

# Application Form – for use by a Group of Companies

Corporate Online



## Guidance notes

Please write clearly in the white spaces with capital letters or cross the boxes.

## 1 Business details

Mandatory fields within each section are marked.\*

Name of business (parent/holding company)\*

Existing or main site ID (if relevant)

Correspondence address\*

  
  
  

If a Limited Company, please enter your company registration number\*

Primary Contact details:

Title Mr Mrs Miss Ms Other (please specify)

    

Last name\*

First names\*

Contact numbers and area dialling codes\*

Direct dial number

Mobile

E-mail address

## 2 Transaction, monthly service fee and equipment charges

There are two options for the collection of charges: **please cross to select the required method.\***

**Option A – Pooled Charges:** Online transaction charges for **all** accounts in the agreement, monthly service fee and equipment charges are collected from **one** account.



Please provide below the sterling account from which these charges will be collected:

Sort code

Account number

**Option B – Individual Charges:** Online transaction charges are taken from the account where the transactions originated.



Please specify a sterling account from which the monthly service fees and equipment charges will be collected:

Sort code

Account number

Cross here if the invoice address is the same as the correspondence address in Section 1. Otherwise, please complete details below.



Addressee name

Invoice address

  

Postcode

Charges will be levied at the prevailing rate as published from time to time on the main Bank website.

Please provide details of your accounts to be included in your Corporate Online service.

**Important:** If you need to include accounts belonging to subsidiary companies that are part of a group of limited companies, please move to Section 4 to complete information of other accounts you wish to access via this Corporate Online service. Details will have to be provided for each legal entity, and also needs to be signed by each entity in Section 10.

**Note:** If there are not enough spaces to include all your accounts, this page may be reprinted/photocopied as required. Please ensure any additional pages are attached securely to this form.

**Sterling Accounts**

Account name	Sort code	Account number

**Non Sterling Currency Accounts**

Please list the Non Sterling Currency Accounts you wish to access (attach a separate list if required). Please provide account details in relevant fields.

Non Sterling Currency Account type (e.g. Euro)	Account name	Sort code	Account number

Please provide details of your accounts to be included in your Corporate Online service.

**Important: a page must be completed for each legal entity to be accessed via this Corporate Online service.**

**Note: If there are not enough spaces to include all your accounts, this page may be reprinted/photocopied as required. Please ensure any additional pages are attached securely to this form.**

Organisation name (full legal entity name of the Third Party)

**Sterling Accounts**

Account name	Sort code	Account number
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**Non Sterling Currency Accounts**

Please list the Non Sterling Currency Accounts you wish to access (attach a separate list if required). Please provide account details in relevant fields.

Non Sterling Currency Account type (e.g. Euro)	Account name	Sort code	Account number
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## 4.2 Registration of accounts (subsidiary company 2)

Please provide details of your accounts to be included in your Corporate Online service.

**Important: a page must be completed for each legal entity to be accessed via this Corporate Online service.**

**Note: If there are not enough spaces to include all your accounts, this page may be reprinted/photocopied as required. Please ensure any additional pages are attached securely to this form.**

Organisation name (full legal entity name of the Third Party)

## Sterling Accounts

Account name	Sort code	Account number

## Non Sterling Currency Accounts

Please list the Non Sterling Currency Accounts you wish to access (attach a separate list if required). Please provide account details in relevant fields.

Non Sterling Currency Account type (e.g. Euro)	Account name	Sort code	Account number

4.3 Registration of accounts (subsidiary company 3)

Please provide details of your accounts to be included in your Corporate Online service.

**Important: a page must be completed for each legal entity to be accessed via this Corporate Online service.**

**Note: If there are not enough spaces to include all your accounts, this page may be reprinted/photocopied as required. Please ensure any additional pages are attached securely to this form.**

Organisation name (full legal entity name of the Third Party)

**Sterling Accounts**

Account name	Sort code	Account number
<input type="text"/>	<input type="text"/>	<input type="text"/>
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<input type="text"/>	<input type="text"/>	<input type="text"/>
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**Non Sterling Currency Accounts**

Please list the Non Sterling Currency Accounts you wish to access (attach a separate list if required). Please provide account details in relevant fields.

