

Personal Banking

Banking charges.

Everything you need to know in one guide.



Lloyds TSB | for the journey...

Your guide to our charges

If you have a personal account at any of our UK branches, this guide tells you everything you need to know about our main fees and charges. You might find it helpful to keep it with your bank statements and use it to plan ahead and avoid unnecessary fees.

Unless you pay a monthly fee for an account with added benefits, we don't normally charge you for everyday banking – providing your account is in credit. There are some events, however, like using your cards abroad, where there may be charges. This guide will tell you exactly how the charges work, and when they may be applied.

If you want to use a service we haven't covered here, we'll always let you know before you are charged.

If we make any changes to fees or services you regularly use we'll always let you know before you're charged.

When charges are applied

Different fees are taken from your account at different times. For example, regular fees like monthly account fees will come out of your account at the end of your monthly billing period. This is usually from the second of each month to the first of the next month, but it can vary. If you'd like to check what your monthly billing period is please just ask us in branch, or call us on **0845 3 000 000**.

There are some charges that are made at the time we provide you with the service, for example, when you use your debit card abroad.

Other charges, such as the Monthly Overdraft Usage Fee, overdraft interest or Unplanned Overdraft fees, are worked out at the end of the monthly billing period and we'll always let you know the amount before they are taken from your account.

If you change an account or service that has a regular fee attached to it, such as a Monthly Account fee, part way through your billing period, you'll only pay for the time you've actually had it.

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Current account charges

To check what type of current account you have please see your statement, visit us in branch or call 0845 3 000 000.

Type of current account	Monthly fees	Main benefits
Classic, Under 19s and Cash Accounts	Free	<ul style="list-style-type: none"> Free banking for everyday transactions when you are in credit
Student	Free	<ul style="list-style-type: none"> Interest and fee-free Planned Overdraft available (subject to application and approval). No Unplanned Overdraft Daily Fees charged the first time you use an Unplanned Overdraft, as long as you haven't already done so in the last 12 months* Special discounts and incentives – which are detailed in your welcome pack
Graduate	Free	<ul style="list-style-type: none"> Interest and fee-free Planned Overdraft available (subject to application and approval)
Islamic	Free	<ul style="list-style-type: none"> All the main Classic Account benefits. No interest paid or received (in accordance with Shariah law) and this means no Planned Overdraft available. Money managed in a Shariah way
Islamic Student	Free	<ul style="list-style-type: none"> All the main Student Account benefits plus money managed in a Shariah way
Islamic Graduate	Free	<ul style="list-style-type: none"> All the main Graduate Account benefits plus money managed in a Shariah way

Accounts with extras

We use a range of third party providers for the benefits on these accounts. More information on all the benefits and exclusions is available at www.lloydstsb.com

Type of current account	Monthly fees	Main benefits
Silver	£9.95	An account that gives you everyday banking plus a range of benefits including: <ul style="list-style-type: none"> AA Roadside Assistance and Accident Management Mobile Phone Insurance European Travel Insurance (up to 65 years)
Gold†	£12.95	An account that gives you everyday banking plus a range of benefits including: <ul style="list-style-type: none"> AA Roadside Assistance and Accident Management Mobile Phone Insurance and Save What Matters™ Worldwide Travel Insurance £100 interest and fee-free Planned Overdraft (subject to application and approval)
Platinum†	£17	An account that gives you everyday banking plus a range of benefits including: <ul style="list-style-type: none"> AA Roadside Assistance with Relay, Home Start and Accident Management Mobile Phone Insurance and Save What Matters™ Worldwide Travel Insurance plus either family or winter sports cover £250 interest and fee-free Planned Overdraft (subject to application and approval) No Unplanned Overdraft Daily Fees charged for the first time you use an Unplanned Overdraft, as long as you haven't already done so in the last 12 months*
Premier**	£25	An account that gives you everyday banking plus a range of benefits including: <ul style="list-style-type: none"> AA Roadside Assistance with Relay, Stay Mobile, Home Start and Accident Management Service Mobile Phone Insurance and Save What Matters™ Worldwide Travel Insurance including family and winter sports cover £500 interest and fee-free Planned Overdraft (subject to application and approval) No Unplanned Overdraft Daily Fees charged the first time you use an Unplanned Overdraft, as long as you haven't already done so in the last 12 months* ID Aware Home Emergency Cover

* Unplanned Overdraft Daily Fees will become payable if:

- your Unplanned Overdraft balance at the end of a day is greater than it was at the end of the previous day; and/or
- the Unplanned Overdraft has still not been repaid at the start of the next monthly billing period.

