



Your Loan Account Number«**NOLOANAGREEMENT**»

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Fixed Sum Loan Agreement regulated by the Consumer Credit Act 1974

These are the terms of an agreement between

**Us**, Lloyds Bank plc trading as MBNA of Personal Loans Service Centre, St Aidans Hall, Birchwood Drive, Brackenhill Business Park, Peterlee, Co Durham SR8 2RS.

and

**You,**

If you were introduced to us by a Credit Intermediary, please see clause 15 for details.

**1) What are the financial terms of the loan?**

How much you are borrowing (this is the amount of credit)	
The fixed amount you must pay back every month. Your last repayment may be different and we will write to you to let you know what this will be	
How many monthly repayments you will make	
How much you are borrowing plus the interest you will pay (this is called the total amount payable)	
The length of the loan in months	
Annual Interest Rate - The fixed interest rate you agree to pay	
Annual Percentage Rate - The rate you can use to compare the cost of this loan with the cost of other loans or forms of credit	

To work this out, including the Annual Percentage Rate we assume that:

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- the amount of credit is provided to you in full on the date that the agreement is made;
- the first repayment is to be paid 1 month from the day we provide you with the loan;
- all other repayments are to be paid on the same date every month; and
- all repayments are paid on time every month.

If your repayments are not paid at the times we have assumed, then the following details of your loan will be different:

- the length of your loan may increase;
- the number of repayments may increase;
- the amount of interest you have to pay may increase; and
- the amount of your final repayment will be different.

Examples of when this is likely are:

- you don't make a repayment on time;
- the dates when your repayments are made change;
- your repayment date is not a working day and so we take it on the next working day; or
- you have a repayment holiday.

## **2) How and when will we give you the loan?**

We'll pay the loan to your chosen bank account within 24 hours from the time we receive the signed agreement from you and we're satisfied with your proof of identity if we've asked you for it. If you're not able to provide us with what we need as proof of identity then we may withdraw from the agreement. We will tell you if we do this. If you ask us to, we will use some of the money you are borrowing to pay off an existing loan you have with us.

## **3) How do we work out the interest?**

When you borrow money from us, you have to pay back what you borrowed plus interest. We charge daily interest on the amount you owe at the fixed Annual Interest

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Rate and you agree to pay this interest, until you repay the loan in full. This is added to your loan balance on your monthly repayment date. Each monthly repayment will pay off this interest and some of the loan.

#### **4) What if you change your mind about your loan?**

You have the right to withdraw from this agreement up to 14 days after we give you the money. You don't have to give us a reason for withdrawing from the loan.

To withdraw from your loan, you must call us, write to us or visit your local branch.

Our telephone number and address are in the contact details box below. After telling us that you want to withdraw, you must pay back what you have borrowed plus interest, as soon as you can but no later than 30 days after you tell us that you want to withdraw from the loan. Daily interest of £XX is charged from the date we give you the money until the date you repay it. Payments can be made in your local branch or by calling us on the telephone number in the contact details box below. If you don't do this then we may take legal action against you. You will be expected to pay our reasonable costs for doing this.

If you use this loan to pay off your other debts, you must still pay back the full loan amount as the repayments to your other debts will not be cancelled. Once you have given us notice that you want to withdraw, you can't change your mind. If you still need to borrow money, you will need to apply for a new loan which may affect your credit rating.

#### **5) How do you repay your loan?**

- Your first loan repayment must reach us one month from the day we provide the loan, and all other repayments are to be paid monthly on the same date every month.
- If the repayment date is not a working day, the repayment must be made on the next working day. As we charge daily interest on your outstanding loan balance this will mean the amount of interest you have to pay will increase.

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- You will need to set up a direct debit to pay your monthly repayments. While your direct debit is being set up you may need to make the payment another way. You can pay by debit card if you call the number in the contact details box below.
- While you wait for your direct debit to be set up, you have an option at the start of this agreement to wait until your first chosen direct debit due date in the next month to make your first repayment. To exercise this option simply make no payment another way in the first month. If you decide to wait to make your first payment in this way, this will mean you will make the first repayment the next month by direct debit. This means that the length of your loan will be longer and you will have to pay more interest.
- When you make a repayment, we will use it to pay off the amount you borrowed and any interest that has been added to your loan for that month.
- After you've made your first repayment, you can ask us at any time to change your monthly repayment date. You must give us 7 days' notice of this change, and you can only change the repayment date twice in any 12 month period.
- Your last repayment may be different. It will be worked out based on the daily interest applied to the outstanding loan balance up to the date of your final repayment.
- A feature of your loan is the possibility to have a repayment holiday. You must ask us if you can have a repayment holiday and we will tell you if you can take one. During a repayment holiday you do not need to make a repayment for that month but you will still be charged interest. This means the length of your loan and the amount of interest you have to pay will increase. If you want to take a break from your monthly repayments please contact us using the details in the contact details box below.

