

# MBNA EASY ACCESS SAVER

Terms &  
Conditions

For use from May 2025

**mbna**

**This booklet explains:**

- The agreement with us, how your account works and what to do if anything goes wrong.
- How to manage your account and how we'll contact you.

We suggest you keep it to refer to. It's available on our website too.

Please ask if you don't understand anything.

## Section A – Our agreement

When you open a savings account with us, we enter into an agreement with you.

Most of the conditions of this agreement are in **Sections A to L**. If they aren't in this booklet, we will give them to you separately.

Our agreement is made up of:

- **Key features** (see **Section B**) – these are the main things you need to know about your account.
- **General conditions** (see **Sections A and C to L**) – these are the underlying terms for your account. They include how to pay in, how we work out interest and whether we can make changes.
- **Additional conditions** – these are other details like your interest rate. We haven't included them in this booklet. They're in other information we give or show when you open your account.

If there is a difference between the Key features or Additional conditions and the General conditions, the Key features or Additional conditions will apply.

This booklet also has some useful information that isn't part of your conditions but might help. This is in **Useful to know** at the back.

MBNA savings accounts are for personal customers only. They must not be used by a business, club, charity, or other organisation. You must not hold money for someone else in your account. We may close your account if you use it in this way.

You must be aged 18+ and living in the UK to open an account with us. We may ask for evidence of your UK address. In the future, if you no longer live in the UK, we may not be able to keep your account open or continue offering you the same level of service or account benefits.

You agree we can use and keep any personal information that you give us to provide payment services to you. This doesn't affect your rights under data protection law. You can end your agreement to this by closing your account.

Someone making a payment to your account can check with us that your name matches your other account details. Information we will give them about you can include:

- (i) your name
- (ii) the type of account you hold (that it is a personal account)
- (iii) if your account has switched to another bank.

Our privacy policy explains how we use your personal data. You can find it at: **[mbna.co.uk/privacy](https://mbna.co.uk/privacy)** or by asking us.

When we use 'we, us, our' in this agreement we mean Lloyds Bank plc. MBNA is a trading style of Lloyds Bank plc.

'Lloyds Banking Group' includes us and other companies in our Group, including companies using the MBNA, Lloyds Bank, Halifax, and Bank of Scotland brands. For more information go to **[lloydsbankinggroup.com/who-we-are/our-brands](https://lloydsbankinggroup.com/who-we-are/our-brands)**

# Where to find what you want to know

	Section
<b>Our agreement</b> What makes up the contract between you, our customer, and us, as your bank.	> A
<b>Key features for MBNA Easy Access Saver</b> Contains the main day-to-day conditions that apply to your account.	> B
<b>Contact details and information about your account</b> How to get in touch with us, and how we can contact you – and tells you how we'll keep you up to date with your account.	> C
<b>Security</b> Explains the steps you and we should take to protect your account and your information, and how we check that instructions have come from you.	> D
<b>Making payments</b> How to pay money into your account.	> E
<b>Paying interest on your account</b> How we work out the interest to pay on your savings.	> F
<b>Changing this agreement</b> How and when we can change the contract for your account, plus how we'll tell you about any changes and what you can do if you don't agree.	> G
<b>Can you ask someone else to operate your account?</b> What happens if you need to ask someone else to look after your account for you.	> H
<b>What if things go wrong?</b> When we're responsible if things go wrong, and when they might be your responsibility.	> I
<b>Can we take money from your account to pay off a debt you owe us?</b> How we can use money in your savings accounts to repay debts you owe us which are overdue, and the steps we'll take to make sure this is reasonable.	> J

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**When can we close an account? When can you close your account?**

&gt; K

How you can close your account, and when we can close it.

**Other important conditions**

&gt; L

Explains various things including how to make a complaint, the law that applies to this agreement and account limits.

**Useful to know**

&gt; M

Includes some practical information that may help you use your account and our services.

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## Section B – Key features

### B

### MBNA Easy Access Saver – the key things you need to know

Easy Access Saver is an easy access savings account for people wanting to save £1+. It pays interest at a variable rate. It's a payment account – this affects how and when we tell you about any changes, for example to your interest rate.

You can only have an Easy Access Saver in your sole name.

