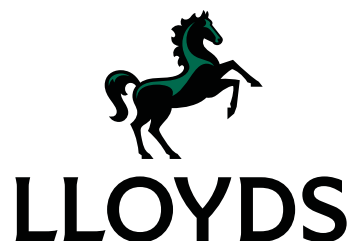


BUSINESS & COMMERCIAL



Request for Transfer – Inward

Core Banking Agreement
Product & Services Terms & Conditions





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Core Banking Agreement

(“The Agreement”) contains terms, conditions and important information that apply to certain of our products and services. Those products and services can be identified as they state in the header Core Banking Agreement.

Important Information

The following documents detail both your and our rights and obligations in relation to the **Products**.



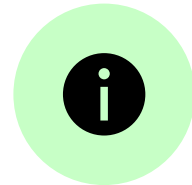
Relationship Terms & Conditions

These contain the general relationship terms and conditions for all **Products** under **The Agreement**;



Product & Services Terms & Conditions

These contain additional terms and conditions for a specific **Product** provided under **The Agreement**; and



General Information On Payments, Charges & Contacts

This contains the general information you will need to know in respect of payments and standard charges under **The Agreement**. Also included are general contact details and information on large print, Braille and call recording.

You need to read

Product & Services Terms & Conditions, relating to a **Product** that we agree to provide to you alongside the Relationship Terms & Conditions and the General Information On Payments, Charges & Contacts.

You can find a copy of each of these at lloydsbank.com/corebankingagreement or request a copy from your relationship team.



Request for Transfer

means a message sent from the Forwarding Bank to the Executing Bank, for the purpose of debiting a specific **account** which you hold with us and effecting an onward **transfer** to a client selected beneficiary or **account**



1. Definitions

- 1.1 Words and expressions as defined in the Relationship Terms & Conditions and the General Information On Payments, Charges & Contacts have the same meaning in these Product & Services Terms & Conditions unless otherwise stated in these Product & Services Terms & Conditions. We also use the following defined terms throughout these Product & Services Terms & Conditions.

Customer Account

means the accounts identified on your Application Form for this **Service** or as otherwise agreed in writing from time to time;

Executing Bank

means Lloyds Bank plc;

Forwarding Bank

means the bank which sends the **Request for Transfer (Inward)** also known as MT101/pain.001 to the **Executing Bank**;

Request for Transfer (Inward) also known as MT101/pain.001

means a message sent from the **Forwarding Bank** to the **Executing Bank**, for the purpose of debiting a specific account which you hold with us and effecting an onward transfer to a client selected beneficiary or account;

Service

means the debiting of a specific account with us and the effecting of an onward transfer to a beneficiary or account specified by you (on receipt of an **Request for Transfer (Inward)** also known as MT101/pain.001 from the **Forwarding Bank**).

SWIFT

means **Society for Worldwide Interbank Financial Telecommunications**, and it supplies secure messaging services and interface software to wholesale financial entities.

2. Authorisation

- 2.1 The **Executing Bank** will provide the **Service** to you in accordance with the terms of these Product & Services Terms & Conditions. The **Executing Bank** is authorised to accept any properly authenticated request and/or message transmitted by the **Forwarding Bank** in relation to the **Customer Account** ("the Request for Transfer").
- 2.2 The **Forwarding Bank** will be acting on behalf of a party duly authorised by you in sending such Request for Transfer (the "Instructing Party").
- 2.3 The **Executing Bank** will be acting on any properly authenticated Request for Transfer received from the **Forwarding Bank** without making any enquiry about the circumstances of such Request for Transfer.
- 2.4 Once received by the **Executing Bank**, all Requests for Transfer may be treated by and acted upon by the **Executing Bank** in the same manner as if given directly by you to the **Executing Bank** by application in writing, or by such other means as the **Executing Bank** may from time to time accept, subject to receipt of such requests by the times agreed, if any, between the **Executing Bank** and you from time to time.
- 2.5 When the **Executing Bank** receives a Request for Transfer from the **Forwarding Bank**, you agree that the **Executing Bank** will make a payment in accordance with the Request for Transfer and that the terms and conditions in force from time to time in relation to any such Request for Transfer shall apply. Accordingly, please refer to the relevant payment Product & Services Terms & Conditions or speak with your relationship team. If the **Executing Bank** receives a Request for Transfer an hour before the applicable times specified in the schedule of cut-off times which can be found in the Payment Transaction Brochure on **Our Website**, the Request for Transfer will be deemed to have been received on the following **Business Day**.
- 2.6 Furthermore you acknowledge that any Request for Transfer sent or received via **SWIFT** will be subject to **SWIFT** rules and standards.
- 2.7 Requests for Transfer must specify the account number to which the Request for Transfer relates.
- 2.8 The **Executing Bank** may provide to the **Forwarding Bank** any information relating to you or your accounts which the **Executing Bank** considers relevant to any Request for Transfer received.
- 2.9 The **Executing Bank** may contact the **Forwarding Bank**, you or the Instructing Party at its discretion in respect of any query relating to any Request for Transfer.

