Personal Banking Terms and Conditions and Banking Charges

For Personal Current Accounts and Savings Accounts

24 November 2026



LLOYDS



These Terms & Conditions and Banking Charges explain:

- The agreement between us, how your account works and what to do if things go wrong
- How you can manage your account and how we will contact you

You should:

- Keep this booklet, as you may need it later
- Read it carefully and ask us if you don't understand anything

You can ask us for a copy of this booklet at any time. It's also available on our website at **lloydsbank.com/pb-terms**

Section A – Our agreement

When you open a current or savings account with us, we enter into an agreement with you.

Most of the terms and conditions of this agreement are included in this booklet in **Sections A** – **P**. If they aren't in this booklet we'll give them to you separately.

Our agreement is made up of:

- **General conditions** – these are the main terms for your account and cover day-to-day things like paying in and taking out money. The General conditions are found in **Sections A** – **O** in this booklet. In places we've used examples to explain how things work, these aren't part of your conditions. We've used a ⓘ symbol to indicate examples
- **Special conditions** – these explain the particular conditions and features of our different accounts. We have included current account Special conditions in **Section P** of this booklet. Savings account Special conditions aren't included in this booklet, we will give these to you when you open a savings account
- **Additional conditions** – these may cover some additional details about your account like interest rates and charges. We haven't included these conditions in this booklet. They may be included in letters or application forms or other information we give to you when you open your account.

If there is a difference between the Special or Additional conditions and the General conditions, the Additional or Special conditions will apply.

We have also included information in this booklet that isn't part of your conditions but might be useful when using our accounts and services. This information is in Useful to know at the back of this booklet.

Additional conditions include things like minimum and maximum balances you have to keep in an account and how to qualify for a particular account, service, rate or benefit. ⓘ

Under the General conditions, you can make payments to accounts with other banks. If the Additional conditions for a savings account say you can only make payments to another account with us, those conditions apply instead. ⓘ

There are separate conditions for our online banking service and our mobile banking app. We will give these to you if you sign up for online banking or download the app.

Our accounts are for personal customers and must not be used by a business, club, charity or other organisation. You must not hold money for someone else in your account. We may close your account if you use it in this way.

You must be living in the UK to open an account with us. We may ask you to provide evidence that you have a UK address. If you move abroad and are no longer living in the UK, we may not be able to keep your account open or continue offering you the same level of service or account benefits.

You agree we can use and keep any personal information that you give us to provide payment services to you. This doesn't affect your rights under data protection law. You can end your agreement to this by closing your account.

Someone making a payment to your account can check with us that your name matches your other account details. Information we will give them about you can include:

(i) your name;

(ii) the type of account you hold (that it is a personal account);

(iii) if your account has switched to another bank.

Our privacy policy explains how we use your personal data. You can find it at: **lloydsbank.com/privacy**, or by asking us.

We use 'we, us, our' in this agreement to mean Lloyds Bank plc.

'Lloyds Banking Group' includes us and other companies in our Group, including companies using the Lloyds Bank, Halifax and Bank of Scotland brands. For more information go to: **lloydsbankinggroup.com/who-we-are/our-brands**

When we use 'branch' in this agreement we mean Lloyds Bank, Halifax or Bank of Scotland branches.

Where to find what you want to know

	Section
Our agreement What makes up the contract between you, our customer, and us, as your bank.	A
Managing your account and account information How to get in touch with us, and how we can contact you – and tells you how we'll keep you up to date with your account.	B
Security The steps you and we should take to protect your account and your information, and how we check that instructions have come from you.	C
Making payments • how to pay money into and out of your account and the different types of payment you can use; • how long this should take, and when your payments should arrive; • what to do if something goes wrong; and • how to stop a payment.	D
Paying interest How we work out the interest to pay your account.	E
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Can we take money from your account to pay off a debt you owe? How we can use money in your accounts to repay money you owe us, and the steps we'll take to make sure this is reasonable.	L

	Section
When can we close an account or stop or suspend a service, benefit or package of benefits we provide? When can you close your account? How you can close your account, and when we can close it.	M
Other important conditions Explains various things including how to make a complaint, the law that applies to this agreement and account limits.	N
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Useful to know Includes some practical information which may help as you use your account and our services, including payment timescales, cut-off times and transaction limits.	
How we process your personal information How we treat information about yourself that you give us.	

B

Section B – Managing your account and account information

B1 Managing your account

You can find information about how to manage your account using our app, online banking and telephone banking on our website.

The services available in our branches and through telephone banking, including opening times are explained in more detail on our website. You can find more information in **Useful to know** or by calling us.

Branch staff can help you with our app or online banking on your own device. You can also do many things in branch using cash machines or telephone banking. If you need support using our services, for example because of an accessibility need, our branch or telephone banking staff will be able to help.

Some branch and telephone banking services may not be available if there is a self-service alternative and not all the services described in these conditions will be available to you through all channels. For example, if you are registered for our app or online banking, some branch and telephone banking services may not be available to you.

You can report a lost or stolen card or payment device using the mobile banking app or by calling 0800 0969779 (UK) or +44 170 227 8270 from abroad. Lines open 24/7.

Please do not use email to contact us with confidential information.

Online sessions and telephone calls may be monitored and recorded to check our service and to detect and prevent fraud.

Cancellation

You can cancel your account without charge within 30 days of opening it by sending us a message in our app or by telephone banking.

If you open a cash ISA, you can cancel without charge any time within 14 days from account opening. If you cancel within 14 days, you'll still be able to open another Lloyds Bank cash ISA in the same tax year.

This right to cancel does not apply to fixed rate fixed term savings accounts other than our Fixed Rate Cash ISA and our Fixed Rate Monthly Saver accounts.

Any interest you have earned will be paid to you when the money in the account is withdrawn or transferred.

If you have an overdraft you will have to repay it before you can cancel.

You can cancel an arranged overdraft in the same ways but you must repay any overdrawn balance.

If you cancel an Added Value account you will pay the monthly account fee for the time your account has been open.

B2 How will we communicate with you about your account?

We may contact you electronically, by telephone, or by post using the details you give us or by sending communications to you in our app or online banking or another digital banking service we may provide in the future. This includes by email, text and (if you download our app) by mobile push notification. If we send communications (including statements) to your digital inbox in our mobile banking app or online banking, we'll also send you an email or other notification (for example, a text) to tell you we have done this, unless we've separately agreed not to. Once we've sent you a message, we'll assume you've received it. Messages we provide electronically may include an attachment in PDF or similar format. You should make sure your devices are set up to receive them.

B3 How will you get information about your account?

We use statements to show you information about payments in and out of your account. Usually we'll send you a statement every month you make payments from your account. You can ask us to send statements less often. We will always send a statement once a year. We may send statements and other communications electronically, by post, or both.

For example, if you are registered for our app or online banking, we may send statements and other communications to your digital inbox.

You can also ask us for information about your payments at any time. You can do this using our app, online banking or telephone banking. You can also use these services to order a paper statement if you need one. You must tell us if any of your contact details change. If you don't, you may miss out on important information or we could send confidential information to the wrong address. If this happens it won't be our fault.

Section C – Security

This section explains the steps you and we need to take to protect your information and account.

C1 How will we keep your account safe?

We will do everything we reasonably can to keep your account safe. Providing up-to-date contact details, including your email, mobile phone number, and address will help us do this.

Before we provide information to you or help you with your account, we'll carry out certain checks:

If you:	We will check:
use a card or device, the mobile banking app, online banking or telephone banking	your security details
ask us to do something in branch	your ID documents or ask you to use your card, device or security details
send a letter	your signature

If we suspect fraud or a security threat, we will contact you by phone or send a message by text or mobile alert asking you to contact us by phone. We will follow our security processes to check we are speaking with you, but we will never ask you to tell us your security details, for example, your user ID, password, memorable information or PIN.

We never ask for account information or passwords by email. Do not reply to any emails or other messages asking for this information.

C2 What can you do to keep your account safe?

You must do what we ask to keep your account safe. This includes:

- not letting anyone else use your device (for example, smartphone), card or security details, telling anyone your security details or letting anyone access your account or information about it unless you have agreed this with us or you have given permission for them to act on your behalf, for example, by a Power of Attorney;
- not using passwords that are easy to guess like your date of birth or name;
- signing your card as soon as you get it, if there is space to do so;
- keeping your device safe;
- doing everything you reasonably can to stop anyone finding out your security details. Don't write them down or keep them with your other account information. Don't let anyone watch or listen to you using them;
- doing regular virus checks on devices you use for our app or online banking;
- not changing or copying software we give you or give it to anyone else.

You must tell us as soon as possible if you:

- think that your security details, card or device (like a smartphone) is lost, stolen, damaged or is being misused; or
- think someone else can access your accounts without your permission or knows your security details.

If we, the police or another authority investigate any problem with your account, you must provide any information they or we ask for. You won't be asked by them or us for your security details or to transfer your money to a 'safe account'. We may pass information about your account to other banks or companies that deal with payments. We may also provide information to the police or other authorities in the UK and abroad.

Please check any information we send you in texts, letters, mobile alerts and statements. We will correct any errors as soon as reasonably possible once we know about them.

D

Section D – Making payments

This section explains:

- how to pay money into and out of your account;
- how long this takes;
- what to do if something goes wrong;
- how to stop a payment.

If you use a different payment service provider to make payments from your account, the same processes apply. Section J explains how you can do this.

In this section 'non-working day' usually means a Saturday, Sunday or English bank holiday. Local bank holidays may affect the processing of cheques.

The table below explains which payments are processed on working days only and which payments are processed seven days a week.

Working days only	Every day
CHAPS	Faster Payments
Standing orders	Transfers between Lloyds Bank personal accounts
Direct debits	Debit card payments
Cheques	

Please don't send us payment instructions by post.

Some payments have cut-off times. This means that if you ask us to make the payment or we receive the payment after the cut-off time, we won't process it until the next day (or next working day if the payment is only processed on working days). Please check **Useful to know** for information about:

- cut-off times;
- deposit and payment limits.

Paying money in

D1 How can you pay money into your account?

You can pay money into your account by:

- electronic transfer from another bank account using a payment scheme like Faster Payment or CHAPS;
- paying in cheques using our app, a cash machine at a branch that accepts cheques, at the Post Office® (until 31 December 2025) or by post (from 2 June 2025);
- paying in cash at the Post Office or a Banking Hub using your debit card, or at a cash machine that accepts cash payments in;
- paying in cash at one of our branches with a counter if you have a savings account. Our counter service may not be available if there is an alternative option to complete your transaction.

Only you can pay cash into your account. We may refuse to accept cash if someone else tries to pay it into your account.

In the future, we may offer other ways to pay cash into your account. If we do this, we will update **Useful to know** and provide information about these services when you can use them.

D2 When can you use money you have paid into your account?

Electronic payments received in pounds

When we receive an electronic payment in pounds, it will usually show in your account within 2 hours of us receiving it. You can then use the money. This is also when you'll start earning interest (if your account pays it) on the value of the payment in or when it will count towards your balance when we work out any arranged overdraft interest.

Cash in pounds paid in at a cash machine, Post Office or Banking Hub

If you pay in cash in pounds at a cash machine that accepts cash payments in, it will be added to your account immediately and you can use it straight away.

If you pay in at a Post Office or Banking Hub using your debit card, the cash will usually show in your account and be available to use the same day.

