

**LLOYDS BANK**



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APPLETON WISKE PARISH COUNCIL  
33 HUNTERS RIDE  
APPLETON WISKE  
NORTHALLERTON  
NORTH YORKSHIRE  
DL6 2BD



## Your account statement

Issue date: 1 May 2024

Write to us at: PO Box 1000, Andover, BX1 1LT  
Call us on: 0345 072 5555 (from UK)  
+44 1733 347338 (from Overseas)

Visit us online: [www.lloydsbank.com](http://www.lloydsbank.com)

Your branch: VICTORIA (309950)

Sort code: 30-99-50 Account number: 39735368

BIC: LOYDGB21287

IBAN: GB08 LOYD 3099 5039 7353 68



### TREASURERS ACCOUNT

APPLETON WISKE PARISH COUNCIL

### INTEREST RATES FOR THE PERIOD 12 MCH 24 TO 09 APR 24

Debit Rates 12 MCH 24 - 09 APR 24  
Unauthorised Borrowing 16.10% pa

PME20UW3100000

M32E520780S D32E520780S

Page 1 of 2 / 0012222 / 0057309

Unless otherwise specified in the account charges brochure which applies to this account, the charges for unauthorised borrowing and unpaid items are set out below

Unauthorised borrowing fee: £0.00  
Unpaid item (direct debit): £7.00

Unpaid item (cheque): £7.00  
Unpaid item (standing order): £7.00

If your account becomes overdrawn, or you exceed any agreed overdraft limit, we may allow an overdraft to be created or allow the agreed overdraft limit to be exceeded. In these circumstances the new or excess overdraft is an unauthorised overdraft and you will be charged at the rate for unauthorised borrowing which is shown on your statement and will incur other unauthorised borrowing charges shown above.

Interest is calculated on the cleared daily balance of the new or excess overdraft and is payable for the duration of the new or excess overdraft.

We may change any of our charges and interest at any time and will notify you in writing at least two months before we make any change. You will be deemed to have accepted any such change if you do not notify us to the contrary before the date any such change comes into effect. However, if you choose not to accept any change:

- You can close the account at any time before the change comes into effect provided that any outstanding amounts on the account are paid; or
- Our notice of the change shall be deemed to be notice of termination given under the terms of your account and your account Agreement will terminate the day before any change comes into effect. Should there be any outstanding balance on the account it will become immediately due and payable on termination.

When we tell you about a change we will do so by letter, e-mail, text, statement, statement inserts or messages or in any other way which is sent to you individually.

If the change is to your advantage we may change our interest rates at any time and without notice to you. We will tell you about the change by putting notices in our branches within three Business Days of making the change or by telling you personally within 30 days of making the change and we will update our website within three Business Days of an interest rate change taking effect.

# Useful information

## Changing your contact details

Please write to us at: **Lloyds Bank, Box 1, BX1 1LT** or visit any Lloyds Bank branch.

## Lost and stolen Cards or Chequebooks

If you think your cards or PINs have been stolen, please call us immediately on **0800 096 9779**. If you're outside the UK, call us on **+44 1702 278 270**.  
If you think your chequebook has been lost or stolen, call us immediately on the telephone number on the front of your statement.

Internet and Telephone banking are designed to make your life easier

## Internet Banking

go to [www.lloydsbank.com/business](http://www.lloydsbank.com/business)

## Business Debit Card and Business Cashpoint® Card charges

Full information on our charges is set out in our charges brochures and on our website at [lloydsbank.com/islands/commercial/business-cards](http://lloydsbank.com/islands/commercial/business-cards)  
Alternatively please contact your relationship manager. For any non-sterling card transactions, the amount is converted into sterling on the day it is debited to your account, using the Payment Scheme Exchange Rate. We charge a non-sterling transaction fee of 2.75% of the value of the transaction. You can find out the Payment Scheme Exchange Rate by calling us on **0345 072 5555**.

## Charges will be shown on your statement or current account charges invoice.

## Interest rates

You can find the rates used to calculate the interest you have earned or been paid as follows:

## Commercial and Business Banking Customers:

visit [islandscommercial.lloydsbank.com](http://islandscommercial.lloydsbank.com)

## Privacy notice

We work hard to keep your information secure, which includes regularly reviewing our privacy notice. You can view our full privacy notice at the link below or call us for a copy on **0345 602 1997**

Commercial and Business Banking customers:

[www.lloydsbank.com/businessprivacy](http://www.lloydsbank.com/businessprivacy)

## Telephone Banking

call the number at the top of your statement

## Checking your statement

Please read through the entries on your statement. If you think something is incorrect, please contact us straight away on the telephone number on the front of your statement. The earlier you contact us, the more we may be able to do e.g. if you have a personal account, we may not be able to refund you if you tell us more than 13 months after the date of the payment. Take care when storing or disposing of information about your accounts.

## Important information about compensation arrangements



Protected

### Commercial Banking customers

Deposits held with us are covered by the Financial Services Compensation Scheme (FSCS), subject to eligibility criteria. Not all Commercial Banking customers will be covered and we will write to you if we believe you are NOT covered by the scheme. Please refer to the information sheet and exclusions list at

<http://www.lloydsbank.com/business/commercial-banking/savings/financial-services-compensation-scheme.asp>

### Business Banking customers

Deposits held with us are covered by the Financial Services Compensation Scheme (FSCS), subject to eligibility criteria. Not all Business Banking customers will be covered and we will write to you if we believe you are NOT covered by the scheme. Please refer to the information sheet and exclusions list at

<http://www.lloydsbank.com/business/retail-business/savings/financial-services-compensation-scheme.asp>

For further information about the compensation provided by the FSCS, refer to the FSCS website at [www.FSCS.org.uk](http://www.FSCS.org.uk)

## Dispute resolution

If you have a problem with your agreement, please try to resolve it with us in the first instance. If you are not happy with the way in which we handled your complaint or the result, you may be able to complain to the Financial Ombudsman Service. If you do not take up your problem with us first you will not be entitled to complain to the Ombudsman. We can provide details of how to contact the Ombudsman.

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

You can call us using Relay UK if you have a hearing or speech impairment. There's more information on the Relay UK help pages [www.relayuk.bt.com](http://www.relayuk.bt.com). If you need support due to a disability please get in touch. We may monitor or record calls in case we need to check we have carried out your instructions correctly and to help us improve our quality of service. Cashpoint® and PhoneBank® are registered trademarks of Lloyds Bank plc. Lloyds Bank plc. Registered Office: 25 Gresham Street, London EC2V 7HN. Registered in England and Wales No. 2065. Telephone 020 76261500. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under registration number 119278. Eligible deposits with us are protected by the Financial Services Compensation Scheme (FSCS). We are covered by the Financial Ombudsman Service (FOS). Please note that due to FSCS and FOS eligibility criteria not all business customers will be covered. We adhere to The Standards of Lending Practice which are monitored and enforced by the LSB: [www.lendingstandardsboard.org.uk](http://www.lendingstandardsboard.org.uk)