

Current accounts

# Welcome to your Islamic Account

All you need to know about  
banking the Shariah way.



Lloyds TSB | for the journey...

# Welcome

Thanks for joining us. You've made the right choice. Your new Islamic Account will provide you with all you need to make everyday banking the Shariah way easier.

- **Shariah approved banking**

Our Shariah committee consisting of four independent scholars has guided us to create and look after a Shariah approved account that's right for you.

- **Access to your money at any time**

We have over 1,900 branches and our ATM network is one of the largest in the UK – so you can access your money easily and quickly wherever you are.

We also offer 24 hours a day, 7 days a week banking, through PhoneBank® (Telephone Banking), Internet Banking, or Mobile Services. Our Mobile Banking Pack costs just £2.50 per account.

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# The Lloyds TSB Islamic Account

## Your Shariah approved account.

You can be confident the money you keep with us will not be used for any interest-based or non-Shariah approved activities.

### Islamic Account at a glance.

- Banking in accordance with Shariah.
- No credit or debit interest.
- No minimum balance required.
- Internet Banking, PhoneBank® (Telephone Banking) and Mobile Services. Our Mobile Banking Pack costs £2.50 per account registered.
- Free Balance Advice and Overseas Transaction Alerts by text to help you keep on track of your money.
- No bank charges for everyday transactions on your Islamic account if you stay in credit.

Please refer to the Banking Charges insert (enclosed in this Welcome Pack) for charges on other bank services.

### The Lloyds TSB Shariah Committee.

We work closely with a committee of internationally recognised scholars to maintain a Shariah approved account that's in line with your beliefs.

**Sheikh Nizam Yaquby** is regarded as one of the main authorities on Islamic finance across the world. He is based in Bahrain and advises several other banks around the world.

**Dr Muhammed Imran Ashraf Usmani** is well known in the UK Muslim community. He is highly qualified and lectures in Islamic law in Karachi.

**Mufti Abdul Kadir Barkatullah** is a Shariah judge at the Islamic Shariah council in London and lecturer in Islamic Finance at Ebrahim College, London. He acquired a Mufti (diploma) in Islamic Law and Fazil (Bachelor of Islamic Studies) from the Islamic University, India.

**Muhammad Nurullah Shikder** is a Barrister-at-Law. He advises individuals and businesses on Islamic Finance.

# What you get with your new account.

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The Islamic Account is perfect for everyday transactions such as paying in money and cheques, paying bills and withdrawing cash. You also get a Lloyds TSB Visa debit card and a choice of ways to bank so you can manage your money however you want.

## Easy access to your money, when you want it.

- Use your Lloyds TSB Visa debit card (with added security of chip and PIN) in shops, online and over the phone in both the UK and abroad.
- Withdraw up to £300 a day from over 4,200 Lloyds TSB Cashpoint® machines free of charge.
- Use over 58,000 LINK cash machines (you may be charged for using non-Lloyds TSB machines).
- Get up to £50 cashback free of charge in most supermarkets.

## Great value service.

- You won't be charged for everyday transactions when you're in credit. Other charges may apply – please see our Banking Charges leaflet in branch or visit [www.loydstsb.com](http://www.loydstsb.com) for details.
- Access to PhoneBank® and our Internet Banking service, 24 hours a day, 7 days a week.

## Up to the minute banking.

- You can normally have instant access to your money when you pay Lloyds TSB personal cheques into your account.
- Real-time balances available from any of our Cashpoint machines, over the phone or via the Internet.

**i** Please note that although you can give us instructions 24 hours a day, 7 days a week through Internet Banking and PhoneBank some of those instructions cannot be processed until the next working day, for example if the instruction is given after 10pm or at weekends or bank holidays.

# Our service

## What you can expect from us.

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Over the next few months we'll work with you to make sure you get the most from your new relationship with Lloyds TSB.

- We'll contact you a couple of times in the next few months to check that everything is okay with your new account.

- And, if you ask us to, we'll contact you about a range of other banking services.
- Plus, if you need help, you can call us or visit any Lloyds TSB branch. We are happy to help you where we can.

## What to do next.

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If you ask for a Lloyds TSB Visa debit card you should receive it within five days of opening your account and your PIN a few days later.

- After you have deposited money into your account, you'll be able to use your new debit card to withdraw cash.
- To make it easier and more convenient for you to manage your new account, we recommend you register for three of our banking services – PhoneBank®, Internet Banking and Mobile Services.