Non Sterling Currency Account type (e.g. Euro)	Account name	Sort code	Account number
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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4.4 Registration of accounts (subsidiary company 4)

Please provide details of your accounts to be included in your Corporate Online service.

**Important: a page must be completed for each legal entity to be accessed via this Corporate Online service.**

**Note: If there are not enough spaces to include all your accounts, this page may be reprinted/photocopied as required. Please ensure any additional pages are attached securely to this form.**

Organisation name (full legal entity name of the Third Party)

**Sterling Accounts**

Account name	Sort code	Account number
<input style="width: 90%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
<input style="width: 90%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
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<input style="width: 90%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>

**Non Sterling Currency Accounts**

Please list the Non Sterling Currency Accounts you wish to access (attach a separate list if required). Please provide account details in relevant fields.

Non Sterling Currency Account type (e.g. Euro)	Account name	Sort code	Account number
<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
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Please cross those boxes against the service and additional facilities that you wish to select:

**View only**

View your Banking information only, with no Inter Account Transfers or payment facilities.

**Restricted service**

Includes:

View your Banking information.

Inter Account Transfers, with no payment facilities.

**Core service**

Includes:

Viewing your Banking information

Inter Account Transfers

Bacs (including Faster Payments)

**Additional Facilities to Core Services**

CHAPS (same day payments)



International Payment Facilities

Includes:

International Drafts

International Money movers

International Money movers with Live Rates

Basic Euro Money movers

Basic Euro Money movers with Live Rates



Dual Authorisation for Payment Instructions.

(This will apply as a minimum to all payment instruction types.)



Bacs limit (3 day value)

Please provide total value of your maximum

Bacs payments over 2 days. Available funds will not be affected.

£

Please see the important declaration below, and section 9 of this form headed "Personal and Business Information and Lloyds Banking Group" to understand how we process personal information.

Title\* Mr  Mrs  Miss  Ms  Other (please specify)

Name of System Administrator (first name and surname)\*

E-mail address\*

**Memorable data:**

Date of birth\*

Place of birth\*

Name of first school\*

Mother's previous name\*

Home address\* (Note: A full 3 year address history must be provided. Please use a separate sheet if required)  
  
  
  
Postcode

Length of time at this address\* Years Months

Previous home address (Note: A full 3 year address history must be provided. Please use a separate sheet if required)

Postcode

Length of time at this address\* Years Months

Are you an existing Digital Identity Smartcard (PKI) holder? Yes No

Work address (where applicable your Smartcard and PIN will be sent to the business correspondence address. If a different address is required please enter below). UK Addresses only

Postcode

Contact telephone number

Nationality  Country of residence

If this System Administrator is also to be a User please cross the following box and a User Card and PIN will be sent using the address details provided.

A Smartcard Reader is required to access Corporate Online.  
Reader required: Yes No

(The opportunity to order additional Readers is available online after registration)

Words and expressions defined in the conditions set out in this application form have, when used in this declaration, the same meaning as they have in the terms and conditions or as the context requires otherwise.

Please check the information provided in this form is correct. By signing this form you confirm receipt of the Product & Services Terms & Conditions and/or other relevant terms and conditions or brochures and agree to be bound by these, together with the Relationship Terms & Conditions and General Information On Payments, Charges & Contacts (as applicable).

Further copies of the Core Banking Agreement are available on our Website [lloydsbank.com/corebankingagreement](http://lloydsbank.com/corebankingagreement) or on request from your relationship team.

Further copies of other terms and conditions are available on our Website [lloydsbank.com/business](http://lloydsbank.com/business) or on request from your relationship team.

This form is signed in accordance with the Electronic Banking clause of your Bank Mandate or in accordance with a specific Electronic Banking board resolution or as otherwise authorised in your Bank Mandate.

I wish to use Corporate Online as a System Administrator on behalf of the Customer detailed above.

**System Administrator Signature\***

Date

**For bank use only**

ID check completed

Reference number

Score

Checked by (please print name)



Please see the important declaration below, and section 9 of this form headed "Personal and Business Information and Lloyds Banking Group" to understand how we process personal information.

