

 Lloyds TSB | for the journey...

Under 19s account

First things first... because you'll want to get moving.

Your guide to the Under 19s
bank account.



Banking for 11-15 year olds.

Welcome

Your Lloyds TSB Current account

Thanks for joining us. Your Under 19s account will provide you with all you need to make banking easier.

The Under 19s bank account is a great way to look after your money. It gives you an easy way to pay money in, take money out and keep track of your spending. It can even help you to start saving for something special. And if you have any questions, you can come into any of our branches and ask a member of staff.

Our Under 19s account offers you:

- instant access to your money 365 days a year
- competitive rates of interest
- a Lloyds TSB Visa debit card which you can use to pay for things in shops, on the Internet or to take out cash whenever you need to.
- regular statements to help you keep track of your money
- over 1,900 branches – so you'll find us in nearly every high street
- one of the largest ATM networks in the UK – so you can access your money easily and quickly wherever you are
- option to top up your Pay as You Go mobile phone at most Lloyds TSB Cashpoint® machines

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Under 19s account...

Using your debit card

Your new Visa debit card gives you a quick and easy way to get hold of your money. You can use it to pay for things in shops and online. You can also use it to take out cash. As long as you have enough money in your account, you can take out up to £300 a day at any of our 4,200 Lloyds TSB Cashpoint machines or over 62,000 LINK* cash machines all over the country.

How to use your card

With a debit card, you don't always need cash to pay for things. Instead, you can hand over your card in a shop and either tap in your PIN (Personal Identification Number) or sign a receipt.

You can also use it online to pay for things – websites will normally ask for your card number (the long one across the middle of the card) and expiry date.



Information on your debit card

1. Valid from

This is the date you can start using your card.

2. Expires end

You won't be able to use your card after this date – but don't worry, we'll automatically send you a new one before then.

3. Cardholder's name

Your name will appear here.

4. Account number

Your 8-digit account number will appear here. This is unique to your bank account.

5. Sort code

This is the code that identifies your branch.

On the back of the card:

You'll find seven numbers on the strip where you sign your name. Quite often, websites will ask you for the last three numbers – sometimes they're described as your 'security code'.

Remembering your PIN

When you pay for something in a shop or take out money from a Cashpoint, you will need to type in your PIN. If you are having difficulty remembering the one we've given you, then you can change it to one that's easier to remember.

To change your PIN at any Lloyds TSB Cashpoint machine:

- insert your card
- select 'Other services' then 'PIN services'
- choose 'Select your own PIN' and enter a 4-digit number of your choice.

Remember, your PIN is confidential – you should never write it down or give it to anyone else including bank staff and police.

Top Tip

Choose a number that's special just to you and that you can memorise. For security, you can't choose consecutive numbers such as 1234 or repeated numbers like 5555 and it's best not to choose a year or your birthday.

Lost or stolen card

Your Cashpoint card is much safer to carry around than cash. But you must report any theft or loss of your card as soon as possible so that we can prevent other people from using your account.

- Please call into any Lloyds TSB branch, or you can call the Lloyds TSB 24 hour Lost & Stolen Cards service on **0800 096 9779**, in the UK, or **(+44) 1702 278 270** from abroad.
- Please follow up any telephone call with a letter, and report it to your local police station.

We will send you another card within five working days of you telling us.

*You may be charged for using non-Lloyds TSB machines.

Day to day banking

Making things easy

As a Lloyds TSB account holder there are a few things we can do to help make looking after your money easy.

Telephone Banking

If you need to speak to us about your bank account, you can call our PhoneBank® team and speak to one of our advisors any time. They are available 24 hours a day, seven days a week.

- You can use PhoneBank to check how much money you've got in your account, order a printed statement or a new PIN and more.
- Call us on **0845 3 000 000**.

Find out more

If you want to know how to pay in your pocket money, allowance or wages, come into any branch and we'll show you what to do. For more information see page 9.



Top-up your mobile

To make life easier, you can use our free top up service for 'Pay as You Go' mobile phones available at over 4,200 Lloyds TSB Cashpoint machines. Six pre-set amounts between £10 and £50 are available for the following networks: Orange, Vodafone, O2, Virgin Mobile, Tesco Mobile and T-Mobile.

Your bank account will be debited in the same way as a cash withdrawal. Successful top up transactions will reduce the daily withdrawal limit that applies to your account. Please note, the Tesco mobile top up service is not available at ASDA or Waitrose stores.

Your statement

Staying in control

Your Under 19s account makes it simple to keep track of what you're spending and what's left in your account. This is important so that you don't withdraw more cash than is available in your account.

