Changing your home address

Your account name(s)

If you are changing your name, please call at any branch and take with you the documents you had to obtain to make this change (e.g. marriage certificate).

Your new address

Postcode

If you want us to contact you by post at another address for this account or any other accounts, please indicate below.

Please detach and return to the address shown overleaf

Your account telephone numbers and codes

Home

Work

Mobile

Date change of details will take effect from

If your account/one of your accounts is joint, is this also the address of the other person? If yes, and the other person has an account in their sole name, this notification will change their records unless we are notified otherwise.

No / Yes /

Your signature(s)

Date

Find out more

If you are a personal customer you can access your account details by logging on to our Internet banking service or calling Phonebank *Express*. To register and find out more about Internet banking, please visit us at **www.lloydstsb.com.** To register or use Phonebank Express please call **0800 015 0169.** Alternatively you may register by completing a form in your local branch.

In addition, if you are one of our Select, Gold Service, Platinum or Premier customers, you can use Phonebank, our 24 hour live operator service. You will need to be registered prior to using Phonebank. You may do this by calling **0800 056 0060** or by completing a form in your local branch. To use Phonebank please call **0800 056 0030**.

If you are a business customer you can use Online for Business, our Internet banking service, for business customers. Visit us at **www.lloydstsb.com/success4business** to find out more.

Details of products offered in the Channel Islands, the Isle of Man and by Worldwide Service are available on the Offshore Banking website **www.lloydstsb-offshore.com** or by calling Offshore Phonebank on **0870 525 8079**. Personal customers can access their offshore account online.

Interest rates

Changes to our interest rates are displayed in all branches and advertised in selected national newspapers. For details of our current interest rates please visit www.lloydstsb.com or call our interest rate line on **0845 300 0032** 8am-9pm and 9am-5pm weekdays and weekends respectively, or, textphone **0800 056 7611.**

Details of our business interest rates and services are available at **www.lloydstsb.com/success4business.**

Transactions abroad

There is a 2.75% foreign exchange administration fee for every overseas transaction and an additional 1.5% charge (minimum £1.50) for cash withdrawals.

Lost or stolen cards and cheque books

If at anytime you believe your cards or PINs may have been stolen please notify us immediately by calling **0800 096 9779.** If you are outside the UK please call **+44 1702 278 270.**

If you think your chequebook has been lost or stolen, please contact us on the telephone number that appears on the front of your statement as soon as possible.

Checking your statement

Please read through the entries on your statement. If you believe something is incorrect, please contact us straightaway on the telephone number that appears on the front of your statement, and we will check it for you.

Security

Please keep your statements in a safe place, as there is a charge levied for the production of duplicate statements. For further information, please contact us on the telephone number that appears on the front of your statement.
Please take extreme care when disposing of any of your bank statements, as your statement contains confidential information you would not wish to fall into the wrong hands.

When using your card at an ATM be aware of people around you. Be alert for fraudsters who may try to distract you and steal your card and make sure no one sees you enter your PIN. Never tell anyone your PIN, including bank staff or the police

Helping you further

We're here to help. If you are experiencing financial difficulties or require further information on any of our products or services please do not hesitate to contact us, where a member of staff will be happy to help. Please call the number on the front of your statement or visit one of our branches.
Information on our products and services may also be found online at **www.lloydstsb.com.**

Marketing Information

While we like to keep you informed of new products and services we appreciate that some customers may prefer not to receive such literature. To opt out of future mailings please write or call in to your local branch and let us know.

Please contact us if you'd like this in Braille or large print.

Textphone service for Hearing Impaired Customers is available on **0800 056 7611.**
Lloyds TSB also accepts telephone calls via BT Typetalk.