Title\* Mr  Mrs  Miss  Ms  Other (please specify)

Name of System Administrator (first name and surname)\*

E-mail address\*

**Memorable data:**

Date of birth\*

Place of birth\*

Name of first school\*

Mother's previous name\*

Home address\* (Note: A full 3 year address history must be provided. Please use a separate sheet if required)  
  
  
 Postcode

Length of time at this address\* Years Months

Previous home address (**Note:** A full 3 year address history must be provided. Please use a separate sheet if required)

Postcode

Length of time at this address\* Years Months

Are you an existing Digital Identity Smartcard (PKI) holder? Yes No

Work address (where applicable your Smartcard and PIN will be sent to the business correspondence address. If a different address is required please enter below).  
UK Addresses only

Postcode

Contact telephone number

Nationality  Country of residence

If this System Administrator is also to be a User please cross the following box and a User Card and PIN will be sent using the address details provided.

A Smartcard Reader is required to access Corporate Online.  
Reader required: Yes No

(The opportunity to order additional Readers is available online after registration)

Words and expressions defined in the conditions set out in this application form have, when used in this declaration, the same meaning as they have in the terms and conditions or as the context requires otherwise.

Please check the information provided in this form is correct. By signing this form you confirm receipt of the Product & Services Terms & Conditions and/or other relevant terms and conditions or brochures and agree to be bound by these, together with the Relationship Terms & Conditions and General Information On Payments, Charges & Contacts (as applicable).

Further copies of the Core Banking Agreement are available on our Website [lloydsbank.com/corebankingagreement](http://lloydsbank.com/corebankingagreement) or on request from your relationship team.

Further copies of other terms and conditions are available on our Website [lloydsbank.com/business](http://lloydsbank.com/business) or on request from your relationship team.

This form is signed in accordance with the Electronic Banking clause of your Bank Mandate or in accordance with a specific Electronic Banking board resolution or as otherwise authorised in your Bank Mandate.

I wish to use Corporate Online as a System Administrator on behalf of the Customer detailed above.

**System Administrator Signature\***

Date

**For bank use only**

ID check completed

Reference number

Score

Checked by (please print name)

## 8

### Initial users

Details of up to three initial users can be provided in this section. If no details are entered, your application will still be processed, but User Smartcards will need to be ordered online by the System Administrator once they have received their Smartcard and PIN.

Any individual within your organisation who is already a Digital Identity Smartcard (PKI) holder can be given access to Corporate Online via the System Administrator and will not require a separate Smartcard.

#### 8.1

##### First initial user

Title  Mr  Mrs  Miss  Ms  Other (please specify)

User last name

User first names

User e-mail address

Where applicable the Smartcard and PIN will be sent to the business correspondence address. If a different address is required please enter below.

Postcode

Reader required:  Yes  No

(The opportunity to order additional Readers is available online after registration)

#### 8.2

##### Second initial user

Title  Mr  Mrs  Miss  Ms  Other (please specify)

User last name

User first names

User e-mail address

Where applicable the Smartcard and PIN will be sent to the business correspondence address. If a different address is required please enter below.

Postcode

Reader required:  Yes  No

(The opportunity to order additional Readers is available online after registration)

#### 8.3

##### Third initial user

Title  Mr  Mrs  Miss  Ms  Other (please specify)

User last name

User first names

User e-mail address

Where applicable the Smartcard and PIN will be sent to the business correspondence address. If a different address is required please enter below.

Postcode

Reader required:  Yes  No

(The opportunity to order additional Readers is available online after registration)

When businesses apply for, or hold, products or services provided by us, we may acquire and process information relating to the business as well as personal data of individuals associated with the business. More information about how we use business information is available at [www.lloydsbank.com/businessprivacy](http://www.lloydsbank.com/businessprivacy)

#### Who looks after your personal information

Your personal information will be held by Lloyds Bank plc which is part of the Lloyds Banking Group. More information on the Group can be found at [www.lloydsbankinggroup.com](http://www.lloydsbankinggroup.com)

#### How we use your personal information

We will use your personal information:

- to provide products and services, manage your relationship with us and comply with any laws or regulations we are subject to (for example the laws that prevent financial crime or the regulatory requirements governing the products we offer).
- for other purposes including improving our services, exercising our rights in relation to agreements and contracts and identifying products and services that may be of interest.

