

Commercial Card Internet Servicing

Registration and Sign in User Guide for Cardholders



CONTENTS

Commercial Card Internet Servicing (CCIS) is our online card management service that provides you with an easy way to manage your Corporate Card and account, giving you control of your finances 24 hours a day, 365 days a year.

This guide shows you how to register. It also takes you through the steps to sign in.

If you're also a Programme Administrator, you should read our Registration and Sign in Guide for Programme Administrators instead.

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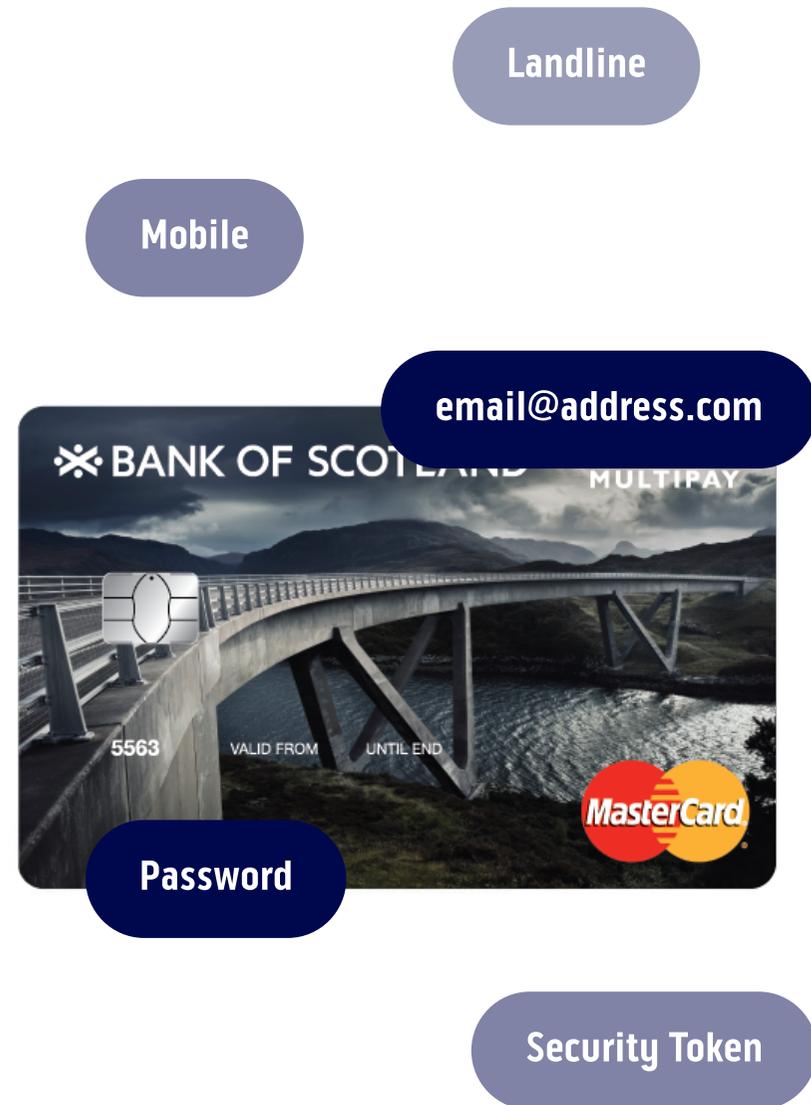
Before you start

