



Lloyds TSB | for the journey...

# What you pay for overdraft borrowing

Personal Banking overdraft rates and charges applicable from 2 November 2007

These charges apply to accounts held in Jersey, Guernsey, the Isle of Man and with WorldWide Service.

# About this guide

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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
- the new 'buffer zone' we've added to our accounts
- we've reduced the borrowing interest rates for Unplanned Overdrafts

# The information you will find in this guide

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# Borrowing from us

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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 page 7 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

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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, Island Premier, International Premier and WWS Executive Platinum 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). <b>We will charge you a maximum of one monthly fee in a monthly billing period.</b>
Daily fee	<b>Unplanned Overdraft balance is:</b> less than £25 <b>£6 a day</b> £25 to £100 <b>£15 a day</b> more than £100 <b>£20 a day</b>	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. <b>We will charge you a maximum of 10 daily fees in a monthly billing period.</b>

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 10th of each month, to the 9th of the next but this can vary for some customers. For example, it could start on the 2nd 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 an Island Cheque or WWS Cheque 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 Lloyds TSB branch,
- visit us at [www.lloydstsb-offshore.com](http://www.lloydstsb-offshore.com)
- or call Offshore PhoneBank on **08457 449900 (+44 8705 449900)** from overseas).

\* EAR = Equivalent Annual Rate. Rates correct as at 2 September 2007. The EAR (Equivalent Annual Rate) does not take into account any additional charges (e.g. arrangement fees/security charges/monthly fees) which may be applicable. Interest rates may vary.

## 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.**

## 'Buffer zone'

To help you even more, we have introduced a buffer zone for all customers who have arranged a Planned Overdraft. So if you have a Planned Overdraft, and you slip over its limit, we will not charge you for the Unplanned Overdraft we provide to cover this – so long as it falls within your account's buffer zone. If you go overdrawn beyond the buffer zone then we will charge you Unplanned Overdraft fees and the daily fee will be worked out on the entire balance of your Unplanned Overdraft (including the amount covered by your buffer zone).

The table to the right shows the buffer zone on each of our accounts.

Please note that a buffer zone is not available if you don't have a Planned Overdraft limit. We still charge interest on amounts within your buffer zone.

Types of account	'Buffer zone'
Island Cheque, Cheque, Student, Graduate, Budget, Offshore Gold, Sovereign, Offshore Premium	£10
Island Gold	£20
Island Premier	£50
International, International Premier (Sterling accounts only)	£50
WWS Cheque	£10
WWS Executive Gold	£20
WWS Executive Platinum	£50

# Voicing any concerns

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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'.

# Update to your Terms & Conditions

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## Overdrafts and available funds

- 1 An **'overdraft'** is where we lend you money when you would not otherwise have available funds to make a payment out of your current account. The **'available funds'** is the amount you can use to make payments out of your account each day. This will be:
  - (a) the cleared credit balance on your account **plus** the amount of any Planned Overdraft (the overdraft limit); **less**
  - (b) the amount of card payments we have authorised but not yet taken from your account.
- 2 When working out your available funds we do not include any regular or other payments that we are aware may be paid into your account.
- 3 Overdrafts are always repayable 'on demand'. This means that we can ask you to repay your overdraft (and any interest or charges) at any time, even if we have agreed a period for the overdraft with you. We can also reduce your overdraft limit at any time. If we demand repayment or reduce your limit, this will usually be due to a change or anticipated change in your personal circumstances. If we can reasonably do so without prejudicing our interests, including our regulatory position, we will give you at least 30 days notice before making the change.
- 4 A **'Planned Overdraft'** is an overdraft up to an agreed overdraft limit that we may agree to taking into account your personal circumstances, and which you arrange with us in advance so as to increase the available funds in your account. We will send you a letter setting out the terms of any Planned Overdraft, including how long the Planned Overdraft will apply. If no period is specified in that letter, then your Planned Overdraft will be for 12 months and we may at our discretion agree to keep renewing it for further periods, which will also be for 12 months unless we tell you otherwise.
- 5 If you try to make a payment out of your account (for example, by card, Direct Debit or cheque) for which you do not have available funds, we will treat this as a request for an **'Unplanned Overdraft'**, or for an increase in your Unplanned Overdraft if you already have one, and will consider whether we agree to your request taking into account your personal circumstances. We will not be liable to you if we do not agree to give you an Unplanned Overdraft or increased Unplanned Overdraft.
- 6 When your account goes into Unplanned Overdraft (but not when we increase one you already have), we will write to tell you we have agreed to it and our charges for considering and agreeing to your request, but we will ignore any Unplanned Overdrafts which are repaid by the end of the day. We only provide Unplanned Overdrafts for a limited period and we will write to tell you when you must repay one. Your Unplanned Overdraft will in any case end as soon as you have available funds again in your account (but this does not stop you requesting a new Unplanned Overdraft in future).
- 7 The amount you have to pay for an overdraft depends on whether it is a Planned Overdraft or an Unplanned Overdraft. The interest rates and charges that apply are set out in our banking charges and interest rates guides, in branches and on our website.
- 8 Where you do not have available funds to make a payment and we do not agree to your request for an Unplanned Overdraft or increased Unplanned Overdraft, you will not be able to make that payment. We will write to tell you we have declined your request, and our charges for considering the request, dealing with the other bank and telling you about this service.

## How to contact us

- Visit us at [www.lloydstsb-offshore.com](http://www.lloydstsb-offshore.com)
- Go to any Lloyds TSB branch
- Call Offshore PhoneBank on **08457 449900**  
(+44 8705 449900 from overseas)

Current legislation states that most banking services in the UK and Isle of Man are exempt from VAT. At this present time VAT is not levied in Jersey or Guernsey. If this should change we reserve the right to add VAT at the appropriate rate to these charges.

Please contact us if you'd like a copy of this guide in Braille, large print or audio tape.

How much we lend is subject to our assessment of your personal circumstances. Overdrafts are repayable in full on demand.

Lending is at the Bank's discretion and you must be over 18 to apply. Security may be required.

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

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The Guernsey branch of Lloyds TSB Offshore Limited is licensed to conduct banking, investment and insurance 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. PO Box 53, 1 Smith Street, St Peter Port, Guernsey, GY1 4BD.

The Isle of Man branch of Lloyds TSB Offshore Limited is licensed by the Isle of Man Financial Supervision Commission to conduct banking and investment business and is registered with the Insurance and Pensions Authority in respect of General Business. PO Box 111, Peveril Buildings, Peveril Square, Douglas, Isle of Man IM99 1JJ.

Lloyds TSB Bank plc Registered office: 25 Gresham Street, London EC2V 7HN, Registered in England and Wales no. 2065. We are members of the Financial Services Compensation Scheme and the Financial Ombudsman Service.

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