- You can use Lloyds TSB Cashpoint machines 24 hours a day to check your balance or print a mini statement. A mini statement gives you the up to date position on your account and shows your last seven withdrawals.
- We'll also send you regular statements showing all the money that has been paid in or out of your account – see below.

Top Tip

If you want to take out money but you're not sure how much is left in your account, you can always check how much money you've got in your account at any Lloyds TSB Cashpoint machine.

The image shows a screenshot of a Lloyds TSB account statement for an Under 19s account. The statement is divided into sections: 'Account Summary' and 'Account Activity'. The 'Account Summary' section includes fields for 'Your name and address', 'Date of each transaction', 'Where you took out cash', 'Money leaving your account', 'Money you have paid into your account, or credits you've received', and 'Your account number, sort code and branch name'. The 'Account Activity' section is a table with columns for 'Date', 'Description', 'Debit', and 'Credit'. The table lists several transactions, including 'Cash Withdrawal' and 'Cash Deposit'. The statement is annotated with green numbered circles: 1 points to the account number, 2 to the date, 3 to the location, 4 to the amount, 5 to the balance, 6 to the account number, and 7 to the branch name.

- Your name and address.
- Date of each transaction.
- Where you took out cash.
- Money leaving your account.
- Money you have paid into your account, or credits you've received.
- Use this sheet number to keep your statements in order.
- Your account number, sort code and branch name.

What happens next?

What you can expect from us in the years to come

As you get older, we'll be able to provide you with more banking benefits and services. So, we'll keep in touch to let you know what's available to you and when.

When you turn 16:

- you will be able to register a security number for PhoneBank to help you keep track of your money and access your accounts even faster
- you'll be able to register for Internet banking
- and you can sign up for free weekly account Balance Advice updates by text.

When you turn 18:

- we'll contact you to explain further how you can get a Student account or another type of current account if you choose not to go on to Higher Education.

To find out more on all of our available current accounts, please call into branch, visit www.lloydstsb.com or call **0845 3 000 000**.



Your questions answered

Paying money in

With your Under 19s account it is much safer to pay money in than carrying cash or cheques around with you. There are lots of ways to pay in money – you'll soon find those that suits you best. Here's the basic information.

Paying in money at any Lloyds TSB branch

Lots of people pay in over the counter, but to save time, you can use one of our **depositpoints**. Just use the special paying-in envelope and paying-in slip situated near the **depositpoint**™. We can even send you a personalised paying in book with all your details to save you even more time – just ask a member of staff for more information.

Remember that it'll take a few hours to process any cash or Lloyds TSB cheques paid in at the **depositpoint**™ so you won't be able to make withdrawals straightaway.

If you use this service at the weekend, the funds will not be available until Monday. Please remember that weekends and Bank Holidays are not counted as working days.

Clearing the cheques you pay in

What happens when I pay in any cheques to my account?

The Lloyds TSB Under 19s account is an interest paying account, so when you pay in a cheque, we will list the full amount as a credit on your account the same day and will also start crediting you with the interest immediately, for the value of the cheque up to a maximum of £1,000.

The cheque still has to be cleared, though. In other words, it has to get to the other person's bank and it has to agree to pay it, before the money is yours to spend. How long this takes depends on the kind of cheque it is, and where you pay it in.

What about paying in cheques from another Lloyds TSB personal account?

We can usually clear these straightaway. So you should be able to access the money the same day.

What about paying in a non-Lloyds TSB cheque or a Lloyds TSB Business Cheque?

These cheques normally take four working days to clear, not counting the day you pay it in. So for instance, if you bank the cheque on Monday, the money should be ready for you to use on Friday.

Please allow for an extra day – if you pay in a cheque after 4.30pm at a **depositpoint**™

Additional time is also required if you pay in a cheque at a Post Office® branch. If you have a foreign cheque to pay in it will take longer to clear. Please ask and we'll be glad to give you details.

A 'working day' ends at 5pm, and is any day except Saturdays, Sundays and Bank Holidays.

What happens if the other bank returns the cheque unpaid?

In this case, we will have to deduct the cheque amount from your account. We will always write and tell you if this happens. We would usually know within six working days of you paying the cheque in. We are normally entitled to debit the money from your account, even if you've already spent it.

Can I check that a cheque will clear?

We can contact the other person's bank for you. Please be sure to ask us at the time you pay the cheque in. We charge a fee for doing this check for you.

Your questions answered

When do I earn interest on cheques I've paid in?

When you pay in cheques of up to £1,000 in a day, on the same day we will start paying any interest due on the amount over and above £1,000, or use it to reduce any interest you owe us.