Limits apply when you pay in cash at a cash machine, Post Office or Banking Hub. We explain where you can find information about limits in **Useful to know.**

Cheques in pounds from a bank in the UK, Channel Islands or Isle of Man paid in using our app, a branch, the Post Office, or by post

If you pay a cheque in using our app by 10pm, the money will be available for you to withdraw by 11.59pm the next working day. If you pay in a cheque at a cash machine at a branch that accepts cheques, on a working day, the money will be available to you to withdraw by 11.59pm the next working day. This is also when you'll start earning interest (if your account pays it) on the value of the cheque or when it will count towards your balance when we work out any arranged overdraft interest. This will also be the latest time we can return the cheque unpaid.

You can pay in cheques at a Post Office until 31 December 2025. If you pay in a cheque at a Post Office, the Post Office will send us your cheques. This means you should add an extra working day to the timings above (or two extra working days if you pay it in after the Post Office's cut-off time). Please ask the Post Office you use what their cut-off time is for accepting cheque deposits.

From 2 June 2025 you can pay in cheques by post. You can find out more information about how to do this on our website (further details in **Useful to know**). If you send us a cheque in the post, the timings above will generally start the day after your cheque is received. If there is a postal delay, it may take longer for the money to become available in your account.

There is a limit on the value of cheques that can be paid in using our app. Further information can also be found in **Useful to know**.

Cheque Imaging process

If you pay a cheque in pounds into your account on a Monday, you will see it in your account the same day. You can use the money on Tuesday by 11.59pm at the latest.

If you send us an image of your cheque after 10pm on a Friday, you will see it in your account on Monday. You can use the money on Tuesday by 11.59pm at the latest.

You can't pay in a cheque if it's more than six months old.

D3 What happens if you receive payments in a foreign currency?

If we get an electronic payment or cash in a foreign currency, we'll change it into pounds using our standard exchange rate for your type of payment. We'll do this before we add it to your account.

Our standard exchange rate includes a margin. This is the difference between our standard exchange rate and the rate at which we buy and sell currency in the foreign exchange markets. You can find our current exchange rates by calling us or asking in branch. The exchange rate changes to reflect currency market movements, so we won't be able to confirm the actual rate until we receive the payment.

An electronic payment in Euro into your account will be changed into pounds and available for you to use within 2 hours of us receiving it. Some non-EEA currencies can take up to two working days to arrive with us. These payments will be changed into pounds and available for you to use the same day we receive them.

We may take our charges for dealing with electronic foreign payments before we add them to your account. We will always tell you the full amount of the payment we receive and the charges we have applied.

We can only accept foreign cash payments in notes. We may not be able to accept cash in every foreign currency. If we accept foreign notes and later find out that they aren't acceptable, we will take the pounds equivalent from your account. We will do this even if you have already spent the money or it will put you into overdraft.

D4 Can you pay foreign cheques into your account?

You can pay foreign currency cheques into your account but we may not accept cheques in some foreign currencies. You can find further details about foreign cheques in **Useful to know**.

D5 What happens if money is paid into your account from another account in the UK by mistake or fraud?

If another bank tells us that money has been paid into your account by mistake, we can return it without asking you. We will act reasonably and usually tell you if we do this.

If we find out that a payment into your account was made by mistake or fraud within two months of receiving it, we will:

- remove the amount of the payment or stop you from accessing it;
- usually tell you we will return the payment.

If you tell us within 15 working days of us doing this that the payment was not made by mistake or fraud, we won't return it.

If we find out that a payment into your account was made by mistake or fraud more than two months after the payment was made, we'll usually stop you using the money. We'll tell you before we take any more action.

If we can't return the money, we may give information about you and your account to the payer's bank so they can recover it.

We can refuse to accept or make a payment if we reasonably believe that the payment could:

- cause us (or another company in the Lloyds Banking Group) to break the law; or
- expose us (or another company in the Lloyds Banking Group) to action from any government or regulator.

D

Taking money out

D6 How can you take money out of your account?

You can make payments from your account by:

- electronic payment transfers using payment schemes like Faster Payment or CHAPS;
- using a card or secure software on a device like a smartphone or watch;
- using Click to Pay for online purchases if your card is enabled;
- using a direct debit scheme;
- setting up a standing order;
- using a cash machine at a branch that allows payments to be made to a person or business you have paid before or an account you hold in your own name.

Payments from savings accounts may be limited, check your savings account Special conditions.

You can withdraw cash from your account at a cash machine, or Post Office or Banking Hub if you have a debit card. If you have a savings account, you can take out cash at one of our branches with a counter. Our counter service may not be available if there is an alternative option to complete your transaction.

You may also be able to get cashback with or without purchase from your account through certain shops and other places.

In the future, we may offer other ways to take cash out of your account. If we do this, we will update **Useful to know** and provide information about these services when you can use them.

D7 How do we make sure payments out of your account have been properly authorised?

A payment is authorised when you follow the procedures required for the payment type you are making, for example:

- **Electronic payments:** logging on to our app or online banking and using your security details (for example, a passcode, password, fingerprint, Face ID or other biometric data) to complete a payment in the way we ask you to.
- **Debit card payments:** presenting your card and entering your PIN or signing; holding your card or payment device near a contactless payment reader; using a digital wallet security process (for example, fingerprint, face or voice recognition) to release your card details; entering your email address you have registered with us and a one-time passcode at an online checkout to release your card details if your card is enabled and the online store accepts Click to Pay.
- **Payment instructions:** giving your card or your account details (online, in writing or by telephone using your security details) to someone in order to make a payment or to authorise future payments; completing a direct debit form; following the payment instructions of an authorised third party provider you have asked to submit a payment instruction for you or providing your details in our branches.
- **Cheques:** filling in and signing a cheque.

We are sometimes required to ask for two separate forms of security checks before we can authorise a transaction. We may have to decline a transaction if you have not provided them (for example, certain transactions may be declined if you try to use contactless payments and don't enter a PIN when asked).

D8 If you ask us to make a payment from your account when will it arrive?

Payments in pounds within the UK

If you ask us to make an electronic payment, it should arrive at the bank you are sending it to no later than the end of the next working day. Most electronic payments will arrive much sooner than this.

If you ask us to make a CHAPS payment, it should arrive the same day as long as you asked us before the cut-off time set out in **Useful to know**.

There is detailed information about payment timescales and cut-off times in **Useful to know**.

Payments in Euro within the UK or to accounts in the EEA, Monaco, Switzerland and San Marino

These payments will arrive no later than the end of the next working day. If you ask for this type of payment through online banking, Telephone Banking or in branch, you must ask us by 3pm on a working day for it to be processed that day. An earlier cut off time of 2pm may apply to payments through Telephony banking or branch. You can find out about SEPA direct debits in D12.

Payments in pounds, non-Euro EEA currencies and Swiss francs to another EEA country

These payments will take no longer than 4 working days to arrive. If you ask for this type of payment through online banking, Telephone Banking or in branch, you must ask us by 3pm on a working day for it to be processed that day.

Payments in any currency to any other countries

The time it takes for payments to banks in other countries to arrive will vary but may be more than 4 working days

depending on the currency and the country you are sending it to. There is more information about these payment timescales in **Useful to know**.

D9 What rates and charges apply to payments in currencies other than pounds?

When you ask us to make a payment in a currency other than pounds, we will apply the relevant standard exchange rate at the time we make the payment, unless we have agreed a different rate with you. The standard exchange rate includes a margin. This is the difference between the standard exchange rate and the reference rate at which we buy and sell the currency commercially. You can find out about the currencies we offer and our current exchange rates by logging on to online banking or by calling us or asking in branch. We will tell you what the rate is before we make the payment for you. If you send a payment in pounds outside the UK we can't control the exchange rate the receiving entity will apply. We will charge you for making these payments. Information about the cost of these transactions is set out in **Section O**.

D10 What information do we need from you to send payments to another account?

To make payments to other accounts within the UK, we normally need the sort code and account number of the person or organisation you are paying. If you use a mobile payment method, we may ask for other information like a name or mobile number.

When you are setting up a new payment arrangement, we'll need to know if the payment is going to a personal or business account. We will also ask for the full name of the person you're paying.

If you send money outside the UK or in a foreign currency to a bank in the European Payments Area (SEPA), we'll need:

- the full name and address of the person you are paying;
- the name and address of their bank;
- the international bank account number (IBAN);
- the bank identifier code (BIC).

The information we need for other types of foreign payments will depend on the type of payment and the country you want to send it to.

You must check the details you give us are correct before you ask us to make a payment.

If the person you are paying has switched their account to another bank using the Current Account Switch Service, we will use their new account details so the payment is not delayed.

D11 What if you want to make a payment on a future date?

If you ask us to make a payment on a set date in the future, we will make the payment on that date if it is a working day. If it is a non-working day we will make the payment on the following working day.

We make these payments from your account shortly after midnight at the start of the day on which the payment is due. Your payment should arrive no later than the end of the next working day. Most electronic payments will arrive much sooner than this, please check the payment timescales in **Useful to know**.

D12 How are direct debits taken from your account?

You can set up a direct debit with a company or other organisation to make regular payments. Direct debits will be taken from your account by the company on the date you agree with them.

Information about SEPA direct debits

If you want to make regular direct debit payments to a company (or other organisation) in Euro, please ask us about the SEPA direct debit scheme.

Your payment will be taken on the date we have been given unless this day is a public holiday in the other bank's country in which case it will be on the next working day.

You should make sure that you have enough money in your account (or available arranged overdraft) to cover these payments.

You can tell us how often you want a SEPA direct debit collected from your account and if you want to put a limit on the amount you pay.

You can ask us to block the collection of all SEPA direct debits from your account until you ask us to remove the block. You can also ask us to block the collection of SEPA direct debits by specific businesses or organisations until you ask us to remove the block. You can also ask us to only allow the collection of SEPA direct debits by particular businesses or organisations until you tell us otherwise.

If you don't have enough money in your account (or available arranged overdraft) your SEPA direct debit may still be taken from your account. This may mean that your account goes into an unarranged overdraft.

D

D13 How do card payments work?

When you use a card or a device to withdraw cash or make a payment, we take the money from your account after we receive the transaction details from the payment scheme (for example, Visa). This may be on a working or non-working day.

We can replace your card with a different type of card available under this agreement. We might do this if your financial circumstances have changed or because debit card technology has changed. We will explain any differences when we send you the new card. If this changes the terms of our agreement we will tell you in advance.

You can manage the functionality of your card, including adjusting your contactless limit or applying a card freeze, in our app.

When your card expires we won't send you a replacement card if you haven't used it for 6 months or more before expiry. We will tell you before your card expires if we are not going to replace it and you can ask us to send you one.

D14 What happens if there isn't enough in your account to make a payment?

If you don't have enough money in your account (or available arranged overdraft) shortly after midnight to make a payment, you have until 2.30pm to pay money into your account to make the payment that day. If you don't have enough money in your account (or available arranged overdraft) your payment may still be taken. This may mean that your account goes into an unarranged overdraft.

If a payment takes you into any type of overdraft, you have until the end of the day to pay money into your account to avoid daily arranged overdraft interest for that day.

The money you pay in needs to be available to use straightaway. You could transfer money from another personal account you have with us using our app, online banking or telephone banking. You could also pay in cash at a cash machine that accepts cash payments in or at a Post Office or Banking Hub if you have a debit card.

If you have a savings account, you can pay in at a branch with a counter. Our counter service may not be available if there is an alternative option available to complete your transaction.

