



Lloyds TSB | Corporate Markets

Supporting your day-to-day banking

The service directory



Welcome

We deliver market leading service through our dedicated team in Gillingham who, with knowledge and expertise, specialise in meeting the needs of our largest corporate customers.

Our delivery processes are registered to the quality standard ISO 9001:2008.

Corporate Banking Account Services

First point of contact for day-to-day banking issues.

For example: statements, all payments queries, account queries, status enquiries, mandate queries, and security queries.

0870 90 20 500

Fast dial 31 for Helpdesk or refer to SERVICES on pages 3-4

LloydsLink online Helpdesk

First point of contact for LloydsLink online technical issues.

For example: password resets, payment confirmation, registration, sign-on issues, upgrades and any other online system queries.

(Please have your 7 digit ID to hand)

0870 010 0581

Option 1 password resets or forgotten details

Option 2 registration queries or setting up users

Option 3 E-banking queries or code authenticator services

Option 4 Error messages or systems issues

Option 5 Payment confirmation or any other queries

Lloydslink online smartcards 020 7463 1261

Lloydslink online adding accounts 020 7463 1261

Lloydslink online technical Helpdesk 0870 900 2070

LloydsLink dial-up Helpdesk

First point of contact for LloydsLink dial-up issues.

For example: password resets, confirm receipt of payment batches, technical issues, software issues, smartcard queries, adding account queries.

0870 90 20 500 (Opt 1)

Fast dial facsimile (Prefix 020 7775)

Option 1 Technical Issues

Option 2 LloydsLink payments issues

Outward payments	323	2430
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Payments already sent	323	2701
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Option 3 LloydsLink charges

Option 4 All other enquiries (Andover)

Corporate Banking Account Services Number Directory

Services

0870 90 20 500

Please dial the above number for all departments, and when prompted, enter one of the following FastDial numbers.

Product/Service	FastDial	Facsimile (Prefix 020 7775)
Account Maintenance	34	2401
Audit Letters	7535	2537
Balances	34	2642
Cashing Arrangements	34	2693
CHAPS Payments inwards	31	2701
CHAPS Payments outwards (instructions)	323	2430
Charges, Account	333	2505
Charges, Foreign Payments	323	2430
Cheque & Credit Books	34	2401
Documentary Credits, Imports – Imp 3 ref	7336	2915
Drafts, Foreign, Queries	323	2701
Faster Payments	31	2426
Foreign Currency Ordering	34	2693
Foreign Exchange	7655	2702
Forward Contract, Settlements & Confirmations	7655	2702
Forward Contract, Deliveries	7655	2702
Funds Positioning, Currency	7655	2702
Helpdesk, General Queries	31	2642
Inter Account Transfers, Sterling	7461	2430
Inter Account Transfers, Same Currency	7461	2430
Inward Payments, Sterling Accounts	31	2430
Inward Payments, Currency Accounts	323	2701
Mandates, Signing Instructions	34	2566
Open Credits, Encashment Facilities	34	2693
Outward Payments, Helpdesk	323	2701
Outward Payments, Instructions	323	2430
Returned Cheques Inward	7462	2615
Statements, Queries on Entries [†]	31	2642
Status Enquiries	34	2693
Stopped Cheques	31	2640/2870

Product/Service	FastDial	Facsimile
Direct Debits	324	01634 642570
Foreign Cheques for Negotiations	21	0121 625 6675
Periodic Payments, S/Os and D/Ds	324	01634 642570
Standing Orders	324	01634 642570

Direct Dial

Product/Service	Direct Dial	Facsimile
BACS Recalls	020 7775 2605/2649	01634 871346
Documentary Credits, Exports	020 7775 2920	020 7775 2915
Documentary Credits, Imports – Imp 7 ref	0121 695 6861	0121 625 5763
Guarantees	020 7775 2942	020 7775 2906
Head Office Collection Accounts	020 7775 2636	020 7775 2426
Inter Account Transfer, Different Currency	020 7050 6018	020 7158 3260
Letters of Credit, Export	020 7775 2920	020 7775 2915

Please have your service user number ready.

Product/Service	Option
BACS payment queries	1
BACS registration	2

0870 90 20 500

Reference code	Description	FastDial	Facsimile (Prefix 020 7775)
CALL	Early Warning of Return Cheque	7700	2615
CCF	Currency Credit Interest	333	2505
DDCALL	Early Warning of Return Direct Debit	7700	2615
F/FLOW (Credit)	Inward CHAPS Payment	34	2642
F/FLOW (Debit)	Outward CHAPS Payment	323	2701
FT	International Payment	34	2701
G... /.	Guarantee	241	2906
IMP3	Import Credit	7336	2915
RDD	Returned Direct Debit	7700	2615
RET	Returned Cheque	7700	2615
Reference code	Description	FastDial	Facsimile
NCA	Negotiated Cheque (other than Dollar)	21	0121 625 6675
YCA	Negotiated Cheque (Dollar only)	21	0121 625 6675

Direct Dial

Reference code	Description	Direct Dial	Facsimile
IMP7	Import Credit	0121 695 6861	0121 625 5763
XCT, XRY and XNY	Export Credits	020 7775 2920	

Customer Support Team

01634 643191

If you have any concerns with the level of service provided, please call Gillingham Customer Support.

[†] Queries on statement entries

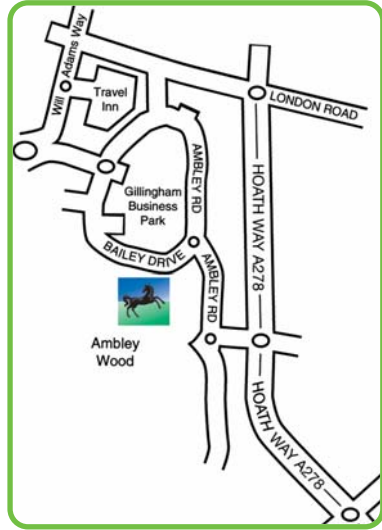
If there is a reference code, see table above; for items where you have a query, please use the number shown. If no code, or a different code is shown, please use FastDial 31.

Contact Us

Lloyds TSB Bank plc
Corporate Banking Account Services
PO Box 72
Bailey Drive
Gillingham Business Park
GILLINGHAM
Kent ME8 0LS

How to find us

Leave M2 at Junction 4 and proceed along A278. Go straight across the first roundabout and at the second roundabout turn left and then right at the next roundabout into Ambley Road. The Business Park is clearly signposted. At the next roundabout, turn left into Bailey Drive. Our office is on the left hand side after the Campus Way turning.



For more information phone our
customer service team on:

0870 90 20 500

FastDial 34

www.lloydstsb.com/corporatemarkets

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



We accept calls made through RNID Typetalk.

0870 numbers: Daytime calls cost up to 8p plus 6p per minute from BT lines Monday-Friday. Mobile and other providers' charges may vary. We may monitor or record calls with you in case we need to check we have carried out your instructions correctly and to help improve our quality of service.

Lloyds TSB Corporate Markets is a trading name of Lloyds TSB Bank plc and Lloyds TSB Scotland 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 and signatories to the Banking Codes.

Issue date: March 2009.

