Lloyds Bank Payment Initiation Service

Terms and Conditions



LLOYDS

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Our agreement with you

This agreement applies to your use of the Lloyds Bank ('us', 'our' or 'we') Payment Initiation Service only. By using our Payment Initiation Service (we call this 'the service'), you're agreeing to the terms and conditions below. They do not affect or replace the terms and conditions that apply to any of our other accounts or services.

Please keep a copy of this agreement.

What is the service?

To use the service, you must be registered for online banking. The service is available in our app. We will tell you if you can use it in any other way. The service is for personal use only, you can't use it for business purposes.

You can use the service to make online payments in pounds from a UK payment account in your name to another account in your name that accepts payments. This includes accounts you hold jointly with someone else.

What do we mean by 'payment account' in these terms?

This is an account that you can use to make online payments using open banking. It includes current accounts, certain savings accounts, e-money accounts, and credit card accounts.

Open banking is a digital interface that allows information to be shared securely between accounts. If your payment account can use open banking, it will appear for you to select when you set up your payment.

Initially, you can use the service to make one-off payments from a payment account with another account provider to an account with us.

We'll tell you when you can use the service to:

- make one-off payments to accounts you have with other account providers
- set up a regular payment request between a current account with another account provider and one of your other accounts (we call these 'ongoing instructions').

What is an 'ongoing instruction'?

These are regular payments you can ask us to set up from your current account with another account provider to one of your other accounts. Once you set up an ongoing instruction, you won't have to authorise each payment that you ask us to request from your current account to the other account.

Usually there will be some conditions for the ongoing instruction. We'll agree these when you set it up.

For example:

- use an ongoing instruction to top up your savings account from your current account with payments up to a certain limit.
- request a payment of a certain amount from your current account to a savings account each time the balance of your savings account falls below a certain amount.

By using the service, you give your ongoing agreement that we can contact another account provider to:

- ask them to make a payment for you from your payment account with them
- send and receive information about the payment you've asked us to request, like if the account provider has accepted or rejected the request.

The other account provider will make the payment.

Where necessary to provide the service, we will use trusted third parties. We'll make sure that any of your data shared with third parties is secure at all times.

Is there a charge for the service?

The service is free – we don't charge for it. However, other account providers may charge you fees for making a payment. You can find out more about fees in the agreement you have with them.

How do you set up a payment request using the service?

To request one-off payments, select the accounts you want to make the payment from and to, and then submit your request. You'll need to authorise each payment using your account provider's banking app or through online banking.

To set up an ongoing instruction, as well as selecting the accounts, you'll need to agree any conditions that will apply to the instruction.

Ongoing instructions will continue until either the end date you've set for them or until you cancel them.

Your account provider is responsible for making the payment. You can check the information about their payment processes and processing times in the agreement you have with them.

How do you change or cancel a payment request made with the service?

You can't change or cancel a one-off payment request after you've asked us to set it up. If you don't want the payment to be made, you should contact the account provider for the account we've requested the payment from. They may be able to help.

You can change or cancel an ongoing instruction up until the day the payment request is due to be made, as long as it's before the payment request is submitted. You can do this through the app.

What are your responsibilities?

The information you give us about the payments you're requesting must be accurate and complete. If it isn't, we might not be able to set it up. You're responsible for selecting the account you want to make the payment from and the account you want to make the payment to. If you select the wrong account or do not provide the correct amount for the payment, we won't be responsible for any loss.

You should contact the account provider making the payment directly if:

- you think someone has used your account without your permission
- a payment has been made incorrectly, late or has not been made at all.

You must keep your security details, and any device used to access this service, secure. You must not share them with anyone, including any joint account holders.

You must not use the service in any illegal or malicious way or in a way that conflicts with these terms.

When can we refuse to provide the service?

Sometimes we'll make checks before requesting a payment on your behalf. This could lead to a delay.

We may refuse to set up a payment request through this service if:

- you provide incorrect or incomplete information or don't follow instructions for set up
- we believe the payment will fail. For example, there isn't enough money in the account you want to make the payment from
- we know or reasonably believe that the payment is fraudulent or illegal
- security controls prevent us from requesting the payment
- by setting up the payment we might breach a law, regulation, code or other duty.

If any of the above prevents us from requesting a payment, we'll tell you about it. Unless a legal or security reason means we can't.

We won't be responsible for any loss to you if we do not set up a payment for any of the reasons above.

When can we limit or suspend this service?

We can limit, suspend or stop your right to use this service at any time. But we'll only do this where we think it's reasonable to do so. We may do this in the following situations:

- we think the security of your account or this service is at risk
- we suspect unauthorised or fraudulent use of your security details or this service
- we must comply with a legal or regulatory requirement
- there has been a systems failure
- there's another reason beyond our reasonable control.

We'll tell you if we limit, suspend or stop your right to use this service at any time.

Unless a legal or security reason means we can't.

What happens if there's an incorrect or unauthorised payment?

If you suspect that an unauthorised or incorrect payment has been made from one of your accounts using this service, you must contact the account provider.

