
REGISTERING FOR INTERNET BANKING

A quick and easy guide



LLOYDS BANK

WHY REGISTER?

24
7

CONVENIENCE

Manage your money
online 24/7 anywhere
in the world



SAVE TIME

Quick and easy
to track and manage
your account



SECURITY

Multiple security
features to help
protect you from fraud

WHICH SERVICE DO YOU NEED?

We offer two separate Internet Banking services for our international clients – Sterling Internet Banking and Currency Internet Banking. Each service has a separate log in and registration process. Read the information below to decide which of the services you need, whether it's one or both of them.



STERLING INTERNET BANKING

This is used for:

- International current accounts (Sterling only)
 - Worldwide Services accounts in Sterling:
 - Cheque account
 - Executive Gold, Platinum accounts
 - Instant Access accounts
 - International Savings Account
 - International Regular Saver Account
 - Islands Current & Savings Accounts
- Premier International Current Account (Sterling Only)



CURRENCY INTERNET BANKING

This is used for:

- Euro & US Dollar International current accounts
- Euro & US Dollar Premier International Current Accounts
 - International Bonus Saver
 - International Incentive Saver
 - Fixed Term and Structured Deposit
- Money Market Call Account (including Islands)
- Worldwide Service Accounts in currencies other than Sterling
- Lifestyle & Relative Return Strategy Portfolios (for Private Banking)

ADDITIONAL FUNCTIONALITY

Our Sterling Internet Banking and Currency Internet Banking services offer a range of different ways to manage your money. Here are some of the key features of each service.



STERLING INTERNET BANKING

- View your balances, recent and pending transactions
- Transfer up to a maximum of £25,000 per day to someone else
- Unlimited transfers between your own accounts held within Lloyds Bank
 - Pay UK bills such as credit card and utility bills
 - Set up, amend or cancel standing orders
 - View and cancel direct debits
 - Manage paper statements

MOBILE BANKING ON YOUR SMART PHONE AND TABLET

- Add travel flags
- Report a card lost or stolen
 - SMS alerts
- Personalise your username/login details



CURRENCY INTERNET BANKING

MANAGING YOUR MONEY ONLINE

- View your balances and recent transactions
- View and manage your statements: switch paper statements on/off for most accounts
 - Transfer money between your accounts
- Make FREE international payments – we won't charge you, but some recipient and corresponding banks abroad may charge a fee for receiving payments
- Send up to £30,000 a day to almost anywhere in the world (£10,000 limit per payment)
 - Set up, amend or cancel standing orders
 - Request a banker's draft.

MANAGE YOUR INTERNET BANKING SERVICE

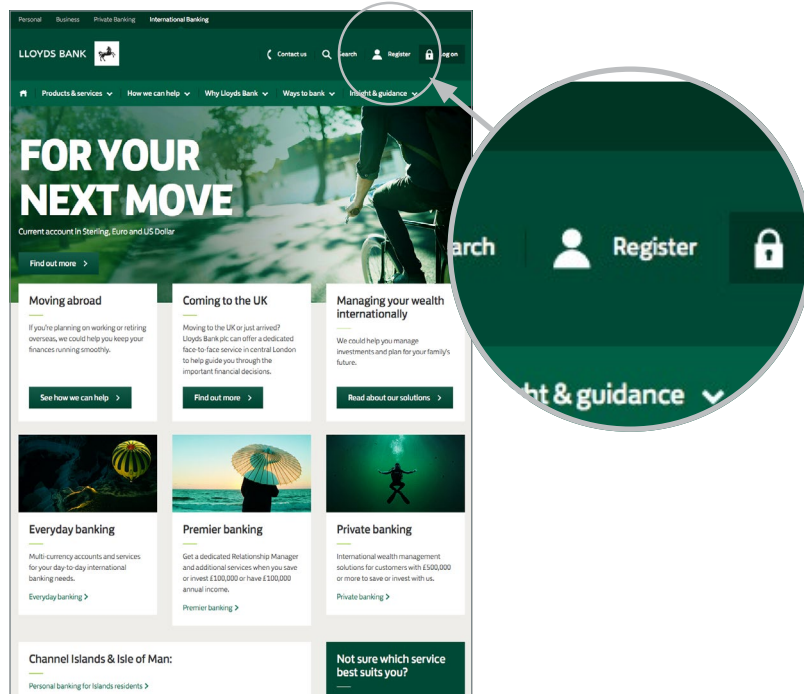
- Update your email address and telephone numbers
 - Request a change of address online
- Re-set your password and memorable name online
 - Retrieve your User ID online.