### PhoneBank®

Your banking should be as straightforward and hassle free as possible.

- You can call PhoneBank and use our quick automated service or speak to one of our advisors, 24 hours a day, 7 days a week.
- Please call us on **0845 3 000 000** and we'll be happy to help.

### Internet Banking.

Internet Banking gives you instant access to your account 24 hours a day, 7 days a week. It's also a convenient way to manage your account.

- To register for Internet Banking go to **www.lloydstsb.com** or call PhoneBank on **0845 3 000 000** or visit any Lloyds TSB branch.

### Mobile Services.

- You can also register for our Mobile Services at a cost of £2.50 a month for each account registered and use your phone to help keep control of your finances.

# Switching service

## Moving your account to us.

If you are moving your account from another bank, you can take advantage of our dedicated Switching service which provides a quick and easy way to get your new Lloyds TSB account up and running.

If you didn't choose this service when you opened your account, it's not too late to make the change. Our Switching Team will:

- get in touch with your old bank or building society for a list of all your standing orders and direct debits
- transfer your salary and other credits into your new account so that the money is there when you need it
- give your new sort code and account number to everybody you pay by direct debit, so they can amend their records to debit your new account

- set up standing orders
- arrange with your old bank for your account to be closed and your cheque book and cards to be cancelled
- keep you up to date along the way.

The timings may vary depending on how quickly the companies you pay by direct debit and your employer update their records with your new account number, but we aim to do this within 12 days.

### For more information

You can check how things are progressing by calling us on **0845 9 303 303**. Lines are open Monday-Friday 9am-5pm, Saturday 9am-1pm.

# Day to day banking

## Putting money into your account.

You can pay money into your account in a number of ways: in our branches, online, over the phone and via our Cashpoint machines.

### Paying in your cash and cheques.

You can pay in cash and cheques over the counter, but to save time, you can use one of our **depositpoints**.™ Just use the paying-in envelope and paying-in slip situated near the **depositpoint**.™ We can 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.

As long as you pay cash in at the **depositpoint**™ before the cut off time of 3.30pm it'll be processed on the same day and you'll then be able to withdraw the money straightaway.

Cheques can take up to six working days after we receive them for you to be sure the money will be available for you to use.

If you use this service after 3.30pm or at the weekend, we will start processing your payment the next working day. Please remember that weekends and Bank Holidays are not counted as working days.

For more information about when cheques you either write or pay in will be processed and the money can be accessed, please see 'Your Banking Relationship with Us' (the Personal Banking terms and conditions).

### Transferring funds.

The majority of payments made through PhoneBank will be processed quicker than before using the Faster Payments scheme, with payments processed in hours rather than days. We will advise you when you make a payment whether this service is available to you.

If we cannot make the payment using the Faster Payments scheme the payment will take two working days from the date it is taken from your account to reach the other person's bank.

Any payment you make to another Lloyds TSB account will get there the same day the money leaves your account.

For more information about the time it takes to make a payment please see 'Your Banking Relationship with Us' (the Personal Banking terms and conditions).

# Getting more from your Visa debit card

Your Islamic Account comes with a new Lloyds TSB Visa debit card which is welcome around the world wherever you see the Visa sign.

You can use your Visa debit card...

- in shops
- online
- over the phone
- to take out up to £300 a day from any Lloyds TSB Cashpoint machine free of charge or LINK cash machines (a charge may apply)
- to get up to £50 cashback free of charge in most supermarkets
- abroad (charges do apply) – please see our Banking Charges guide for details or go to [www.lloydstsb.com](http://www.lloydstsb.com)

## Using your Personal Identification Number (PIN).

- If you're a new customer, you'll receive your PIN from us within a few days of receiving your new debit card. You'll need this number whenever you use your debit card to buy things or withdraw cash from ATMs.

- You can change your PIN to a more memorable one at any Lloyds TSB Cashpoint machine. Just insert your card, select 'PIN services' (on some machines you may need to select 'Other services' first) choose 'Select your own PIN' and enter a four-digit number of your choice.
- If you lose your card or it gets stolen, don't panic – just call us straightaway on **0800 096 9779** and we'll block it and issue you with a new one.