#### Deposits and withdrawals

You can pay in by pounds by electronic transfer from another account in the UK, either as a one off or to save regularly.

You can take your money out straightaway by electronic transfer. If you are registered for Online Services, you can transfer to any UK current or savings account that you set up as a payee online. You can also send a payment to an existing payee by calling us. If you've not registered for Online Services, you can take your money out by electronic transfer to a UK current account in your name. You can do this by calling us.

#### Interest

We pay variable rate interest – this means your interest rate may change while you have the account.

We pay monthly interest on the same date each month as your Easy Access Saver was opened or the last day in that month if the account was opened on a date that does not exist in that month. For example, if you opened your account on 31 March, interest for April will be paid on 30 April.

We pay your interest into your account.

To check the current interest rate for your account balance, see the interest rates leaflet. Go to: [mbna.co.uk/saving/rates-and-charges](https://mbna.co.uk/saving/rates-and-charges) or call us.

#### Account information

Normally we provide statements each month. We may not do this if there aren't any payments from your account. If you're registered for Online Services, you can check your account balance online. You can also check your account balance as well as any transactions by giving us a call.

#### Cancellation

You can cancel without charge any time within 30 days from account opening.

You can cancel by calling us. We will return your money to you with any interest you have earned.

# Section C – Contact details and information about your account

## C1 How can you contact us?

You can use **Online Services** to tell us lots of things. For example, you can update your contact details, view your account balance, make payments and close your account.

You can also talk to us on the phone if you've changed your phone number, you want to ask us about a payment, you think someone knows your password or you want to speak to us about anything else. Please call us on **0345 835 5376 (+44 113 366 0161)** from outside the UK) if you need any help.

Online sessions and telephone calls may be monitored and recorded to check our service and to detect and prevent fraud.

**Useful to know** has our telephone opening times.

**Don't email us with confidential information.**

You can't use your account by post.

## C2 How will we contact you about your account?

We may contact you electronically, by telephone or by post using the details you give us. This includes by email and text message.

In future we may also send electronic notifications through an online banking service. If we send them digitally, we'll also send you an email or other notification (such as a text) to say we've done this. Once we've sent you a message, we'll assume you've received it.

Our electronic messages may have an attachment in PDF or similar format. Make sure your devices are set up to receive them.

## C3 How will you get information about your account?

We use statements to show information about payments in and out of an account. Usually, we'll send you a statement each month. We may not do this if there aren't any payments from your account

In future, we may send statements and other communications by post or digitally, or both. If we send them digitally, we'll also send you an email or other notification (such as a text) to explain you have a document ready to view, unless we've separately agreed not to.

You can ask us for information about your payments at any time by giving us a call.

You can also request a copy statement by calling us.

You must tell us if your name or contact details change. If you don't, you may miss out on important information, or we could send confidential information to the wrong address. If this happens, it won't be our fault.

## Section D – Security

This section explains the steps you and we need to take to protect your information and account.

### D1 How will we keep your account safe?

We will do everything we reasonably can to keep your account safe. Having up to date contact details, including your email and mobile phone number, will help us do this.

Before we provide you with account information or help with your savings, we'll check your details. We may also use a one-time passcode or Personal Security Number (PSN) to check it's you.

If we suspect fraud or a security threat, we'll contact you by phone or send a text asking you to call us. We'll follow our security processes to check we are speaking with you.

**We never ask for account or security information by email. Don't reply to any emails or other messages asking for this information.**

### D2 What can you do to keep your account safe?

You must do what we ask to keep your account safe. This includes:

- not letting anyone else access your account, or information about it, unless you've agreed this with us or given permission for them to act on your behalf, for example, by a power of attorney.
- doing everything you reasonably can to stop anyone finding out your account details, including any passcode we send you. Don't write them down or keep them with your other account information. Don't let anyone watch or listen to you using them.

You must tell us as soon as possible if you think someone else can access your account without your permission, or that it may not be secure.

If we, the police, or another authority investigate any problem with your account, you must provide any information they or we ask for. Neither we nor the police will ask you to transfer your money to a 'safe account'. We may pass information about your account to other banks or companies that deal with payments. We may also provide information to the police or other authorities in the UK and abroad.

Please check any information we send you in text messages, letters, and statements. We'll correct any errors as soon as reasonably possible once we know about them.