GOING ONLINE TO REGISTER

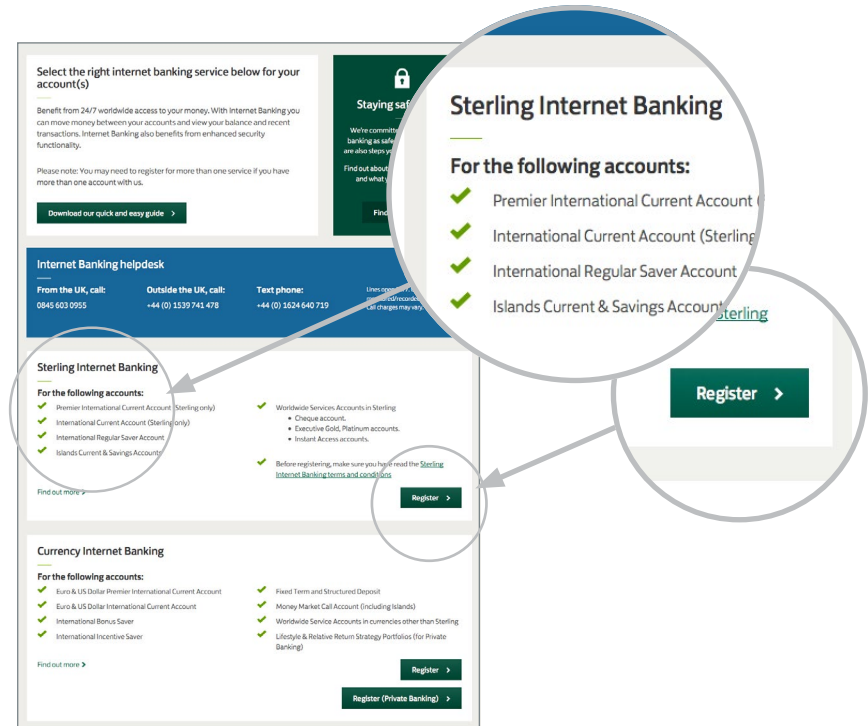
We recommend you register for Offshore PhoneBank before registering for Internet Banking as certain transactional features require you to be PhoneBank registered. Please call us on **+44 (0) 1539 736 626**.

Once you have chosen your appropriate Internet Banking service, you need to go to the correct online registration form. **To do this, follow the steps here.**

1 Click **REGISTER** from virtually any page at international.lloydsbank.com/internet-banking/



2 Find the service you want on the Internet Banking page and click **REGISTER**



FILLING IN THE ONLINE REGISTRATION FORM

You now need to fill in the registration form on screen. The Sterling Internet Banking form and Currency Internet Banking forms are different, so please follow the correct instructions for each of them.



STERLING INTERNET BANKING

Overview +

How to register -

Step 1: Is Sterling Internet Banking the right service for me?

Check if your account is listed below:

- Premier International Current Account (Sterling only)
- International Current Account (Sterling only)
- International Savings Account.
- WorldWide Services accounts in Sterling:
 - Cheque account.
 - Executive Gold, Platinum accounts.
 - Instant Access accounts.
- Islands Current and Savings accounts.

Account not listed here?
[Try Currency Internet Banking](#)

Step 2: Complete the online form

What you'll need:

- Your account details.

On the first page of registration you'll need to enter some personal details so we can identify you.

The second page is where you select your Internet Banking log on details. Choose a memorable User ID which is 9-10 characters. You'll also need to set a password which is 6-15 characters, avoiding anything too simple such as 'abc123', which may be easy for others to guess.

Step 3: We'll call you

Next, we'll call you to verify that it's you registering for Internet Banking. You can choose which number we call you on as long as we have it on record.

Clear instructions on how to complete this part of registration are provided both on screen and when we call you.

If we are unable to call you we will send an activation code to your home address within a few days.

Step 4: Log on

If you successfully completed our security call, you can log on straight away using the User ID and password you chose during registration. We'll then ask you to set up some memorable information which you'll need every time you log on.

If an activation code is being sent to your home address, you will be able to log on once this has arrived. Once received, log on using your chosen User ID and password and then we'll ask you to enter this activation code.

Once logged in successfully you will be given the tour of Internet Banking and you'll be able to enjoy all the great benefits banking.

How secure is it? +



CURRENCY INTERNET BANKING

Overview +

How to register -

Step 1: Is Currency Internet Banking the right service for me?

Check if your account is listed below:

- Euro and US Dollar Premier International Current Account.
- Euro & US Dollar International Current Account
- International Bonus Saver.
- International Incentive Saver.
- Fixed Term and Structured deposits.
- Money Market Call Account.
- WorldWide Service accounts in currencies other than Sterling.
- Lifestyle & Relative Return Strategy Portfolios (for Private Banking)

Account not listed here?
[Try Sterling Internet Banking](#)

Step 2: Complete the online form

What you'll need:

- A valid email address.
- Your account number.
- Your sort code.

Step 3: We'll call you straightaway to verify your identity

Select a telephone number we have for you and we'll automatically call you back to verify your identity.

Step 4: Login straight away

We'll give you your User ID at the end of the process so you can login and start managing your money straight away.

We'll also send you a letter in the post confirming your registration and User ID. Keep this letter in a safe place.

How secure is it? +

COMPLETING YOUR REGISTRATION



STERLING INTERNET BANKING

- After you complete the registration form we'll call you to verify it's you who's registering for Internet Banking. We'll call you on the number we have on record. If it is not possible to contact you on the phone then we will send you an activation code in the post instead.
 - Enter the User ID and password you chose during registration. We'll then ask you to set up some memorable information. You'll need this every time you log on.
 - If you had to wait for an activation code, this should arrive in the post within the next few days. Once received, log on using your chosen User ID and password and then on the next screen you will be asked to enter this activation code.
- Once logged in successfully, you will be given a tour of Internet Banking and you'll be able to enjoy all the great benefits banking online has to offer. If you need any help using Internet Banking click on 'Help & Support' on the right hand side when you're logged in where you'll find answers to common questions and also a 'Show Me' help tool which can guide you through how to do common transactions such as making a payment.



CURRENCY INTERNET BANKING

- There should be no need to call PhoneBank to complete your registration. Once you've entered your details online you should be able to log in straight away with the user ID we give you.
 - If you're experiencing any difficulties please contact our Offshore PhoneBank by calling **03457 449900** or **+44 (0) 1539 736626** from outside the UK.

Important Information

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.

Issued by Lloyds Bank International Limited and Lloyds Bank (Gibraltar) Limited, both trading as Lloyds Bank.

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