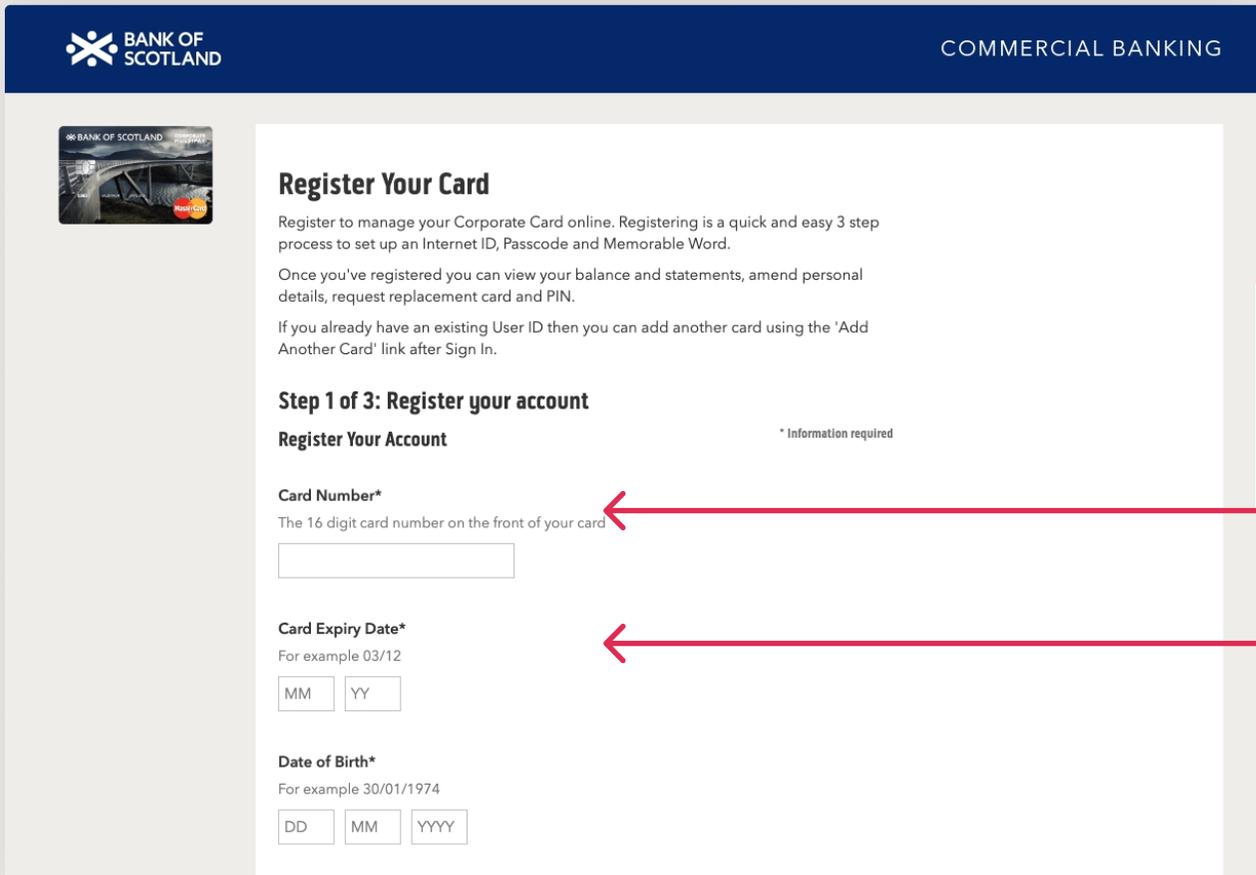
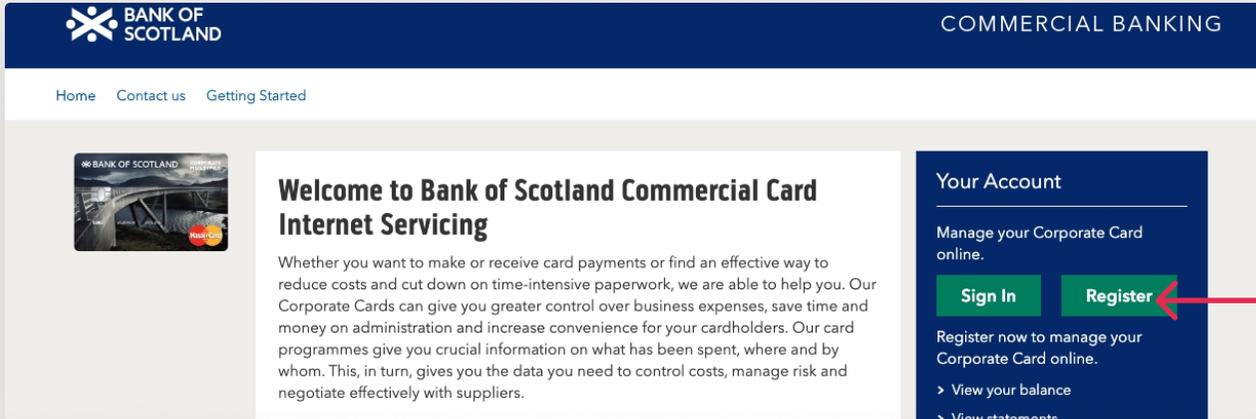
You'll need:

- your corporate card
- the password you created as part of your application
- the email address you provided in your application
- the device you use to verify your identity during sign in - your mobile, landline or security token.