## Section E – Making payments

This section explains:

- how to pay money into and out of your account;
- how long this takes;
- what to do if something goes wrong;
- how to stop a payment.

Please check **Useful to know** for information about:

- telephony opening hours for payment instructions made by telephone;
- payment limits.

### Paying money in

#### E1 How can you pay money into your account?

You can pay money into your account by electronic transfer from another UK bank account using a payment scheme like Faster Payments.

#### E2 When can you use money you have paid into your account?

When we receive an electronic payment in pounds, it will usually show in your account within 2 hours of us receiving it. You can then use the money. This is also when you'll start earning interest on the value of the payment in.

#### E3 What happens if money is paid into your account from another account in the UK by mistake or fraud?

If another bank tells us that money has been paid into your account by mistake, we can return it without asking you. We will act reasonably and usually tell you if we do this.

If we find out that a payment into your account was made by mistake or fraud within two months of receiving it, we will:

- remove the amount of the payment or stop you from accessing it;
- tell you we will return the payment.

If you tell us within 15 working days of us doing this that the payment was not made by mistake or fraud, we won't return it.

If we find out that a payment into your account was made by mistake or fraud more than two months after the payment was made, we'll usually stop you using the money. We'll tell you before we take any more action. If we can't return the money, we may give information about you and your account to the payer's bank so they can recover it.

We can refuse to accept or make a payment if we reasonably believe that the payment could:

- cause us (or another company in the Lloyds Banking Group) to break the law; or
- expose us (or another company in the Lloyds Banking Group) to action from any government or regulator.

## Taking money out

### E4 How can you take money out of your account?

You can make payments from your account by electronic transfers using the Faster Payments scheme.

### E5 How do we make sure payments out of your account have been properly authorised?

A payment is authorised when you follow the procedures required for the payment type you are making, for example:

- **Electronic payments:** logging onto Online Services and using your security details (for example, a passcode, password, fingerprint) to complete a payment in the way we ask you to;
- **Payment instructions:** giving your account details (online, or by telephone using your security details) to someone in order to make a payment.

We are sometimes required to ask for two separate forms of security checks before we can authorise a transaction. We may have to decline a transaction if you have not provided them.

### E6 If you ask us to make a payment from your account, when will it arrive?

If you ask us to make an electronic payment in pounds, it should arrive at the bank you are sending it to no later than the end of the next working day. Most electronic payments will arrive much sooner than this.

There is information about payment timescales and cut-off times in **Useful to know**.

### E7 What information do we need from you to send payments to another account?

To make payments to other accounts within the UK, we normally need the sort code and account number of the person or organisation you are paying.

When you are setting up a new payment arrangement, we'll need to know if the payment is going to a personal or business account. We will also ask for the full name of the person you're paying.

You must check the details you give us are correct before you ask us to make a payment.

If the person you are paying has switched their account to another bank using the Current Account Switch Service, we will use their new account details so the payment is not delayed.

## E8 We can stop you making payments, if we reasonably think it is necessary:

- to keep your account secure; or
- because we suspect unauthorised or fraudulent use of your security details.

We'll tell you before we do this and why, unless a legal or security reason means we can't. In that case, we'll tell you as soon as possible afterwards. We'll act reasonably and try to reduce your inconvenience. If the reason for stopping or suspending you from making payments no longer applies, we'll replace your security details. Where we reasonably suspect a payment instruction involves illegal or fraudulent activity, we may ask you to take further steps to check the payment is not illegal or fraudulent or give you time to cancel your payment before we process it. We might do this where we think it's likely someone has tricked you into making the payment. In these circumstances, we may:

- not accept your payment instruction until you have provided confirmation that you have taken further steps and have confirmed the payment is genuine; or
- pause our processing of your instruction up to the payment processing time limits set out in these conditions. This could give you time to check the destination of the payment, talk to someone about it or tell us you wish to cancel it. If you do not contact us to cancel your payment instruction before we process it, we may be unable to recover the funds from the recipient.

Where we (or the systems we use) still reasonably suspect the payment instruction is fraudulent after you have carried out further steps, we can refuse to make a payment.

