
ESTATE ADMINISTRATION SERVICE

Fees and Terms and Conditions
for clients domiciled in England and Wales



LLOYDS BANK

This booklet contains

- A list of the sections in this booklet.
- A summary of our fees for the Estate Administration Service.
- Our Terms and Conditions which set out:
 - Information about how to contact us and how we will contact you
 - What we agree to do under this agreement.

Please:

- Read this booklet carefully and keep it for future reference.
- Ask us if you have any questions.

What's in this booklet?

Here is a list of the sections in this booklet to help you find what's important to you more easily.

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Summary of Fees for the Estate Administration Service

When do these fees apply?

These fees apply when Lloyds Bank plc, 'the Bank', is acting as Executor or Administrator or as an attorney for an Executor or Administrator in relation to an Estate and when Equiniti Financial Services Limited is acting as Custodian in relation to that Estate.

This summary of the Bank's fees is governed by the Terms and Conditions in this booklet and the definitions in clause 3 of the Terms and Conditions shall apply to this summary.

The Bank may periodically review the amount and structure of any fees, rates or charges and these may be subject to change.

Estate administration fees

The Bank's fees will be charged to the Estate at the rates which are current:

- at the date of death, where the Bank is appointed Executor by a Will; or
- in all other cases at the date of signature of the fee agreement.

No fee is chargeable before that date.

To calculate the fees the Bank uses the Gross Estate Value. This is the total value of all assets of the Estate including any interest accrued and dividends declared but not yet paid and before the deduction of any liabilities, taxes or expenses.

The Bank's current fee scale at the date of publication of these Terms and Conditions is set out below.

Terms and Conditions are subject to change as set out in clause 39. VAT is added at the current rate where applicable.

The Bank's fees and any related VAT become payable on receipt of the Grant of Probate or Letters of Administration (as the case may be).

It is possible that other taxes or costs may exist that are not paid through us or imposed by the Bank.

Estate administration fees payable to the Bank

The Bank's fee to cover all aspects of the work carried out in the administration of an Estate is calculated as follows:

- Fee on the Gross Estate Value; and
- Fee in respect of complex assets and complex administration.

A proportion of the fees received will be paid by the Bank to the Custodian for the custody services it provides under these Terms and Conditions.

The fee on the Estate will be calculated as follows:

- | | |
|------------------------------------|---------|
| ■ Up to £1,000,000 | 2.5% |
| ■ On the remainder over £1,000,000 | 1.25% |
| ■ Minimum fee (excluding VAT) | £2,000. |

The administration fee will apply on the first £5.5 million of the Gross Estate Value. Above this value no further fee will be charged with the exception of any additional fee in respect of complex assets or complex administration.

In assessing the Gross Estate Value:

- the value of joint property where the beneficial ownership passes by survivorship is not included;
- if the Estate includes a private residential property which is secured with a loan then the Bank's fee for acting as Executor will be payable on the gross value of the property (the value of the property before deducting the value of the loan); and
- if adjustments of value at the date of death have to be made in the process of finalising the Estate's Inheritance Tax position, the adjusted values will be used and any appropriate adjustments will be made to the Bank's fees charged. This could result in higher or lower fees being charged.

Additional fees for complex assets or complex administration

Where applicable, the Bank reserves the right to charge a reasonable, additional fee in respect of administering complex assets. Complex assets may include:

- assets held outside the UK;
- where there is a controlling interest in a private company (i.e. ownership of over 50% of the voting shares in the company); or
- any interest in any other form of commercial activity such as a sole trader or partnership.

The Bank also reserves the right to charge an additional fee where the administration of the Estate is rendered more complex due to such matters as (but not limited to) third party claims against the estate, caveats entered, disputes and complex taxation issues and which do not arise as a result of our intentional wrongdoing or negligence.

The Bank's additional fees for complex assets or complex administration will be charged on a time spent basis at an hourly rate of £150.

