



# Credit scoring

A guide to how it works



LLOYDS

# Contents



## **Responding to your application**

Page 1



## **Working out your credit score**

Page 2



## **Where credit reference agencies get their information**

Page 4



## **Checking your personal record**

Page 5



## **If we cannot accept your application**

Page 6



## **How you can appeal our decision**

Page 7



## **Important information**

Page 9



# Responding to your application

When you apply for one of our lending products, we understand you want a fast decision, based on a fair view of your circumstances.

We use a method called credit scoring to help us respond to you quickly in a way that's impartial. We have been using credit scoring for many years to guide us on all of our customers' applications. For example, we use it if you're applying for lending. We believe it provides a straightforward solution, and hope you do too. After all, we take our responsibilities as a bank very seriously.



There is more information about credit scoring on our website:  
**[lloydsbank.com/creditscore](https://lloydsbank.com/creditscore)**



# Working out your credit score

We typically use three sources of information to build your credit profile:

- **Your application**  
Details submitted by you.
- **Credit reference agencies**  
Information about your personal financial history supplied by credit reference agencies.
- **Account management**  
How you've managed any loans, credit cards or any other accounts you have with Lloyds Banking Group.

Credit scoring is based on the experience that we have built up with thousands of borrowers over time. Our credit scoring methods are regularly reviewed to make sure that they meet our regulatory commitments.

We cannot be specific about how we calculate your score; however, your credit score is personal to you and can alter as your circumstances change. So, even if your application is turned down this time, we may be able to give you a positive decision the next time.



# Working out your credit score

## **How we work with credit reference agencies**

A credit reference agency is a company that gathers and stores financial and public information about almost every adult in the UK. It does not create or maintain blacklists, and does not make a decision on an application.

In common with other banks, we share information about how well you have repaid any lending with the credit reference agencies. Information is collected from several sources.



# Where credit reference agencies get their information

## **From public records**

The electoral register helps confirm your identity and address.

Court records, such as County Court Judgements (CCJs), insolvencies or bankruptcies, that may show previous financial problems that should be taken into account.

## **From other companies**

This could include details of previous applications you have made to borrow, your current levels of debt and whether you have always made repayments on time.

Knowing this can show whether you have outstanding credit and how well you are managing your finances.



# Checking your personal record

We use three major credit reference agencies:

## 1 Experian Limited

Customer Support Centre, PO Box 9000,  
Nottingham NG80 7WF

 **0800 013 8888**

 **[www.experian.co.uk](http://www.experian.co.uk)**

 **[customerservices@experian.co.uk](mailto:customerservices@experian.co.uk)**

## 2 TransUnion

Consumer Services Team, PO Box 647,  
Unit 4, Hull HU9 9QZ

 **0330 024 7574**

 **[www.transunion.co.uk](http://www.transunion.co.uk)**

 **[UKConsumer@transunion.com](mailto:UKConsumer@transunion.com)**

If you bank with us, you can also check your TransUnion credit score for free by registering for Your Credit Score on our Mobile Banking app or online banking.

Visit: **[lloydsbank.com/your-credit-score](http://lloydsbank.com/your-credit-score)**

## 3 Equifax Limited

Customer Service Centre, PO Box 10036,  
Leicester LE3 4FS

 **0800 014 2955 or 0333 321 4043**

 **[www.equifax.co.uk](http://www.equifax.co.uk)**

 **[hello@equifax.com](mailto:hello@equifax.com)**

As a bank all our information is sent to all three agencies. You can get details of the information they hold about you by visiting the websites above or by sending each of them a written request.

When the company replies, they will provide information about your credit file. If you see that they are holding particular information about you that is wrong, you should let them know straightaway. The credit reference agency can advise you on the best way to get it changed, by raising a dispute.



# If we cannot accept your application

We will always let you know if we cannot accept your application. Our decision is based on the information that we have about you at that time, including:

- Your credit score.
- Our policy on lending.
- Information held by a credit reference agency.

We always aim to give you a decision on your credit scoring application on the same day. However, sometimes the process can take longer.



# How you can appeal our decision

If we turn down your application, you can appeal by writing to the relevant department below.

We're unlikely to change our decision without new information. However, if you provide evidence that our details are incorrect or incomplete, we may reconsider your application.

## **Mortgage appeals**

Mortgage Underwriting Team  
Lloyds Banking Group  
The Green Building  
Leeds  
LS78 1LB

## **Other lending appeals**

Personal Lending Decisions  
Three City Park  
The Droveaway  
Hove  
East Sussex  
BN3 7AU



# How you can appeal our decision

## Information to include

When you write to us, please include the following information:

- The sort code.
- Your account number (if you have one).
- For lending products, please also include details of the type of borrowing (for example, a credit card) and the amount.
- The reason for your appeal.

Please make sure that you sign the letter.



# Important information

If you want to make a complaint, you'll find helpful information at: **[lloydsbank.com/contact-us/how-to-complain](https://lloydsbank.com/contact-us/how-to-complain)**

To speak to us, call: **0800 072 3572**  
(+44 173 346 2267 outside the UK).  
Lines open 24/7.

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/legal/online-banking/internet-banking](https://lloydsbank.com/legal/online-banking/internet-banking)**

Eligible deposits with us are protected by the Financial Services Compensation Scheme: **[lloydsbank.com/legal/financial-services-compensation-scheme](https://lloydsbank.com/legal/financial-services-compensation-scheme)** We are also covered by the Financial Ombudsman Service.

# Find out more



[lloydsbank.com/creditscore](https://lloydsbank.com/creditscore)



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](https://relayuk.bt.com) SignVideo services are also available if you're Deaf and use British Sign Language: [lloydsbank.com/help-guidance/accessibility/signvideo](https://lloydsbank.com/help-guidance/accessibility/signvideo)

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.

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 February 2026 and is relevant to Lloyds Bank products and services only.