You will be charged a Monthly Overdraft Usage Fee for that month.

† If you opened your account before 14 January 2005 your monthly fee may be waived if your balance remains above a certain level.

If your account is upgraded or downgraded you will lose the fee waiver.

** If you opened your account before 18 September 2006 your monthly fee will be waived if your balance remains at or above £7,500 during the monthly billing period. If your account is upgraded or downgraded you will lose the fee waiver.

Borrowing from us with an overdraft

An overdraft is where, as part of our overall service, we are willing to lend you money through your current account. We provide two types of overdraft: a Planned Overdraft and an Unplanned Overdraft.

If you decide you need an overdraft, you can ask us in advance for a Planned Overdraft. You can also ask to increase an existing Planned Overdraft limit at any time. You must be 18 or over to have a Planned Overdraft.

How much we lend depends on our assessment of your personal circumstances. Lloyds TSB is a responsible lender and we only want you to borrow what you can afford and in a way that is best for you.

If you try to make a payment but do not have enough available funds in your account, we will treat this as a request for an Unplanned Overdraft to cover that payment. We will either agree to your request or you will not be able to make that payment. Fees will normally be charged in either case. Please see condition 10 in 'Your Banking Relationship with us', the Personal Banking Terms and Conditions, for more details about overdrafts and available funds.

You will also normally be charged interest if you use a Planned or Unplanned Overdraft. All overdrafts are repayable on demand.

Interest payable on overdrafts

The same rate of interest is currently payable for both Planned and Unplanned Overdrafts. The rate you pay will depend on the type of current account you have with us. For details of our interest rates please ask in any branch, visit us at www.lloydstsb.com or call **0845 3 000 032**.

Overdraft buffer

We will not charge you any fees or interest on a Planned or Unplanned Overdraft if the amount you have borrowed is £10 or less. This means that if you have a Planned Overdraft and exceed your Planned Overdraft by £10 or less, we will not charge you fees or interest on the Unplanned Overdraft but will continue to charge you any fees or interest on the Planned Overdraft. This buffer applies to all current accounts. If you borrow more than £10, fees and interest will be charged on the full amount.

The overdraft buffer also applies if you exceed by £10 or less any interest and fee-free overdraft that you may have as part of your Added Value Account, Student or Graduate Account, even if your borrowing remains within the limit for your Planned Overdraft on the account.

Overdraft fees

We will charge you the following fees for all overdrafts, whether Planned Overdrafts or Unplanned Overdrafts:

Fee	Amount	Description
Monthly Overdraft Usage Fee	£5	You will only pay this fee if you use a Planned Overdraft or Unplanned Overdraft by more than £10 at any time during your monthly billing period (even if your next monthly billing period is only a few days away) If you have an interest and fee-free Planned Overdraft limit that has been agreed as part of your account you won't pay the £5 fee if you stay within that limit or exceed it by £10 or less We will charge you a maximum of one Monthly Overdraft Usage Fee in a monthly billing period

We will not charge you any other fees for a Planned Overdraft.

REPRESENTATIVE EXAMPLE

If you use an overdraft limit of **£1,200** on our Classic account the interest rate we charge will be **19.3% EAR* variable**. A **monthly overdraft usage fee of £5** applies.

*EAR is the Equivalent Annual Rate. This is the actual annual rate of an overdraft. It doesn't take into account other fees and charges.

If we agree to your request for an Unplanned Overdraft, we will also charge you the following fees:

Fee	Amount	Description
Daily fee	Unplanned Overdraft balance is:	
	£10 or less	£0 (buffer applies)
	More than £10 but less than £25	£5 a day
	£25 or more	£10 a day
		You will pay a daily fee for using an Unplanned Overdraft. The amount of the fee will be worked out at the end of each day (including weekends and bank holidays) on the balance of your Unplanned Overdraft We will charge you a maximum of eight daily fees in a monthly billing period

An overdraft continues until it is repaid. So, at the start of any Monthly billing period, if you still have an overdraft from the previous monthly billing period, you will incur a further Monthly Overdraft Usage Fee and, if it is an Unplanned Overdraft, up to another eight daily fees (depending on when you pay it back).

