

HOW TO COMPLAIN

Direct Investments

How to tell us about a problem

If you want to make a complaint, it's best to talk to a member of staff first, as this will be the quickest way for us to take action:



Call our Customer Service Team on **0345 606 0560**.



Use our website to chat directly to one of our team via our live chat facility once you're logged into your account at lloydsbank.com/shares



Write to us at the following address:

Customer Relations
Lloyds Bank Direct Investments
Lovell Park Road
Leeds LS1 1NS

We take complaints seriously


We take all complaints seriously. Many issues can be dealt with immediately, but some do take a little time to investigate thoroughly. If this happens, we will get a specialist from our Customer Relations team to resolve the issue. The Financial Conduct Authority (FCA) gives us eight weeks to resolve complaints – we will aim to get your complaint resolved well before this deadline.




LLOYDS BANK

If we can't find a solution together

If you're still not happy and we can't put things right to your satisfaction, you can ask the Financial Ombudsman Service to look at your complaint – provided you have tried to resolve the matter directly with us first. We hope you won't need to contact the Financial Ombudsman Service but if you do, they can be contacted at:

 Financial Ombudsman Service
Exchange Tower
London E14 9SR

 Tel: **0800 023 4567** or **0300 1239 123**

 Email: **complaint.info@financial-ombudsman.org.uk**

 For more information, visit
www.financial-ombudsman.org.uk

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

You may also be able to take civil action should you remain unhappy following a final decision on your complaint.

Special requirements

We want to help our customers in any way we can.

If you have a hearing or speech impairment and have access to our online service we have a facility called 'Web Chat' where you can chat real-time to one of our team. To access Web Chat go to **lloydsbank.com/shares** and log into your account.

You can use Text Relay (formerly Typetalk) whenever you contact us, our Textphone number is **0345 604 2543**.

Our promise

We're committed to giving our customers a high standard of service, but we also know that occasionally we don't get it right. We will do our very best to resolve it immediately. But, where we can't sort things out to your satisfaction straightaway, we'll make sure you have the name and contact details of the person or team dealing with your complaint.

 Go to
lloydsbank.com/investing

 Call us on **0345 606 0560**

If you'd like this in another format such as large print, Braille or audio please contact us.

If you have hearing or speech impairment you can contact us using Text Relay or Textphone on 0345 604 2543 (lines are open 8am to 6pm, Monday to Friday).

Important information

The Lloyds Bank Direct Investments Service is operated by Halifax Share Dealing Limited. Halifax Share Dealing Limited. Registered in England and Wales No. 3195646. Registered Office: Trinity Road, Halifax, West Yorkshire HX1 2RG. Halifax Share Dealing Limited is authorised and regulated by the Financial Conduct Authority under Registration number 183332. A Member of the London Stock Exchange and an HM Revenue & Customs Approved ISA Manager.

Calls may be monitored or recorded in case we need to check we have carried out your instructions correctly and to help improve our quality of service.

Information correct as at May 2020.