

Know your balance wherever you are

Please [click here](#) if you are having problems viewing this email. We want you to recognise a fraudulent email if you receive one, so we will always greet you personally using your title, last name and the last four digits of your bank account number: **** <%user.customattribute.SECURITY_DIGITS%>.

LLOYDS BANK



VISA

Checking your balance is as easy as checking your emails

Our Mobile Banking app lets you check your account whenever you need to.



Dear <Name>,

You already check your emails and social media on your mobile when you're on the go, so why not check your balance too? It's quick, secure and easy with our Mobile Banking app. Along with using your Lloyds Bank Visa debit card, it could save you a trip to the Cashpoint[®].



Check your balance, whenever you need to

From checking your balance for that treat you've seen, to checking in to see if you've been paid – simply log on to our Mobile Banking app securely with your password, fingerprint or even your face, and you'll know your balance in moments.

Our app uses the latest technology – 'safe start' checks your details, your device and its software before you log on. So whether you're on the move or using the app at home, you're safe.

See our Mobile Banking app



Stay on top of spending

With our Mobile Banking app you'll be able to check:

- ✓ What's coming in and what's going out of your account each month.
- ✓ Any pending payments, like what you bought that day with your contactless Lloyds Bank Visa debit card.
- ✓ Upcoming payments due to leave your account, such as monthly Direct Debits.

More about our app



Need some help?

If you need some support with logging on to our Mobile Banking app, or you can't remember your password, go to [the helpcentre](#).

There is no more secure way to bank, so why not start using our app when you check your balance?

Find a branch

Call us

Ask a question

Tweet us

Mobile Banking App

Available to UK personal Internet Banking customers and Internet Banking customers with accounts held in Jersey, the Bailiwick of Guernsey or the Isle of Man with a valid registered phone number. Minimum operating systems apply, so check your app store for details. Our app does not work on jailbroken or rooted devices. Device registration required. Mobile Banking services may be affected by phone signal. Terms and conditions apply. Sign in with your fingerprint on compatible iPhone, iPad and Android devices. Sign in with Face ID from iPhone X and later as well as some iPads.

Android/Google Play is a trademark of Google Inc. Apple, the Apple logo, Face ID and Touch ID are trademarks of Apple Inc, registered in the U.S. and other countries. App Store is a service mark of Apple Inc.

Cashpoint® is a registered trademark of Lloyds Bank plc.

Address book

Add us to your address book to make sure you receive our emails.

Unsubscribe

If you no longer wish to receive emails from us you can [unsubscribe here](#).

Privacy Policy

[View our Privacy Statement](#).

For accounts held in the Channel Islands and Isle of Man please view [Privacy Policy](#).

Online Fraud Guarantee

We guarantee to refund your money (including charges and interest that you've paid or not received as a result) in the unlikely event that you experience fraud with our Internet Banking service. We'll take steps to protect you 24/7, using technology and safeguards that meet or exceed industry standards, but you must also use our Internet Banking services carefully.

Being careful when you use our services includes, for example, that you:

- Do all that you reasonably can to keep your Security Details (such as online and mobile User ID, password, and memorable information) secure, and you sign out after each Internet Banking session.
- Don't let anyone else have access to your account or Security Details, or transact using them, even if they share a joint account with you through our Internet Banking services.
- Tell us, as soon as you can if you think your Security Details have been lost, stolen, damaged or are being misused or if you think someone may be accessing your accounts without your authority, or has discovered your Security Details.
- Carry out regular virus checks on your devices.

If you've been grossly negligent, we won't refund any money taken from your account before you've told us your security details have been lost, stolen or could be misused.

We won't give you a refund if you've acted fraudulently.

For further guidance on using our Internet Banking services - [see our Internet Banking agreement](#).

Important security information

We'll never send you an email asking for your log on details, or direct you to a web page that asks for this information.

Fraudsters may try to imitate our emails. If you receive an email that doesn't feature your name and the last four digits of your account number, don't click on any links it may contain - please forward it to us immediately for investigation at emailscams@lloydsbanking.com then delete it.

For more information on how to stay secure online, visit our security pages at lloydsbank.com/security, which includes details of our online and mobile banking guarantee. If you have any concerns about the validity of this email, please call us on 0345 300 0116 (or 0173 323 2030 from abroad). Lines are open 24 hours a day. Calls may be monitored and recorded.

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 have a hearing or speech impairment you can contact us using the Next Generation Text (NGT) Service

(available 24 hours a day, 7 days a week). If you're Deaf and a BSL user, you can use the SignVideo service available at lloydsbank.com/accessibility/signvideo.asp

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This information is correct as of September 2019 and is relevant to Lloyds Bank plc products and services only.