

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** or **+44 113 279 7518** if calling from abroad, Monday to Friday, 8.00am-9.00pm.



Email us using the online form in the Contact Us section on our website or chat directly to one of our team via our live chat facility once you're logged into your account at

lloydsbank.com/investing



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.

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 a hearing or speech impairment you can use Relay UK. On a smartphone, computer or tablet, you can call through the Relay UK app, our lines are open Monday to Friday, 9am to 8pm except on Public holidays where lines are open 9am to 5pm (closed Christmas day).

If you're deaf and a BSL user, you can use the SignVideo service at **lloydsbank.com/signvideo**, Monday to Friday 9am to 5pm.

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 July 2023.