To support us with the above we analyse information we know about you and how you use our products and services, including some automated decision making. You can find out more about how we do this, and in what circumstances you can ask us to stop, in our full privacy notice.

#### Who we share your personal information with

Your personal information will be shared within Lloyds Banking Group and other companies that provide services to you or us, so that we and any other companies in our Group can look after your relationship with us. By sharing this information it enables us to better understand our customers' needs, run accounts and policies, and provide products and services efficiently. This processing may include activities which take place outside of the European Economic Area. If this is the case we will ensure appropriate safeguards are in place to protect your personal information. You can find out more about how we share your personal information with credit reference agencies below and can access more information about how else we share your information in our full privacy notice.

#### Where we collect your personal information from

We will collect personal information about you from a number of sources including:

- information given to us on application forms, when you talk to us in branch, over the phone or through the device you use and when new services are requested.
- from analysis of how you operate our products and services, including the frequency, nature, location, origin and recipients of any payments.
- from or through other organisations (for example card associations, credit reference agencies, insurance companies, retailers, comparison websites, social media and fraud prevention agencies).
- in certain circumstances we may also use information about health or criminal convictions but we will only do this where allowed by law or if you give us your consent.

You can find out more about where we collect personal information about you from in our full privacy notice.

#### Do you have to give us your personal information

We may be required by law, or as a consequence of any contractual relationship we have, to collect certain personal information. Failure to provide this information may prevent or delay us fulfilling these obligations or performing services.

#### What rights you have over your personal information

The law gives you a number of rights in relation to your personal information including:

- the right to access the personal information we have about you. This includes information from application forms, statements, correspondence and call recordings.
- the right to get us to correct personal information that is wrong or incomplete.
- in certain circumstances, the right to ask us to stop using or delete your personal information.
- from 25 May 2018 you will have the right to receive any personal information we have collected from you in an easily re-usable format when it's processed on certain grounds, such as consent or for contractual reasons. You can also ask us to pass this information on to another organisation.

You can find out more about these rights and how you can exercise them in our full privacy notice.

#### Other individuals you have financial links with

We may also collect personal information about other individuals who you have a financial link with. This may include people who you have joint accounts or policies with such as your partner/spouse, dependents, beneficiaries or people you have commercial links to, for example other directors or officers of your company.

We will collect this information to assess any applications, provide the services requested and to carry out credit reference and fraud prevention checks. You can find out more about how we process personal information about individuals with whom you have a financial link in our full privacy notice.

#### How we use credit reference agencies

In order to process your application we may supply your personal information to credit reference agencies (CRAs) including how you use our products and services and they will give us information about you, such as about your financial history. We do this to assess creditworthiness and product suitability, check your identity, manage your account, trace and recover debts and prevent criminal activity.

We may also continue to exchange information about you with CRAs on an ongoing basis, including about your settled accounts and any debts not fully repaid on time, information on funds going into the account, the balance on the account and, if you borrow, details of your repayments or whether you repay in full and on time. CRAs will share your information with other organisations, for example other organisations you ask to provide you with products and services. Your data will also be linked to the data of any joint applicants or other financial associates as explained above.

You can find out more about the identities of the CRAs, and the ways in which they use and share personal information, in our full privacy notice.

#### How we use fraud prevention agencies

The personal information we have collected from you and anyone you have a financial link with may be shared with fraud prevention agencies who will use it to prevent fraud and money laundering and to verify your identity. If fraud is detected, you could be refused certain services, finance or employment. Further details of how your information will be used by us and these fraud prevention agencies, and your data protection rights, can be found in our full privacy notice.

#### How we share personal information about insurance products

If you apply to us for insurance, we may pass your details to the relevant insurer and their agents. If a claim is made, any personal information given to us, or to the insurer, may be put onto a register of claims and shared with other insurers to prevent fraudulent claims.

#### Our full privacy notice

It is important that you understand how the personal information you give us will be used. Therefore, we strongly advise that you read our full privacy notice, which you can find at [www.lloydsbank.com/businessprivacy](http://www.lloydsbank.com/businessprivacy) or you can ask us for a copy.