14 Days

The Executing Bank will invoice you each month for the charges arising under or in connection with these Product & Services Terms & Conditions (as set out in the Charges Schedule to these Product & Services Terms & Conditions), and by way of settlement you hereby authorise the Executing Bank to debit the charges shown on the invoice from the Customer Account. The Executing Bank will debit the Customer Account with the relevant amount not less than 14 calendar days after the date of invoice.

3. Cut-off times

- 3.1 Unless there are specific cut-off times provided in these Product & Services Terms & Conditions, you can find our generic payment cut-off times in the Payment Transaction Brochure on **Our Website**.

4. Charges

- 4.1 The **Executing Bank** will invoice you each month for the charges arising under or in connection with these Product & Services Terms & Conditions (as set out in the Charges Schedule to these Product & Services Terms & Conditions), and by way of settlement you hereby authorise the **Executing Bank** to debit the charges shown on the invoice from the **Customer Account**. The **Executing Bank** will debit the **Customer Account** with the relevant amount not less than 14 calendar days after the date of invoice.

5. Liability

- 5.1 The **Executing Bank** shall not be liable for any loss, damage, injury, interruption, delay or non-performance arising out of late delivery, error or omission in the sending of Requests for Transfer by the **Forwarding Bank** or the Instructing Party.
- 5.2 Any representation made or warranty given by an **Executing Bank** employee or other servant or agent of the **Executing Bank** in relation to these Product & Services Terms & Conditions shall not bind the **Executing Bank** unless confirmed in writing.
- 5.3 Nothing in these Product & Services Terms & Conditions limits or excludes our liability in any way under the sections titled “Refunds for incorrectly executed payment instructions”, “Refunds for incorrect payment amounts/ sums” and “Refunds for unauthorised transactions” in the Relationship Terms & Conditions. Any limitation on your liability under the section titled “Your responsibility for unauthorised transactions” in the Relationship Terms & Conditions will not be affected or prejudiced by any term of these Product & Services Terms & Conditions.

6. Termination and changes

- 6.1 In addition to our rights in the Relationship Terms & Conditions, we may, at our option, terminate or suspend the supply of the **Service** forthwith by notice to you if any financial institution or network operator which we use to provide the **Service** is no longer willing to provide the necessary services to us to allow us to continue to provide the **Service** to you.
- 6.2 The effect of Requests for Transfer sent/received before termination of the **Service** shall not be affected by such termination.



Transfer Requests

The effect of Requests for Transfer sent/received before termination of the Service shall not be affected by such termination

7. Other terms

- 7.1 In consideration of the **Executing Bank** accepting any Request for Transfer pursuant to **The Agreement**, you agree to indemnify the **Executing Bank** against all claims, demands, liabilities, costs, charges and expenses whatsoever which may be incurred by the **Executing Bank** by reason or as a consequence of the **Executing Bank** providing the **Service** to you.
- 7.2 Each of our services and products have separate terms and conditions applying to them (including in the form of other Product & Services Terms & Conditions).
- 7.3 These Product & Services Terms & Conditions apply to the **Service** only. Subject to clause 7.4 and clause 7.5, if separate terms and conditions (including in the form of other Product & Services Terms & Conditions) are provided to you by us for the supply by us of any of our other services or products (either electronic, automated or other), the provisions of any such separate agreements will apply to those products and services.
- 7.4 To the extent of any conflict between these Product & Services Terms & Conditions and any other separate terms and conditions relating to the supply of the **Service** you receive from us, these Product & Services Terms & Conditions will take precedence.
- 7.5 To the extent of any conflict between these Product & Services Terms & Conditions and any other separate terms and conditions relating to the supply by us of any of our other products and services (either electronic, automated or other), the terms and conditions relating to such other products and services will take precedence in respect of the provision by us to you of those products and services.

8. Contact details

- 8.1 You can contact us:



Speak to your relationship team; or



Go to **lloydsbank.com/business**

- 8.2 Further contact details are set out within the General Information On Payments, Charges & Contacts.

Core Banking Agreement



Our service promise

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



Speak to your relationship team



Go to lloydsbank.com/business

Please contact us if you need this communication in an alternative format such as Braille, large print or audio.

Important information

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. 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.



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