

WorldWide Service

# Banking charges.

Everything you need to know in one guide.

Applicable from 1 November 2009.





# Your guide to our charges

This guide tells you everything you need to know about the fees and charges that apply to your account. It also tells you by what time we need to receive your instructions if you want us to make different types of payments on your behalf. You might find it helpful to keep this guide with your bank statements and use it to plan ahead and avoid unnecessary charges.

Unless you pay a monthly fee for an account with added benefits, we won't normally charge you for everyday banking – providing your account is in credit. There are some times, like using a Planned Overdraft or your cards abroad where there may be charges. This guide will tell you exactly what charges apply, how they 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 our fees that are to your disadvantage, we'll let you know what our new charges are. You can check our up-to-date charges at [www.lloydstsb-offshore.com/www](http://www.lloydstsb-offshore.com/www).

## 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 10th of each month to the 9th 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 +44 (0) 20 7839 2099.

There are some charges that are made at the time we provide you with the service. Other charges, such as 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 part way through your billing period, you'll only pay for the time you've actually had it.

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## Account charges

To check what type of account you have please see your statement, or call us on +44 (0) 20 7839 2099.

Account	Monthly fee	Main benefits
WWS Cheque Account	£6	An account that gives you everyday banking plus: <ul style="list-style-type: none"> <li>• £30 interest free Planned Overdraft (subject to application and approval)</li> <li>• AIRMILES Travel Service</li> <li>• A range of discounts</li> </ul>
WWS Executive Gold Account	£10	An account that gives you everyday banking plus: <ul style="list-style-type: none"> <li>• £100 interest free Planned Overdraft (subject to application and approval)</li> <li>• AIRMILES Travel Service</li> <li>• A range of discounts</li> </ul> If your account is £2,500 or more in credit for a whole charging cycle you won't have to pay the £10 monthly fee
WWS Executive Platinum Account (No longer available, but existing accounts remain valid.)	£12	An account that gives you everyday banking plus: <ul style="list-style-type: none"> <li>• £250 interest free Planned Overdraft (subject to application and approval)</li> <li>• AIRMILES Travel Service</li> <li>• Travel Insurance</li> <li>• Sentinel Card Protection</li> <li>• AA Breakdown Cover</li> </ul> If your account is £5,000 or more in credit for a whole charging cycle you won't have to pay the £12 monthly fee
WWS Instant Access Account (includes former WWS 90 Day Account.)	No fee	<ul style="list-style-type: none"> <li>• Save from as little as £1</li> <li>• Instant access</li> <li>• Interest paid monthly (or annually for former WWS 90 Day Account customers)</li> </ul>
WWS Executive Platinum Savings Account (Available to WWS Executive Platinum Account customers only.)	No fee	<ul style="list-style-type: none"> <li>• Save from as little as £250</li> <li>• Instant access</li> <li>• An introductory bonus available for the first 12 months</li> </ul>
WWS Gold Savings Account	No fee	<ul style="list-style-type: none"> <li>• Save from £2,500</li> <li>• Instant access</li> <li>• Quarterly or annual interest options available</li> </ul>
WWS Executive Gold Savings Account (Available to WWS Executive Gold Account customers only.)	No fee	<ul style="list-style-type: none"> <li>• Save from £10,000</li> <li>• Instant access</li> <li>• Monthly or annual interest options available</li> </ul>

If you would like to find out full details about your account benefits and how to make the most of them please get in touch with us.

## Interest rates

You can find details of your interest rate by calling +44 (0) 20 7839 2099 and requesting WWS Interest Rates (OB656A). Alternatively you can visit [www.lloydstsb-offshore.com/wws](http://www.lloydstsb-offshore.com/wws).

If in the future we need to make any changes to your account's interest rates and charges that are to your disadvantage we will write to you telling you of the changes at least two months in advance.

If we change our interest rates in your favour we will make the change and tell you afterwards by writing to you or publishing it in newspapers, branches, on our website or through Offshore PhoneBank.

