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# HOW TO COMPLAIN

**We aim to make it right  
for you if things go wrong**

**Lloyds Bank Corporate Markets plc  
in the Isle of Man**

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**LLOYDS BANK**

LLOYDS BANK INTERNATIONAL

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## Our promise

**We always aim to give you quality products and excellent service. We know that occasionally, things can go wrong. So if you ever feel the need to complain, we make you this promise:**

We'll do our very best to resolve it immediately. If we can't sort things out to your satisfaction straight away, we'll make sure you have the name and contact details of the person or team dealing with your complaint.

## How to tell us about a problem

If you want to make a complaint – about anything – it's best to talk to a member of staff first, either in one of our branches or over the phone. It's the quickest way for us to look into the problem and sort it out.

Come and see us in branch to talk to a member of the team.  
Or call us on: **0345 744 9900**

From overseas: **+44 1539 736 626**

Alternatively, write to us at: Lloyds Bank Corporate Markets plc, PO Box 12, Villiers House, 2 Victoria Street, Douglas, Isle of Man IM99 1SS.

If you are a Commercial customer please contact your Relationship Manager, or call us on: **01624 657 848** (Lines are open 9am-5pm Mon to Fri excluding UK public holidays.)

From overseas: **+44 1624 657 848**

Alternatively, write to us at: Senior Manager, Commercial Banking, Lloyds Bank Corporate Markets plc, PO Box 328, Villiers House, 2 Victoria Street, Douglas, Isle of Man IM99 3XE.

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## We take any complaint seriously

Many issues can be dealt with straight away, but some do take a little time to investigate thoroughly. If this happens, we'll arrange for a specialist from our Customer Relations team to resolve the issue. Our aim is to resolve your complaint within eight weeks.

## If, together, we can't find a solution...

If you're still not happy after we've tried to put things right, you can refer your complaint to the Isle of Man Financial Services Ombudsman Scheme. This is a free, independent, dispute resolution service for personal customers with a complaint against an Isle of Man financial services provider such as a bank, insurance company or financial adviser which the provider has been unable to resolve.

The Scheme is only available to personal customers.

The complaint must relate to a financial service supplied by a firm operating in or from within the Isle of Man although the customer can be based anywhere in the world.

They can be contacted at: The Isle of Man Financial Services Ombudsman Scheme, Thie Slieau Whallian, Foxdale Road, St. John's, Isle of Man IM4 3AS.

Tel: **+44 1624 686 500**

Email: **[ombudsman@iomoft.gov.im](mailto:ombudsman@iomoft.gov.im)**

For more information, visit: **[www.gov.im/oft/ombudsman/](http://www.gov.im/oft/ombudsman/)**

Please bear in mind that the Financial Services Ombudsman will only help if you've already referred a complaint to us and you're still not happy.

Commercial customers who are not eligible for the Financial Services Ombudsman Scheme and remain unhappy should contact the Senior Manager, Commercial Banking, whose details can be obtained from your relationship manager.

Lloyds Bank Corporate Markets plc is authorised and regulated in the UK as the non-ring fenced bank of the Lloyds Banking Group. The Jersey, Guernsey and Isle of Man branches of Lloyds Bank Corporate Markets plc are each separately licensed as regulated deposit-takers in their respective jurisdictions.

Lloyds Bank Corporate Markets plc is independent from Lloyds Bank plc, which is authorised and regulated in the UK as the ring fenced bank of the Lloyds Banking Group. For more information on ring-fencing visit [international.lloydsbank.com/ringfencing](http://international.lloydsbank.com/ringfencing)

# Get in touch

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Go to [lloydsbank.com/islands](https://lloydsbank.com/islands)



Call us

Isle of Man 0345 744 9900



Visit your local branch

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## Important information

Lloyds Bank International and Lloyds Bank International Private Banking are the registered business names of Lloyds Bank Corporate Markets plc in the Isle of Man. Lloyds Bank Corporate Markets plc, registered office: 25 Gresham Street, London EC2V 7HN. Incorporated in England and Wales, with company number 10399850. Lloyds Bank Corporate Markets plc in the UK is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under Registration number 763256.

The Isle of Man Branch of Lloyds Bank Corporate Markets plc, principal place of business: Villiers House, 2 Victoria Street, Douglas, Isle of Man IM1 2LN is licensed by the Isle of Man Financial Services Authority to conduct deposit-taking and is also registered as an insurance intermediary in respect of general business.

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