All these fees and expenses are payable free of all deductions, and are a first charge on the Estate so that the Bank will be entitled to deduct them from the Estate before we make any

payment to beneficiaries. Subject to the law and any contrary direction in the Will, the Executors may decide at their discretion whether the Bank's fees and expenses are paid out of the Estate's capital or income.

Third Party Disbursements

In addition to the Bank's fees, all expenses properly incurred in administering the Estate will be charged to the Estate. These are usually third party costs such as: Probate Court fees, solicitors', valuers' and agents' fees, and Land Registry fees and are liable to be charged by such third parties from time to time. For further information on examples of such third party costs, please contact the Estate Administration Support Team on **0800 056 0171**. Lines are open Monday to Friday, 9am-5pm. Postage, telephone and fax expenses are not charged by us, except for major items such as delivery of items to beneficiaries, unless otherwise allowed for in the Will.



Important information

The Bank shall be entitled to retain and pay to a charity of its choice small sums where the administration of an estate has closed and:-

- where a sum is subsequently received for a beneficiary and is £10 or less; or
- the Bank has taken all reasonable internal steps to trace the entitled beneficiary without success; or
- the cost of making the payment to the beneficiary is an expense of the estate and exceeds the sum held for that beneficiary.

An example would be where the International Payment costs to remit the sum to an overseas beneficiary exceed the value of the sum due.

Renunciation

When the Bank is informed of the death of a client who has appointed the Bank as Executor it will collect information about the size and composition of the Estate. If for any reason the Bank renounces its appointment as Executor, it will prepare a Form of Renunciation and send that form to the person next entitled to administer the Estate. It will also advise that person where the original Will is held and ensure that they know how to collect balances held by the Bank. No charge will be made on renunciation.

Where the Bank renounces its appointment as executor, the Custodian will not provide any services in relation to the Estate.

Appointment and remuneration clause for incorporation in a Will

In order to ensure that the Bank is appointed as your Executor and Trustee in your Will, and so that these Terms and Conditions and our fees will apply and will give us the right to levy our fees, and those of third parties in the administration of your Estate, the following clause can be inserted into your Will when it is prepared.

"I appoint Lloyds Bank plc whose Registered Office is 25 Gresham Street, London EC2V 7HN, registered in England and Wales No. 2065 ('the Bank') to be the Executor and Trustee of my Will and I declare that the Terms and Conditions of the Bank for acting as Executor and as Trustee respectively (including the respective scales of remuneration) last published before my death shall apply with power to charge remuneration for Trusteeship in accordance with any later published terms of the Bank in force when such remuneration becomes payable."

Terms and Conditions for the Estate Administration Service

How to contact each other

1. The Bank and the Custodian have set out below how you may contact them and they may contact you.

How to contact the Bank and the Custodian

If you are a beneficiary, Co-Executor or have appointed the Bank as your attorney to administer an Estate on your behalf, please contact the Estate Manager administering the Estate. You will be given their contact details in their first letter to you. If you have any queries before receiving this letter please call the Estate Administration Support Team on **0800 0560171** (or **+44 (0)1733 286 482** if you're abroad). Lines are open Monday to Friday, 9am-5pm.

If you are a beneficiary and are registered to use the Customer Hub online, you can also send us secure messages via the hub only. This is optional and in addition to postal and telephone contact. You will receive a letter inviting you to register from the Estate Manager administering the Estate.

Please be aware that any notice or instruction will only be treated as given by you once it has actually been received by us.



What to do if you have a complaint

If a beneficiary or Co-Executor has a complaint about the service provided by the Bank or the Custodian, their first point of contact should be the person or office where the problem has arisen. If our final response does not resolve the complaint satisfactorily, they may (depending on the circumstances of the claim) refer the matter to the Financial Ombudsman Service. The Financial Ombudsman Service will only consider your complaint once you have tried to resolve it with the Bank or the Custodian as relevant. Their website address is **www.financial-ombudsman.org.uk** or you can contact the Estate Administration Support Team on **0800 056 0171** for further information. Lines are open Monday to Friday, 9am-5pm.