Standing orders

If you ask us to make a standing order and do not have enough money in your account (or available arranged overdraft) to make the payment on the due date, we will try again to make the payment later that day.

If there's still not enough money in your account (or available arranged overdraft), we will make a final try on the next working day before refusing the payment. We won't charge you for this and we'll tell you when we've refused the payment. If you're making the payment from your bank account and four standing order payments are missed in a row, we'll cancel the payment. If you want to make the payment you will need to set it up again in our app, online or by calling us. If you're making the standing order from your savings account, we won't cancel the payment and we will try again the next date the payment is due.

D15 When can we stop you making a payment?

We can stop you making payments, if we reasonably think it is necessary:

- to keep your account secure, including if you've lost your card or device;
- because we suspect unauthorised or fraudulent use of your card, device or security details; or
- to stop you spending money when your account is overdrawn if we think you won't be able to repay it.

We'll tell you before we do this and why, unless a legal or security reason means we can't. In that case, we'll tell you as soon as possible afterwards. We'll act reasonably and try to reduce your inconvenience. If the reason for stopping or suspending you from making payments no longer applies, we'll unblock your card, device or security details or replace them.

Where we reasonably suspect a payment instruction involves illegal or fraudulent activity, we may ask you to take further steps to check the payment is not illegal or fraudulent or to give you time to cancel your payment before we process it.

D16 Delaying payments

Where we reasonably suspect a payment in pounds you have asked us to make to another UK account involves fraud or dishonesty, we may delay processing your instruction. We may do this to ask you for further information or to contact third parties to check that the payment is not fraudulent or dishonest. We can delay payments for up to 4 business days but won't delay longer than necessary to make these checks.

We will tell you if we are delaying your payment no later than the end of the business day following the day you ask us to make it. We will also explain why and give you any information we have that will help you decide whether to ask us to make it. We may ask you for further information we need to process the payment. We won't tell you we are delaying your payment if there is a legal or security reason why we can't.

If we reasonably suspect a payment you have asked us to make involves fraud or dishonesty, we may ask you to take further steps to check the payment, talk to someone about it or tell us you wish to cancel it. If you

ask us to make the payment we may be unable to recover the funds from the recipient.

Where we (or the systems we use) still reasonably suspect the payment instruction is fraudulent after you have carried out further steps, we can refuse to make a payment.

If you have to pay any charges or interest because we have delayed your payment beyond the end of the business day after the day you ask us to make it, we will refund you any interest or charges you have paid because of the delay.

You may be able to claim a refund if you have been the victim of a fraud. You can find further details in **Section K**.

D17 When can we refuse to make a payment, cash deposit or cash withdrawal?

We can refuse to make a payment, cash deposit or cash withdrawal if:

- we need to make additional security checks such as checking we are dealing with you;
- the transaction isn't allowed by our systems or processes. For example, it is over the daily limit for that type of transaction;
- the payment or deposit seems unusual and we want to investigate further or speak to you. We may ask you to give us further details about the payment or deposit before we accept it;
- you do not have enough money in your account (or available arranged overdraft) to make the payment;
- you have gone over a limit we have applied to your account or device;
- the payment instruction isn't clear or doesn't include all the details we need;
- the account you're paying doesn't accept Faster Payments;
- the law or a regulation tells us to;
- we reasonably believe that you or someone else is acting illegally or fraudulently;
- to protect you or us from fraud or to ensure we don't breach any law or regulation;
- we reasonably believe that someone else has rights to the money in your account. We can ask a court what to do if we need to;
- you have asked us to refuse the type of transaction by requesting we apply a card freeze. If you ask us to stop a card freeze there may be a delay before the freeze is removed. We will tell you how long it will take to remove;
- we cannot contact you to carry out a regulatory requirement (for example you have not given us your up-to-date telephone numbers);
- any other reason set out in this agreement.

We may refuse to make a payment for you if we think the type of payment you are making has a high risk of being connected to an 'APP scam', fraud or other criminal activity. An APP (Authorised Push Payment) scam is where you are tricked into transferring money to a fraudster via a bank transfer, for example they may pose as a solicitor you are dealing with in a property purchase and give you bank details of an account they control. For advice on how to avoid APP scams and other fraud go to: **lloydsbank.com/help-guidance/protecting-yourself-from-fraud**

We will tell you before we refuse a payment unless there is a legal or security reason why we can't. We will usually tell you before the payment should have reached the bank or building society you are sending it to.

We won't always be able to do this if the payment is contactless. You can call us to check if a payment has been accepted or refused. You can also ask us why a payment has been refused.

We won't compensate you if another organisation's cash or payment machine won't accept your card or card number.

D18 Can you change or cancel a payment?

You can't stop or change a payment that leaves your account immediately, such as a Faster Payment or card payment.

You can cancel a direct debit or standing order. You can also stop a regular card payment on a future date. You must tell us by the end of the working day before the payment is due to happen.

If you change or cancel a direct debit or regular card payment you should also tell the organisation you are paying. Also tell them if your card or account number changes.

If we send a payment outside the UK or in a foreign currency we can only stop or change it if the other bank agrees.

We may charge you the reasonable costs of cancelling or changing a payment. We'll tell you what these are when you ask us.

If a payment in foreign currency is returned to your account we will change it back to pounds. The exchange rate may be different and you may get back less than the amount you paid.

D19 Making and cancelling payments by cheque

We take the money from your account on the same day we receive the cheque you have written. We will do this even if the cheque has a future date on it.

You must make sure there is enough money in your account (or available arranged overdraft) to cover the payment. If you want to cancel a cheque that hasn't been paid, you must tell us the cheque number, amount and date.

If someone loses a cheque you give them and asks you for another one, you should ask us to cancel the first cheque. If you don't do this both cheques may get paid.

Local bank holidays may affect the processing of cheques. For example, cheques drawn on a Northern Ireland bank cannot be presented for payment on a Northern Ireland bank holiday.

Section E – Paying interest on your account

The Banking fees and charges section of these conditions or Additional conditions set out our interest rates and charges for all accounts. You can also ask us for details by contacting us.

E1 When do we pay interest?

Your Special or Additional conditions tell you if we pay interest on your account and how we pay it. This is usually each month, every three months, every six months or each year. As long as you have enough money in your account, we'll pay you interest on amounts we hold for you.

E2 How is interest on your account balance calculated?

The amount of interest you get will depend on your account balance. Our calculation is based on the daily balance of your account. We calculate interest on money you pay in from and including the day we add it to your balance.

If you take or pay money out of your account, we'll calculate interest on that amount up to and including the day before it leaves your account.

We don't take tax from the interest we pay you. You're responsible for paying any tax you owe.

Section F – Overdrafts

F1 What is an arranged overdraft?

An arranged overdraft is a short-term borrowing option on your current account that allows you to borrow up to an agreed limit. It can act as a buffer, helping you manage unexpected costs. Other borrowing options may be more suitable for longer-term or larger borrowing. As an arranged overdraft is a borrowing facility where interest is charged if you use it, you should consider whether it's appropriate for some types of transactions, such as gambling, investing in stocks, shares or cryptocurrencies or repaying other borrowing like payday loans.

You can apply for an arranged overdraft on most of our current accounts. You must be 18 or over to apply for one. We decide whether to offer you an arranged overdraft based on your eligibility and personal circumstances. If we agree you can have an arranged overdraft, we'll send you a further agreement with information about it including the overdraft limit and the interest rate we charge.

We can ask you to repay an overdraft in full on demand at any time. Using an arranged overdraft increases your overall borrowing and may affect your credit score.

F2 Can your arranged overdraft limit change?

We will review your arranged overdraft regularly. We may reduce or remove your limit after our review. For example, we could do this if your personal circumstances change. We may also increase your arranged overdraft limit. We will usually give you at least 30 days' advance notice if we reduce or increase your arranged overdraft limit, unless:

- you have asked us to make a change;
- we have to take action more quickly to protect our interests; or
- for a regulatory reason.

F3 When will an arranged overdraft end?

An overdraft will continue until we or you end it. We can end it at any time, but we'll usually give you at least 30 days' advance notice unless we need to act more quickly to protect our interests or for a regulatory reason.

You can end it at any time using mobile banking, online banking, in branch, in writing or by phone.

If either of us end it, you must pay back any money you owe us.

F4 How do we calculate arranged overdraft interest and when will you pay it?

We'll charge daily interest on arranged overdrafts unless the amount you have borrowed is within an interest-free limit.

We calculate any daily interest on the balance of your account at the end of each day. This includes weekends and bank holidays. If you aren't overdrawn at the end of the day, then you won't be charged interest for that day. We take the amount of the interest from your account overnight. When we charge daily arranged overdraft interest it becomes part of your balance.

This means that if we charge further interest, we base it on the total balance including interest already paid.

We advise making regular repayments to reduce what you owe as this may help you manage your borrowing.

F5 When could I go into an unarranged overdraft?

An unarranged overdraft is a type of borrowing that hasn't been agreed with us in advance. If you try to make a payment but don't have enough money in your account (or available arranged overdraft), we will treat this as a request for an unarranged overdraft.

If this happens, we may either:

- let you borrow through an unarranged overdraft; or
- refuse to make the payment.

We won't charge you for doing either of these but having a payment refused or using an unarranged overdraft can damage your credit score. We may ask you to repay the unarranged overdraft amount at any time as it is repayable on demand. We may refuse any further payments until you have enough money in your account or available arranged overdraft to cover them.

Section G – Changing this agreement

This agreement could last a long time, so we may need to make some changes to it. We can predict some circumstances in which it would be fair for us to make changes and we have explained these below. But we can't predict all the reasons why a change might be needed and so we may make changes for other reasons.

We may change the terms in this booklet, the interest rates and charges that apply to an account and the terms on which we provide a benefit that is part of an Added Value Account.

You can close your account if you aren't happy about the change. If we say any term, such as the interest rate is 'fixed', we won't change it for the period we have agreed to keep it fixed.

We can change the package of benefits included as part of an Added Value Account (such as travel insurance). We can change the provider of the benefits if that is not us. The new provider may offer the replacement benefit on different terms.

We may also change your account to a different account type.

G1 Why will we make changes?

(a) We can change this agreement because:

- our costs of providing you with the account, benefit or service (including changes to the interest rates available on the wholesale markets) have changed or we reasonably expect that they will change;
- there's been a change or we reasonably expect there will be a change to the law, regulations or industry guidance or standards that affect us, or that we reasonably think will affect us; or
- we need to reflect a decision of a court or an ombudsman.

For example, new laws might mean we have to update what we say about the security of your account. Or a change to the Bank of England bank rate may change how much we charge customers who borrow and pay customers who save.

(b) We may also make changes:

- to reflect new technologies, innovations or changes to payment systems or card schemes;
- to reflect any changes in systems or operating processes;
- to reflect changes to the way we do business; or
- to do something positive for you.

(c) In addition, we may change our interest rates, charges or agreement because:

- we need to make sure our business is run effectively, efficiently and prudently taking into account the market and economic climate;
- we think there is a change in your ability to repay any amount you owe us. This may be because of your personal circumstances, information we have about you or get from organisations such as credit reference agencies or the way in which you manage any accounts you have with us; or
- of any other change that affects us, if it is fair to pass on the impact of the change to you.

We may also make changes for any other reason.

We will always act reasonably and won't go beyond what we think is necessary to make the change.

We may change our standard exchange rate for foreign currency at any time. Our standard exchange rates are affected by the rates at which we buy or sell currency on the wholesale markets. They change at least daily and in many instances more often.

