



Lloyds TSB

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NEW HOME ‘THRU UR FONE’

Lloyds TSB launches text service for new mortgage customers

Lloyds TSB is helping to take the stress out of buying a house, by launching a new mobile phone text service. The free service gives customers timely updates on their mortgage application progress.

Customers applying for a new mortgage through a Lloyds TSB branch or the telephony channel will receive text alerts at key milestones:

- ‘Welcome to Lloyds TSB – application received’
- ‘Application authorised’
- ‘Offer letter issued’
- ‘Delighted to confirm your mortgage application has completed’. This message will include a customer services telephone number for future use

Mike Mitchell, Mortgage and Customer Services Director at Lloyds TSB said: “Buying a house can be very stressful, particularly keeping track of everything that is going on. Knowing that you will be updated at all key stages of your mortgage application process – no matter where you are - will give you piece of mind that things are going smoothly.”

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For further information:

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