How we contact you

The Bank and the Custodian will contact you by post and telephone using the latest contact details you have given the Estates Manager administering the Estate or the Estate Administration Support Team.



Important information

You must tell the Bank if your name or contact details change. If you do not tell the Bank, it will not be responsible if it cannot contact you or it sends confidential information to an old address. The Bank may charge reasonable costs for trying to find you if your contact details are out of date.

Unless the Bank agrees with you otherwise, any phone calls or visits will be between 9am and 5pm (UK time) Monday to Friday, in relation to this service.

Recording calls

Any phone calls may be monitored or recorded to:

- Check that the Bank and the Custodian have carried out your instructions correctly and are meeting their regulatory obligations;
- Help detect or prevent fraud or any other crime, and
- Help the Bank and the Custodian maintain and improve the quality of our service.

You may request a copy of the recording for up to five years from the date it is made or up to seven years where the Financial Conduct Authority tell us to keep it for that period.

Who we are and what we do

2. Under these Terms and Conditions:
 - a. the Bank is appointed, together with any Co-Executor, as Executor of a deceased person's Estate to carry out the terms of the Will including arranging for the safeguarding and administration of Investments within the Estate by the Custodian; and
 - b. the Custodian is appointed to safeguard and administer the Investments of a deceased person's Estate.

Definitions

3. These Terms and Conditions are supplied in English and we will communicate with you in English when providing the services.

We use certain expressions to convey the following meanings:

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| Administrator | any person(s) appointed or willing to be appointed as a personal representative in a deceased person's estate where there is a Will but no executor willing or able to act, or no Will. |
| Applicable Regulations | any rule, regulation, guidance, voluntary code or standard applicable to the party concerned in relation to the services provided under these Terms and Conditions and imposed by law, by any regulatory authority having responsibility for regulating the Bank and the Custodian (as applicable) from time to time or by any major payment association. |
| Associate | any company or subsidiary within the Lloyds Banking Group. |
| Bank, or we/us/our | Lloyds Bank plc. |
| Co-Executor | an executor other than the Bank. |
| Custodian | Equiniti Financial Services Limited. |
| Estate | a deceased person's estate. |
| Executor(s) | any person(s) appointed in the Will to carry out the terms of the Will or any Administrator e.g. if there is a Will but no Executor willing or able to act, or there is no Will. |
| FCA Handbook | The Financial Conduct Authority's Handbook of rules and guidance as in force from time to time. |
| Gross Estate Value | The total value of all assets of the Estate including any interest accrued and dividends declared but not yet paid and before the deduction of any liabilities, taxes or expenses. |
| Investments | a security or a contractually based investment as defined in the FCA Handbook which forms part of the Estate and which is not safeguarded and administered by a third party under arrangements entered into before the date of death. Note in practice this will only be certificated investments as uncertificated investments will be safeguarded and administered by a third party. |
| Will | the will relevant to the Estate, including any codicil or other testamentary documents, and which expression shall include intestacy and the application of the intestacy rules where the deceased left no fully effective Will. |

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| You/your | where the context requires, the person making the Will appointing the Bank as executor, the Co-Executor, the person appointing the Bank as attorney or agreeing to their appointment as Administrator and/or any beneficiary of the Estate. |
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Our status and regulation

4. The Bank, Lloyds Bank plc, is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority under Registration number 119278. The Custodian, Equiniti Financial Services Limited, is authorised and regulated by the Financial Conduct Authority under Registration number 468631.

