

Additional Conditions: Club Lloyds Silver and Club Lloyds Platinum Accounts

Effective from 13 December 2023

These conditions apply to Club Lloyds Silver and Club Lloyds Platinum Accounts. They tell you when you may get a discount on your monthly maintaining the account fee. Please read them carefully. Keep them so you can refer to them. They are part of your agreement with us. They apply as well as your Lloyds Bank Personal Banking Terms and Conditions. If these conditions differ from the Lloyds Bank Personal Banking Terms and Conditions, these conditions apply. Ask us if you want to check anything. These conditions apply while you have a Club Lloyds Silver or Club Lloyds Platinum Account.

What is the discount?

For any month you qualify:

- you'll get a £2 discount if you have a Club Lloyds Silver Account; or
- you'll get a £5 discount if you have a Club Lloyds Platinum Account

How do you get the discount?

You need to meet either the bank account condition or the savings condition to get the discount the next month.

The bank account condition:

- pay £4,300 or more during the month into a Club Lloyds Silver or Club Lloyds Platinum Account you hold in your name only. Or pay £5,500 or more during the month into a Club Lloyds Silver or Club Lloyds Platinum Account you hold jointly
- the only payments into your account which don't count when we check if you have met the bank account condition are:
 1. money paid back to your Club Lloyds Silver or Club Lloyds Platinum Account, e.g. a debit card transaction refund
 2. any money sent to your Club Lloyds Silver or Club Lloyds Platinum Account from Lloyds Bank branded accounts which you hold jointly or in your name only
 3. any money paid in to your Club Lloyds Silver or Club Lloyds Platinum Account which is a personal loan from Lloyds Bank, Halifax, Bank of Scotland or MBNA.



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The savings condition:

- have savings of £75,000 or more in any UK Lloyds Bank branded personal bank or savings accounts;
- these can be in more than one account;
- the £75,000 must be held for the whole month;
- for a Club Lloyds Silver or Club Lloyds Platinum Account in your name only, these savings can be in accounts in joint names or in your name only. For joint Club Lloyds Silver or Club Lloyds Platinum accounts, these savings can only be in accounts in the same joint names;
- if you have a Club Lloyds Silver or Club Lloyds Platinum Account in your name only and change it to a joint account, the £75,000 will need to be in accounts in the same joint names as your Club Lloyds Platinum or Club Lloyds Silver Account for the whole month to qualify;
- if your savings fall below £75,000:
 1. on any working day, you have until midnight on that day to top it back up. If you do not top it back up, you will not qualify for that month;
 2. on a non-working day, top ups on those days will not count and you will not qualify for that month
- these accounts will not count when we check if you have met the savings condition:
 - Stocks and Shares ISAs, currency accounts or other investment accounts;
 - any non-personal account e.g. an account for clubs, charities or a business account;
 - a children's account e.g. a Smart Start, Junior Cash ISA or a Child Saver account;
 - accounts with Scottish Widows Bank;
 - accounts provided by Lloyds Bank Corporate Markets plc including International and Island accounts;
 - Under 19s, Student and Graduate Current Accounts

Things to note

In these conditions:

- “month” is a calendar month;
- “working day” is any day that falls on a Monday to a Friday except days that are English bank holidays;
- “non-working day” is any day that is a Saturday, Sunday or an English bank holiday

We check if you qualify each month. We do this by looking to see if you met either the bank account or the savings condition the month before. When we do this, we won't count money paid in on non-working days until the next working day. This means to qualify for the bank account condition in a month you need to make sure you pay in the required amount during that month, avoiding any non-working days which fall at the end of a month. It also means that you will not get the discount if your savings fall below £75,000 on non-working days.

We will only apply one discount payment if you have a joint account and you both qualify in a month.

You only qualify for a discount for months where you have a Club Lloyds Silver or Club Lloyds Platinum Account for the whole month and pay the full monthly maintaining the account fee for those months.

You will only receive the discount payment into your Club Lloyds Silver or Club Lloyds Platinum Account. You will receive this in the same month that we check if you qualify.

Club Lloyds: As you have a Club Lloyds Platinum or Club Lloyds Silver Account, if you pay in £2,000 or more into your account each month, you won't be charged the Club Lloyds fee. When you meet the bank account condition for any month, the Club Lloyds fee won't be charged and you do **not** need to pay an **additional** £2,000 or more into your account.