### Things to remember

When you use your Lloyds TSB Visa debit card, some transactions are 'earmarked.' This means that the amount of the transaction is reserved until the money leaves your account. So you won't be able to use the money for anything else, even though it's still shown in your account. If you set up payments with companies allowing them to charge an amount to your Lloyds TSB Visa debit card regularly (known as recurring transactions) and later want to stop those payments, remember to cancel any instructions with the company. We can't do this on your behalf.

# Day to day banking

## Paying the bills.

Remembering to make payments can be a headache, but there are many ways to make things easier for you.

### Direct Debits.

A direct debit is when you authorise a business or other organisation to collect varying sums of money from your account on a regular basis.

The organisation must give you advance notice of the amounts and dates. And with all direct debit payments, you have our guarantee of a refund in case of any mistakes.

When an organisation collects a direct debit, the money will always leave your account and reach theirs on the same day, whichever bank they're with.

- You can set up direct debits to make regular payments direct from your account. You do it by authorising whoever you want to make the payment to, for example your gas supplier, to collect the payments from your account.
- When you want to end or change an agreement, just tell us.
- We guarantee all payments made by direct debit.

Should a company collect one of your payments by mistake, we will refund your account as soon as we are aware there's a problem.

Please make sure enough money is in your account to meet standing order and direct debit payments when they are presented. If your account goes over its limit, you will have until 3.30pm (UK time) that day to pay in enough money to cover all your payments. If you do, you won't incur a penny in overdraft fees.

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. Charges apply if you use an Unplanned Overdraft or a payment is returned.

Please see our 'Banking Charges' guide or [www.lloydstsb.com](http://www.lloydstsb.com) for details.

### Standing orders.

A standing order is when you ask us to pay the same amount regularly from your account to a person or organisation. You can arrange the payment monthly, quarterly or even annually. This method is useful for paying rent or other regular payments.

To set up a standing order, please tell us the amount you want to pay, who you want to pay (their account number and sort code) and the dates you want to pay it. You can also set up a standing order through Internet Banking or PhoneBank. When you want to cancel a standing order, all you need to do is contact us the day before it's due to be made.

For more information about making payments from your account, see the booklet 'Your Banking Relationship with Us' (the Personal Banking terms and conditions).

### Paying one-off bills.

- You can pay one-off bills in any Lloyds TSB branch.
- Or you can pay your bills online once you have registered for Internet Banking or through PhoneBank.
- You can also pay your bills at any Cashpoint machine by setting up a list of companies you want to pay. You can do this through Internet Banking at [www.lloydstsb.com](http://www.lloydstsb.com), by calling PhoneBank on **0845 3 000 000** or by visiting any Lloyds TSB branch.

## Keeping track of your money.

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There are many ways to stay in touch with your money whether you're at home or on the go.

### Statements.

- It's quick and simple to print or download your statements with our Internet Banking service.
- We'll send you regular bank statements that will show every transaction you make.
- You can print a mini statement from selected Cashpoint machines showing the seven latest transactions on your account.

### Check your balance.

- You can check your up-to-date balance at cash machines, online through Internet Banking (if registered) at [www.lloydstsb.com](http://www.lloydstsb.com), over the phone by calling PhoneBank on **0845 3 000 000** or in branch.
- You can also view your up-to-date account balance on your mobile with our Mobile Services.

# Day to day banking

## Mobile Services.

Say hello to the bank that fits in your pocket.

### Mobile Banking Pack.

Our Mobile Banking Pack enables you to use your phone to help keep you in control of your finances. This service costs £2.50 a month for your Islamic Account.

The pack includes Mobile Banking and Text Alerts:

- Mobile Banking, our downloadable mobile application, lets you check your balance, transfer money on the move and even top up your mobile. You'll need to be registered for Internet Banking and set up Limit Alerts and/or High/Low Balance Alerts to download the Mobile Banking application and receive Balance on Demand texts.

You can set up all or some of the following Text Alerts:

- **Balance on Demand** – request your balance and last six transactions by text whenever you want.
- **Limit Alerts** – We'll send you a text when your account gets near to or reaches zero, or your Planned Overdraft limit, so you'll know when you need to be careful with your spending.
- **High/Low Balance Alerts** – You can set your own limits and these alerts let you know when you're reaching them.

### Free Text Alert Service.

Sign up to our free Text Alert services direct to your mobile to keep in touch with your money. These are available on their own or with the Mobile Banking Pack.