To the extent that they provide regulated activities under these Terms and Conditions, each of the Bank and the Custodian will act in accordance with the applicable rules of the Prudential Regulation Authority and Financial Conduct Authority. Their addresses are:

| | |
|--|--|
| Financial Conduct Authority (FCA) 12 Endeavour Square London E20 1JN | Prudential Regulation Authority Bank of England 20 Moorgate London EC2R 6DA |
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5. The Bank and the Custodian are each participants in the Financial Services Compensation Scheme (FSCS). In the event of a default by the Bank and/or the Custodian, a beneficiary, Custodian or Co-Executor may (depending on the type of business carried out or service provided, the claimant and the circumstances of the claim) have the right to claim under the FSCS, whose internet address and telephone number are set out at the end of the Terms and Conditions.
6. The Bank will treat any Co-Executors as retail client(s) and the Custodian will treat the Estate as a retail client. Categorisation as a retail client provides the highest degree of protection under the Applicable Regulations. However it does not automatically confer rights to bring a claim under the Financial Ombudsman Service or the FSCS.

Custody

7. The Custodian is appointed to safeguard the Investments within the Estate in accordance within these Terms and Conditions.
8. The Custodian will hold the Investments belonging to the Estate in safe custody according to the Applicable Regulations. This means that these Investments will be held separately from its own investments. Where the Investment is a certificated investment, the Custodian will hold the Investment in the name of the deceased.

9. The Custodian will ensure that its records make it clear that Investments belonging to the Estate belong beneficially to the Estate and not to any other person and that those Investments are separately identifiable in its records from its own assets or the investments of any other customer.
10. The Custodian accepts full responsibility for its own acts and omissions in relation to the Investments it holds.



Important information

The Bank has exercised all due skill, care and diligence in their selection of the Custodian and will perform periodic monitoring. However, the Bank accepts no responsibility for the default or other failure to perform by the Custodian, except to the extent that the Bank fails to exercise any of its ongoing due skill, care and diligence obligations.

11. The Bank will not lend or deposit by way of collateral any Investment held for the Estate to or with a third party.

Money held for the Estate

12. Money belonging to the Estate will be deposited in a bank account with Lloyds Bank plc. Where the Bank holds such money for the Estate, the money is held by the Bank in its capacity as Executor or attorney for an Executor and does not constitute client money for the purposes of the FCA's Client Money Rules.

Instructions

13. The Bank may, at its discretion and depending on the terms of the Will (if any), consult with beneficiaries of the Estate. If a beneficiary wishes to give any special instructions or requests (for example in relation to the beneficiary's receipt of a bequest to which they are entitled), these instructions must be in writing, but not facsimile or any other form of electronic transmission unless the Bank in its discretion agrees otherwise. No instruction will be binding until the Bank has accepted it and the Bank will contact the relevant beneficiary if we do not accept an instruction.
14. To the extent permitted by the Applicable Regulations, the Bank alone can deal with instructions from beneficiaries and discharge its obligations as acting on behalf of the Estate, notwithstanding other Co-Executors may have been appointed.

Conflicts of Interest

15. The Bank and the Custodian have established and implemented a Conflicts Policy (which may be revised and updated from time to time) under the Applicable Regulations. The Conflicts Policy sets out how the Bank and the Custodian must seek to identify and manage all material conflicts of interest. Such conflicts of interest can occur in the day to day business activities,

for example, where one client could make a gain at the direct expense of another client, or the Bank or the Custodian might be faced with an opportunity to make a gain but this would be to the direct disadvantage of one or more client.

16. In most instances, the objective will be to eliminate the conflict of interest entirely. However, in some situations, depending on the exact nature of the conflict involved, this may not be possible. In such cases, the necessary actions will be taken in accordance with the Conflicts Policy to mitigate the potential impact of the conflict, to monitor the outcome and to ensure that the Bank or the Custodian, as appropriate, are being as fair as possible to all clients. This may involve putting in place controls between the opposing sides of the conflict, which may control or prevent the exchange of information, and/or involve the appropriate management of staff activities and segregation of duties.

