

# EPAY VIRTUAL STERLING ACCOUNT PRICING



General information	Price
Interest Free Period	No interest is charged when balance is settled in full each month
Non-Sterling Transaction Fee	2.75%
Late Payment Fee	2% of outstanding balance, minimum £10
Returned Payment Fee	£30
Statement/Report Copy	£10
Implementation Fee	Negotiable
Annual Licence Fee	Negotiable
Transaction Fee	Negotiable
File Transfer Monthly Maintenance Fee	Negotiable

### Changes to ePay Virtual Pricing

Lloyds Bank has the right to make changes to the ePay Virtual product pricing where necessary to ensure compliance with legal or regulatory requirements, rectify errors or omissions, take account of reorganisations within Lloyds Banking Group, change the scope of the service or take account of changes to our systems. Changes will be notified to you in writing by post or email and whichever form notification takes, you may be directed to the Lloyds Bank Commercial Banking website for further details of the change(s).

If there is any conflict between the pricing contained above and those contained in the ePay Virtual Agreement, the terms of the ePay Virtual Agreement prevails to the extent of that conflict.

Issue date: November 2018.



### Our service promise

If you experience a problem, we will always try to resolve it as quickly as possible. Please bring it to the attention of any member of staff. Our complaints procedures for businesses with an annual turnover of up to £25m are published at [lloydsbank.com/business/contactus](https://lloydsbank.com/business/contactus) and for businesses with an annual turnover of £25m or more they can be found at [commercialbanking.lloydsbank.com/contact-us](https://commercialbanking.lloydsbank.com/contact-us)

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 Contact your relationship manager

 Visit [lloydsbank.com/commercialbanking](https://lloydsbank.com/commercialbanking)

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 you can use the Next Generation Text (NGT) Services (previously Text Relay/Typetalk).

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### Important information

Your call may be monitored or recorded in case we need to check we have carried out your instructions correctly and to help improve our quality of service.

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