- 1) **Balance Advice:** Receive free weekly balance updates at a time convenient to you. This service sends your latest account balance along with up to six of your most recent transactions to your mobile.
- 2) **Overseas Transaction Alerts:** If you register for Overseas Transaction Alerts we'll send you a text when your Visa debit card is used abroad to get cash or make a purchase. Then, if you believe someone else made the transaction without your knowledge, you can call us.

You can choose:

- which day of the week you want to receive Balance Advice texts – Monday to Friday.
- and the time you'd like to receive Balance Advice texts – between 8am-10am, 10am-midday, or between midday and 6pm.

# Going abroad?

## Travel money options.

Your Lloyds TSB Visa debit card gives you a safe and convenient way to pay for things when abroad. We also offer a number of other services if you're travelling abroad or need to send money overseas.

### Commission free Travel Money.

You can buy your foreign currency and non-sterling American Express® Travellers Cheques from any Lloyds TSB branch, through PhoneBank or Internet Banking (if registered).

### Commission free buy-back.

If you have any foreign banknotes or American Express Travellers Cheques leftover when you get back home, we'll buy them back from you commission free in any branch.

### Travel Money Card.

For just £7.50 you can purchase our pre-paid Travel Money Card. It's a safe and convenient way of paying for all your holiday expenses and helps you stay in control of your spending whilst abroad. To find out more visit [www.lloydstsb.com/travelmoneycard](http://www.lloydstsb.com/travelmoneycard)

### Sending money abroad.

We offer a wide range of International Payment services that allow you to send money overseas quickly, securely and easily. Whether you're sending money to family living overseas, buying a car abroad, paying for a holiday home, or transferring money into your foreign bank account, we can arrange it all for you. Call PhoneBank, go online or visit any branch for more details.

### Free Lonely Planet Mini Guides.

Before you travel, and if you're going to destinations such as Paris or Egypt, why not download/print a Lonely Planet mini guide... and they are free at

[www.lloydstsb.com/travelmoney](http://www.lloydstsb.com/travelmoney)

### Ordering your Travel Money

**Online** – [www.lloydstsb.com](http://www.lloydstsb.com) if you are registered with Internet Banking.

**Phone** – Call PhoneBank on **0845 3 000 000** or call the Travel Money Hotline on **0845 603 0633** (Mon-Fri 9am to 5pm).

**In-branch** – At one of our 1,900+ branches. Plus some of our branches stock Travel Money.

# Other services

## We've got lots more to offer you.

In addition to your Islamic Account, we can offer you the choice of other Shariah approved services.

### Islamic Home Finance.

Owning your own home is a big financial step. We understand that it requires relying on estate agents, banks and solicitors to help you along the way. But, when you're also buying a home with your Islamic faith in mind, a conventional mortgage might not be right for you.

Lloyds TSB can introduce you to the Arab Banking Corporation International Bank (ABC) for Islamic Home Finance. ABC offer alburaq, a Shariah compliant home finance service that helps you buy your home the Islamic way. We can forward your details to ABC and they will then contact you about Shariah compliant home finance.

To find out more, visit any of our branches or go online at [www.loydstsb.com](http://www.loydstsb.com) to complete a simple form.

**Your home is at risk if you do not keep up payments due under your lease and diminishing ownership agreement.**

Finance is subject to status and valuation. Written quotations are available on request. Applicants must be 18 or over unless otherwise specified.

They will need to consider your circumstances and value the property before they can offer you finance.

### Shariah Baby Bond®

Every child born on or after 1st September 2002 is eligible for a voucher of at least £250 from the Government to open an account under the Child Trust Fund scheme. Developed in partnership with The Children's Mutual, the Shariah Baby Bond® offers you a choice that will enable your child's savings to grow without compromise. The Shariah Baby Bond® is entirely in keeping with Islamic law and is the first and only Shariah approved Child Trust Fund account.

The value of the investment is not guaranteed and can go down as well as up. The investment can only be accessed by the child at age 18. Any additional money invested will be treated as a gift and therefore cannot be accessed by the parent or guardian at any point. Tax rules may be subject to change in the future.

If you already have a Child Trust Fund account, it's free and simple to switch.

To find out more or switch to the Shariah Baby Bond® please call: **0845 608 0045** (Lines are open Monday to Friday 8am to 8pm and Saturday 9am to 1pm).



## Islamic Business Account.

Opening an Islamic Business Account means the money you keep with us isn't used for any interest-based or non-Shariah approved business activities. It has been designed to support both businesses just starting out, and established businesses who wish to move their account from another bank.