Where such controls would be insufficient to eliminate all the risk from specific conflicts of interest, then the Bank or the Custodian, as appropriate, will disclose the general nature and/or source of conflicts to you prior to us undertaking business. If you wish to have further information on the Conflicts Policy, or on any specific conflict of interest that you think might affect you, please contact your Estate Manager or the Estate Administration Support Team on **0800 056 0171** (or **+44 (0)1733 286 482** if you're abroad). Lines are open Monday to Friday, 9am-5pm.

17. The Bank may carry out transactions on behalf of the Estate with product providers and other companies who pay it fees, commissions and/or provide us with other non-monetary benefits such as training, research reports, access to information terminals, hospitality, marketing materials, sales documentation, travel and accommodation expenses and other similar items. The Bank or the Custodian may also pay or receive fees or commissions, or provide or receive non-monetary benefits, to or from other third parties or Bank Associates in connection with the business that the Bank and the Custodian carry on for the Estate. Such fees, commissions and non-monetary benefits will only be paid or received by the Bank or the Custodian where permissible under the Applicable Regulations.
18. The Bank and the Custodian will not pay or accept any fee, commission or other non-monetary benefit if it is likely to impair its ability to act in the best interests of the Estate or if it is not permitted under the Applicable Regulations. The Bank and the Custodian will also follow the Applicable Regulations in checking that in certain cases the relevant fee, commission or other non-monetary benefit is designed to enhance the quality of the service that is provided to the Estate.

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19. The Bank or the Custodian (as applicable) will provide any Executor, Co-Executor or beneficiary with details of any such fee, commission or other non-monetary benefit received or provided by us upon request.
20. Without being liable to account for profit:
- the Bank or any Associate may receive and retain where permitted by the Applicable Regulations any brokerage or commission or similar payment received from the disposal or acquisition of investments or in effecting or renewing insurance;
 - the Bank may act as banker and transact any banking or related business on normal terms; and
 - the Bank may retain the whole or any part of the money comprised in the Estate in the units or shares of any collective investment scheme including schemes of which the Bank or any Associate are a manager on normal terms and, subject to any contrary directions in the Will, without any need to diversify investments.
21. The Bank may, at its discretion, and subject to the terms of the Will or any appointment as attorney employ or delegate to any person or company including an Associate to perform any services on behalf of the Executors. Provided that the Bank exercises reasonable care in selecting and monitoring them, the Bank will not be liable for their failures and may claim any costs incurred for these services from the relevant Estate accordingly. Where any preference is expressed in the Will or by any Co-Executor, beneficiary or third party Executor as to persons or companies to be employed for any particular purposes we will have regard to that preference, but we retain discretion to employ some other person or company instead.



Important information

Neither the Bank nor the Custodian accept any liability for services provided to you by third party professional advisers to whom you have been introduced. This includes, by way of example only, where the Bank introduces you to an external solicitor for the preparation of a Deed of Variation document.

Dealings with the Estate by the Bank



Important information

Where any business is an asset of an Estate, the Bank will not normally carry on the business longer than is necessary for the sale, winding up or other disposal of the business, unless authorised by the Will; and then only on the condition that the Bank is fully indemnified against all costs, expenses and losses out of the assets of the relevant Estate.

22. In the case of any bank accounts or deposits in an Estate in accounts situated outside the United Kingdom, the Bank reserves the right, subject to any express provisions in the Will to the contrary, to convert the same into Sterling for the purposes of remittance to the United Kingdom and shall not be liable for any exchange rate losses except in the case of our intentional wrongdoing or negligence.
23. The Bank may effect insurances on behalf of the Estate in respect of any risks which the Bank considers may affect the Estate. Except where the terms of the Will direct us to charge the premiums for such insurances from either income or capital, the Bank may charge the premiums against the capital or income of the Estate at its discretion as appropriate.



Important information

The Bank will use all reasonable skill and care in dealing with the administration of the Estate, in accordance with the law and the relevant Will. However, no warranty is given as to the performance or profitability of any Estate investments held or acquired nor can responsibility be accepted for any decrease in, or loss of opportunity to increase, their value except in cases of the Bank's intentional wrongdoing or negligence. Liability will be accepted for errors of fact or judgement or lawful acts or omissions only in cases of such intentional wrongdoing or negligence. This paragraph will not exclude or restrict any duty or liability which the Bank may have or owe under the Applicable Regulations.

