



Main exclusions and qualifying requirements to claim
General
To have this account with the insurance cover it offers, you must continue to pay the monthly maintaining the account fee
Worldwide Travel Insurance
- Based on our records the Travel Insurance cover for the customer and their family has ceased as they're aged 80 or over - If they hold their account jointly, the other account holder will receive a separate eligibility statement. If the other account holder is under 80 they will still be eligible for the Travel Insurance policy and the cover it provides subject to the exclusions and qualifying requirements of that policy
AA Breakdown Cover
- Does not provide for any vehicle recovery following an accident - You are not covered when travelling in a car, van, minibus or motorcycle exceeding the weight restriction of 3.5 tonnes and maximum width restriction of 7ft 6in (2.3m) - Service is only available within the UK, the Channel Islands and Isle of Man
Mobile Phone Insurance
- Excess is £100 - You can have a maximum of 2 successful claims in a 12 month period which starts from the date you submit your first claim - You are not covered for theft, loss, damage or breakdown where you have knowingly put your mobile phone at risk or you have not taken care of it (see Terms & Conditions) - Any replaced or repaired item will only be sent to a UK address

If the customer and the insurer have adjusted their cover directly, some of the information above may not be applicable. Please check with the insurer for further details.

Information based on our records held and correct as at 25th August 2019.

PLEASE CONTACT US IF YOU'D LIKE THIS LETTER IN BRAILLE, LARGE PRINT OR ON AUDIO.

If you have a hearing or speech impairment and would prefer to use Textphone, please feel free to contact us on 0345 300 2281 (or 01624 640719 for International customers) or via Text Relay.

www.lloydsbank.com

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. Lloyds Bank plc Registered Office: 25 Gresham Street, London EC2V 7HN. Registered in England and Wales no.2065. Telephone: 020 7626 1500.

Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under registration number 119278. We adhere to the Standards of Lending Practice which are monitored and enforced by the LSB: www.lendingstandardsboard.org.uk Eligible deposits with us are protected by the Financial Services Compensation Scheme. We are covered by the Financial Ombudsman Service.

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