G2 How and when will we tell you about a change?

The way we tell you about changes depends on the type of account that you have.

Tracker accounts

If your account has a tracker interest rate the rate will change automatically when the external rate it is linked to (for example Bank of England bank rate) changes.

We will normally put a notice online confirming the change within 3 days of making it. If we make any other change to an account with a tracker rate, we will tell you in line with the conditions for other accounts described below.

Cash ISA, fixed term deposit and other savings accounts with limited payment capability

We call these accounts 'restricted savings accounts'. Your Special conditions will say if an account is a restricted savings account.

If we increase your rate or we decrease your rate but you have £100 or less in your account, we will tell you about the change by putting a notice online or sending you information about the change by post or electronically. We will do this within 3 days of the change happening. If you are unhappy about the change you can close or switch your account without charge unless your account conditions say you can't.

If we decrease your rate and you have more than £100 in your account, we will send you information about the change by post or electronically before we lower your interest rate. We won't contact you if you have less than £100 in your account. If you are unhappy with the change you can close or switch your account without charge within 30 days of receiving the notice.

If we make changes to other conditions of your account that are positive or neutral we will tell you about the change by putting a notice online or send you information about the change by post or electronically within 30 days of making the change. If you are unhappy about the change you can close or switch your account without charge, unless your account conditions say you can't.

If we make any other change that disadvantages you, we will send you information about the change at least two months before the change takes place. If you are unhappy about the change you can close or switch your account without charge any time before the change takes effect.

Current accounts and savings accounts that aren't restricted savings accounts

If a change to interest rates including arranged overdraft interest is in your favour, we will tell you about it within 30 days. We will do this by putting a notice online or send you information by post or electronically. If we send a message to your Digital Inbox, we'll also send you an email or other message (for example, a text) to tell you we have done this.

If we make any other change we must tell you at least two months before the change happens. We will send you information by post or electronically, including a message to your Digital Inbox. If we send a message to your Digital Inbox, we'll also send you an email or other message (for example, a text) to tell you we have done this.

We explain how we will make changes to your arranged overdraft limit in Section F.

We will not tell you if we change our standard exchange rate for foreign currency. You can ask us for our current rate at any time.

If you don't accept the change you can close or switch your account without charge before it happens. If you have an overdraft you may have to repay it.

If you keep your account open after a change has been made, we can assume you have accepted it.

Section H – Joint accounts

If more than one person holds an account we call it a joint account.

You can't open a new joint account for more than two people or ask us to add another person to an existing joint account. You also can't add another person to an account which we no longer offer to new customers.

H1 If you hold your account jointly, what do you need to know?

This agreement applies to all of you together and to each of you on your own. Each one of you must act in accordance with this agreement. If one of you doesn't, we can take action against any or all of you. Each one of you can operate the account separately from the others. We will act on requests made by just one of you. Each of you can give us information about the others and we can record and use that information to run your account.

This means that just one of you can:

- close the account. We will pay the money in it to any one of you;
- withdraw all the money in the account;
- apply for an overdraft, card or other service, including the Trusted Person debit card or Trusted Party alerts;
- stop or change a service covered by this agreement;
- ask us to change the way we provide statements and other correspondence for all joint account holders; or
- replace an account or service with another account or service covered by this agreement.

We can provide information about your account to just one of you. This includes notices about changes to your account. We will provide the overdraft agreement and pre-contract credit information to whichever of you applies for an arranged overdraft. If your joint account has an overdraft, we can ask any one of you to repay it, even if you didn't apply for it.

You can ask us to send statements to more than one address if account holders live at different addresses.

H2 What if one of you decides to end the joint arrangement?

If you want to remove or change one or more account holders or authorise someone else to operate the account, usually you must all agree to this. If a joint account holder is the victim of domestic or financial abuse we may agree to a request from them to be removed from a joint account without the agreement of other account holders.

If we become aware that you have a disagreement about this account, we may stop acting on requests from any of you until the disagreement has ended.

If one of you dies we may continue to act on requests from the other account holders but we may not always do this.

Section I – Can you ask someone else to operate your account?

You can arrange for someone else to operate your account for you. To do this you must agree to any Additional conditions we provide to you. You must also sign a form we give you or provide a signed legal document called a Power of Attorney which authorises them to operate your account.

The law might require us to allow someone else to operate your account. This could happen if you aren't able to manage your account anymore, or if you become bankrupt or die.

To keep your account safe, we may limit the services we allow someone operating your account to use. If you need to, you can tell them your security details but they must agree to keep them safe. We may provide them with separate security details.

We aren't responsible for loss caused by someone operating your account under this condition, unless we know or suspect they are acting dishonestly.

Section J – Can you ask a third party provider to make payments for you?

You can ask an authorised third party provider (TPP) to access information from your account online or to make online payments for you. This is sometimes called "Open Banking".

We allow this as long as the TPP follows the regulations that apply. We must be able to identify any TPP acting for you. We will then treat any requests from a TPP as a request from you.

If we are concerned that a TPP is acting fraudulently or without your permission, we may stop it from accessing your account. If we do this, we will usually tell you and explain why. If we can't tell you immediately, we will tell you as soon as we can. We may not tell you if it would be unlawful or put your account at risk. How we tell you will depend on the circumstances.

We may require TPPs to access your account in a particular way. If we do this, we may stop them dealing with your account in any other way.

If you think you haven't asked for a payment or it has been made incorrectly, you must tell us even if you have used a TPP.

Section K – What if things go wrong?

This section explains when we will be responsible if things go wrong and when you might be responsible. This section applies even if you are using a third party provider (TPP) to do things on your account.

K1 When will we refund incorrect payments?

If we have made a mistake, we will usually refund a payment you asked us to make to an account at another bank in the UK or EEA if it was not made properly or never arrived. We will make the refund as quickly as we can. We will refund the amount of the transaction and any charges we applied and make any interest adjustment required to put your account right.

If there was a mistake in your payment request or we can show that the payment was received, we won't refund you.

You must tell us about any incorrect payments within 13 months of the payment being made. If you don't tell us in this time, we may not refund you.

If a payment goes to the wrong person or is delayed because you gave us incorrect details, we won't refund you. We'll try to recover the payment for you, but may charge reasonable costs for doing this.

If it is our fault that a payment is delayed, you can ask us to make sure that the receiving bank pays it into the account you wanted to send it to as if it had been made on time.

K2 Authorised push payment refunds

If you make a CHAPS or Faster Payment on or after 7 October 2024 and you believe the payment was to a fraudster, you can ask us to refund you. You should tell us as soon as possible if you think this has happened. If you want to make a claim you must do so within 13 months of the payment, or last payment if you have made more than one. We will apply the PSR

Reimbursement Rules when we consider your claim. You can find information about the rules and when and how much we can refund on our website. You should always report fraud to Action Fraud and the police.

If you made a payment to a fraudster before this date you may be entitled to a refund under the previous CRM code.

K3 What if you paid on your card?

We will refund payments made by card if all of the following apply:

- it was made to a shop or other seller in the UK or EEA;
- you did not specify an exact amount to be paid;
- the amount taken for the payment was more than you reasonably expected; or
- you ask for a refund within 8 weeks of the date the payment was taken from your account.

If you haven't met these criteria we don't have to refund you. We will tell you if we can help in any other way.

We might ask you for additional information so that we can decide whether to refund you. It may help if you contact the person you paid by card.

If we refund a card payment we will do this within 10 working days of receiving your request or of receiving further information from you if we have requested it. If we don't refund you, we will explain why.

K4 What about direct debits?

You must tell us immediately if you think there's been a mistake with a direct debit, even if the mistake was made by the company that set it up. You should also tell the company. We will be able to refund you immediately, but it will then be up to you to sort out any dispute about the payment with the company.

K5 What if a payment has been made from your account that you didn't ask for?

You should tell us as soon as possible if an unauthorised payment has been taken from your account. This means that someone else made the payment without your permission.

You may be entitled to a refund.

To get a refund you must tell us about the unauthorised payment within 13 months of it being taken from your account. This 13-month timeframe doesn't apply if the payment was taken out of your overdraft.

If we refund you, you'll receive the payment by the end of the working day after you told us about the unauthorised payment. We may take longer to refund you if:

- we reasonably suspect fraud; or
- the unauthorised payment was made from your overdraft.

What happened?	Will we refund you?
You acted fraudulently	We won't refund you in any circumstances.
You have: • been 'grossly negligent' with your card, device or security details; or • deliberately failed to keep them secure 'Gross negligence' would include writing down your PIN and keeping it with your card	We usually won't refund any payments made before you tell us that you're concerned about the security of your account. We will refund payments made before you tell us you are concerned about the security of your account if: • your payment details were used to buy something at a distance (for example, by phone or online); • we have failed to provide a way to report concern over the security of your account; or • we have failed to require two separate forms of security checks when we should have done. We'll also refund you if the unauthorised payment was made from an overdraft on your account (unless the payment was made by someone who you gave your card and security details to).
In any other situation where an unauthorised payment was taken from your account	We'll refund you.

If we refund you, we'll also repay any interest and charges we charged you because of the unauthorised payment. We'll also pay any interest or reward payments that we should have paid on the amount.

K6 What happens if we break this agreement?

We must compensate you if we break this agreement and you suffer loss as a result. Sometimes this doesn't apply:

- We don't have to compensate you for losses that are unusual or that could not be predicted and which we can't reasonably control or do anything about. Examples include machine breakdown, problems with IT systems or strikes;
- We don't have to compensate you if we are required to break the agreement for regulatory reasons;
- We don't have to compensate you for any business losses or costs, because this agreement covers personal accounts only;
- We are not responsible for any loss, cost or charge you incur if we allow or decline a transaction you request and authorise despite having set up a card freeze. For example, offline transactions that are not referred to us for prior authorisation or where a retailer incorrectly describes the type of transaction you are making so it doesn't match a card freeze you have set up.

This agreement doesn't limit our responsibility to compensate you if we act fraudulently or very carelessly. We will only limit our responsibility as far as the law allows.

We are not responsible for any loss of opportunity, loss of goodwill, loss of business or loss of profit. If you suffer a loss we could not have predicted when you gave us an instruction we won't be responsible to you for that loss.

Section L – Can we take money from your account to pay off a debt you owe us?

Unless a court or the law prevents it, we can take money from your account to reduce or pay off money you owe us or you owe to another Group company with the Lloyds Bank or Scottish Widows name. This could include money you owe under a credit card, mortgage, overdraft or other agreement. We can do this even if there is a court decision against you or you are fined and we can include interest incurred after the date of any final court decision or fine.

We will only do this if we think it is reasonable and we will take into account your circumstances, including whether you will have enough money to cover your essential living expenses. We will act within regulatory requirements.

We can take money from joint accounts you hold with other people to pay off or reduce debts in your name and the other way around:

Money in an account for:	Used to pay a debt owed by:
You only	You
	You and X
You and X	You
	You and X
	X

We may receive notice or a legal instruction to hold your money or pay it to someone else. If this happens we will first take off any money you owe us before paying the rest to the person we are required to pay it to, unless the law doesn't allow this.

If we decide to pay you money to settle a complaint or to pay you compensation for accounts or services provided under this agreement, we may take off any money you owe us from that amount first.

Section M – When can we close an account or stop or suspend a service, benefit or package of benefits you provide? When can you close your account?

This agreement will last until you or we cancel it.

You can end this agreement for any reason and you don't have to tell us in advance.

