

BRITAIN'S NUMBER ONE ONLINE BANK GETS FRESH

Lloyds TSB Internet Banking, the UK's most popular online banking service¹, has revamped and refreshed its service, to offer customers in [insert name of region] a host of new facilities, to help them better manage their money.

The new look site is designed to be even easier and simpler to use. Among the new features are:

- A 'quick funds' transfer option to speed up and simplify transfers of money between Lloyds TSB accounts.
- An 'at a glance' account overview page for all Lloyds TSB current accounts, savings, credit cards and loans.
- Drop down menus to help customers find what they need easily.
- An account overview page for easy access to product information.
- Ability to see all loan applications alongside other account details.

Matthew Timms, Lloyds TSB Internet director, said: "The popularity of Lloyds TSB Internet Banking speaks for itself, with the consistent top rankings it has achieved over recent months. Customers love the site for the simple reason that we give them what they want in a website – simplicity, security and speed. This fresh new look is designed to help customers manage their money even more effectively, and give the site a cutting edge that ensures it stays ahead of the pack."

To sign up to or log on to Lloyds TSB Internet Banking, visit www.lloydstsb.com.

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For new customers, or those already using the site, Lloyds TSB Internet Banking has published the following advice to ensure safe and secure online banking:

- Choose 'strong' passwords for any sites you are registered with and change them regularly - use a combination of letters and numbers and avoid using words that may be easy for others to guess (such as the name of a family member or pet).
- Do not tell anyone else your passwords - do not write it down or store this information on your computer. If you think someone else knows your password go online and change it immediately – most websites will have a facility allowing you to change your personal information.
- Always log off when you have finished using a site and close your browser - this will prevent others gaining access to any personal details online.
- Be aware that you cannot be assured of the security of a computer in a public place e.g. an internet café. If you have any reason to be suspicious about a publicly accessible computer, then do not use facilities such as internet banking from that machine.
- You should not choose or change your passwords and personal security details on a computer in a public place such as an internet café.
- If you are using a facility such as internet banking in a public place then do not leave the computer unattended and ensure that no one is behind you watching you type.

If you suspect that the security of any of your Lloyds TSB accounts has been compromised contact us immediately on 0845 3000 116 (+44 20 7649 9437 from overseas). More information can be found by visiting www.lloydstsb.com/security.

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Notes to Editors:

¹Nielsen Net Ratings – August 2003

- If a customer has IE (5) Internet Explorer they will need to download an update from Microsoft to be able to access the new site.

For more information:

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