What is an 'unauthorised payment'?

Unauthorised payments are payments you haven't asked for.

If we're at fault, we'll handle this directly with the other bank.

When will the service be available?

We may not be able to set up a payment request if there are repairs, updates and maintenance to any systems needed to provide this service.

Your account provider may limit our access to your accounts for reasons we can't control. If this happens, it may not be possible for us to request a payment on your behalf.

We won't be responsible if you suffer a loss or damage because the service is unavailable.

What if something goes wrong?

We won't be responsible for any loss or damage you experience from using the service if another account provider is responsible for it.

We aren't responsible for any losses we can't predict or do anything about. Examples of this include (but aren't limited to):

- any technical failure of your bank account platform
- failure of any machine, data processing system or transmission link
- signal failure on any network.

How can changes be made to this agreement?

If we make changes to this agreement, we'll let you know at least 30 days in advance. But if the change benefits you or makes the agreement clearer, we can tell you about the change at the time we make it or soon afterwards.

We can change this agreement for any of the reasons set out below:

- to respond to a change, or a reasonably anticipated change, to the law, regulations or industry guidance or standards that affect us, or that we reasonably think will affect us. For example, if the law changes, or our regulator changes its rules or provides updated guidance
- we need to reflect a decision of a court or an ombudsman
- to reflect a change, or a reasonably expected change, in the cost of providing this service to you
- to reflect changes that we've made to this service
- to do something that is to your benefit.

We'll act reasonably and proportionately to respond to a change that is affecting us, or that we reasonably think will affect us.

Because this agreement may last for a long time, we can't predict all the reasons why we might need to change it. So we may change this agreement for other reasons that we can't predict right now. If we do this, we will act reasonably and will explain the impact of the change to you.

If you keep using this service after the change is made, we'll assume you've accepted the change.

If you don't accept the change, you can stop using the service. If you do this, you must cancel your ongoing instructions.

How can you (or we) end this agreement?

Our agreement will continue until you end it or we do.

You can end our agreement and your use of this service at any time. If you end this agreement, you must cancel any ongoing instructions.

We can end this agreement immediately where:

- you've seriously or repeatedly broken its terms
- we reasonably believe you're involved in illegal activity
- you've allowed someone else to use this service without proper authorisation
- you've behaved improperly towards us (for example, by threatening, abusing or harassing our staff)
- there's been, or we reasonably suspect there's been, a breach of security or misuse of the service
- you've caused us to, or we reasonably believe that you may cause us to, break a law or regulatory requirement if we don't end it.

We can also end this agreement and your use of this service at any time for any other reason. We'll give you at least 30 days' notice.

If we end this agreement, any ongoing instructions will be cancelled.

How is your personal data used?

You should read our privacy notice. It explains how we'll use your personal information to provide the service.

By agreeing to these terms, you agree to us accessing, processing and keeping any information you give us, so that we can provide the service to you.

How can we keep in touch with each other?

We'll communicate with you in English.

We can contact you by email, SMS or any other suitable messaging service.

You can get in touch with us 24/7 using the app. You can also call us or visit a branch.

We may record and/or monitor phone conversations and online sessions with you to check we've carried out your instructions correctly, and to check our service.

How can you make a complaint?

If something goes wrong, please contact us. We'll always try to resolve problems as quickly as possible. You can find our complaint procedures at: **lloydsbank.com/help-guidance/how-to-complain**

If we've tried to resolve things, but you're still unhappy, you can ask the Financial Ombudsman Service to help. Their details are below.

Financial Ombudsman Service,
Exchange Tower, London E14 9SR

0800 023 4567 or **0300 123 9123**

complaint.info@financial-ombudsman.org.uk

www.financial-ombudsman.org.uk

If your complaint is about something another bank is responsible for, we'll ask you to contact them directly.

Can we transfer our rights and obligations under this agreement?

We can transfer our rights and obligations under this agreement to someone else. This won't impact any of your rights or obligations under this agreement.

You can't transfer any of your rights or obligations under this agreement to anyone else.

What law governs this agreement?

Usually, English law and the courts of England and Wales will decide legal questions about our agreement. If you live in Northern Ireland, you can bring a claim in the courts of Northern Ireland. If you live in Scotland, Scottish law and the courts of Scotland will decide any legal questions about it.

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 www.relayuk.bt.com

SignVideo services are also available if you're Deaf and use British Sign Language: **lloydsbank.com/contact-us/sign-video** If you need support due to a disability please get in touch.

Calls and online sessions may be monitored or recorded.

This information is correct as of July 2025.

Lloyds Bank plc (company number 00002065) is a company registered with the Registrar of Companies for England and Wales. Our registered office is at 25 Gresham Street, London, EC2V 7HN.

We are authorised by the Prudential Regulation Authority (PRA) and regulated by the PRA and Financial Conduct Authority. Our Financial Services Register number is 119278. You can check these details by visiting the Financial Conduct Authority's website fca.org.uk or contacting them on 0800 111 6768.



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