## E9 Delaying payments

Where we reasonably suspect a payment in pounds you have asked us to make to another UK account involves fraud or dishonesty, we may delay processing your instruction. We may do this to ask you for further information or to contact third parties to check that the payment is not fraudulent or dishonest. We can delay payments for up to 4 business days but won't delay longer than necessary to make these checks.

We will tell you if we are delaying your payment no later than the end of the business day following the day you ask us to make it. We will also explain why and give you any information we have that will help you decide whether to ask us to make it. We may ask you for further information we need to process the payment. We won't tell you we are delaying your payment if there is a legal or security reason why we can't.

If we reasonably suspect a payment you have asked us to make involves fraud or dishonesty, we may ask you to take further steps to check the payment, talk to someone about it or tell us you wish to cancel it. If you ask us to make the payment we may be unable to recover the funds from the recipient.

Where we (or the systems we use) still reasonably suspect the payment instruction is fraudulent after you have carried out further steps, we can refuse to make a payment.

If you have to pay any charges or interest because we have delayed your payment beyond the end of the business day after the day you ask us to make it, we will refund you any interest or charges you have paid because of the delay.

You may be able to claim a refund if you have been the victim of a fraud. You can find further details in **Section I**.

## E10 when can we refuse to make a payment?

We can refuse to make a payment if:

- we need to make additional security checks such as checking we are dealing with you;
- the transaction isn't allowed by our systems or processes. For example, it is over the daily limit for that type of transaction;
- the payment or deposit seems unusual and we want to investigate further or speak to you. We may ask you to give us further details about the payment or deposit before we accept it;
- you do not have enough money in your account to make the payment;
- you have gone over a limit we have applied to your account;
- the payment instruction isn't clear or doesn't include all the details we need;
- the account you're paying doesn't accept Faster Payments;
- the law or a regulation tells us to;
- we reasonably believe that you or someone else is acting illegally or fraudulently;
- to protect you or us from fraud or to ensure we don't breach any law or regulation;
- we reasonably believe that someone else has rights to the money in your account. We can ask a court what to do if we need to;
- we cannot contact you to carry out a regulatory requirement (for example you have not given us your up-to-date telephone numbers); or
- any other reason set out in this agreement applies.



We may refuse to make a payment for you if we think the type of payment you are making has a high risk of being connected to an 'APP scam', fraud or other criminal activity. An APP (Authorised Push Payment) scam is where you are tricked into transferring money to a fraudster via a bank transfer. For example they may pose as a solicitor you are dealing with in a property purchase and give you bank details of an account they control. For advice on how to avoid APP scams and other fraud go to: [mbna.co.uk/savings/help-and-support/fraud](https://mbna.co.uk/savings/help-and-support/fraud)

We will tell you before we refuse a payment unless there is a legal or security reason why we can't. We will usually tell you before the payment should have reached the bank or building society you are sending it to.

You can call us to check if a payment has been accepted or refused. You can also ask us why a payment has been refused.

## E11 Can you change or cancel a payment?

You can't stop or change a payment that leaves your account immediately, such as a Faster Payment

## Section F – Paying interest on your account

Our website shows our current and historic **interest rates** for your account. If you're still unsure you can call us for details.

### F1 When do we pay interest?

**Section B** – Key features tells you when and how we pay interest on your account. As long as you have enough money in your account, we'll pay interest on amounts we hold for you.

### F2 How is interest on your account balance calculated?

The amount of interest you get will depend on your account balance. We work out interest on the daily balance of your account. We calculate interest on money you pay in from and including the day we add it to your balance.

If you take or pay money out of your account, we'll calculate interest on that amount up to and including the day before it leaves your account.

We don't take tax from the interest we pay you. You're responsible for paying any tax you owe.

## Section G – Changing this agreement

This agreement could last a long time, so we may need to make some changes to it. We can predict some circumstances in which it would be fair for us to make changes and we have explained these below. But we can't predict all the reasons why a change might be needed and so we may make changes for other reasons.

We may change these terms and conditions or the interest rates and charges that apply to an account.

Usually you can close your account if you aren't happy about the change.

### G1 Why will we make changes?

(a) We can change this agreement because:

- our costs of providing you with the account or service (including changes to the interest rates available on the wholesale markets) have changed or we reasonably expect that they will change;
- there's been a change, or we reasonably expect there will be a change, to the law, regulations or industry guidance or standards that affect us, or that we reasonably think will affect us; or
- we need to reflect a decision of a court or an ombudsman.

