

Highlights and Important Information regarding the Terms and Conditions and Fees for the Comprehensive Estate Administration Service

Full contractual terms will be provided to you by your Bereavement Manager.

When Lloyds Bank plc, 'the Bank', is acting as Executor or Administrator in relation to an Estate our comprehensive service will be governed by a full set of Terms and Conditions. The document will be provided to you when you meet with a Bereavement Manager or is available on request from the Estate Administration Support Team on **0800 056 0171** (or **+44 (0)1733 286 482** if you're abroad). Lines are open Monday to Friday, 9am-5pm.

Estate administration fees

Fees will be charged to the Estate at the rates which are current at the date of signature of the fee agreement.

No fee is chargeable before that date.

We calculate the fees using the Gross Estate Value. VAT is added at the current rate where applicable.

The fee on the Estate will be calculated as follows:

Up to £1,000,000	2.5%
On the remainder over £1,000,000	1.25%
Minimum fee (excluding VAT)	£2,000

There may be further taxes or third party costs deducted from the Estate and further fees in respect of complex administration. Third party costs are usually Probate Court fees, solicitors', valuers' and agents' fees, and Land Registry fees. These costs may be changed by such third parties from time to time.

Our status and regulation

Lloyds Bank plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority under Registration number 119278. To the extent that it provides regulated activities under the full Terms and Conditions, the Bank will act in accordance with the rules of the Prudential Regulation Authority and Financial Conduct Authority applicable at the time. Their addresses are:

Financial Conduct Authority (FCA)

25 The North Colonnade
Canary Wharf
London E14 5HS

Prudential Regulation Authority (PRA)

Bank of England
20 Moorgate
London EC2R 6DA

The Bank is a participant in the Financial Services Compensation Scheme (FSCS). In the event of a default by the Bank, a beneficiary or Co-Executor may (depending on the circumstances of the claim) have the right to claim under the FSCS.

The Bank will treat any Co-Executors as retail client(s). Categorisation as a retail client provides the highest degree of protection under the Applicable Regulations. However it does not automatically confer rights to bring a claim under the Financial Ombudsman Service or the Financial Services Compensation Scheme.



LLOYDS BANK

Money held for the Estate

Money belonging to the Estate will be deposited in a bank account with Lloyds Bank plc. Where the Bank holds such money for the Estate, the money is held by the Bank in its capacity as Executor and does not constitute client money for the purposes of the FCA's Client Money Rules.

Conflicts of Interest policy

Please refer to our full Terms and Conditions for more details on our Conflicts of Interest policy.

Dealings with the Estate by the Bank

The Bank will use all reasonable skill and care in dealing with the administration of the Estate, in accordance with the law and the relevant Will, if applicable.

The Bank does not provide any investment advice under the Estate Administration Service. All transactions carried out for the Estate shall be on an execution only basis. However, Lloyds Banking Group of companies can offer a range of products and investment advice to beneficiaries depending on personal circumstances.



For further information please contact the Estate Administration Support Team on **0800 056 0171** (or **+44 (0)1733 286 482** if you're abroad). Lines are open Monday to Friday, 9am-5pm.

Call costs may vary depending on your service provider.
Calls may be monitored or recorded.

Please contact us if you'd like this information in an alternative format such as Braille, large print or audio.

If you have a hearing or speech impairment and would prefer to use a Textphone, call us on 0345 300 2281 (lines open 24 hours a day, seven days a week). If you are Deaf and prefer to use BSL then you can use the SignVideo service available on our website lloydsbank.com/signvideo.asp

Important information

Lloyds Bank plc. Registered Office: 25 Gresham Street, London EC2V 7HN. Registered in England and Wales No. 2065. Lloyds Bank plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under Registration number 119278. Eligible deposits and investments with us are protected by the Financial Services Compensation Scheme. We are covered by the Financial Ombudsman Service.