

Free independent advice

Here are the details of some not-for-profit agencies that may be able to give you help and advice if you find yourself in financial difficulty.

Money Advice Trust	Call free on 0808 808 4000	www.moneyadvicetrust.org
Citizens Advice	Call on: 0344 411 1444 (England) 0344 477 2020 (Wales) 0808 800 9060 (Scotland)	www.citizensadvice.org.uk
Step change	Call free on 0800 138 1111	www.stepchange.org
National Debtline	Call free on 0808 808 4000	www.nationaldebtline.org

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If you'd like this in another format such as large print, Braille or audio please ask in branch.

If you have a hearing or speech impairment you can contact us using Text Relay or Textphone on 0800 056 7614 (lines are open 24 hours a day, 7 days a week). If you are Deaf you can use BSL and the SignVideo service available at lloydsbank.com/accessibility/signvideo.asp

Our promise

Our promise is to do our best to resolve any problems you have. If you wish to complain visit your local branch or call 0800 072 3572 or 01733 462 267 (Textphone 0800 056 7614 or 01733 347 500 if you have a hearing impairment). For more information visit www.lloydsbank.com/contactus

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. Not all Telephone Banking services are available 24 hours a day, 7 days a week. Please speak to an adviser for more information. If you need to call us from abroad, you can also contact us on **0800 015 0024**.

Keep your details up-to-date

Please check that we have the correct contact details for you by logging on to Internet Banking and reviewing the telephone numbers, email and marketing preferences that we hold for you.