
GUIDE TO CHANGES

For use from 10 July 2020



LLOYDS BANK

Notice of variation

From **1 October 2020** we're making some changes to our accounts with Club Lloyds. Please take the time to read and understand what's going to change and consider how it might affect you.

Current accounts with Club Lloyds

The rates of interest are changing

From **1 October 2020**, if you meet the qualifying criteria, the variable interest rates which you can earn on credit balances are changing. The current interest rate of **1.00% AER (0.99% gross p.a.)**, payable on the part of any balance from **£1 to £3,999.99**, is changing to **0.60% AER (0.60% gross p.a.)** and the current rate of **2.00% AER (1.98% gross p.a.)**, payable on the part of any balance from **£4,000 up to and including £5,000**, is changing to **1.50% AER (1.49% gross p.a.)**. No interest is paid on the amount of any balance over £5,000.

Account balance	Current variable interest rate on each part of your balance	New variable interest rate on each part of your balance from 1 October 2020
£1 – £3,999.99	1.00% AER (0.99% gross p.a.)	0.60% AER (0.60% gross p.a.)
£4,000 – £5,000	2.00% AER (1.98% gross p.a.)	1.50% AER (1.49% gross p.a.)
£5,000 +	No interest is paid on the amount of your balance over £5,000	No change

To qualify for interest, you need to pay out two different Direct Debits from your account each calendar month. Interest is paid monthly.

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

Gross means we will not deduct tax automatically 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).

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

If you have a hearing or speech impairment you can use Relay UK, or contact us by textphone on 0345 300 2281, open all day every day. In either case, calls are serviced by Relay UK.

SignVideo services are also available if you're Deaf and use British Sign Language:

lloydsbank.com/accessibility/signvideo.asp

If you want to make a complaint, visit a branch or learn more online at:

lloydsbank.com/contact-us/how-to-complain.html To speak to us, call:

0800 072 3572 (+44 173 346 2267 outside the UK). Adviser service: all day every day. If you have a hearing or speech impairment, use textphone: 0800 056 7614 (+44 1733 347 500 outside the UK).

Adviser service: all day every day. You can also write to: Lloyds Bank Customer Services, BX1 1LT.

We'll confirm who'll be dealing with your complaint. If we can't resolve things immediately, we'll let you know what the next steps are. Provided you've tried to resolve things with us first, if you're still unhappy, you can ask the Financial Ombudsman Service to help. We can provide information on how to do this if you need it.

Calls and online sessions may be monitored and/or recorded for quality evaluation, training and to ensure compliance with laws and regulations.

Not all Telephone Banking services are available 24 hours a day, 7 days a week.

Eligible deposits with us are protected by the Financial Services Compensation Scheme.

We are covered by the Financial Ombudsman Service.

Lloyds Bank plc. Registered Office: 25 Gresham Street, London EC2V 7HN.
Registered in England and Wales no. 2065.

Lloyds Bank plc is 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 July 2020 and is relevant to Lloyds Bank plc
products and services only.



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