Unplanned Overdrafts are intended for short-term, unexpected borrowing. If you know you are likely to need to borrow from us, please ask for a new or increased Planned Overdraft. You can do this by visiting us in branch, calling us on **0845 3 000 000** or online at **www.lloydstsb.com** if you're registered for Internet Banking.

Returned items

Where you do not have enough available money to make a payment and we do not agree to give you or extend an Unplanned Overdraft, you will not be able to make that payment. We will write to tell you we have declined your request. We will charge you the following fee:

Fee	Amount	Description
Returned Item Fee	£10 for each item	We will charge you up to a maximum of three Returned Item Fees a day. This fee will not be charged if the amount of the payment that we decline is £10 or less

Avoiding overdraft charges

Our Grace Period means that you have until 3.30pm (UK time) to pay in enough money to avoid any overdraft fees you may incur that day. The money needs to be immediately available to use, so you could transfer money from another personal account you have with us via Mobile Banking, Internet Banking or Telephone Banking or pay in cash over the counter in branch.

Our Control Option

Control is an add-on for Classic Accounts that can help you to stay on top of your finances. For a £10 monthly fee, Control will help you in three ways:

- In most cases, it prevents your account from going into Unplanned Overdraft.
- We will not charge you any Returned Item Fees if you try to make a payment for which you do not have enough available money, however you may incur charges from the recipient of the payment.
- If your account does go into Unplanned Overdraft because we can't check your balance (for example, you use your debit card in an aeroplane), you will not pay any fees for the Unplanned Overdraft. Interest will still be charged.

Planned Overdrafts on Classic Accounts with Control

If you use a Planned Overdraft by £10 or less, you won't pay any fees. If you use a Planned Overdraft by more than £10 you will pay:

Fee	Amount	Description
Monthly Overdraft Usage Fee	£5	You will only pay this fee if you use a Planned Overdraft of more than £10 at any time during your monthly billing period (even if your next monthly billing period is only a few days away) We will charge you a maximum of one Monthly Overdraft Usage Fee in a monthly billing period

REPRESENTATIVE EXAMPLE

If you use an overdraft limit of **£1,200** on our Classic account the interest rate we charge will be **19.3% EAR* variable**. A **monthly overdraft usage fee of £5** applies.

*EAR is the Equivalent Annual Rate. This is the actual annual rate of an overdraft. It doesn't take into account other fees and charges.

Other ways to stay in control of your account

You can stay in control by checking your balance on a daily basis:

- at any Lloyds TSB branch
- at any Cashpoint®
- through Telephone Banking on **0845 3 000 000**
- online at **www.lloydstsb.com**
- by using our free Mobile Banking. We don't charge you for Mobile Banking, but your mobile operator may charge for some services. Please check with them.

Overdraft information on other accounts

Islamic Accounts

We ensure that all of our Islamic Accounts comply with Shariah. Islamic Student and Islamic Graduate Accounts may be eligible for Planned Overdrafts but Planned Overdrafts are not available on other Islamic Accounts. For details please call **0845 3 000 000** or go to your local branch. Where you do not have enough available money to make a payment, we will not usually agree to provide an Unplanned Overdraft either and the Returned Item Fee will apply. In some instances, where we do agree to cover that payment by giving you an Unplanned Overdraft you will pay a management fee for us providing and managing this (but you will not be charged interest). This monthly management fee will be £5 and will apply if you use an Unplanned Overdraft at any time during a monthly billing period. However, we will not charge you a management fee if your Unplanned Overdraft is £10 or less.

Cash Accounts

For Cash Accounts we do not provide a Planned Overdraft. If we do not agree to give you an Unplanned Overdraft, you will not be able to make the payment and the Returned Item Fee will apply. If we do give you an Unplanned Overdraft, you will be charged the Monthly Overdraft Usage Fee of £5. You will not be charged interest or Unplanned Overdraft Daily Fees. We will not charge you if your Unplanned Overdraft is £10 or less.

Under 19s

For Under 19s Accounts we do not provide a Planned Overdraft and we will not charge Unplanned Overdraft Daily Fees, interest or Returned Item Fees.

Examples – Unplanned Overdraft Fees

The table opposite gives examples of the fees you'll pay if you try to make a payment when you do not have available funds in your account. You may find it helpful to refer to your recent bank statements to see how you currently use your account. This will help you identify why you might have to pay fees and how you can avoid paying them in the future.

We developed these examples with the Office of Fair Trading and leading consumer groups to help you think about how changing the way you use your account can affect the amount you could pay.