So, if you have an interest-earning personal Current account and you pay in £1,700 worth of cheques on a Monday, you'll find the whole £1,700 showing on your account on the Monday, we'll start paying interest on the first £1,000 from Monday and we'll start paying interest on the remaining £700 from Wednesday.

What can I do with out-of-date cheques?

Banks usually treat a cheque as out of date six months after it is dated. If it hasn't been paid by then you will normally have to get a new cheque from the person who gave it to you.

Setting up a standing order

If you find you're spending your money before you get the chance to put it into your account, you could ask your parents to set up a standing order from their account for your pocket money/allowance. This means that the money will be paid directly into your account which you can withdraw with your debit card. Just give your parents your account number and sort code and they can arrange it for you.

Taking money out of your account

The minimum withdrawal from a Lloyds TSB Cashpoint machine is £10, but you can withdraw less using your Lloyds TSB Visa debit card over the counter at any Lloyds TSB branch.

Important information

If your account is with a branch in Scotland your agreement is with Lloyds TSB Scotland plc, otherwise your agreement is with Lloyds TSB Bank plc.

Our Personal Banking Terms and Conditions apply to this account and gives you important information about your relationship with us. It covers things like:

- How long it takes for payments in and out of your account;
- How we use your personal information;
- How we can change our rates and charges or other terms;
- How we deal with things if there's a problem;
- How we can act on instructions on a joint account given by one of you;
- How you can close your account.

If you need another copy of the Personal Banking Terms and Conditions please contact your local branch or visit www.lloydstsb.com

You can only get an Under 19s account if you are between 11 and 18 years old. In the year of your 18th birthday we will check with third parties (for example, UCAS) to confirm whether you have applied to be a full time student on an eligible course. Once results have been announced and your place has been confirmed, we will automatically upgrade your Under 19s account to a full Student account. If we are unable to match your details with UCAS we will ask you to visit your local branch to confirm your place.

If you are unable to demonstrate that your place has been confirmed or you decide not to go to university/defer your place we will convert your account to a Classic account before your 19th birthday.

Where we make any changes to your account we will tell you at least 30 days before making the change and will give you relevant details of your new account. All benefits connected with your

Under 19s account will automatically cease when you cease to be eligible.

Your Under 19s account is an interest paying account. For more details of the current interest rate please contact any Lloyds TSB branch, visit www.lloydstsb.com or call **0845 3 000 000**.

Charges

We do not charge a monthly fee for your Under 19s account.

We do not provide a Planned Overdraft on an Under 19s account and we will not charge fees for an Unplanned Overdraft.

For cash withdrawals and purchases abroad we may charge a fee. For full details of all our fees, please refer to our Banking Charges brochure in branch or visit www.lloydstsb.com or speak to any member of staff.

Keeping your account safe and taking care against theft and fraud

Here are some simple security rules to follow to protect yourself and your account so that you're always in control of your money:

- Always be sure before you give your bank details to any third party, that you know who they are and why they need this information.
- Remember that your PIN is confidential – never write it down and never give it to anyone else.
- Always sign your cards in ballpoint pen as soon as you receive them.
- If you need to write down your PIN, disguise it so that it's not recognisable as your PIN, and never keep it with any of your cards.

Cooling off

If you are not happy with your choice of account within 14 days of opening it don't worry. We will help you move to another of our accounts or return any deposits you have made with any earned interest to you.

Please contact any Lloyds TSB branch if you'd like this in Braille,
large print or on audio tape.

www.lloydstsb.com

If you have a speech impairment and would prefer to use a Textphone, please feel free to contact us on **0845 300 2281** or via RNID typetalk.

We may monitor or record calls in case we need to check we have carried out your instructions correctly and to help improve our quality of service.

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Lloyds TSB Scotland plc Registered office: Henry Duncan House, 120 George Street, Edinburgh EH2 4LH.

Registered in Scotland no. 95237.

Authorised and regulated by the Financial Services Authority and signatories to the Banking Codes.

We are a member of the Financial Services Compensation Scheme.

- If we are unable to pay what we owe you, you may be able to get compensation of up to £35,000 from the scheme.
- The scheme covers most of our savings and current accounts for individual and small businesses in the UK and European Union, whatever the currency.

To find out more, see the scheme's website www.fscs.org.uk, call them on 020 7892 7300, email them at enquiries@fscs.org.uk, fax them on 020 7892 7301 or write to the Financial Service Compensation Scheme, 7th Floor, Lloyds Chambers, Portsoken Street, London E1 8BN.

All information correct as at April 2008.