## **6) How can you keep track of what you owe?**

You have the right to ask us for a free repayment table at any time. To do this, you can call us or write to us. Our telephone number and address are in the contact details box below. This will show you:

- how many repayments you have left to make;
- when the repayments are due;

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- the amounts of the repayments; and
- a breakdown of each repayment showing how much you will pay in fees, charges and interest and the balance left on your loan.

## **7) What will happen if you miss a repayment?**

If you have set up a direct debit to pay your monthly repayments and you miss a repayment we will try once more to take it by direct debit within 7 days. If we are unable to take your repayment, we will pass your loan to our Collections team. They will try to help you by reviewing your finances with you.

- You will be charged a £25 fee each time your account is transferred to our Collections team.
- We will first try to take the fee from your current account. If we are unable to take the fee from your current account then we will add the fee to your loan. We won't charge you interest on any fees added to your loan.

We charge interest daily at the fixed Annual Interest Rate, on the amount outstanding on your loan. This means we will charge interest at the fixed Annual Interest Rate on the amount you haven't paid and on any interest that has already been added to that amount.

If you don't pay us any amounts you owe us when you should, we will use funds in the bank or savings accounts you have with us to repay these. We will only do this in line with any regulation we are governed by.

There may also be other impacts of missing your repayments, these include:

- a lower credit rating which means you may find it difficult or costs you more to borrow money in the future
- legal action may be taken against you and you will be expected to pay our reasonable costs of doing this. For example, we may seek a charging order against you which means that if you sell your home, we will be paid out of the proceeds; or
- you may have to repay your loan early in full.

## **8) Can you make extra loan payments?**

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You can make extra payments to your loan at any time. Any extra payments made on a non-working day, will be used to pay off what you owe us on the next working day. Extra payments:

- will not change or replace your fixed monthly repayments and you will still need to pay these on time every month;
- may change the number of repayments you have left and the amount of your final repayment;
- will be used to pay off any fees or charges that we have charged you before reducing the other amounts you owe us; and
- can be made through Internet Banking (if you are registered and have a bank account with us), at a branch or by debit card if you call the number in the contact details box below.

## **9) Can you repay your loan early?**

You can pay off your loan in full at any time by giving us notice. You can do this through Internet Banking (if you are registered and have a bank account with us), at a branch or you can call us or write to us. Our telephone number and address are in the contact details box below.

- You must pay the full amount you owe us, plus the interest you agreed to pay us for the remaining term of the loan. This means you must pay us the total amount of your remaining repayments under the agreement, less a rebate that we will apply.
- This rebate is calculated in accordance with the Consumer Credit (Early Settlement) Regulations 2004.
- Because of the rebate we will only charge you up to 58 days' worth of interest on the outstanding balance because we will calculate the settlement amount using a settlement date that is 58 days after the date of the settlement notice.
- We will tell you how much you will need to pay to settle your loan early. We will provide you with an early settlement quote that will be valid for 30 days.

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## **10) What will happen if you break the agreement?**

We may choose to end this agreement and demand full repayment of the loan if you:

- do not pay us or don't pay your monthly loan repayments on time;
- have given false information, or cannot verify what you have told us, in a way which affects our decision to lend to you; or
- become insolvent, bankrupt or make an Individual Voluntary Arrangement with or agree a Trust Deed for people you owe money to. This means you're not able to pay off your debts and may have a repayment plan set up with your creditors.

## **11) How can you make a complaint?**

If you're not satisfied with how we manage your loan account, you can call us on 03457 25 35 19 or write to us at: Lloyds Banking Group, Customer Services Department, PO Box 761, Leeds, LS1 9JF where we will log a complaint on your behalf.

If you feel that your complaint is still not resolved after contacting us, you have the right to complain to the Financial Ombudsman Service. Details can be found at:

[www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).