For example, new laws might mean we have to update what we say about the security of your account. Or a change to the Bank of England bank rate may change how much interest we can pay our savings customers.

(b) We may also make changes:

- to reflect new technologies, innovations or changes to payment systems or card schemes;
- to reflect any changes in systems or operating processes;
- to reflect changes to the way we do business; or
- to do something positive for you

(c) In addition, we may change our interest rates, charges or agreement because:

- we need to make sure our business is run effectively, efficiently and prudently taking into account the market and economic climate; or
- of any other change that affects us, if it is fair to pass on the impact of the change to you.

We may also make changes for any other reason.

We will always act reasonably and won't go beyond what we think is necessary to make the change.

## G2 How and when will we tell you about a change?

If a change to interest rates is in your favour, we will tell you about it within 30 days. We will do this by putting a notice online or sending you information by post or electronically.

If we make any other change we must tell you at least two months before the change happens. We will send you information by post or electronically.

If you are unhappy about the change you can close or switch your account without charge any time before the change takes effect.

If you keep your account open after a change has been made, we can assume you have accepted it.

## Section H – Can you ask someone else to operate your account?

You can arrange for someone else to operate your account for you. To do this you must agree to any additional conditions we provide to you. If you need someone else to operate your account, for example, if you need an attorney to look after your finances, you or they should call us. We'll need to see their legal authority.

The law might require us to allow someone else to operate your account. This could happen if you aren't able to manage your account anymore, or if you become bankrupt or die.

To keep your account safe, we may limit the services we allow someone operating your account to use. If you need to, you can tell them your security details but they must agree to keep them safe. We may provide them with separate security details. We aren't responsible for loss caused by someone operating your account under this condition, unless we know or suspect they are acting dishonestly.

# Section I – What if things go wrong?

This section explains when we will be responsible if things go wrong and when you might be responsible.

## 11 When will we refund incorrect payments?

If we have made a mistake, we will usually refund a payment you asked us to make to an account at another bank in the UK if it was not made properly or never arrived. We will make the refund as quickly as we can. We will refund the amount of the transaction and any charges we applied and make any interest adjustment required to put your account right.

If there was a mistake in your payment request or we can show that the payment was received, we won't refund you.

You must tell us about any incorrect payments within 13 months of the payment being made. If you don't tell us in this time, we may not refund you.

If a payment goes to the wrong person or is delayed because you gave us incorrect details, we won't refund you. We'll try to recover the payment for you but may charge reasonable costs for doing this.

If it is our fault that a payment is delayed, you can ask us to make sure that the receiving bank pays it into the account you wanted to send it to as if it had been made on time.

## 12 Authorised Push Payment refunds

If you make a Faster Payment and you believe the payment was to a fraudster, you can ask us to refund you. You should tell us as soon as possible if you think this has happened. If you want to make a claim you must do so within 13 months of the payment, or last payment if you have made more than one. We will apply the PSR Reimbursement Rules when we consider your claim. You can find information about the rules and when and how much we can refund on our website here: [mbna.co.uk/support/security-and-protection](https://mbna.co.uk/support/security-and-protection) You should always report fraud to Action Fraud and the police.

If you made a payment to a fraudster before this date you may be entitled to a refund under the previous CRM code.

## 13 What if a payment has been made from your account that you didn't ask for?

You should tell us as soon as possible if an unauthorised payment has been taken from your account. This means that someone else made the payment without your permission.

You may be entitled to a refund.

To get a refund you must tell us about the unauthorised payment within 13 months of it being taken from your account.

What happened?	Will we refund you?
You acted fraudulently	We won't refund you in any circumstances
You have: <ul style="list-style-type: none"> <li>• been 'grossly negligent' with your security details; or</li> <li>• deliberately failed to keep them secure</li> </ul>	We usually won't refund any payments made before you tell us that you're concerned about the security of your account. We will refund payments made before you tell us you are concerned about the security of your account if we have failed to provide a way to report concern over the security of your account.
In any other situation where an unauthorised payment was taken from your account	We'll refund you

If we refund you, you'll receive the payment by the end of the working day after you told us about the unauthorised payment. We may take longer to refund you if we reasonably suspect fraud.

