



Lloyds TSB | for the journey...

What you pay for overdraft borrowing

Personal Banking overdraft rates and charges
applicable from 2 November 2007

About this guide

We are making a number of changes to our overdrafts and the rates and charges which apply to them. This guide is designed to help you plan ahead and avoid 'going into the red', so please read it carefully and keep it for future reference.

In particular, please note:

- the new names for the overdrafts we provide: Planned and Unplanned
- the new monthly and daily fees for an Unplanned Overdraft
- we've reduced the borrowing interest rates for Unplanned Overdrafts

The information you will find in this guide

• Borrowing from us	4
• Planned Overdrafts	4
• Unplanned Overdrafts	5
• Interest payable on overdrafts	6
• Returned items	6
• Limit Alert text service	6
• Islamic accounts	7
• Cash accounts	7
• Youth and Service accounts	7
• Voicing any concerns	7
• How to contact us	7

Borrowing from us

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.

If you try to make a payment but do not have enough available funds in your account, then we will either agree to an Unplanned Overdraft covering that payment or you will not be able to make that payment. Fees will be charged in either case. Please see condition 16 in 'Your Banking Relationship with us' for more details about overdrafts.

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

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

Planned Overdrafts

A 'Planned Overdraft' is an overdraft up to an agreed overdraft limit which you arrange with us in advance and which increases the available funds in your account. If we agree to provide you with a Planned Overdraft, we'll let you know about any further conditions which apply.

We are also making some changes to accounts where we do not currently charge for going overdrawn for the first time in the last 12 months, such as our Student, Platinum and Premier accounts. Now, you will not be charged any daily or monthly Unplanned Overdraft fees for the first time in 12 months that we agree to provide you with an Unplanned Overdraft. This only applies to the first time your account goes into Unplanned Overdraft. Both monthly and daily Unplanned Overdraft fees will become payable if:

- your Unplanned Overdraft balance at the end of a day is greater than what 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.

Interest will still be charged.

Please contact us if you would like to discuss your requirements, or if you have any financial difficulties, and we will do our best to help.

You must be 18 or over to have a Planned Overdraft.

We will not charge you fees for setting up a Planned Overdraft.

Unplanned Overdrafts

If you try to make a payment out of your account (for example, by Direct Debit or cheque) for which you don't have enough available funds, we will treat this as a request for an 'Unplanned Overdraft', or for an increase in an Unplanned Overdraft you already have.

We will consider whether to agree to your request taking into account your personal circumstances.

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

Fee	Amount	Description
Monthly fee	£15	You will pay this fee if you have an Unplanned Overdraft 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 fee in a monthly billing period.
Daily fee	Unplanned Overdraft balance is: less than £25 £6 a day £25 to £100 £15 a day more than £100 £20 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 10 daily fees in a monthly billing period.

Please note, an Unplanned Overdraft continues until it is repaid. So, at the start of any monthly billing period, if you still have an Unplanned Overdraft from the previous monthly billing period, you will incur a further monthly fee and up to another 10 daily fees (depending on when you pay it back).

The monthly billing period is generally from the 2nd of each month, to the 1st of the next but this can vary for some customers. For example, it could start on the 10th of each month. This means you may be charged a monthly fee more than once within a calendar month (but never more than once in the same monthly billing period). If you are unsure when your monthly billing period starts, please contact us to find out.

Unplanned Overdrafts are intended to be used for short-term borrowing. You will find it cheaper to ask for a new or increased Planned Overdraft that meets your needs, rather than requesting and using Unplanned Overdrafts.

Interest payable on overdrafts

We are reducing Unplanned Overdraft interest rates, so you will now pay the same rate of interest for both Planned and Unplanned Overdrafts. The rate you pay will depend on the type of current account you have with us. For example, with a Classic account the interest payable will reduce from 29.8% to 19.3% (EAR)* a year.

For details of our interest rates please ask in any branch, visit us at www.lloydstsb.com/rates_and_charges.asp or call **0845 3 000 032**.

*Equivalent Annual Rate. These rates are correct as at 2 September 2007.

Returned items

Where you do not have enough available funds to make a payment and we do not agree to grant 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. Our charge for considering the request, dealing

with the other bank and telling you about this service is as follows.

Returned item fee

**£20 for each unpaid item.
We will charge you up to a maximum of three fees a day.**

Limit Alert text service

You can register for the new Limit Alert text service to help you plan ahead to avoid paying Unplanned Overdraft fees. For a monthly fee of £2.50 per account, if your account is near to or slips over its limit, we'll let you know by sending you a text message by 10am on a week day (excluding weekends and bank holidays).

Limit Alert

£2.50 a month for each account

Please note that this service is free for Premier accounts.

For details of this service and the conditions which apply, please visit www.lloydstsb.com or ask in any of our branches.

Islamic accounts

In accordance with Shariah we do not give Planned Overdrafts on Islamic accounts. Where you do not have enough available funds to make a payment, we will not usually agree to provide an Unplanned Overdraft 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 incur a management fee for us providing and managing this (but you will not be charged interest). This monthly management fee will be £15 and will apply if you have or make use of an Unplanned Overdraft at any time during a monthly billing period.

Cash accounts

For Cash accounts we do not provide a Planned Overdraft but where you do not have enough available funds to make a payment we will give you a buffer of up to £10 and we will not charge you fees for it. If you exceed this you will be charged the monthly Unplanned Overdraft fee of £15. 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.

Youth and Service accounts

For Youth (Under 19) and Service accounts we do not provide a Planned Overdraft and we will not charge fees for an Unplanned Overdraft. Please note Service accounts are no longer open to new customers.

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'.

How to contact us

For more information visit us at www.lloydstsb.com
or go to any Lloyds TSB branch or call 0845 3 000 000

Please note that VAT is not currently payable on most banking services.
If this should change, we may add VAT to our charges.

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

The changes in this guide will take effect from 2 November 2007.

You can contact us using RNID Typetalk on any of our telephone numbers. If you need to be called back and would like us to call you through RNID Typetalk, please tell us when you call.

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