In addition to Unplanned Overdraft fees, you may also pay interest on any Unplanned Overdraft you use.

Please note that the following scenarios are to be used as examples only and you may not be able to use your account in this way.

	Classic Account, Added Value Accounts, Student and Graduate Accounts*	Classic Account with Control (£10 monthly fee)	Cash Account	Islamic Account
Reasons that you might pay fees	Unplanned Overdraft fees			
We refuse a payment from your account because there is not enough money in your account	If size of payment is £10 or less: Nil If size of payment is £10.01 or greater: £10	Nil	If size of payment is £10 or less: Nil If size of payment is £10.01 or greater: £10	If size of payment is £10 or less: Nil If size of payment is £10.01 or greater: £10
A payment from your account takes you into an Unplanned Overdraft by £10 or less You use an Unplanned Overdraft for one day during the month	Nil	Nil	Nil	Nil
A payment from your account takes you into an Unplanned Overdraft and you make another payment from the account while you are overdrawn You use an Unplanned Overdraft for two days in a row during the month (Based on your account being in an Unplanned Overdraft for one day between £25-£100 followed by one day in excess of £100)	£25	Nil	£5	£5
A payment from your account takes you into an Unplanned Overdraft and you make nine further payments from your account while you are overdrawn You use an Unplanned Overdraft for 10 days in a row during the month (Based on your account being in an Unplanned Overdraft for one day for between £25-£100 and then for nine days in excess of £100†)	£85	Nil	£5	£5
A payment from your account takes you into an Unplanned Overdraft You are overdrawn for one day However, on three further occasions during the same month, a payment takes you into an Unplanned Overdraft. On each of these occasions you are overdrawn for three days (Based on your account being in an Unplanned Overdraft for one day at less than £10, three days between £25-£100 and then six days in excess of £100†)	£85	Nil	£5	£5
A payment from your account takes you into an Unplanned Overdraft. You are overdrawn for 21 days in a row during the month and you make 12 further payments from the account while you are overdrawn (Based on your account being in an Unplanned Overdraft for five days between £25-£100 and 16 days in excess of £100†)	£85	Nil	£5	£5

* There is a monthly fee for Added Value Accounts.

† You will only pay Unplanned Overdraft Daily Fees for up to a maximum of 8 days in any monthly billing period.

Debit card and Cashpoint® card charges

When you take out cash	Charges
From Lloyds TSB Cashpoint® machines in the UK	Free
LINK Machine All LINK cash machines will give you an advance on-screen warning about any charges. This warning will tell you who's making the charge. You can then continue or cancel the transaction	Lloyds TSB does not make a charge but the owner of the machine may
From non-LINK cash machines in the UK and worldwide displaying the Visa sign, or over the counter at a bank (other than Lloyds TSB) or any other outlet displaying the Visa sign	Debit cards: 1.5% of the amount with a minimum transaction charge of £2.00 and a maximum charge for each transaction of £4.50. Cashpoint® cards: 1.5% of the amount with a minimum transaction charge of £1.50. Please note: there is no maximum transaction fee
When you use your Lloyds TSB debit card in the UK to buy foreign currency or traveller's cheques	Charges
From Lloyds TSB branches	Foreign currency and foreign currency traveller's cheques: free. Sterling traveller's cheques: 1.5% of the amount with a minimum transaction charge of £3.00. You won't pay this fee if you order Sterling Travellers Cheques over the phone or through Internet Banking and collect from a branch
From any other banks, travel agents, bureaux de change and other outlets displaying the Visa sign	All foreign currency and all traveller's cheques: 1.5% of the amount with a minimum transaction charge of £2.00 and a maximum charge for each transaction of £4.50
Transactions abroad	Charges
Cash withdrawals and purchases	The amount is converted to sterling on the day it is processed by Visa using the exchange rate set by Visa plus a 2.99% foreign exchange fee
Cash withdrawals are also subject to:	Debit cards: 1.5% of the amount with a minimum transaction charge of £2.00 and a maximum charge for each transaction of £4.50. Cashpoint® cards: 1.5% of the amount with a minimum transaction charge of £1.50. Please note: there is no maximum transaction fee
When making purchases (not cash withdrawals) abroad, online, or on the phone, in a currency other than sterling, the transaction is also subject to:	A £1 charge for each transaction except where a Platinum Debit card or a Premier Debit card has been used