Things to know

- If you don't have any of the details you need to register, speak to your Programme Administrator.
- When creating your CCIS Internet ID, Passcode and Memorable Word, use details that you'll remember - we won't send you confirmation.
- For your security, we'll time you out if there's no activity for 9 minutes. This means you'd need to start registration again. So give yourself enough time to complete this in one sitting - it shouldn't take more than a few minutes.





Register your card and details

1. Go to:

<https://www.commercialcards.co.uk/lloydsbank/>

2. Click Register in the 'Your Account' section

3. Follow the on-screen instructions to register your card by entering your:

- Card Number

This is the long (16 digit) card number as it appears on the front of your corporate card. Input is numbers only with no spaces

- Card Expiry Date

This is the expiry date as it appears on the front of your corporate card. Input is in MM/YY format



Register Your Card

Register to manage your Corporate Card online. Registering is a quick and easy 3 step process to set up an Internet ID, Passcode and Memorable Word.

Once you've registered you can view your balance and statements, amend personal details, request replacement card and PIN.

If you already have an existing User ID then you can add another card using the 'Add Another Card' link after Sign In.

Step 1 of 3: Register your account

Register Your Account * Information required

Card Number*

The 16 digit card number on the front of your card

Card Expiry Date*

For example 03/12

Date of Birth*

For example 30/01/1974

Credit Limit*

This is your current credit limit. It can be found on your statement or contact your Programme Administrator. Please enter it without currency sign

Password*

Created when you completed your application. This may be your mother's maiden name

Cancel

Next >

Register your card and details

- Date of birth

This is your date of birth as recorded on the application form or bulk cardholder application document. Input is in DD/MM/YYYY format

- Credit Limit

This is the individual monthly credit limit applied to your card. If you do not know this value your company programme administrator can confirm it for you. Input is numbers only, with no spaces, dots, commas or currency signs

- Password

This is your password as recorded on the cardholder application form or bulk cardholder application document. If you do not know your password, your company programme administrator can confirm it for you. Please input any letters in UPPER CASE only

Once you're done, click Next.

Register your card and details

4. Click the link to read our Terms and Conditions. Tick the box to confirm you accept them, then click Next.

For security reasons, the service will timeout after 9 minutes of inactivity. Please make sure you complete and review the agreement within time to avoid restarting the registration process again.

The screenshot shows the 'Registration - Online Terms and Conditions' page for Bank of Scotland Commercial Banking. The page is titled 'Step 2 of 3' and includes a 'Terms & Conditions' section with a link to 'Online servicing Terms and Conditions'. A red checkmark icon is next to the text 'I have read and agreed to the Online Terms and Conditions', which is highlighted by a red arrow. Below this are 'Cancel' and 'Next >' buttons. The footer contains links for 'Legal Information', 'Privacy Statement', 'Terms & Conditions', and 'Cookie Policy', along with regulatory information.



Registration - Setup login Details

Now you need to set up your Internet ID, a passcode for your online account and a memorable word. You will not receive any emails confirming your login details so make a note of these.

Choosing your Internet ID

- > This will be the ID you use to log on
- > Between 6 and 13 numbers and letters long
- > Don't use spaces
- > Avoid anything too simple such as 'abc123', which may be easy for others to guess.

Choosing your Passcode

- > This will be your passcode for log on
- > 5 numbers long
- > Use at least 4 different numbers
- > Don't put three or more consecutive numbers in ascending or descending order.

Choosing your Memorable Word

- Choose a word that is personal to you and that you are likely to remember easily.
- > Your memorable word must contain at least 1 number, 1 alphabetic character and 1 special character.
 - > It must be between 8 and 16 characters long.
 - > It must have at least 4 different characters with no more than 2 consecutive identical characters.