If we end the agreement we will act reasonably and reduce any inconvenience to you.

We can end this agreement (or account, benefit or benefits package or service) without telling you in advance if we reasonably think that:

- there is or may be illegal or fraudulent activity connected to the account;
- you are or may be behaving improperly. This includes being abusive or threatening to our staff or including abusive or threatening messages in payment instructions;

- a regulator or Government may take action against us (or another Lloyds Banking Group company) unless we end it;
- we may break the law or regulatory requirement if we don't end it; or
- you have broken the agreement in a serious way.

If we want to end the agreement for any other reason, we must tell you at least 2 months in advance.

We may stop or suspend a service if we think you don't want it any more. This could be because you have not used it for 12 months or you aren't eligible for it any more. We will tell you at least two months before we do this.

We can also end this agreement if you have not used your account for 15 years (or another period set out in law) and we can't contact you. If this happens we will transfer your money to the UK's Reclaim Fund for unclaimed assets. We will always try to contact you before we do this.

When this agreement ends you must:

- repay any money you owe us;
- pay any charges up to the date the agreement ends;
- return anything that belongs to us if we have asked for it back including debit cards and unused cheques; or
- cancel any payments into and out of your account.

If someone makes a payment to you after your account closes we'll try to send it back to them.

Legal rights and obligations that arise under the agreement will continue after it ends. This includes our right to take money from your account to pay back amounts you owe us. If we need to do so, we can continue to hold and use your personal data.

When the agreement ends we will pay any money in your account or that we owe you to you or anyone you tell us to. We may take off any money you owe us or money to cover any losses we have suffered.

If you die before this agreement ends we may need to see formal documents before we release your money to anyone dealing with your estate.

Section N – Other important conditions

N1 Accounts with insurance

If your account includes insurance, the insurer may pay money to us to give to you (for example, to settle a claim). We will hold this money as your bank and treat it like any other money paid into your account. We will hold any payments we collect from you for the insurance either as agent of the insurer, or as your bank, depending on our agreement with the relevant insurer. We will not hold any insurance monies on trust for you, as your agent or under FCA client money rules.

N2 Can we change the account you have?

We may change your account to a different account. This could mean your new account doesn't have additional insurance benefits. We may do this if:

- you do not pay the monthly account fee (or go into an unarranged overdraft to pay it) twice in a row;
- you don't meet the eligibility criteria for the account or any benefits that come with it;
- you are no longer resident in the UK;
- you have more than one Added Value Account; or
- you make a complaint and we agree the account may not be suitable for you.

We will give you at least two months' notice in writing before we do this. We will change your account to one we believe is a reasonably suitable alternative.

N3 Account limits

To respond to economic circumstances affecting the banking industry, we can:

- limit the amount you have in accounts with us; or
- charge you if your account balance is over a certain amount.

We'll give you at least two months' notice in writing if we think such a limit or charge will apply to you.

N4 Rights and obligations under this agreement

You can't give any rights or benefits under this agreement or any income from accounts under it to anyone else unless we say in writing that you can. You can't ask someone else to do anything we have asked you to do unless we agree. We may transfer our rights and obligations under this agreement to someone else. If we do, your rights under this agreement won't be affected.

N5 Enforcing this agreement

We may choose not to enforce our rights under this agreement. For example:

- we may give you more time to pay us what you owe; or
- we may charge you less or not at all for your arranged overdraft.

We will not charge you interest if you enter a statutory debt breathing space scheme.

If we choose not to enforce any part of the agreement or delay enforcing it, this will not affect our right to enforce the same part later (or on a separate occasion) or the rest of the agreement.

N6 How can I complain?

If you are not happy with an account or service, please let us know. We have a three-stage process to make sure we deal with complaints quickly and fairly. If you would like more information about our complaints process, please message us in app, visit: **lloydsbank.com/contact-us/how-to-complain**, call us or speak to us in branch.

a) Step 1 – Tell us about the problem

You can message us in the app 24/7, call us on **0800 072 3572** or **+44 173 346 2267** from abroad. Or tell us in branch. You can call us using Relay UK if you have a hearing or speech impairment. There's more information on the Relay UK help pages relayuk.bt.com

SignVideo services are also available if you're Deaf and use British Sign Language: **lloydsbank.com/contact-us/sign-video**

If you need support due to a disability please get in touch.

We will try to resolve your complaint by the end of the third working day after you contact us.

If we can't do this, we will write to you within five working days to tell you what we have done to resolve the problem or let you know when to expect our full response. We will tell you the name and contact details of the person or team dealing with your case.

b) Step 2 – Refer to Customer Services

If you want our Customer Services team to look at your complaint, ask the person you first raised your complaint with to pass the matter to them. Or you can write to them directly at Lloyds Bank, Customer Services, The Green Building, Leeds LS78 1LB.

c) Step 3 – Contact the Financial Ombudsman Service

If you disagree with our decision, you can ask the Financial Ombudsman Service to review it. This will not cost you anything. You can ask us for details or get further information at **www.financial-ombudsman.org.uk**

N7 The law that applies to our agreement

Usually English law and the courts of England and Wales will decide legal questions about our agreement but if you live in Northern Ireland, you can bring a claim in the courts of Northern Ireland. If you live in Scotland when you open your account, Scottish law and the courts of Scotland will decide any legal questions about it.

If this agreement contradicts or overlaps with any law, it will continue to apply unless the law says we cannot agree with you to change or exclude the effect of that law.

We communicate in English. We may sometimes provide you with translation tools, for example automated translation, to help you if you need them. If we do this, English is still the language of this contract. If there are any differences between a translation of this contract and the English version, the English version will apply.

Section O – Banking fees and charges

This section tells you about the charges that apply to our personal current accounts. We also explain where the charges apply to savings accounts.

Some accounts have a monthly account fee, these accounts are listed below.

We also charge for some of our services. If a service isn't included in this section, we'll always let you know before we charge you.

Different fees are taken from your account at different times. We take monthly account fees out of your account at the end of your monthly billing period. This is usually from the second working day of each month to the first working day of the next month.

If your billing period is different we will have told you this separately. If you'd like to check what your monthly billing period is, you can message us in the mobile banking app, or call us on **0345 300 0000**. If you open, change or close an account that has a monthly account fee part way through your billing period, you'll only pay for the time you've actually had it.

We take most charges when we provide you with the service. Some fees are taken after we have provided the service. If this is the case, we have set this out in the information below.

Current account fees

There are no monthly account fees for:

- Classic Account
- Under 19s Account
- Student Account
- Graduate Account
- Basic Account
- Cash Account (not offered to new customers)
- Islamic Account (not offered to new customers)

Lloyds Premier, Club Lloyds and our Added Value Accounts have additional benefits like insurance or lifestyle benefits. The details of these benefits are set out in the Special conditions or policy terms for those accounts. The monthly account fees for these accounts are:

Account	Fee
Club Lloyds	£5 If you pay £2,000 or more into the account in any calendar month, we won't charge you the monthly account fee for that monthly billing period
Accounts With Insurance Benefits	
Select	£9
Silver	£11.50
Gold	£16.95
Platinum	£22.50
Premier (opened before 2014)	£29

Some of these accounts are no longer on sale to new customers.

You can apply to add Club Lloyds to your Added Value Account if that type of account is on sale.

If you have added Club Lloyds to your Added Value Account, unless you pay in £2,000 or more in a calendar month, you will pay both the Club Lloyds and Added Value Account monthly account fees.

Overdrafts

If we agree to an arranged overdraft on your account and you use it, we will charge you daily arranged overdraft interest for each day you use it. We will charge you at the end of each day including bank holidays and weekends. The amount of interest we charge depends on your balance at the end of each day, the interest rate and the interest-free amount if your account has one.

The interest rate for your arranged overdraft is based on how you manage any accounts you have with us and on the credit information we hold about you. Your interest rate will be shown in your Pre-Contract Credit Information and overdraft agreement if you apply for one. We will review your rate regularly.

If you try to make a payment that would make your account overdrawn using an unarranged overdraft (where you don't have an arranged overdraft limit or it would take you over your arranged overdraft limit), we might not make that payment.

We won't charge you for refusing or trying to refuse a payment you ask us to make due to a lack of funds.

We will not charge interest on the amount of an unarranged overdraft if you go overdrawn without an arranged overdraft in place, or if you exceed your arranged overdraft.

We will continue to charge daily arranged overdraft interest on your arranged overdraft balance.

If you want to change your arranged overdraft limit please get in touch with us.

Interest-free arranged overdraft amounts

Some of our accounts have interest-free amounts on their arranged overdrafts. This means you won't pay daily interest on what you borrow up to that amount.

The interest-free amounts are set out below. We'll charge daily interest on any arranged overdraft balance above this amount:

Account	Amount
Lloyds Premier (opened after April 2025) Club Lloyds Premier Club Lloyds Club Lloyds Silver Club Lloyds Gold Club Lloyds Platinum	£100

Some of these accounts are no longer on sale to new customers.

Student Account

Year	Amount
Years 1-3 of study	£1,500
Years 4-6 of study	£2,000

Graduate Account

Year	Amount
1st year after graduation	£2,000
2nd year after graduation	£1,500
3rd year after graduation	£1,000

Overdraft information for Under 19s, Islamic*, Cash* and Basic Accounts

We don't offer arranged overdrafts on these accounts. We won't charge you interest if you go overdrawn.

*We don't offer these accounts to new customers.

Account fees

The information below in the sections 'Withdrawing cash', 'Buying goods or services in a foreign currency' and 'Other services' apply to personal current accounts and savings accounts (if your savings accounts offer the relevant card or services).

Withdrawing cash

If you take cash in pounds from your account using any Lloyds Bank, Halifax, or Bank of Scotland cash machine in the UK, we won't charge you for the withdrawal. If you use any other cash machine you may be charged by the machine owner.

The machine will show you the amount and tell you it will be taken from your account when you withdraw the cash.

Paying-in cash using a machine

You can pay cash into your account at one of our branches using a cash machine that accepts cash payments in. We won't charge you for this.

If you pay cash into your account away from our branches using a cash machine that accepts cash payments in, you may be charged by the machine owner. The machine will show you the amount.

Cash withdrawal in a foreign currency, or cash withdrawal in pounds outside the UK (at a cash machine or over the counter)

If you use your card to:

- withdraw cash in a foreign currency, or
- withdraw cash in pounds outside the UK.

then unless you've asked the cash machine or card terminal provider to do the currency conversion, the card payment scheme, for example, Visa, will convert the amount into pounds the day the transaction is processed using their exchange rate. In Visa's case this will be the Visa Payment Scheme Exchange Rate. The symbol on your card will tell you which payment scheme applies.

You can check the payment scheme exchange rate for your card online at: **lloydsbank.com/travel/using-debit-credit-cards-abroad** We will charge you a foreign currency transaction fee of 2.99% of the pounds payment amount. This is a fee for currency conversion. We will also charge a foreign currency cash fee of £1.50 for each withdrawal.

In some countries, the cash machine or card terminal you use may offer you the option of paying for the transaction in pounds. If you choose to pay in pounds, the exchange rate will generally be provided by the cash machine operator or card terminal provider. In this instance, we will not charge you a foreign currency transaction fee, but we will charge a foreign cash fee of £1.50 for each withdrawal. The provider of the foreign currency may make a separate charge for conversion.

We won't charge a foreign currency cash fee or a foreign cash fee if you withdraw Euro within the EEA or UK.

