claim

When you want to claim, contact your Relationship Manager who will send you a 'waiver request letter' and the claim forms.

Please complete all the details and send them to:

K.M. Dastur & Company Limited
Forum House
15-18 Lime Street
London
EC3M 7AN

Email address: BCLW@KMDastur.co.uk

In the event of a claim or any circumstances giving rise to the possibility of a claim you must **immediately** notify Corporate Card Services if you discover an account holder has made an unauthorised purchase.

Instruct the account holder, in writing, to return their card payment account details to your organisation, as it has been cancelled and may no longer be used.

K.M. Dastur & Company Limited will tell you if they need any other documents. If so, please provide them within 30 days.

A full copy of the policy wording is available on request.

Claim exclusions:

You cannot claim under the Liability Waiver Insurance in the following circumstances:

- unauthorised purchases by partners, owners and principal shareholders who control more than 5% of the issued share capital.
- interest or consequential losses that result from an account holder's unauthorised purchases.
- losses occurring before the individual concerned becomes an account holder.
- unauthorised purchases of goods or services that the account holder is normally allowed to buy for the organisation.
- charges made after the waiver date or 14 days after you instruct us to cancel the relevant card payment account – whichever is earlier.
- if any responsible officer of your business knew that the account holder had committed fraud or dishonest acts either while or before you employed them.
- if you can claim for losses under any other insurance policy.
- if the organisation is wound up or the business carried on by a liquidator, receiver, administrator or supervisor.

Changes to cover:

If we need to make any changes to the Liability Waiver Insurance including withdrawing the cover, we will notify you before making such changes.

The Liability Waiver Insurance policy is underwritten by certain underwriters at Lloyds, One Lime Street, London EC3M 7HA.

What to do if you have a complaint

K.M. Dastur & Company Limited always endeavours to provide the highest levels of service and integrity. If for any reason you are not satisfied with their service please contact:

K.M. Dastur & Company Limited
Forum House
15-18 Lime Street
London EC3M 7AN

Email address: BCLW@KMDastur.co.uk

Useful contact information



Should you need additional information, once your programme is set up, please contact Lloyds Bank Corporate Card Services.

Programme Administrators Helpline:
0345 030 6270
(for calls outside the UK
+44 1908 544059)


Account Holder Helpline:
0800 096 4496
(for calls outside the UK
+44 1908 544059)
Hours of Operation:
8am to 8pm Monday to Friday,
9pm to 4.30pm Saturday.

Lost and Stolen Cards (24 hours):
0800 096 4496
(for calls outside the UK
+44 1908 544059)

You and your account holders can also use this number outside of our usual opening hours if you have any difficulties undertaking a transaction.

 lloydscorpcards@tsysmsemea.com

Address for correspondence:

 Lloyds Bank Corporate Card Services,
PO Box 6061, Milton Keynes MK7 8LE

Commercial Card Resource Centre

You can pick up copies of any guide and forms you need here


Commercial Card Internet Servicing can be accessed here

Billhop

If you have any queries relating to Billhop, you can contact them by email, Chat or phone using the information below.

 help@billhop.co.uk

 +44 2038 683439

 or via Chat on billhop.com

Opening times for both phone and Chat Monday - Friday:
08:00 – 11:30 & 12:30 - 16:00 (on Swedish public holidays both chat & phone lines will be open only in the morning).

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.



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 are published on our 'Help & Support pages' at:
lloydsbank.com/business/help-and-support/account-management/make-a-complaint



Please contact us if you would 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 Relay UK.
More information on the Relay UK Service can be found at relayuk.bt.com



While all reasonable care has been taken to ensure that the information provided is correct, no liability is accepted by Lloyds Bank for any loss or damage caused to any person relying on any statement or omission. This is for information only and should not be relied upon as offering advice for any set of circumstances. Specific advice should always be sought in each instance.

Calls 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.

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