#### How you can contact us

If you have any questions or require more information about how we use your personal information please speak to your usual bank contact or email the data privacy team at [CBDataPrivacy@LloydsBanking.com](mailto:CBDataPrivacy@LloydsBanking.com)

If you feel we have not answered your question Lloyds Banking Group has a Group Data Privacy Officer, who you can contact on 0345 602 1997 (+44 1733 347 007 from outside the UK) and tell us you want to speak to our Data Privacy Officer.

#### Version Control

This notice was last updated in January 2018.

We hereby certify that the Board of Directors of

(the parent)

passed the following resolutions at a meeting of the Board held on

(date) and the respective Boards listed of each of its subsidiaries (as defined in the Companies Act 1985) listed below passed like

resolutions on the dates shown, all resolutions being duly minuted: (Please attach additional sheets if required.)

#### Resolved/confirmed that

- 1 I/We have received a copy of the Lloyds Bank ("the Bank") Terms & Conditions for each Service that I/we have applied for (together with any other contractual documentation referred to in those Conditions as forming part of the Agreement between us for the Service), and I/we agree to be bound by them.
- 2 The Bank is invited and authorised to send to the System Administrator(s) named in Section 6 of this application form when appropriate, all information relating to the Corporate Online service including initial access codes, in connection with our and all Users' use of the Corporate Online service.
- 3 I/We acknowledge that I/we are fully responsible to the Bank for the actions of the System Administrator(s) and all Users.
- 4 I/We request Security Devices and where applicable, agree to be bound by all their material terms and conditions as set out in the Corporate Online PKI Customer Agreement which I/we have received along with this Application Form and authorise the Bank to send the Smartcards and related Security Information to the person(s) named in Sections 6 and 7 (where appropriate) of this application form. I/We agree to pay the cost of all items needed to enable access and use of Corporate Online as may be debited to the account(s) specified in Section 2 from time to time.
- 5 My/our existing mandate(s) (if any) in favour of the Bank relating to my/our accounts be varied, as may be necessary, so as to allow my/our and all Users' use of the Corporate Online service including the ability of the System Administrator(s) (without the involvement of the Bank) nominated in this application form to authorise individuals to make use of any or all of the features of the Corporate Online service as permitted by the Conditions and to set such limits as the System Administrator(s) determines.
- 6 I/We acknowledge that each of my/our System Administrator(s) is responsible for ensuring that all transactions made through the Corporate Online service are duly and correctly authorised and that the Bank is entitled to rely on any instructions (including, without limitation, any payment instruction(s)) by all Users and is under no obligation to verify the security procedures or identity of the person(s) issuing the instructions provided that they have been properly authorised using a Security Device and Security Information.
- 7 I/We grant to the Bank the following indemnity. In considering that from time to time I/we wish to make transfers of monies from my/our account or accounts in your books to one or more other of my/our accounts, or to an account or accounts of any other person, firm or company, regardless of where the accounts are held, and considering also that for the sake of convenience I/we have requested that you will accept instructions to give effect to such transfers notwithstanding that these instructions will be given to you by me/us or on my/our behalf by the System Administrator(s) through the Corporate Online service and authenticated by means of a Security Device (or other security code) which request you have accepted: I/we undertake to indemnify you against (and confirm that you will not be held responsible for) all and any claims, losses, costs or charges which may be raised against you or incurred by you in consequence of your acting upon instructions received through the Corporate Online service to effect transfers for or in connection with this in any manner or way provided that such claims, damages and expenses do not arise from the negligence, default or fraud of the Bank, its employees or agents.

In order to use the Corporate Online Service you must signify that you agree to and understand the Terms and Conditions of our PKI agreement. The full terms and conditions of the PKI agreement can be viewed, downloaded or printed from the following website: [www.corporateonline.co.uk/lloyds/pki](http://www.corporateonline.co.uk/lloyds/pki)

I/We hereby advise that I/we have read understood and accepted the terms and conditions of the PKI agreement and agree to be legally bound by those terms.

Please cross the adjacent box to confirm that you have accepted the above



10.3 Signing authority

Please check the information provided in this form is correct. By signing this form you confirm receipt of the Product & Services Terms & Conditions and/or other relevant terms and conditions or brochures and agree to be bound by these, together with the Relationship Terms & Conditions and General Information On Payments, Charges & Contacts (as applicable).