You won't qualify for the discount payment if when we check:

- you have not paid the full monthly maintaining the account fee for the previous month;
- we reasonably think there is illegal or fraudulent activity relating to the account;
- you no longer have a Club Lloyds Silver or Club Lloyds Platinum Account;
- you have changed to a different account. This includes if you have changed from a Club Lloyds Silver to a Club Lloyds Platinum Account, or from a Club Lloyds Platinum to a Club Lloyds Silver Account;
- we are unable to pay this due to law or regulation

How can these Conditions be changed?

We may end or change these conditions at any time. Our Lloyds Bank Personal Banking Terms and Conditions explain when and how we can do this.

Here are some examples:

You already have a Club Lloyds Silver or Club Lloyds Platinum Account:

Month	Action
Month 1	<ul style="list-style-type: none">You have an account in your name only and you pay £4,300 into your Club Lloyds Silver or Club Lloyds Platinum Account
Month 2	<ul style="list-style-type: none">On the first working day you pay the full monthly maintaining the account fee for month 1We review payments into your account in month 1 to see if you qualify for a discountAs you have qualified by meeting the bank account condition, you get a discount before the end of month 2

Month	Action
Month 1	<ul style="list-style-type: none">You hold £75,000 for the whole month in qualifying Lloyds Bank branded bank or savings accounts which are in the same names as your joint Club Lloyds Silver or Club Lloyds Platinum Account
Month 2	<ul style="list-style-type: none">On the first working day you pay the full monthly maintaining the account fee for month 1We review your savings in month 1 to see if you qualify for a discountAs you have qualified by meeting the savings condition, you get a discount before the end of month 2

You open a new Club Lloyds Silver or Club Lloyds Platinum Account:

Month	Action
Month 1	<ul style="list-style-type: none">You open a Club Lloyds Silver or Club Lloyds Platinum Account
Month 2	<ul style="list-style-type: none">On the first working day you only pay the monthly maintaining the account fee for the length of time the account was open for in month 1We review payments into your account in month 1 to see if you qualify for a discountYou don't qualify as you didn't pay the full monthly maintaining the account fee. This was because the account wasn't open for the full monthYou pay in £4,300 if you have an account in your name only or £5,500 if you have a joint Club Lloyds Silver or Club Lloyds Platinum Account
Month 3	<ul style="list-style-type: none">On the first working day you pay the full monthly maintaining the account fee for month 2We review payments into your account in month 2 to see if you qualify for a discountAs you have qualified by meeting the bank account condition, you get a discount before the end of month 3

Month	Action
Month 1	<ul style="list-style-type: none">You open a Club Lloyds Silver or Club Lloyds Platinum Account in your name only
Month 2	<ul style="list-style-type: none">On the first working day you only pay the monthly maintaining the account fee for the length of time the account was open for in month 1We check month 1 to see if you qualify for a discountYou don't qualify as you didn't pay the full monthly maintaining the account fee. This was because the account wasn't open for the full monthYou have £75,000 in qualifying Lloyds Bank branded bank or savings accounts. You have these jointly with someone else or in your name only. On one Saturday during the month, you took out money from your bank or savings account and the balance fell below £75,000
Month 3	<ul style="list-style-type: none">On the first working day you are charged the full monthly maintaining the account fee for month 2We review your savings in month 2 to see if you qualify for a discountAs balances fell below £75,000 in month 2, you didn't meet the savings conditionyou do not receive a discount



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Call us on **0345 300 0000**



Visit your local branch

If you want to make a complaint, visit a branch or learn more online at: lloydsbank.com/contact-us/how-to-complain

To speak to us, call: **0800 072 3572**
(+44 173 346 2267 outside the UK).

Adviser service: 24/7.

You can also write to: Lloyds Bank Customer Services, BX1 1LT

We'll confirm who will be dealing with your complaint. If we can't resolve things immediately, we'll let you know what the next steps are. Provided you've tried to resolve things with us first, if you're still unhappy, you can ask the Financial Ombudsman Service to help. We can provide information on how to do this if you need it.

Calls and online sessions may be monitored and recorded. Not all Telephone Banking services are available 24 hours a day, seven days a week.

Eligible deposits with us are protected by the Financial Services Compensation Scheme: lloydsbank.com/legal/financial-services-compensation-scheme We are also covered by the Financial Ombudsman Service.

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