Reporting

24. Details of investment transactions in relation to the Estate are available on request.

The Custodian will produce a statement of the Investments which they are safeguarding for the Estate at least once a year where this is required in accordance with the Applicable Regulations.



Important information

The Bank does not provide any investment advice under the Estate Administration Service. All transactions carried out for the Estate shall be on an execution only basis.

Disclosure for Tax purposes

25. The Bank (or its Associates) and/or the Custodian may be required by legislation or by agreement with tax authorities to report certain information about you and your relationship with the Bank and/or the Custodian, including information about your interest in the Estate:
- a. to the tax authorities in the UK, which may then pass that information to the tax authorities in another country where you may be subject to tax; or
 - b. directly to the tax authorities in other countries (such as the US) where the Bank and/or the Custodian reasonably thinks or is required to presume you are subject to tax.
 - c. to the tax authorities in the UK via registration of the Estate on the Trust Registration Service (the TRS) if the Executor needs to complete a Trust & Estate tax return for the period of administration or if the Estate otherwise needs to be registered on the TRS in line with statutory requirements and/or HMRC guidance.
26. If the Bank and/or the Custodian is required to report information about you or your relationship with the Bank and/or the Custodian, including information about your interest in the Estate, this information can include details of the income and capital, your name, address, country of residence, and social security number or taxpayer identification number.
27. In addition, the Bank and/or the Custodian may need you to give it further information, documents or certifications about your identity, tax residence, nationality and status.
28. If the Bank and/or the Custodian is required to report information about your interest in the Estate, you agree that:
- a. you will provide additional information and documents that the Bank and/or the Custodian needs from you and that confidentiality rights under relevant data protection, bank secrecy or similar laws will not apply to

information that the Bank and/or the Custodian reports or obtains from you to meet our obligations;

- b. if you do not provide the Bank and/or the Custodian with information or documents that it needs to comply with legislation or a tax authority's request, the Bank and/or the Custodian may (i) apply a withholding tax to amounts, including interest, that it pays to you; or (ii) close any account in which you have an interest; or (iii) transfer any account in which you have an interest to an affiliate in another jurisdiction; and the Bank and the Custodian will not be liable to you for any loss you may suffer as a result of complying with legislation or agreements with tax authorities in accordance with this condition, unless that loss is caused by the Bank's or the Custodian's gross negligence, intentional wrongdoing or fraud, in which case, they will each be separately liable to you for such loss as they have caused you respectively.

Amendment of these Terms and Conditions

29. The Bank may amend any of these Terms and Conditions on giving reasonable notice to you if and when it is necessary or appropriate to do so in order:
- a. to comply with legal, fiscal or regulatory requirements;
 - b. to rectify errors, inaccuracies or ambiguities;
 - c. to take account of any corporate reorganisation within the Lloyds Banking Group of companies; or
 - d. to reflect alterations in the scope and nature of the service which the Bank or the Custodian is able to provide to you under these Terms and Conditions in accordance with its systems capabilities, routines and administrative procedures and having regard to market practice and overall client demands. In making any such amendments we will always endeavour to ensure that any such amendments do not have a materially detrimental effect on you.

Circumstances beyond our control

30. The Bank and the Custodian set out below examples of certain circumstances where they do not accept responsibility for losses.



Important information

Neither the Bank nor the Custodian accept responsibility for losses arising from any cause beyond their reasonable control including, but not limited to, acts of God, epidemic or pandemic, terrorism, fire, act of government or state, war, civil commotion, industrial action, market conditions, inability to communicate with any relevant person, or the breakdown, failure or other default of a computer system except to the extent our responsibility or liability arises under the Applicable Regulations.

