

**Stephen:** Our cancer support team; we are a big family at the end of the day. Lloyds want us to be here, not just for customers when they need us for lending, but for when something doesn't always go right.

**Amanda:** I'll stay on a call for an hour, but if that customer feels better at the end of it, it's worth it.

**Stephen:** We don't want you to worry about your finances right now, we want you to worry about getting better.

**Shabnaz:** The training from Macmillan Cancer Support has been amazing.

**Cerys:** We had the chance to actually see customers who were going through cancer, so we knew what we were dealing with when we take those calls.

**Amanda:** We are given the empowerment to help with charges.

**Stephen:** We will look at your credit card, we will look at your loans, we will look at your mortgage. If there is anything we can do to try and reduce those outgoings that you have, then we will absolutely do it.

**Amanda:** 99.9% of my customers, they're over the moon with what we've been able to help them with.

**Shabnaz:** It really gives me a sense of pride, that I am part of a team that is really making a difference.

**Cerys:** Leaving work knowing I have made a difference to somebody's life is just a lovely feeling.