Your Memorable Word

Create your unique CCIS sign-in details

5. Follow the guidance notes and on-screen instructions to create your:

- Internet ID

This is your date of birth as recorded on the application form or bulk cardholder application document. Input is in DD/MM/YYYY format

- Passcode

This must be 5 digits in length and must be made up of numbers only with no spaces. It must include at least 4 different numbers that do not consecutively ascend or descend

- Email address

This is your email address as recorded on the application form or bulk cardholder application document. Please input any letters in UPPER CASE only

Step 3 of 3

Set up account security

* Information required

Internet ID*

This will be your user ID every time you log in.

Passcode*

5 digit numeric code.

Confirm Passcode*

Email Address*

Confirm Email Address*

Memorable Word*

Between 8-16 characters. It must contain at least 1 number, 1 alphabetic character and 1

Create your unique CCIS sign-in details

The screenshot shows a registration form with the following fields and labels:

- Email Address***: B2BNEW9@LLOYDSBANKING.C
- Confirm Email Address***: B2BNEW9@LLOYDSBANKING.C
- Memorable Word***: A field containing seven dots. Below it is a note: "Between 8-16 characters. It must contain at least 1 number, 1 alphabetic character and 1 special character."
- Memorable Word Hint***: A field containing four dots. Below it is a note: "Reminder of the word in case you forget it."
- Buttons**: "Cancel" (grey) and "Register Now >" (green).

Red arrows point from the text on the right to the "Memorable Word" field and the "Register Now" button.

- Memorable word

This sequence of letters, numbers and special characters must be between 8 & 16 characters long, containing at least 4 different characters including at least 1 letter, 1 number and 1 special character

Please DO NOT use any currency signs (£/\$/€) and ensure your memorable word contains no more than 2 identical characters in sequence.

It is case sensitive (for future use)

6. Click Register Now once you're done.

You're nearly there. You now need to sign in to CCIS to complete your registration.



Sign In to Your Account

Please sign in to manage your Corporate Card account online. If you haven't already done so, Register for Internet Servicing to view your balance and statements, amend personal details and request replacement card and PIN.

Step 1 of 2

Sign in to your account

* Information required

Internet ID*

The user ID you setup upon registration

b2bchuser

[Forgotten your Internet ID?](#)

Date of Birth*

For example 30/01/1974

.. .. |

Cancel

Next >

[Legal Information](#) [Privacy Statement](#) [Terms & Conditions](#) [Cookie Policy](#)



Sign In to Your Account

Please enter the requested security credentials below.

Step 2 of Sign In

Enter your security details

* Information required

Memorable Word*

Setup upon registration

.....

[Memorable Word Hint*](#)

2nd Number of your Passcode *

4

3rd Number of your Passcode *

2

[Forgotten your Passcode?](#)

Cancel

Sign In >

Sign in for the first time

7. To sign in to CCIS, enter your new Internet ID and date of birth. Then click Next.

8. Now enter your new Memorable Word and two randomly selected digits from your Passcode. Then click Sign in.

You have three attempts to enter your sign-in details correctly. After that your account will be locked. If that happens, please contact the Customer Services team.

Tel: 0800 096 4496 (or +44 1908 544 059 from outside the UK).
Opening hours Monday to Friday, 8:00 am to 8:00 pm, and Saturdays 9:00 am to 4:30 pm.

Sign in for the first time

9. As you are signing into CCIS for the first time, there is a final 'once-only' stage which you need to input the various pieces of information which you used before you are able to access the application. These are:

- 16-digit card number
- Card expiry date
- Date of birth
- Credit limit
- Password.

Credit Card Number	Balance	Credit Limit	Available Credit	Due Date	Due Amount	
**** * 8405	€860.00	€10,000.00	€9,140.00	06/09/2022	€0.00	View >

10. Click Next to see a summary of your card details.

And that's it. You're now ready to use CCIS.

The screenshot shows the Bank of Scotland Commercial Banking interface. At the top, the logo and 'COMMERCIAL BANKING' are visible. On the left, there is a navigation menu with sections: 'Your Account' (Account Summary), 'Update Details' (Change Memorable word, Change Passcode), 'Token Servicing' (Manage Security Token), 'Audit' (Audit History), 'Need Help?' (Your Messages (5), FAQ, Report Lost or Stolen Card, Contact Us), and 'Sign Out' (Sign Out). The main content area is titled 'Credit Cards' and features a green 'Add Another Card' button. Below this is a table with one card entry. A red arrow points from the text on the right to the 'Add Another Card' button.