Law governing these Terms and Conditions

31. The law governing these Terms and Conditions is set out below.



Important information

These Terms and Conditions shall be governed by the law of England and Wales and any questions arising of a legal nature, including disputes, may be dealt with by the courts of England and Wales.

Your right to cancel

32. The testator or a Co-Executor or Beneficiary may have a right to cancel (i) the estate administration services provided by the Bank except where the Bank is the named Executor; and (ii) safeguarding and administration services provided by the Custodian in certain circumstances set out below. This right does not exist if the Bank is appointed as Executor under the terms of a Will or a Codicil.



Important information

The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 (the "Regulations") will apply to the Bank and/or the Custodian's services where:

- neither the Bank nor the Custodian have met you to conclude agreement to these Terms and Conditions for the purpose of the Estate Administration Service; or
- if these Terms and Conditions were entered into at or following a meeting with the Bank or the Custodian, or someone acting on our behalf (other than at the Bank or the Custodian's business premises) or during an excursion organised by the Bank or the Custodian with the aim of promoting the Bank or the Custodian's services.

Where the Regulations apply, you have the right to cancel this agreement within fourteen days, starting from the day after you receive the Notice of Right to Cancel, as set out in the Schedule to that Notice. The right to cancel will only apply if you are a 'consumer', which means an individual acting for purposes which are wholly, or mainly, outside your trade, business, craft or profession. If you would like the Bank and the Custodian to start work on the services under these Terms and Conditions within the first fourteen days, please let us know.

Termination

33. If we are removed as Administrator or Executor of the Estate for any reason the contract arising under these Terms and Conditions shall automatically terminate.



Important information

Where the contract is terminated for any reason we shall continue to be entitled to payment of our fees in accordance with these Terms and Conditions until such time as our retirement or removal takes effect. In addition any clauses which sets out the limitations of your rights or our obligations (such as set out in the Important Information boxes after paragraphs 21, 25, 29 and 40) shall continue to have effect in the event of any claim brought under these Terms and Conditions.

Financial Services Compensation Scheme

Important information about compensation arrangements

Lloyds Bank plc and Equiniti Financial Services Limited are each participants in the Financial Services Compensation Scheme (FSCS). The Estate, a beneficiary or Co-Executor may be entitled to compensation from the scheme if the Bank or the Custodian cannot meet their obligations. This will depend on the type of business carried out or service provided and the circumstances of the claim.

Investments

Most types of investment business are covered by the scheme. Payments under the scheme are limited to 100% of the first £85,000 of the investments.


Deposits

Most retail depositors and businesses are covered by the scheme up to the applicable protection limit.

For further information about the compensation provided by the FSCS (including the amounts covered and eligibility to claim) please ask at your local branch of the Bank, refer to the FSCS website www.fscs.org.uk or call the FSCS on **020 7741 4100** or **0800 678 1100**. Please note only compensation related queries should be directed to the FSCS.

If you are unsure which bank your account is held with or require further details about the scheme, please contact the Estate Administration Support Team on **0800 056 0171** (or **+44 (0)1733 286 482** if you're abroad). Lines are open Monday to Friday, 9am-5pm.

Find out more

 Estate Administration Service 0800 056 0171 (or +44 (0)1733 286 482 if you're abroad). Lines are open 9am-5pm, Monday to Friday. Calls may be monitored or recorded in case we need to check we have carried out your instructions correctly and to help us improve our quality of service. Calls from abroad are charged according to the telephone service provider's published tariff.

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

If you have a hearing or speech impairment and would prefer to use a Textphone, call us on 0345 300 2281 (lines open 24 hours a day, seven days a week). If you are Deaf and prefer to use BSL then you can use the SignVideo service available on our website lloydsbank.com/signvideo.asp

Important information

Lloyds Bank plc. Registered Office: 25 Gresham Street, London EC2V 7HN. Registered in England and Wales No. 2065

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. Information correct as of April 2023.



LLOYDS BANK