If you live outside the United Kingdom or if you prefer not to deal directly with the Financial Ombudsman Service you may be able to submit a complaint through the European Online Dispute Resolution Platform. Further details can be found at:

<http://ec.europa.eu/consumers/odr/>.

## **12) What if we want to make changes to your agreement?**

We may change the terms of this agreement if one of the following reasons apply:

- we believe it is in your best interests;
- there are changes to the law or regulations we are governed by;
- we change the way we look after your loan account or the technology we use.

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If we decide to change a term of your loan we will tell you in writing at least 7 days before the change. We will never change how much you borrowed or increase the interest rate you agreed to pay.

We may change the amounts of our fees and charges. If we do this we will give you 30 days' notice unless the change is going to benefit you.

## **13) What else do you need to know?**

- If we owe you or agree to refund you any money in relation to this loan, we may use that money to reduce any arrears you owe us. We will tell you if we intend to do this.
- You agree that this loan is not to be used to buy or keep rights in property or land. It is also not to be used to repay debt secured on any property or land. This loan is not secured by a mortgage or any other form of security.
- You can't transfer any of your rights and duties under this agreement.
- We may transfer our rights and duties under this agreement to any person or business without asking you. They may use your personal information in the same way we do.
- If we don't exercise our rights under this agreement we can still do so at a later date. However, we can't do this if we tell you that we have chosen to give up those rights.
- If you live in England, your dealings with us before and after this agreement will be governed by English Law. If you live in another part of the United Kingdom, the law in that part of the United Kingdom will apply.
- We will always communicate with you in English.
- If this is a joint loan, each of you is responsible for repaying the loan (this is called joint and several liability). Each of you may give us instructions under this agreement.
- You must tell us if your name or contact details change, to do this call us or visit your local branch. Our telephone number is in the contact details box below. If you don't, we will continue using the details you last gave us. We will not be



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responsible if we can't contact you, or if we send confidential information to the wrong address using those details.

- The Financial Conduct Authority, 12 Endeavour Square, London, E20 1JN is the supervisory authority under the Consumer Credit Act 1974.

## **14) How will we use the personal information you give us?**

We strongly advise you to read our Privacy Statement which you can find at: [www.lloydsbank.com/privacy2.asp](http://www.lloydsbank.com/privacy2.asp) or you can ask us for a copy.

## **15) Credit Intermediary information**

You have been introduced to us by MBNA Ltd. Any fee we pay for this introduction is shown in Your Personal loan Agreement – An explanation:

	<b>Your Credit Intermediary is:</b>	<b>Address:</b>
MBNA.co.uk	MBNA Ltd	Cawley House, Chester Business Park, Chester CH4 9FB

You may also have been introduced to us by another Credit Intermediary. The following table shows the details of the other Credit Intermediaries we use.

<b>If you were introduced to us by:</b>	<b>Your Credit Intermediary is:</b>	<b>Address:</b>
Moneysupermarket.com or Moneysavingexpert.com	Moneysupermarket.com Financial Group Limited	Moneysupermarket House, St. David's Park, Ewloe, Chester, CH5 3UZ
Gocompare.com or Comparethemarket.com	Lovemoney.com Financial Services Limited	2 <sup>nd</sup> Floor, 112-116 Old Street, London EC1V 9BG

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Money.co.uk	Dot Zinc Limited	The Castle, Cecily Hill, Cirencester, Gloucestershire, GL7 2EF
Credit Matcher	Experian Limited	The Sir John Peace Building, Experian Way, NG2 Business Park, Nottingham, NG80 1ZZ
uSwitch	uSwitch Limited	Notcutt House, 36 Southwark Bridge Road, London, SE1 9EU
Clearscore	Clear Score Technology Limited	47 Durham Street, London, SE11 5JA

## Contact details for Lloyds Banking Group

Telephone: 0330 678 1430

Address: Personal Loans Service Centre, St Aidans Hall, Birchwood Drive,  
Brackenhill Business Park, Peterlee, Co Durham, SR8 2RS

## Information about us

The creditor is Lloyds Bank plc which is a company registered in England and Wales No.2065 and is part of Lloyds Banking Group plc; [www.lloydsbankinggroup.com](http://www.lloydsbankinggroup.com).

Lloyds Bank plc is 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](http://www.lendingstandardsboard.org.uk).