We won't charge a foreign currency cash fee or a foreign cash fee if you withdraw cash with your:

- Student, Graduate, Silver, Gold, Platinum, Premier, Club Lloyds or Lloyds Premier account debit card.

Buying goods or services in a foreign currency

If you use your debit card to:

- make a purchase or other transaction (not a cash withdrawal) in a foreign currency,

the card payment scheme, for example, Visa, will convert the amount into pounds the day the transaction is processed using their exchange rate. In Visa's case, this will be the Visa Payment Scheme Exchange Rate. The symbol on your card will tell you which payment scheme applies. You can check the payment scheme exchange rate for your card online at: **lloydsbank.com/travel/using-debit-credit-cards-abroad** We will charge you a foreign currency transaction fee of 2.99% of the value in pounds of the transaction. This is a fee for currency conversion. We will also charge a foreign currency purchase fee of £0.50 for each payment.

The foreign currency purchase fee will not be charged if your payment is made:

- with a Student, Graduate, Silver, Gold, Platinum, Premier, Club Lloyds or Lloyds Premier account debit card, or
- in Euro within the EEA or UK.

When you make a purchase from a retailer based outside the UK they may give you the option to pay in pounds. If you choose to do this we won't apply any charges but the retailer might. If the retailer provides information about the exchange rate that will apply and fees (if they charge them) you can compare this with the information we provide and decide whether to pay in pounds or foreign currency.

We may introduce offers on the debit card fees we charge when you use your debit card for overseas transactions. The terms of any offers will be stated in the Special conditions for your account type set out in section P of these conditions, or in any Additional conditions. **Please see Section P – Special conditions for the Silver, Gold, Platinum, Premier, Club Lloyds and Lloyds Premier accounts.**

Comparing our costs for foreign currency transactions with other providers

You can find more information about exchange rates and the charges that we apply to withdrawing cash in a foreign currency/pounds outside the UK and purchases in a foreign currency on the Travel pages of our website: **lloydsbank.com/travel/using-debit-credit-cards-abroad**
This information includes a comparison of our exchange rate for certain currencies as a mark-up against the rate published by the European Central Bank.

Other services

This section outlines the fees we can take from all accounts in different circumstances. When you ask for one of these services, you will be told when we will take the fee from your account.

Service	Fee
CHAPS payments (internal or external) from your account to another UK account*	£25

*This fee applies to CHAPS payments processed by our own systems or using the Bank of England Payments processing system. You can ask us to make a CHAPS payment in UK pounds at one of our branches

Service	Fee
Sending foreign currency outside the UK or in a foreign currency	
Our fee to send a payment	in Euro – no fee charged in any other currency – £9.50**
Correspondent Bank Fee (where applicable) *	Zone 1 (USA, Canada and Europe (non-EEA)) – £12
A correspondent bank is a bank that helps get a payment to/from a bank that we don't deal with directly. These banks are also called 'agent' banks	Zone 2 (Rest of the World) – £20
Receiving foreign currency or receiving pounds from outside the UK	
Electronic payments received in Euro from within the UK or EEA, or by SEPA Credit Transfer	Free
All other electronic payments up to and including £100**	£2
over £100**	£7

* You will share charges with the person you are sending the money to when you make your payment

– in any standard currency using online banking; or

– in any currency to a bank account in the UK or EEA; or

– in any EEA currency or in pounds to a bank account in Switzerland, Monaco or San Marino.

Sharing the charges means you will pay our charge and the person you are sending the money to will pay their bank's charges and any agent bank charges that apply.

For other payments in standard currencies you can share the charges or if you want the full payment amount to be received by the recipient bank, this is only available in branch or by calling us, and you will pay our charge and the Correspondent Bank Fee that replaces all agent bank charges.

For any payments in non-standard currencies if we offer them, your full payment amount will automatically be received by the recipient bank; this is available on Online Banking in branch or by calling us and you will only pay our charge.

The bank you are sending money to may still charge its customers a fee.

You can find a list of our standard currencies and non-standard currencies we offer on our public website.

**This fee will not apply to payments in pounds, either sent from our Basic Account to an account outside the UK, or received from a bank account within the EU into a Basic Account held with us.

Section P – Special conditions

This section explains the conditions and features of our different bank accounts.

Who can open a bank account?

You have to be a certain age to open our accounts.

Account	Age
Basic Account, Classic, Club Lloyds and any of our Added Value Accounts	18 or over
Under 19s Account (opened before 28 February 2026) (opened after 1 March 2026)	 11–17 13–17
Student Account	17 or over

What other Special conditions apply to my account?

Some of our accounts have Special conditions. These are set out below.

Club Lloyds

Club Lloyds includes a package of banking offers and Lifestyle Benefits as well as credit interest on your current account. You can apply for a Club Lloyds account or to add Club Lloyds to your Added Value Account (unless the Added Value Account you have is no longer on sale to new customers).

If you open a Club Lloyds account or add Club Lloyds, these conditions apply as well as your current account conditions. They apply from the day that you open the Club Lloyds account or add Club Lloyds to your account.

You must be a UK resident to be eligible for Club Lloyds banking offers and Lifestyle Benefits.

The monthly billing period for Club Lloyds accounts is from the second working day of a calendar month to the first working day of the next. This means that the account fee (if one is payable) will be taken from your account on the second working day of the month. If you are upgrading to a Club Lloyds account or adding Club Lloyds and this is different to your current monthly billing period, we will change it straightaway. If you open a Club Lloyds account part way through a monthly billing period, you will not be charged a Club Lloyds account fee for that monthly billing period.

The Club Lloyds account fee is waived if you pay £2,000 or more into the account in any calendar month, however funds received after 5pm on the last working day of the month may not count towards that £2,000. In addition, any refunds credited to your account may not count towards the £2,000.

You can have a maximum of one account with Club Lloyds benefits (either a Club Lloyds account or an Added Value Account with Club Lloyds) in your sole name and one in joint names. No more than two customers can hold a Club Lloyds account jointly or add Club Lloyds to their account.

We will only pay interest on a credit balance in your account for that billing period if you have at least two different direct debits paid from your account during the calendar month. We work out credit interest on a daily basis from the second working day of that month. You will usually receive your interest by the end of the first working day of the following month. The table below shows the interest rate applicable to each part of your account balance.

Club Lloyds account variable interest rates applicable to each part of the account balance

	AER%	Gross p.a. %
From £1 – £3,999.99	0.75	0.75
From £4,000 – £5,000	3.00	2.96
£5,000.01 +	We won't pay interest on any balance amounts over £5,000	

AER stands for Annual Equivalent Rate and illustrates what the interest rate would be if interest was paid and compounded once each year.

We will pay your interest 'gross', this means we will not deduct tax automatically from it. Depending on your personal circumstances you may need to pay tax on the interest you earn. You will be responsible for paying any tax you may owe to HM Revenue & Customs (HMRC).

We provide a range of exclusive offers on banking products to our Club Lloyds customers. You can find details about them and the conditions that apply at: **lloydsbank.com/clublloyds** or by phoning us on **0345 300 0000**. These banking offers may change from time to time.

A Club Lloyds account holder can also choose from a range of Lifestyle Benefits. These are described in the Bank Account welcome pack. Only one Lifestyle Benefit can be chosen for each account. These benefits are provided by different third-party suppliers, through the administrator Blackhawk Network EMEA Limited, PO Box 1586, Westside, London Road, Hemel Hempstead, Hertfordshire, United Kingdom, HP1 9SF. Company Registration number 4155659.

The supplier's terms and conditions will apply to each Lifestyle Benefit. The conditions explain how the supplier and administrator can make changes to them.

After opening your Club Lloyds account or adding Club Lloyds to your Added Value Account, you will receive a welcome letter or email. This will contain the terms and conditions of each of the benefits and how to select them. If you do not receive this email or letter within 14 days, please contact Blackhawk Network EMEA Limited on **0345 303 0303** or **+44 1733 462 224** if calling from abroad (8am to 8pm, Monday to Saturday, 9am to 6pm Sundays and bank holidays). You can also use this number to choose your Lifestyle Benefit if you have not done so already. The benefit you select will apply for a year. If you make your choice after opening the account or adding Club Lloyds, then it will be fulfilled on a pro-rata basis. For example, if you make your Lifestyle Benefit selection 6 months after you open or convert your account, the Lifestyle Benefit you choose will only be valid for the remaining 6 months of the benefit year. 30 days before the end of the benefit period, you will be given the option to change the benefit. If you wish to change your benefit you must do so within 30 days. If you choose not to change your benefit, then your existing benefit will be automatically renewed for another year.

The benefit option selected will continue for as long as:

- the Club Lloyds account remains open; or
- you have Club Lloyds added to an Added Value Account; and
- the Club Lloyds fee continues to be paid or conditions for the fee to be waived are met.
- You can't combine Lifestyle Benefits with any other offer or exchange them for cash or other alternatives. The range of Lifestyle Benefits available may change from time to time. We will tell you if we make changes to the range of Lifestyle Benefits.

Club Lloyds benefits will stop if you:

- close your Club Lloyds account;
- remove Club Lloyds from your account;
- change to one of our other account types (without Club Lloyds); or
- stop being eligible for the account in any other way.

Lloyds Premier

Lloyds Premier includes a package of banking offers and Lifestyle Benefits as well as credit interest on your current account.

If you open a Lloyds Premier account, these conditions apply as well as your current account conditions. They apply from the day that you open the Lloyds Premier account.

You must be a UK resident, and over 18 years old, to be eligible for Lloyds Premier banking offers and Lifestyle Benefits.

To be eligible for this account you must pay in £5,000 or more into the account in any calendar month, or have at least £100,000 of qualifying savings or investments with us. You can have a maximum of one Lloyds Premier account. We regularly review our accounts and we'll let you know if you aren't meeting the criteria.

We will only pay interest on a credit balance in your account for that billing period if you have at least two different direct debits paid from your account during the calendar month. We work out credit interest on a daily basis from the second working day of that month and pay it to your account at the end of the first working day of the next month. The table below shows the interest rate applicable to each part of your account balance.

Lloyds Premier account variable interest rates applicable to each part of the account balance.

	AER%	Gross p.a. %
From £1 – £3,999.99	1.50	1.49
From £4,000 – £5,000	3.00	2.96
£5,000.01 +	We won't pay interest on any balance amounts over £5,000	

AER stands for Annual Equivalent Rate and illustrates what the interest rate would be if interest was paid and compounded once each year.

We will pay your interest 'gross', this means we will not deduct tax automatically from it. Depending on your personal circumstances you may need to pay tax on the interest you earn. You will be responsible for paying any tax you may owe to HM Revenue & Customs (HMRC).

We provide a range of exclusive offers on banking products to our Lloyds Premier customers. You can find details about them and the conditions that apply at: **lloydsbank.com/lloydspremier** in our UK branches or by phoning us on 0345 300 0000. These banking offers may change from time to time.

Lloyds Premier Lifestyle Benefits

A Lloyds Premier account holder can also choose from a range of Lifestyle Benefits. These are described in the Lloyds Premier welcome pack. Only one Lifestyle Benefit can be chosen for each account. These benefits are provided by different third-party suppliers, through the administrator Blackhawk Network EMEA Limited, PO Box 1586, Westside, London Road, Hemel Hempstead, Hertfordshire, United Kingdom, HP1 9SF. Company Registration number 4155659.

The supplier's terms and conditions will apply to each Lifestyle Benefit. The conditions explain how the supplier and administrator can make changes to them.