Credit Card Number	Balance	Credit Limit	Available Credit	Due Date	Due Amount	
**** * 8405	€860.00	€10,000.00	€9,140.00	06/09/2022	€0.00	View >

Need to add more cards?

Simply click Add another card.

Then enter the details for that card and click Next.

These card details will now show in your list of cards.

Signing in to CCIS

You'll need:

- your Internet ID
- your date of birth
- letters from your memorable word
- your passcode

Things to know

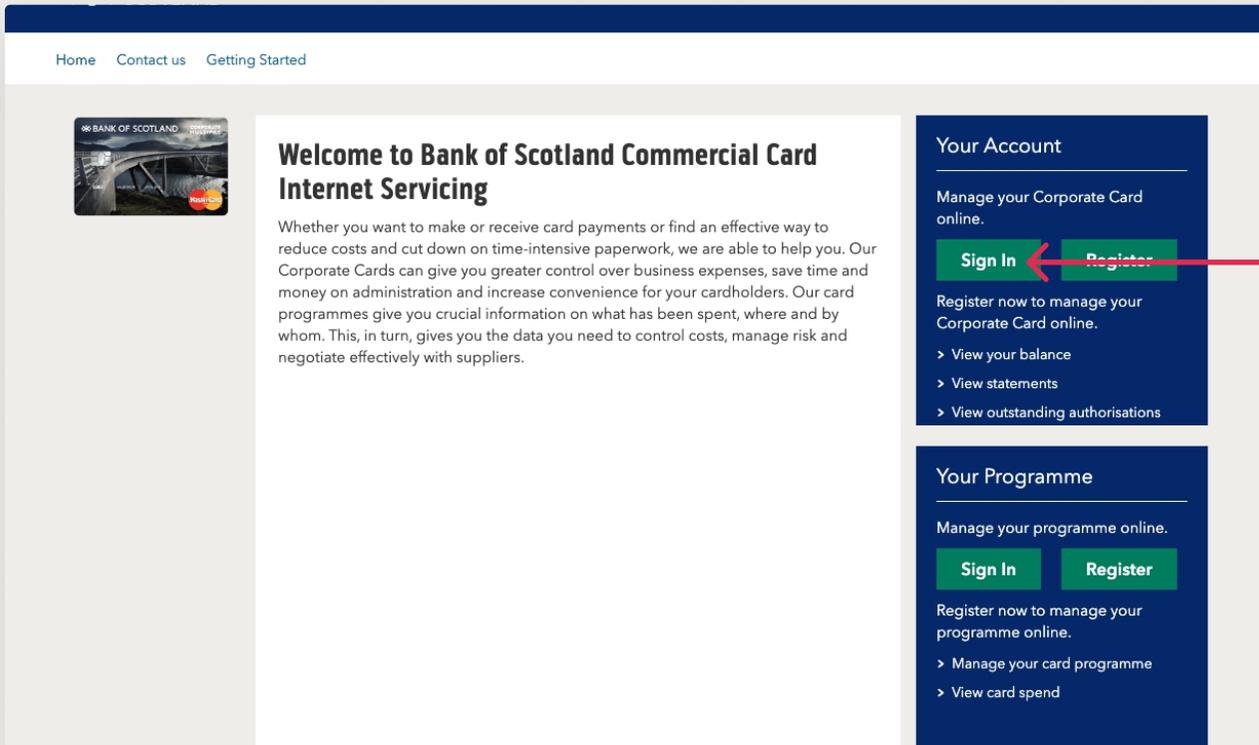
- If you don't have any of the details you need to register, speak to your Programme Administrator.
- For your security, we'll time you out if there's no activity for 9 minutes. This means you'd need to start registration again. So give yourself enough time to complete this in one sitting - it shouldn't take more than a few minutes.