## Borrowing from us

An overdraft is where as part of our overall service, we are willing to lend you money through your account with us. 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 us to increase an existing Planned Overdraft limit at any time. You must be 18 or older to have an overdraft.

How much we lend you 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 money 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 normally be charged in either case.

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

## Overdraft fees

We will not charge you fees for setting up a Planned Overdraft, but if we agree to your request for an Unplanned Overdraft we will charge you the following fees:

Fee	Unplanned Overdraft fees - Amount	Unplanned Overdraft fees - 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	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. <b>We will charge you a maximum of 10 daily fees in a monthly billing period.</b>

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).

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 using an Unplanned Overdraft. You can do this by calling +44 (0) 20 7839 2099 or visiting your local Lloyds TSB branch.

### Interest payable on overdrafts

The same rate of interest is currently payable for both Planned Overdrafts and Unplanned Overdrafts. The rate you pay will depend on the type of account you have. For details of our interests rates call +44 (0) 20 7839 2099 or visit [www.lloydstsb-offshore.com/wws](http://www.lloydstsb-offshore.com/wws).

### 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:

#### Returned item fee

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

### Avoiding overdraft charges

If your account goes over its limit, you'll have until 3.30pm (UK time) that day to pay in enough money or arrange a Planned Overdraft to cover all your payments. If you do, you won't pay a penny in overdraft fees.

The money that you pay in must be available to use immediately. For example, by paying in cash at any branch or transferring money from another personal account you hold with us using Internet Banking or Offshore PhoneBank.

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

- At any Lloyds TSB branch
- At any Cashpoint®
- Through Telephone Banking on 0845 850 0111 or +44 (0) 1539 736 668 from outside the UK
- Online at [www.lloydstsb-offshore.com/wws](http://www.lloydstsb-offshore.com/wws)

To help you even more, we have introduced a buffer zone for all customers who have arranged a Planned Overdraft. This means if you have a Planned Overdraft and you go over your limit we will not charge you for the Unplanned Overdraft providing it is within your account's buffer zone.

Account	Buffer zone
WWS Cheque Account	£10
WWS Executive Gold Account	£20
WWS Executive Platinum Account (No longer available, but existing accounts remain valid.)	£50

If you go over your account's buffer zone we will charge you the 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).

## Cashpoint® and Debit card charges

When you take out cash	Charges
From Lloyds TSB Cashpoint® machines	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 that 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	No handling fee.
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 that 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. This also applies to internet and home shopping transactions that are made in the UK in currencies other than sterling. This charge is waived for WWS Platinum and Gold customers.

## Other Services

Services	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 'expressed cleared'	£10
Returned cheque – if a cheque you pay into your account is returned to us unpaid by another bank or branch	No fee
Statements – We will send you regular account statements which are free of charge	No fee
Duplicate statements	£5 for each page (max £10 per request)
Banker's draft/cheque (sterling)	£10
Advising receipt of credits	£5 per credit
CHAPS Payment – when you transfer cleared money to accounts held at any other bank on the same day, to arrive the same day.	£20 £25 if advice is given to the person you are paying when the payment reaches their bank.

We make an additional charge for excessive requests (such as for many duplicate statements) and requests other than those outlined in the table.

Any extra work undertaken in connection with any service may be charged at an hourly rate of £25 pro rata (minimum £15).

International payments and deposits	Charges
Standard International Moneytransfer (Non-urgent payments)	25p per £100 (min £13, max £40)
Express International Moneytransfer (Payments requiring urgent treatment)	25p per £100 (min £19, max £46)
Euro Moneytransfer	25p per £100 (min £16, max £40)
Regular payments by Standing Order	No additional charge over those stated above
International Drafts payable abroad	£15 (plus registration fee if posted)
Electronic payments received from abroad	Up to and including £100: £2 over £100: £7