After opening your Lloyds Premier account, you will receive a welcome letter or email. This will contain the terms and conditions of each of the lifestyle benefits and how to select them. If you do not receive this email or letter within 14 days, please contact Blackhawk Network EMEA Limited on 0345 303 0303 or +44 2045 740 210 if calling from abroad (8am – 8pm, Monday to Saturday, 9am – 6pm Sundays and bank holidays). You can also use this number to choose your Lifestyle Benefit if you have not done so already.

The benefit you select will apply for a year. If you make your choice after opening the account, then it will be fulfilled on a pro-rata basis. For example, if you make your Lifestyle Benefit selection 6 months after you open or convert your account, the Lifestyle Benefit you choose will only be valid for the remaining 6 months of the benefit year. 30 days before the end of the benefit period, you will be given the option to change the benefit. If you wish to change your benefit you must do so within 30 days. If you choose not to change your benefit, then your existing benefit will be automatically renewed for another year.

The benefit option selected will continue for as long as the Lloyds Premier account remains open.

You can't combine Lifestyle Benefits with any other offer or exchange them for cash or other alternatives. The range of Lifestyle Benefits available may change from time to time. We will tell you if we make changes to the range of Lifestyle Benefits.

Lloyds Premier benefits will stop if you:

- close your Lloyds Premier account;
- change to one of our other account types; or - stop being eligible for the account in any other way.

Basic Account

Our Basic Account is for customers who are legally resident in the UK and do not qualify for one of our other bank accounts.

There are limits on the number of accounts you can have and what you can then do. You can have up to two Basic Accounts; one account must be in your sole name and one in joint names. Either of you can sign and give instructions on behalf of the other.

We do not provide a cheque book or arranged overdraft with this account.

We may decide to close your account if we become aware that you have:

- opened another payment account in the United Kingdom (sometimes we may allow you to open more than one Basic Account with us);
- given us incorrect information when you applied for the account and if we knew this at the time we would have refused to open your account;
- not used your account for more than 24 consecutive months;
- used or tried to use your account unlawfully;
- threatened, been abusive or violent towards our staff;
- left the UK; or
- become a disqualified person under the Immigration Act 2014.

If we decide to close your account, we will tell you at least two months before and explain why. We won't tell you why if this would mean breaking the law.

We may close your account immediately without notice if:

- you have used it or tried to use it for illegal activity;
- you have provided incorrect information; or
- you have been abusive, threatening or violent.

From time to time we will review your financial circumstances and the way you are using your account. We may move you to a more suitable account if you become eligible for it. We will tell you at least two months before moving your account.

Under 19s Account

You can only have an account in your sole name. You can choose to have either:

- **a Cashpoint card** to withdraw money from a cash machine in the UK and abroad; or
- **a Lloyds Bank debit card**, which you can use to pay for things in shops, on the internet and for withdrawing money at cash machines, a Post Office or a Banking Hub.

You can earn interest on your money. This will be paid quarterly in March, June, September and December:

- For accounts opened before 23 August 2021: Earn interest of 0.50% AER* (0.50% gross p.a.) variable on credit balances up to £2,499.99. We do not pay interest on amounts of £2,500 or more.
- For accounts opened on or after 23 August 2021: Earn interest of 0.50% AER* (0.50% gross p.a.) variable on credit balances up to £999.99. We do not pay interest on amounts of £1,000 or more.

*AER stands for Annual Equivalent Rate and illustrates what the interest rate would be if interest was paid and compounded once each year.

If you choose to have a debit card, some transactions, like gambling, may be inappropriate for your age group, so we will block your card from making purchases in some shops or on some websites that are potentially unsuitable. Some services such as sending money outside the UK or in a foreign currency will only be available when you turn 16. If you still hold your Under 19s Account after you've turned 18, we will change your account to a Classic Account, or similar account, if we no longer offer a Classic Account. We will always write to you at least two months before to let you know what's changing.

Student Account

You must be studying full time on a course that lasts at least two years or a one-year access course leading onto a full time degree. You can only have one Student Account in your sole name and you cannot have a student account with another provider. You must tell us if you are no longer eligible for the account. When you graduate from your course, or after a maximum of 6 years, we will change your account to a Graduate Account. If you are not eligible for a Graduate Account (for example you leave full time education before graduating) we will change your account to a Classic Account (or similar if it is no longer available). If you have a Cashpoint card we will replace this with a debit card when your account changes. You can ask us if you want to keep your Cashpoint card. We will write to tell you about the changes to your account at least two months before.

Graduate Account

The Graduate Account is only available to Lloyds Bank Student Account customers whose account will change to a Graduate Account after graduation. You can only have the Graduate Account for up to three years from graduation. You can only have one Graduate Account in your sole name. The amount of your arranged overdraft that is interest free will reduce at the end of each academic year. We will give you at least two months' notice before this happens.

Around the third anniversary of your graduation, we will change your account to a Classic Account (or similar if it is no longer available). We will write to tell you about the changes to your account at least two months before.

Student, Graduate, Silver, Gold, Platinum, Premier, Club Lloyds and Lloyds Premier Accounts

We won't charge our debit card fees when you use your debit card for these accounts to:

- Buy goods or services in a foreign currency
- Withdraw cash in foreign currency or in pounds outside the UK, Channel Islands or Isle of Man (at a cash machine or over the counter)
- Withdraw cash in a foreign currency at a cash machine in the UK, Channel Islands or Isle of Man.

You may still have to pay the service provider or retailer charges if you ask them to convert currency for you – for example if you're abroad and choose to pay for something in pounds.

Added Value Accounts with insurances including Select, Silver, Gold, Platinum and Premier Accounts

The additional benefits for these accounts are provided by third parties. The terms that apply to these benefits can be found in the account welcome packs.

Islamic Account

This account offers banking in accordance with Shariah law, with no credit interest or overdraft interest, no arranged overdraft and no charges for everyday transactions if you stay in credit. Any money you keep with us will not be used for any interest-based or non-Shariah-approved activities.

Cash Account

This account doesn't pay credit interest and we don't provide a chequebook or an arranged overdraft with it.

Useful to know

The information here isn't part of your agreement with us but is **Useful to know.**

You can find information about how to manage your account at **lloydsbank.com/current-accounts/personal-service-quality-information** or by calling us. Not all the services described below will be available to you through all channels. For example, if you are registered for online banking or the mobile banking app some branch and telephone banking services may not be available to you.

Payment timescales

Payments in pounds within the UK will usually arrive at the bank you want to send them to in the following timescales:

If you make a payment by:	It will usually arrive:
Faster Payment	Within 2 hours
CHAPS	The same day if you ask us before the cut-off time
Direct debit	The same day the money leaves your account
Standing order	The same day the money leaves your account
Transfers between Lloyds Bank personal accounts	Within 2 hours

Payments in Euro within the UK or to accounts in the EEA, Monaco, Switzerland and San Marino

These payments will arrive no later than the end of the next working day. Check D12 for information about SEPA Direct Debits.

Payments in pounds, non-Euro EEA currencies and Swiss francs to another EEA country

These payments will take no longer than 4 working days to arrive.

Payments in any currency to any other countries

You can ask us how long these payments will take to arrive. We can't control exactly when it will be received by the foreign bank. This depends on the banking practice of that country but should be no longer than 4 working days for a payment in one of our standard available currencies to reach North America, Canada, South Africa, Australia, New Zealand and countries in Europe and the Middle or Far East. A payment in any currency to most other countries operating electronic payment systems should take no longer than 5 working days.

Countries outside the UK may have different non-working days, and this could affect when the person you have sent money to is able to withdraw it.

Payment cut-off times

If you want us to process these payments the same day you ask us, these are the times you must ask us by. The Post Office and Banking Hubs may have different cut-off times, please ask at the Post Office or Banking Hub you use.

Payments out of your account

The payment you want to make	When you are making it	When you must ask us by
CHAPS	Branch	4.25pm
Faster Payment in pounds	Branch/Telephone banking	Branch closing time; or 5pm if the branch stays open after 5pm; or the counter closing time if the counter closes before the branch
A payment in Euro	Branch/Telephone banking	Usually 3pm but an earlier cut-off of 2pm may apply
A payment in a currency other than Euro	Branch/Telephone banking	3pm
Any currency including Euro	Online banking	3pm

Paying foreign cheques into your account

If you want to pay in a foreign currency cheque, or a cheque in pounds from a bank outside the UK, the Channel Islands, the Isle of Man or Gibraltar, you must sign it on the back.

We usually buy the foreign cheque from you. If we do this, we will usually pay the amount of the cheque into your account by the sixth working day after you present the cheque.

If we can't do this, we will send the cheque to the bank that issued it. They will send us the payment and we will pay that into your account on the day we receive it. The time this takes will depend on the other bank and where it is.

If we need to change the payment into pounds, we will use our standard exchange rate, which includes a margin. This is the difference between our standard exchange rate and the rate at which we buy and sell currency in the foreign exchange markets. You can find our current exchange rates by calling us or asking in branch. Our exchange rate may change to reflect currency market movements. That means we won't be able to confirm the actual rate applied to your foreign cheque until the day we pay the money into your account.

You can withdraw payments from foreign currency cheques on the same working day we pay the money into your account. The money will count towards your balance from the same day.

If the foreign bank asks for the cheque to be returned, we will take the payment out of your account. We will do this even if you have spent the money or it will put you into overdraft. If we changed the payment into pounds, we will change it back to foreign currency using our standard exchange rate.

Our exchange rate may have changed between paying the money into your account and taking it out. That could mean we take out more (in pounds) than we paid in.

The foreign bank may charge you. If this happens we will pass these charges on to you.

Sometimes we may not be able to get payment for a foreign cheque because of currency or other restrictions. If this happens we will return the cheque to you if we still have it.

Limits

There may be limits on the number or value of payments and withdrawals you can make. These limits may vary from time to time. You can find our up-to-date limits on our website.

Daily limits for taking out cash in pounds

Branches with a counter	Lloyds Bank, Halifax and Bank of Scotland cash machines	Selected PayPoint retailers	Post Office or Banking Hub	Shop or other outlet offering cashback
No limit	£800 (£500 for under 19's accounts and £200 for current accounts with Cashpoint cards) £200 for savings accounts with Cashpoint cards	£300	£300	Limits vary – please ask at the outlet you intend to use

You can only take out notes from a cash machine. You cannot withdraw coins.

You can only withdraw cash from a Post Office, selected PayPoint retailers or Banking Hub if you have a debit card.

Any cash you withdraw from a cash machine, Post Office, Banking Hub, through selected PayPoint retailers or an outlet offering cashback, will count towards the daily limit. For example, if you withdraw £100 from a cash machine, you can only withdraw up to £200 from a Post Office that day.

Some cash machine providers may have limits on individual cash withdrawals. This will not impact your overall daily cash machine withdrawal limit. For example, if a cash machine provider has a limit of £200, you can take out the rest of your daily limit using other cash machines. There is no set withdrawal limit in branch, but larger withdrawals may require advance notice and will depend on cash availability at the branch.

Limits for paying in cash in pounds

Branches with a counter	Cash machine that accepts payments in | Selected PayPoint retailers | Post Office or Banking Hubs, in pounds
No limit Coins: 10 bags of coins a day maximum You can't pay in coins at counter-free branches.	• £2,995 maximum each calendar month. • £20,000 maximum total each year. • **Joint accounts:** Each person can pay in up to these limits. • £300 per transaction limit at PayPoint retailers. • **Other cash limits:** Some Post Offices and Banking Hubs may have their own limits, and you may need a debit card. Check with the one you plan to use.
The same overall cash limit applies when using cash machines, selected PayPoint retailers, Banking Hubs or the Post Office. Not all of these accept cash payments.	

