

LLOYDS TSB INTERNET BANKING WINS TOP AWARD FOR INNOVATION

Lloyds TSB Internet banking has scooped a top industry award for innovation, from the Institute of Financial Services, for its 'e-statements' facility. It won the coveted award for '**Best Internet Service**' which recognises those Internet banking providers who go the extra mile to ensure they provide a first class service for customers.

E-statements, launched in October 2003, allows Internet banking customers to access their account statements on the Internet and to store them on their home or office computers. The technology means that anyone registered with online banking can search their statements back to July 2002, print and download these details into special software packages.

Matthew Timms, Internet banking director said: "It's great to see Lloyds TSB Internet banking getting recognition for the service it is providing to customers. Winning the award for Best Internet Service says it all. We are already known to be the most popular Internet banking site and it is services like e-statements that are the building blocks for this success.

"This achievement is testament to our commitment to providing a superior customer experience and we aim to continue developing innovative services to keep Lloyds TSB at the cutting edge of online banking."

-ends-

For more information:

Emile Abu-Shakra

Lloyds TSB Press Office

Tel: 020 7356 1878

Email: emile.abu-shakra@lloydstsb.co.uk

www.mediacentre.lloydstsb.com