Further copies of the Core Banking Agreement are available on our Website [lloydsbank.com/corebankingagreement](http://lloydsbank.com/corebankingagreement) or on request from your relationship team.

Further copies of other terms and conditions are available on our Website [lloydsbank.com/business](http://lloydsbank.com/business) or on request from your relationship team.

This form is signed in accordance with the Electronic Banking clause of your Bank Mandate or in accordance with a specific Electronic Banking board resolution or as otherwise authorised in your Bank Mandate.

For and on behalf of [insert name of company]

[Empty text box for company name]

Executed as a deed by (Signature of Director)

[Empty signature box]

Date

[Empty date box]

Full Name (print)

[Empty name box]

Signature (Director/Company Secretary/Witness)

[Empty signature box]

Date

[Empty date box]

Full Name (print)

[Empty name box]

Witness Address (if applicable)

[Empty address box]

Postcode

[Empty postcode box]

Agreed and accepted on behalf of [insert name of company]

[Empty text box]

Registration number

[Empty registration number box]

By Director/Company Secretary

[Empty signature box]

Print name

[Empty name box]

Date

[Date input boxes: D D M M Y Y]

Date of resolution

[Date input boxes: D D M M Y Y]

By Director/Company Secretary/Witness

[Empty signature box]

Print name

[Empty name box]

Date

[Date input boxes: D D M M Y Y]

Witness address (if applicable)

[Empty address box]

Postcode

[Empty postcode box]

Agreed and accepted on behalf of [insert name of company]

[Empty text box]

Registration number

[Empty registration number box]

By Director/Company Secretary

[Empty signature box]

Print name

[Empty name box]

Date

[Date input boxes: D D M M Y Y]

Date of resolution

[Date input boxes: D D M M Y Y]

By Director/Company Secretary/Witness

[Empty signature box]

Print name

[Empty name box]

Date

[Date input boxes: D D M M Y Y]

Witness address (if applicable)

[Empty address box]

Postcode

[Empty postcode box]

Agreed and accepted on behalf of [insert name of company]

Registration number

By Director/Company Secretary

Print name

Date

Date of resolution

By Director/Company Secretary/Witness

Print name

Date

Witness address (if applicable)



Postcode

Agreed and accepted on behalf of [insert name of company]

Registration number

By Director/Company Secretary

Print name

Date

Date of resolution

By Director/Company Secretary/Witness

Print name

Date

Witness address (if applicable)



Postcode

If more than four subsidiaries are to be added, please print additional copies of Section 10.

### For bank use only - Relationship Manager to complete

Prior to sending the Corporate Online forms to COL Registration, please ensure that the following steps have been completed:

RM Instruction Request checklist completed and included

RM confirmation email has been sent to COL Registration Team

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

Lloyds Bank plc Registered Office: 25 Gresham Street, London EC2V 7HN. Registered in England and Wales no. 2065. Telephone: 0207 626 1500.

Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under Registration Number 119278.

Lloyds Bank International Limited trading as Lloyds Bank and Lloyds Bank Commercial Banking. Registered Office and principal place of business: PO Box 160, 25 New Street, St. Helier, Jersey JE4 8RG.

Registered in Jersey, number 4029. Regulated by the Jersey Financial Services Commission. We abide by the Jersey Code of Practice for Consumer Lending.

The Isle of Man branch of Lloyds Bank International Limited is licensed by the Isle of Man Financial Services Authority to conduct deposit-taking and investment business and is also registered as an insurance intermediary in respect of general business. The Guernsey branch of Lloyds Bank International Limited is licensed to conduct banking, investment and insurance intermediary business by the Guernsey Financial Services Commission under the Banking Supervision (Bailiwick of Guernsey) Law 1994, the Protection of Investors (Bailiwick of Guernsey) Law 1987 and the Insurance Managers and Insurance Intermediaries (Bailiwick of Guernsey) Law 2002.

Lloyds Bank plc is covered by the Financial Ombudsman Service (FOS). Due to FOS eligibility criteria not all Lloyds Bank business customers will be covered.

#### Our service promise

If you experience a problem, we will always try to resolve it as quickly as possible. Please bring it to the attention of any member of staff.

Our complaints procedures are published at [lloydsbank.com/business](https://www.lloydsbank.com/business)