Other services

Service	Charges
If you ask us to stop a cheque (unless the cheque was lost or stolen, when this would be free of charge)	£10
Special cheque presentation – If you ask for a cheque to be 'express cleared'	£10
Returned cheque – If a cheque you pay into your account is returned to us unpaid by another bank or branch	Free
Statements – We will send you regular account statements which are free of charge	Free
Duplicate statements	£5 for each request (for any number of pages)
Banker's draft/cheque (sterling)	£20
CHAPS Payment – when you transfer cleared money to accounts held at any other bank on the same day, to arrive the same day. This will include an advice to the person you are paying when the payment reaches their bank	£30

Overseas payments and deposits	Charges
International Payment online	Sending a payment up to £5,000 – £10 fee Sending a payment of £5,000 or over – £17.50 fee
International Payment branch and telephone	Sending a payment up to £5,000 – £20 fee Sending a payment of £5,000 or over – £35 fee
International Draft	£20*
India Banking Service (between eligible nominated Lloyds TSB and ICICI Bank accounts)	Free†
Electronic payments received from abroad	Receiving a payment up to £100 – £2 fee Receiving a payment of £100 or over – £7 fee
Cheques received from abroad	0.25% of the total sterling value with a minimum charge of £8 and a maximum of £80. (The charges will depend on the way we choose to get payment of the cheques from the paying bank, the amount of the cheque and which country the cheque is from.) For more information visit us at www.lloydsbs.com

* There is a £20 charge for cancelling an international draft (it also costs £20 to re-issue an international draft). Refund conversions will be made using our standard exchange rate for buying that currency on the day we receive the money.

† ICICI Bank will apply a Foreign Currency Conversion charge which is currently 25 Rupees per transaction.

Cheque clearing process

Cheques go through a clearing process so the amount you pay in may not be available to use straight away. The clearing cycle means that when you pay in a sterling cheque from another bank in the UK, the Isle of Man, Gibraltar or Channel Islands (the 'paying bank') into your personal account with us:

- (i) we will show the cheque in your account on the same day that we receive it;
- (ii) from the second working day after we receive it, we start paying any interest on the cheque if your current account pays interest (or using it to reduce the interest you pay);
- (iii) from the fourth working day after we receive it, the funds are available for you to use but the cheque may still be returned unpaid up until the sixth working day after we receive it; and
- (iv) from the end of the sixth working day after we receive it, if the cheque is returned unpaid by the paying bank, we cannot take money from your account without your consent unless you have acted fraudulently.

So, for example, if you pay in a non-Lloyds TSB cheque on a Monday, you will see it on your account the same day, it counts towards any interest on Wednesday, you can use the money on Friday and we cannot take the payment out of your account after the following Tuesday.

Please speak to a member of staff if you would like more details.

Voicing any concerns

At Lloyds TSB our priority is to provide you with the highest level of customer service. However, if you should have a problem please let us know so we can provide a solution as quickly as possible. If you need information about our complaints procedure, please ask for a copy of our brochure 'how to voice your concerns'.

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

If you have a hearing or speech impairment you can contact us using Text Relay (previously Typetalk) or Textphone on 0845 300 2281 (lines are open 24 hours a day, seven days a week).

Mobile Phone Insurance is administered by Lifestyle Services Group Limited and underwritten by London General Insurance Company Limited.
AA Breakdown Cover is administered by The Automobile Association Limited. AA Accident Management and Stay Mobile are underwritten by Acromas Insurance Company Limited.

Travel Insurance is underwritten by AXA Insurance UK plc.

Home Emergency Cover is underwritten by Royal & Sun Alliance Insurance plc.

ID Aware is administered by Affinion International Limited.

Cashpoint® is a registered trademark of Lloyds TSB Bank plc.

Save What Matters™ is a trademark of Lloyds TSB Bank plc.

We may monitor or record calls to make sure we have carried out your instructions correctly and to help improve the quality of our service.

Lloyds TSB Bank plc Registered office: 25 Gresham Street, London EC2V 7HN. Registered in England and Wales No. 2065.

Lloyds TSB Scotland plc Registered office: Henry Duncan House, 120 George Street, Edinburgh EH2 4LH. Registered in Scotland No. SC95237.

Authorised and regulated by the Financial Services Authority, except for lending, where we are licensed by the Office of Fair Trading.

We subscribe to The Lending Code; copies of the code can be obtained from www.lendingstandardsboard.org.uk

We are members of the Financial Services Compensation Scheme and are covered by the Financial Ombudsman Service.

This information is correct as at November 2011.