If we refund you, we'll also repay any charges we applied because of the unauthorised payment. We'll also pay any interest that we should have paid on the amount.

#### I4 What happens if we break this agreement?

We must compensate you if we break this agreement and you suffer loss as a result. Sometimes this doesn't apply:

- We don't have to compensate you for losses that are unusual or that could not be predicted and which we can't reasonably control or do anything about. Examples include machine breakdown, problems with IT systems or strikes.
- We don't have to compensate you if we are required to break the agreement for regulatory reasons.
- We don't have to compensate you for any business losses or costs, because this agreement covers personal accounts only.

This agreement doesn't limit our responsibility to compensate you if we act fraudulently or very carelessly. We will only limit our responsibility as far as the law allows.

We are not responsible for any loss of opportunity, loss of goodwill, loss of business or loss of profit. If you suffer a loss we could not have predicted when you gave us an instruction we won't be responsible to you for that loss.

## Section J – Can we take money from your account to pay off a debt you owe us?

Unless a court or the law prevents it, we can take money from your account to reduce or pay off money you owe us (including where we use a trading style, for example Lloyds Bank uses MBNA as a trading style for personal loans). This could include money you owe under a credit card, mortgage, overdraft, or other agreement. We can do this even if there is a court decision against you or you are fined, and we can include interest incurred after the date of any final court decision or fine.

We will only do this if we think it is reasonable and we will take into account your circumstances, including whether you will have enough money to cover your essential living expenses. We will act within regulatory requirements.

We can take money from your MBNA savings account to pay off or reduce debts in your sole name and joint debts you owe with other people. For example, to reduce a joint overdraft debit you have on your joint Lloyds Bank current account.

We may receive notice or a legal instruction to hold your money or pay it to someone else. If this happens, we'll first take off any money you owe us. We'll then pay the rest to the person we are required to pay it to unless the law doesn't allow this.

If we pay you money to settle a complaint or to pay you compensation for accounts or services provided under this agreement, we can take off any money you owe us from that amount first.

## Section K – When can we close an account? When can you close your account?

This agreement will last until you or we cancel it.

You can end this agreement for any reason and you don't have to tell us in advance.

If we end the agreement we will act reasonably and reduce any inconvenience to you. We can end this agreement without telling you in advance if we reasonably think that:

- there is or may be illegal or fraudulent activity connected to the account;
- you are or may be behaving improperly. This includes being abusive or threatening to our staff or including abusive or threatening messages in payment instructions;
- a regulator or government may take action against us (or another Lloyds Banking Group company) unless we end it;
- we may break the law or a regulatory requirement if we don't end it; or
- you have broken the agreement in a serious way.

If we want to end the agreement for any other reason, we must tell you at least two months in advance.

We can also end this agreement if you have not used your account for 15 years (or another period set out in law) and we can't contact you. If this happens we will transfer your money to the UK's Reclaim Fund for unclaimed assets. We will always try to contact you before we do this. When this agreement ends you must:

- repay any money you owe us;
- pay any charges up to the date the agreement ends;
- cancel any payments into and out of your account.

If someone makes a payment to you after your account closes we'll try to send it back to them.

Legal rights and obligations that arise under the agreement will continue after it ends. This includes our right to take money from your account to pay back amounts you owe us. If we need to do so, we can continue to hold and use your personal data.

When the agreement ends, we will pay any money in your account or that we owe you to you or anyone you tell us to. We may take off any money you owe us or money to cover any losses we have suffered.

If you die before this agreement ends, we may need to see formal documents before we release your money to anyone dealing with your estate.

## Section L – Other important conditions

### L1 Account limits

To respond to economic circumstances affecting the banking industry, we can:

- limit the amount you have in accounts with us; or
- charge you if your account balance is over a certain amount.

We'll give you at least two months' notice in writing if we think such a limit or charge will apply to you.

### L2 Rights and obligations under this agreement

You can't give any rights or benefits under this agreement or any income from accounts under it to anyone else unless we say in writing that you can. You can't ask someone else to do anything we have asked you to do unless we agree. We may transfer our rights and obligations under this agreement to someone else. If we do, your rights under this agreement won't be affected.