You can only pay in cash at selected PayPoint retailers, a Post Office or Banking Hub if you have a debit card.

You cannot use one of our counter-free branches to pay in coins.

To help prevent financial crime, we may apply limits to the amount of cash you can pay into your account. These limits can vary, depending how and where you pay in, and could be daily, weekly, monthly or annual. If we decide to apply this kind of limit, or change one of the limits explained above, we will try to update the information in this section and on our websites and in branch. We may not always be able to do this before applying a new or changed limit.

Limits for other payments in pounds

	Faster Payments	Transfers to or from other Lloyds Bank personal accounts	CHAPS	Standing orders
Online	£25,000*	No limits	n/a	£25,000
In branch	£250,000	No limits	No limits	£100,000
Telephone	£25,000**	No limits	n/a	£10,000

* We set lower payment limits on new accounts. We may also lower your payment limit based on your spending history. You can amend the online Faster Payment limit for your account at any time up to £25,000 using the app or online banking.

** Other limits may apply in certain circumstances. Where we are able to make additional background checks, for example you want to make a payment to a verified HMRC account, we may let you send a Faster Payment of up to £100,000. Higher limits may apply to some customers if they meet certain criteria, and we'll tell you separately if these apply.

You can use our app to pay in a cheque with a value up to £10,000. Please come into one of our branches if your cheque is worth more than this.

Contactless debit card transactions

If your debit card has contactless technology you can make purchases without using your PIN. An industry transaction limit of £100 applies. You can set your own contactless limit using the mobile banking app, if you want a lower limit. To help stop fraud, you may sometimes be asked to use your PIN or signature instead of using contactless technology.

Limits for payments in foreign currencies or payments in pounds sent outside the UK

Payment using	Maximum	Minimum
Branch	None	£1.01
Telephone banking	£10,000	£1.01
Online banking	£100,000	£1.01

These limits may change for certain currencies from time to time. We will let you know if this applies to the payment you are making when you request it.

Paying in cash at selected PayPoint retailers in pounds

If you have a current account and a debit card, you can pay in cash at selected PayPoint retailers.

- The money will be added to your account immediately and you can use it straight away.
- It will also count towards your interest that day, whether you earn it or pay it.
- This payment will count towards the same cash deposit limit used for cash machines, the Post Office and Banking Hubs.

You can find which PayPoint retailers offer this service on our website.

Paying in cash at a cash machine

You can pay cash into your account using a cash machine that accepts cash payments in.

- This will count towards the same cash deposit limit used for selected PayPoint retailers, the Post Office and Banking Hubs.
- The machine could have its own limit.
- If we later find the money paid in is not acceptable, we'll take the amount out of your account, even if you've already spent it.

Dormant accounts

We voluntarily participate in the Dormant Assets Scheme. The Scheme was established under the Dormant Bank and Building Society Accounts Act 2008. Later this was updated and expanded by the Dormant Assets Act 2022 (known together as 'the Acts'). The Purpose of the Scheme is to:

- Protect your rights, or those of your beneficiaries to reclaim money you hold with us at any time; and
- Enable the value of the dormant assets that is not required to cover future reclaims to be distributed to social and environmental causes that benefit communities across the UK.

Under the Scheme, we may transfer dormant asset balances to RFL. RFL is a not-for-profit organisation which is authorised and regulated by the FCA. If your asset balance is transferred to the Scheme, RFL is legally responsible for repayment if you or your beneficiary reclaim your money. On behalf of RFL, we are responsible for managing all aspects of the relationship with you including handling all repayment claims. You should continue to contact us if you have any queries or complaints in relation to your asset or balance. We do not provide RFL with individual personal data, such as your name, account number etc. Your money continues to be protected. If RFL is, or looks likely to be, unable to meet its responsibility to repay a dormant asset balance owed, HM Treasury would assess the most appropriate course of action. This may include the use of a loan to RFL.

If you are unhappy, you can contact the Financial Ombudsman Service (FOS) which is available to settle complaints that cannot be settled through our internal complaints procedure.

For further information on RFL and the Scheme, please visit RFL's website at: **www.reclaimfund.co.uk**

Direct debits

The company or organisation you are paying will usually tell you 10 working days before they change the amount or date of the payment.

Tax

We pay any interest to you without taking tax off. Depending on your personal circumstances, you may need to pay tax on the interest you earn. You are responsible for paying any tax you owe to HMRC. Any interest we pay you will count towards your personal savings allowance. Taxes or costs may apply to you that aren't charged by us and/or won't be paid through us.

Company information

Who we are

- Our company details:

Lloyds Bank plc (company number 2065) is a company registered with the Registrar of Companies for England and Wales. Registered Office: 25 Gresham Street, London EC2V 7HN.

To find out more about our company, see the Registrar's website: companieshouse.gov.uk or call the Registrar on 0303 1234 500.

- Our VAT number is 244155576
- We lend money and offer savings, insurance and other financial services to our customers.

How we are regulated

We are authorised by the Prudential Regulation Authority, and regulated by the Financial Conduct Authority and Prudential Regulation Authority under registration number 119278.

- To find out more about us, see the Financial Services Register: www.fca.org.uk or call the FCA on 0800 111 6768.
- We are regulated by the Office of Communications ('Ofcom').

If you have a complaint, particularly about our text messaging service, you may also be able to take it to Ofcom at Riverside House, 2a Southwark Bridge Road, London SE1 9HA, **www.ofcom.org.uk** telephone 020 7981 3040, or textphone 020 7981 3043.

Industry codes and memberships

- We are a member of UK Finance. Please see **www.ukfinance.org.uk** to find out more
- Eligible deposits with us are protected by the Financial Services Compensation Scheme: **lloydsbank.com/fscs** We are covered by the Financial Ombudsman Service
- We follow advertising codes regulated by the Advertising Standards Authority ('ASA'). If you would like to find out more about the advertising codes or the ASA, or complain to them about any of our advertising, please see www.asa.org.uk, call the ASA on 020 7492 2222, email them at enquiries@asa.org.uk, or write to the Advertising Standards Authority, Castle House, 37-45 Paul Street, London, EC2A 4LS.

Other information

- We'll communicate with you in English
- Cashpoint® is a registered trademark of Lloyds Bank plc
- The Post Office® and Post Office logo are registered trademarks of the Post Office Ltd
- PayPoint means our agent PayPoint Network Ltd. "PayPoint retailer" means a retailer offering PayPoint services

You can download a copy of this agreement from our website or ask us for a copy. For more information, go to: **lloydsbank.com**

How we process your personal information

This information is not part of your Personal Banking conditions.

Who looks after your personal information

Your personal information will be held by Lloyds Bank Plc which is part of the Lloyds Banking Group. More information on the Group can be found at: **lloydsbankinggroup.com**

How we use your personal information

We will use your personal information:

- to provide products and services, manage your relationship with us and comply with any laws or regulations we are subject to (for example the laws that prevent financial crime or the regulatory requirements governing the products we offer);
- for other purposes including improving our services, exercising our rights in relation to agreements and contracts and identifying products and services that may be of interest.

To support us with the above we analyse information we know about you and how you use our products and services, including some automated decision making. You can find out more about how we do this, and in what circumstances you can ask us to stop, in our full privacy notice.

Who we share your personal information with

Your personal information will be shared within Lloyds Banking Group and other companies that provide services to you or us, so that we and any other companies in our Group can look after your relationship with us. By sharing this information it enables us to better understand our customers' needs, run accounts and policies, and provide products and services efficiently. This processing may include activities which take place outside of the European Economic Area. If this is the case we will ensure appropriate safeguards are in place to protect your personal information. You can find out more about how we share your personal information with credit reference and fraud agencies below and can access more information about how else we share your information in our full privacy notice.

Where we collect your personal information from

We will collect personal information about you from a number of sources including:

- information given to us on application forms, when you talk to us in branch, over the phone or through the device you use and when new services are requested;
- from analysis of how you operate our products and services, including the frequency, nature, location, origin and recipients of any payments;
- from or through other organisations (for example card associations, credit reference agencies, insurance companies, retailers, comparison websites, social media and fraud prevention agencies);
- in certain circumstances we may also use information about health or criminal convictions but we will only do this where allowed by law or if you give us your consent.

You can find out more about where we collect personal information about you from in our full privacy notice.

How we use credit reference agencies

In order to process your application we may supply your personal information to credit reference agencies (CRAs) including how you use our products and services and they will give us information about you, such as about your financial history. We do this to assess creditworthiness and product suitability, check your identity, manage your account, trace and recover debts and prevent criminal activity.

We may also continue to exchange information about you with CRAs on an ongoing basis, including about your settled accounts and any debts not fully repaid on time, information on funds going into the account, the balance on the account and, if you borrow, details of your repayments or whether you repay in full and on time. CRAs will share your information with other organisations, for example other organisations you ask to provide you with products and services. Your data will also be linked to the data of any joint applicants or other financial associates as explained above.

You can find out more about the identities of the CRAs, and the ways in which they use and share personal information, in our full privacy notice.

How we use fraud prevention agencies

The personal information we have collected from you and anyone you have a financial link with may be shared with fraud prevention agencies who will use it to prevent fraud and money laundering and to verify your identity. If fraud is detected, you could be refused certain services, finance or employment. Further details of how your information will be used by us and these fraud prevention agencies, and your data protection rights, can be found in our full privacy notice.

Our full privacy notice

It is important that you understand how the personal information you give us will be used. Therefore, we strongly advise that you read our full privacy notice, which you can find at: **lloydsbank.com/privacy** or you can ask us for a copy.



How you can contact us

If you have any questions or require more information about how we use your personal information please contact us using **lloydsbank.com/privacy**, you can also call us on **0345 602 1997**. If you feel we have not answered your question, you can contact our telephone banking team on **0345 602 1997** and they will pass your request to our Group Data Privacy Officer.

Go to **lloydsbank.com**

Using our **app**

Call us on **0345 300 0000**

If you need this communication in another format, such as large print, braille or audio CD, please contact us.

You can call us using Relay UK if you have a hearing or speech impairment. There's more information on the Relay UK help pages **relayuk.bt.com**

SignVideo services are also available if you're Deaf and use British Sign Language: **lloydsbank.com/contact-us/sign-video**

If you need support due to a disability please get in touch.

Calls and online sessions may be monitored and recorded. Not all Telephone Banking services are available 24 hours a day, seven days a week.

Gross rate means we will not deduct tax from the interest we pay on money in your account. It's your responsibility to pay any tax you may owe to HM Revenue & Customs (HMRC).

Our app is available to customers with a UK personal account and valid registered phone number. Minimum operating systems apply, so check the App Store or Google Play for details. Device registration required. Terms and conditions apply: **lloydsbank.com/online-agreement**

Android/Google Play is a trademark of Google LLC. Apple is a trademark of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc.

Text message alerts are sent seven days a week, including bank holidays. This is a free service for all eligible current account customers. We won't charge you for this service, but if you receive texts while abroad or to a non-UK mobile number, your network service provider may charge you.

The Click to Pay icon is a trademark owned by and used with permission of EMVCo, LLC.

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. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under registration number 119278.

This information is correct as of November 2026.

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