Your Internet ID

Date of birth DD/MM/YYYY

Memorable word

Passcode



Signing in to CCIS once you've registered

1. Go to:

[https://
www.commercialcards.co.uk/
lloydsbank/](https://www.commercialcards.co.uk/lloydsbank/)

2. In the 'Your Account' section, click Sign in.

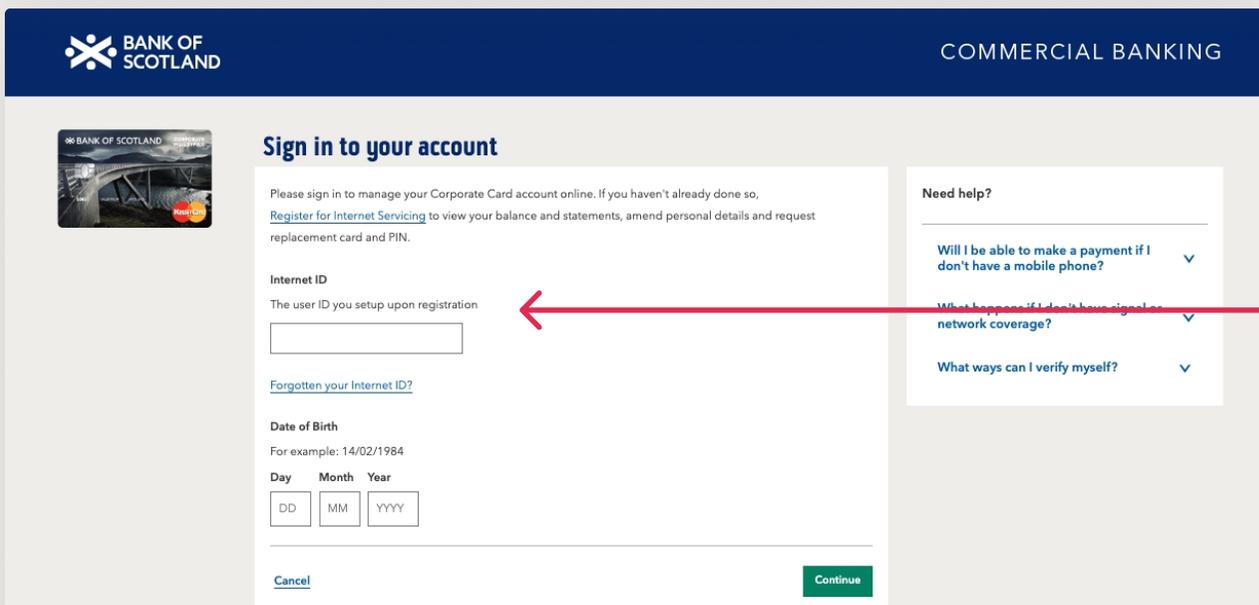
3. Follow the on-screen instructions to sign in by entering your:

- Internet ID

Remember that input is case sensitive.

- Date of birth

This is your date of birth as recorded on the application form or bulk cardholder application document. Input is in DD/MM/YYYY format



Signing in to CCIS once you've registered

Sign In to Your Account
Please enter the requested security credentials below.
Step 2 of Sign In
Enter your security details * Information required

Memorable Word*
Setup upon registration
[.....]

Memorable Word Hint*

2nd Number of your Passcode *
4

3rd Number of your Passcode *
2

[Forgotten your Passcode?](#)

[Cancel](#) [Sign In >](#)

- Memorable word

Remember input is case sensitive

- 2 random characters from your passcode

These are the specified characters from your passcode.

4. Then click Sign in.

5. Select a mobile number to receive a text message on.

6. Enter the passcode you received from the text message. Then click Sign in.

Verify yourself with a passcode
You'll get a text message from us with a passcode to verify yourself.

Which mobile number would you like us to send the text message to?

+447*****373

+447*****030

[Cancel](#) [Use a different way to verify yourself](#) [Continue](#)

Need help?

Will I be able to make a payment if I don't have a mobile phone? ▾

What happens if I don't have signal or network coverage? ▾

What ways can I verify myself? ▾

Credit Cards [Add Another Card](#)

Credit Card Number	Balance	Credit Limit	Available Credit	Due Date	Due Amount	
**** * 8405	€860.00	€10,000.00	€9,140.00	06/09/2022	€0.00	View >

Please contact us if you would like this information in an alternative format such as Braille, large print or audio.

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Calls 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.

We adhere to The Standards of Lending Practice which are monitored and enforced by the LSB: www.lendingstandardsboard.org.uk and apply to businesses which have an annual turnover of no more than £25m.

CCB58 11/22