### L3 Enforcing this agreement

We may choose not to enforce our rights under this agreement.

If we choose not to enforce any part of the agreement or delay enforcing it, this will not affect our right to enforce the same part later (or on a separate occasion) or the rest of the agreement.

### L4 How can I complain?

If you are not happy with an account or service, please let us know. We have a three-stage process to make sure we deal with complaints quickly and fairly. If you would like more information about our complaints process, please visit [mbna.co.uk/support/complaints](https://mbna.co.uk/support/complaints) or call us.

#### a) Step 1 – Tell us about the problem

You can call us on **0345 835 5376 (+44 113 366 0161)** from outside the UK). 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: [relayuk.bt.com](https://relayuk.bt.com)

We will try to resolve your complaint by the end of the third working day after you contact us.

If we can't do this, we will write to you within five working days to tell you what we have done to resolve the problem or let you know when to expect our full response. We will tell you the name and contact details of the person or team dealing with your case.

### **b) Step 2 – Refer to Customer Services**

If you want our Customer Services team to look at your complaint, ask the person you first raised your complaint with to pass the matter to them. Or you can write to them directly at MBNA Customer Services, The Green Building, Leeds LS78 1LB.

### **c) Step 3 – Contact the Financial Ombudsman Service**

If you disagree with our decision, you can ask the Financial Ombudsman Service to review it. This won't cost you anything. You can ask us for details or get further information at: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

## **L5 The law that applies to our agreement**

Usually, English law and the courts of England and Wales will decide legal questions about our agreement. If you live in Northern Ireland, you can bring a claim in the courts of Northern Ireland. If you live in Scotland when you open your account, Scottish law and the courts of Scotland will decide any legal questions about our agreement.

If this agreement conflicts or overlaps with any law, it will still apply unless the law says we cannot agree with you to change or exclude the effect of that law.

We communicate in English. We may sometimes provide you with translation tools, for example automated translation, to help you if you need them. If we do this, English is still the language of this contract. If there are any differences between a translation of this contract and the English version, the English version will apply.

## **Useful to know**

The information here isn't part of your agreement with us but useful to know while you are an MBNA customer.

### **Telephone banking**

If you need to get in touch about your account, for example to let us know about a change to your address, you can call us on **0345 835 5376 (+44 113 366 0161)** from outside the UK). Lines are open Monday to Saturday 8am to 6pm, excluding Bank Holidays.

### **Online Services**

Online Services is usually available 24/7.

To login, visit: [online.mbna.co.uk/personal/logon/login.jsp](https://online.mbna.co.uk/personal/logon/login.jsp)

To register for Online Services, visit: [online.mbna.co.uk/ib-access/cwa/da-or/index.html](https://online.mbna.co.uk/ib-access/cwa/da-or/index.html)

### **Payment timescales**

Payments in pounds made by Faster Payments within the UK will usually arrive at the bank you want to send them to within 2 hours.

### **Payment cut-off times**

If you want us to process these payments the same day you ask us, these are the times you must ask us by.

The payment you want to make in pounds	Where you are making it	When you must ask us by
Faster Payment	Telephone banking	Telephony closing time (6pm)
	Online Services	10pm

## Daily limits

There may be limits on the number or value of payments you can make. These limits may vary from time to time. You can find our up-to-date limits on our website: [mbna.co.uk/savings/help-and-support](https://mbna.co.uk/savings/help-and-support) or by giving us a call.

	Faster Payments
Online	£100,000
Telephone	£25,000

Other payment limits may apply, depending on the transaction you want to make. For example, we set some limits to protect customers' accounts.

## Dormant accounts

We voluntarily participate in the Dormant Assets Scheme. The Scheme was established under the Dormant Bank and Building Societies Accounts Act 2008. Later this was updated and expanded by the Dormant Assets Act 2022 (known together as 'the Acts').

The purpose of the Scheme is to:

Protect your rights, or those of your beneficiaries to reclaim money you hold with us at any time; and enable the value of dormant assets that is not required to cover future reclaims to be distributed to social and environmental causes that benefit communities across the UK.

Under the Scheme, we may transfer dormant account balances to RFL. RFL is a not-for-profit organisation which is authorised and regulated by the FCA.

