

PRESS RELEASE

01 December 2020



LLOYDS BANK

Lloyds Bank builds on customer support to offer a helping hand this winter

- **Bank announces a number of ways it will help personal and business customers**
- **Branch colleagues have already contacted over 400,000 customers with wellbeing calls**

Lloyds Bank will be running a number of supportive plans over the coming months to help personal and business customers.

The bank, which has already assisted customers affected by the pandemic with over 1m payment holidays¹ and contacted customers aged over 70 to check how they are coping, has announced a number of ways current account, personal loan, and business banking customers will benefit, in addition to tailored support for those who continue to be financially impacted by the challenging economic climate. The initiatives include:

- 5,000 current account customers will receive £200 to help with the additional costs that arise through winter expenses, such as food, or heating
- Valuable online face-to-face advice from experienced business leaders to small and local businesses in recognition of their resilience, innovation and sheer grit and determination, in 2020
- The opportunity for a number of small businesses to be championed across Lloyds Bank's social media channels to demonstrate people can still 'shop local' online
- Personal loans customers will have their outstanding loan balance paid off as part of a Countdown to Christmas Loans Prize Draw
- Targeted calls to customers who are adapting to significant changes to their finances, such as reduced income, or depleted savings

Jo Harris, Managing Director of Lloyds Bank says: "We know that our customers will be facing a range of different challenges this winter, which is why we wanted to build on the support we have already provided this year. The breadth of these activities is intended to ensure we continue to be there for our customers who we know are struggling, while also provide a listening ear and hopefully a smile, in what we know are difficult times."

Gareth Oakley, Managing Director Business Banking, adds: "Small and local businesses up and down the country have shown inspiring energy and resilience in meeting the extraordinary challenges of 2020. Many have pulled out all the stops to help their local communities and contacts. We want to

¹ As at 30 September 2020 Lloyds Banking Group confirmed it had actively supported customers through a range of flexible propositions, including around 1.2 million payment holidays

MEDIA CONTACTS

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recognise the best of the best with an unrivalled opportunity to gain unique insight and support from experienced business leaders to help them navigate the challenges of the year ahead.”

Ends

Notes to editors:

- 5,000 Lloyds Bank personal current account customers will receive £200 this February to help with household bills and expenses. Customers must have held a Lloyds Bank Personal Current Account as at 1st November 2020 and have made any type of payment into or out of their account between 1st November 2019 and 31st October 2020. Winners will be selected at random and notified in writing in January 2021 with the money paid into their current account by 15th February 2021.
- Details of the Yes Business Can - Small Business of 2020 Competition can be found at yesbusinesscan.co.uk/competition. Entries will be shortlisted by News UK and the final winners judged by Anthony Impey, CEO, Be the Business. Winners will be selected on the basis of how creatively and how quickly they adapted to the challenges of 2020, and how they went over and above expectations. Four online mentoring sessions will take place in January and February 2021 with entrepreneurs Joe Wicks MBE, Levi Roots, Sharmadean Reid MBE and Lord Karan Bilimoria, and each session will offer up to six winning business owners the opportunity to meet their mentor online.
- Countdown to Christmas Loans Prize Draw will see 12 lucky winners over 12 days, from 7-18 December 2020, have their outstanding loan balance paid off. To be eligible, customers must be aged 18 or over, have an active loan account, have made at least one monthly repayment to any new loan, and live in England, Scotland or Wales. Eligible customers will be automatically entered into the competition with the opportunity to opt out before the first draw if desired. Winners will be contacted by phone or post.
- If customers believe that they are going to struggle to make monthly repayments due to coronavirus, we have online support available [here](#). Customers can also the Lloyds Bank [Money Worries page](#) to find out more ways we may be able to help. Additionally, the Money Advice Service [Money Navigator Tool](#) also gives instant help based on what you tell it about your circumstances. You can also call the Money Advice Service on **0800 138 7777**. Lines are open Monday to Friday, 8am to 6pm.

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