There are no extra charges for managing your account in accordance with Shariah. And of course, you'll still receive the benefits you would expect from banking with Lloyds TSB, such as a choice of ways to bank, access to a dedicated business manager and key business services including automated bulk payment options.

Call us on **0800 056 0056** to discuss your application with one of our advisors.

## Islamic Student and Graduate Accounts.

We also offer Shariah approved Islamic Student and Graduate Accounts so you can benefit from a great package of benefits and services that will help you stay ahead of your finances as you study, plus promise that your money is managed in a way that reflects your faith.

You can apply for an Islamic Student or Graduate Account at any Lloyds TSB branch or call **0845 3 000 000** to book an appointment, available 24 hours a day, 7 days a week.

### Find out more:

Call us on **0845 3 000 000** or log on to **[www.loyds.com/islamicfinancialservices](http://www.loyds.com/islamicfinancialservices)** or visit any Lloyds TSB branch.

# Your questions answered

## How do I stop a cheque?

If your Visa debit card has a cheque guarantee facility, we cannot stop a cheque that has been guaranteed by your Visa debit card or other cheque guarantee card, because the card is our promise that we will pay cheques up to your card guarantee limit.

If you need to stop any other cheque you've written from being paid, please call PhoneBank on **0845 3 000 000** or visit your Lloyds TSB branch.

## Sending money abroad.

We offer a wide range of International Payment services that allow you to send money overseas quickly, securely and easily.

You need two codes to send money to a bank account abroad: the international bank code (BIC) and international bank account number (IBAN) of the person you are sending money to. These are similar to our sort codes and account numbers in the UK and you must have these numbers to make sure a payment is credited promptly and accurately. The person receiving the money must give you their bank details.

There are charges to use our International Services, if you'd like more information about our International Services, contact our helpdesk on **0845 300 0101**, Monday-Friday 8.30am-5pm, or telephone PhoneBank on **0845 3 000 000**, 24 hours a day. You can also visit any Lloyds TSB branch.

## Safeguarding your account.

### What can I do to avoid theft or fraud?

Here are some simple rules to follow so that you're always in control of your money:

- Make sure that your cheque book and cards are safe, but don't keep them together.
- We recommend you don't write down your PIN.

But if you need to write it down, disguise it so that it's not recognisable as your PIN, and never keep it with any of your cards. Never let anyone else know your PIN.

- Always sign your cards in ballpoint pen as soon as you receive them.
- Always be sure that before you give your bank details out that you know who you're giving them to and why they need the information.
- Ensure that you keep your Visa debit card receipts in a safe place and dispose of them carefully making sure the Visa debit card details cannot be read.
- Check your statements regularly and get in touch if you see any transactions you don't recognise.

### What should I do if my Visa debit card and cheque book are lost or stolen?

You must report any theft or loss as soon as possible so that we can prevent other people from using your account. Please call any Lloyds TSB branch or the Lloyds TSB 24-hour Lost and Stolen Cards service on **0800 096 9779** or **(+44) 1702 278 270** if calling from abroad.

# Important information

**Shariah Baby Bond**<sup>®</sup> is a registered trademark of Tunbridge Wells Equitable Friendly Society. **alburaq** is a registered trademark of ABC International Bank plc ('ABC') and the brand name under which Islamic products are provided.

The Bank of Ireland is ABC's appointed provider of Islamic home finance and is authorised to use the alburaq brand name under licence. ABC International Bank plc is regulated and authorised by the Financial Services Authority. The Governor and Company of the Bank of Ireland is authorised by the Irish Financial Regulator and the Financial Services Authority; regulated by the Financial Services Authority for the conduct of UK business. One Temple back East, Temple Quay, Bristol BS1 6DX. The alburaq home finance product is a regulated mortgage product under the rules of the Financial Services & Markets Act 2000. All information correct as at November 2007.

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

[www.lloydstsb.com](http://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 phone calls with you in case we need to check we have carried out your instructions correctly and to help improve our quality of service. If you need to call us from abroad, or prefer not to use our 0845 number, you can also call on 01733 347 007.

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depositpoint™ is a trademark of Lloyds TSB Bank plc.

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

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. 95237.

Authorised and regulated by the Financial Services Authority.

All information correct as at September 2009.

Visa, Worldwide Partner 2012 Olympic Games.