If your account balance is transferred to the Scheme, RFL is legally responsible for repayment if you or your beneficiary reclaim your money. On behalf of RFL, we are responsible for managing all aspects of the relationship with you including handling all repayment claims. You should continue to contact us if you have any queries or complaints in relation to your account or balance. We do not provide RFL with individual personal data, such as your name, account number etc.

Your money continues to be protected. If RFL is, or looks likely to be, unable to meet its responsibility to repay a dormant account balance owed, HM Treasury would assess the most appropriate course of action. This may include the use of a loan to RFL.

If you are unhappy you can contact the Financial Ombudsman Service (FOS) which is available to settle complaints that cannot be settled through our internal complaints procedure. For further information on RFL and the Scheme, please visit RFL's website at: [www.reclaimfund.co.uk](https://www.reclaimfund.co.uk)

## Tax

We pay any interest to you without taking tax off. Depending on your personal circumstances, you may need to pay tax on the interest you earn. You are responsible for paying any tax you owe to HMRC. Any interest we pay you will count towards your personal savings allowance. Taxes or costs may apply to you that aren't charged by us and / or won't be paid through us.

## Company information

### Who we are

- Our company details: MBNA is a trading style of Lloyds Bank plc. Registered in England and Wales No 2065. Registered Office: 25 Gresham Street, London EC2V 7HN.
- To find out more about our company, see the Registrar's website, [www.companieshouse.gov.uk](http://www.companieshouse.gov.uk) or call the Registrar on 0303 1234 500.
- Our VAT number is 244155576.
- We lend money and offer savings, insurance, and other financial services to our customers.

### How we are regulated

We are authorised by the Prudential Regulation Authority, and regulated by the Financial Conduct Authority and Prudential Regulation Authority under registration number 119278. To find out more about us, see the Financial Services Register: [www.fca.org.uk](http://www.fca.org.uk) or call the FCA on 0800 111 6768.

### Industry codes and memberships

- We are a member of UK Finance. Please see [www.ukfinance.org.uk](http://www.ukfinance.org.uk) to find out more.
- Eligible deposits with Lloyds Bank plc are protected by the Financial Services Compensation Scheme (FSCS). We are covered by the Financial Ombudsman Service (FOS).
- We are a member of the Financial Services Culture Board (FSCB). Find out more at: [www.financialservicescultureboard.org.uk](http://www.financialservicescultureboard.org.uk)
- We follow advertising codes regulated by the Advertising Standards Authority ('ASA'). If you would like to find out more about the advertising codes or the ASA, or complain to them about any of our advertising, please see [www.asa.org.uk](http://www.asa.org.uk), call the ASA on 020 7492 2222 (textphone 020 7242 8159), email them at [enquiries@asa.org.uk](mailto:enquiries@asa.org.uk), fax them on 020 7242 3696 or write to the Advertising Standards Authority, Mid City Place, 71 High Holborn, London WC1V 6QT.

## Get in touch



[mbna.co.uk/support/contact-us](https://mbna.co.uk/support/contact-us)



**0345 835 5376**

(+44 113 366 0161 from outside the UK)

Lines are open Monday to Saturday 8am to 6pm, excluding Bank Holidays.

If you need this communication in another format, such as large print, Braille or audio CD, please contact us.

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: [relayuk.bt.com](https://relayuk.bt.com)

SignVideo services are also available if you're Deaf and use British Sign Language: [mbna.co.uk/accessibility/signvideo](https://mbna.co.uk/accessibility/signvideo)

If you need support due to a disability, please get in touch.

Calls and online sessions may be monitored and recorded.

Not all Telephone Banking services are available 24 hours a day, seven days a week.

MBNA is a trading style of Lloyds Bank plc, and MBNA savings are held with Lloyds Bank plc as deposit taker. Lloyds Bank plc. Registered Office: 25 Gresham Street, London EC2V 7HN. Registered in England and Wales number 2065. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under registration number 119278.

MBNA Limited and Lloyds Bank plc are both part of the Lloyds Banking Group. More information on the Group can be found at: [lloydsbankinggroup.com](https://lloydsbankinggroup.com)

This information is correct as of February 2026 and is relevant to MBNA products and services only.