<b>Bills and cheques payable abroad or in foreign currency</b>	<b>Charges</b>
Outward collection Clean bills and cheques (including dividend warrants)	25p per £100; min £15 max £80 (reduced to £5 for cheques and dividend warrants up to £100)
Negotiations of bills and cheques (including dividend warrants)	Up to £100; £5 over £100; 25p per £100 min £8 max £80
Cheques payable in a different currency from the country upon which the cheque is drawn	As above, but min £15 per cheque
Charge for cheques sent for negotiation are later returned unpaid	£5

### Cheque clearing process

Cheques go through a clearing process so that 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 UK bank:

- You will see it on your balance the same day we credit it to your account.
- We begin paying interest or reducing any overdraft interest you pay a maximum of two working days after the day a cheque has been paid in (for example paid in Monday, interest Wednesday).
- No more than four working days after the cheque is paid in, the money is available for you to use (for example, paid in Monday, available Friday) although we can still take the money from your account if the cheque is returned unpaid, even if it puts you into overdraft.
- But an unpaid cheque cannot be taken from your account after the end of the sixth working day (for example, paid in Monday, cannot be taken after the following Tuesday)

If you receive a cheque drawn on an account overseas, there are two methods by which we can ensure the funds are cleared and reach your account:

### Cheque collection

We accept the cheque and obtain clearance by sending it to the paying bank overseas and collecting the cleared funds. We cannot credit your account until we have received the money from them, which can take from a few days to over a month depending on the bank and country involved. Banks overseas usually make a charge for collecting cheques and this will be passed on to you in addition to our own charges.

### Cheque negotiation

This service is available subject to status. If you receive a cheque from overseas, wherever possible we can buy it from you and credit the proceeds to your sterling account immediately, or to a currency account after approximately 4-8 working days. We do, however, retain the right to debit your account should the cheque subsequently be returned unpaid, using the rate of exchange prevailing when we are advised of non-payment. We are able to negotiate cheques payable in most currencies and in most countries of the world.

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

### Processing times

We can process payment instructions, providing we have all the necessary details, on the working day that we receive them. To do this we must receive your payment instruction before the "cut-off" time shown on the table below.

Payment type	Process cut-off time
<b>CHAPS</b>	
Relationship Manager	3pm (UK time)
Branch	3pm (UK time)
PhoneBank	2.30pm (UK time)
Internet Banking	3pm (UK time)
<b>INTERNATIONAL MONEY TRANSFERS (IMT) – FOR ALL CURRENCIES</b>	
Relationship Manager	2pm (UK time)
Branch	2pm (UK time)
PhoneBank	2pm (UK time)
Internet Banking	2pm (UK time)
<b>ACCOUNT TRANSFER – CROSS CURRENCY</b>	
Relationship Manager	3pm (UK time)
Branch	3pm (UK time)
PhoneBank	2.30pm (UK time)
Internet Banking	3pm (UK time)
<b>ACCOUNT TRANSFER – SAME CURRENCY</b>	
Relationship Manager	3pm (UK time)
Branch	3pm (UK time)
PhoneBank	2.30pm (UK time)
Internet Banking	4pm (UK time)

You can make a payment by our PhoneBank and Internet Banking services at anytime, but if your payment is made after the cut-off time then we will make it the next working day.

## Voicing any concerns

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' (OB905).

### **Contact us**

Address: WorldWide Service, Lloyds TSB Bank plc, 8 Waterloo Place, London SW1Y 4BE

Tel: 08457 301 996 or +44 (0)20 7839 2099 from outside the UK

Email: [worldwideservice@lloydstsb.co.uk](mailto:worldwideservice@lloydstsb.co.uk)

Please contact us if you'd like this in Braille, large print or on audio tape.

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Authorised and regulated by the Financial Services Authority. We are members of The Financial Services Compensation Scheme and the Financial Ombudsman Scheme.

When you speak to us on the phone some calls may be monitored or recorded in case we need to check we have carried out your instructions correctly and to help improve our quality of service. We accept calls made through RNID Typetalk.

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

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