

Lloyds Online Trade Services (LOTS)

Changes to the platform

We recognise the continued importance of easy access to trade products and services in enabling you to secure new business, meet contractual obligations and mitigate risk with new and existing clients.

That's why we are investing in further improvements to our digital trade platform, Lloyds Online Trade Services (LOTS).

What are the changes?

The changes are made up of two aspects:

- The annual technical changes required to ensure that LOTS continues to comply with Swift standards.
- The introduction of a new homepage, improved navigational options and improved features, including:
 - Homepage personalisation
 - Improved calendar functionality
 - Enhanced report design
 - Simplified method of viewing documents
 - New batch deletion options

Recent changes

To see an overview of the recent changes, please scan or click on this Quick Reference code.



When will the changes happen?

We are making the changes over the weekend of the 18th and 19th November 2023. You'll be able to see the changes and use the new functionality from Monday 20th November 2023.

Further information and support

- We'll provide updates on changes in the 'News' section of the LOTS homepage.
- The LOTS User Guide will be updated to reflect the changes.
- You can contact our dedicated Trade Helpdesk by calling us on **0345 835 5722** or by emailing TradeFinance@lloydsbanking.com

Why choose Lloyds Bank?

- Dedicated trade specialists are on hand to discuss your trade requirements and to work with you to help shape solutions that are right for your business.
- All processing of trade transactions is undertaken in the UK at our dedicated Trade Operations centre by knowledgeable trade specialists.
- As an institution with over 250 years of history, we have a strong and extensive network of financial institutions in more than 130 countries to support with Trade needs.
- LOTS is available free of charge, enabling the easy submission and management of Trade transactions.

Our ongoing digital strategy and award winning paperless trade initiatives mean we are at the forefront of industry changes. If you are interested in finding out more around our digital capabilities please contact us at: workingcapitalinnovation@lloydsbanking.com.



LLOYDS BANK



Go to lloydsbanktradeservices.com

Please contact us if you would like this information in an alternative format, such as Braille, large print or audio.

If you have a hearing or speech impairment you can use Relay UK. More information on the Relay UK Service can be found at: relayuk.bt.com

Our service promise



If you experience a problem, we will always try to resolve it as quickly as possible. Please bring it to the attention of any member of staff. Our complaints procedures are published on our 'Help & Support pages' at: lloydsbank.com/business/help-and-support/account-management/make-a-complaint

Important information



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