

Commercial Card Internet Servicing

Registration and Sign in User Guide for Cardholders



LLOYDS BANK



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.

- 03** How to register for CCIS
 - 03** Before you start
 - 04** Register your card and details
 - 07** Create your unique CCIS sign in details
 - 09** Sign in for the first time
- 12** How to sign in to CCIS once you've registered
- 15** Help and support

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.

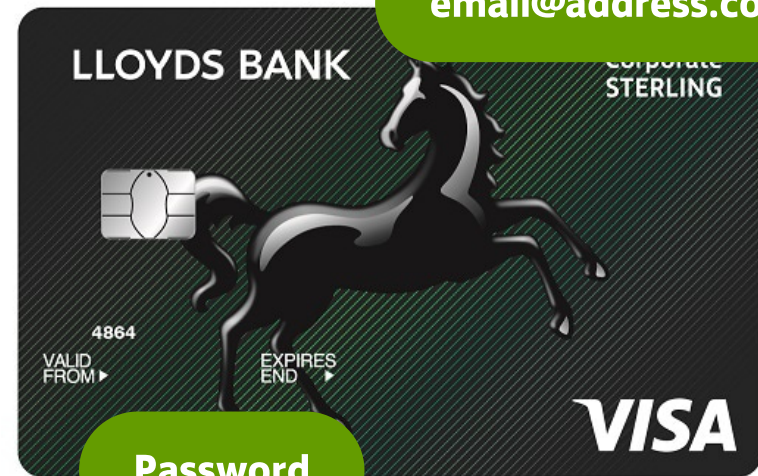
Things to know

- 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.

Landline

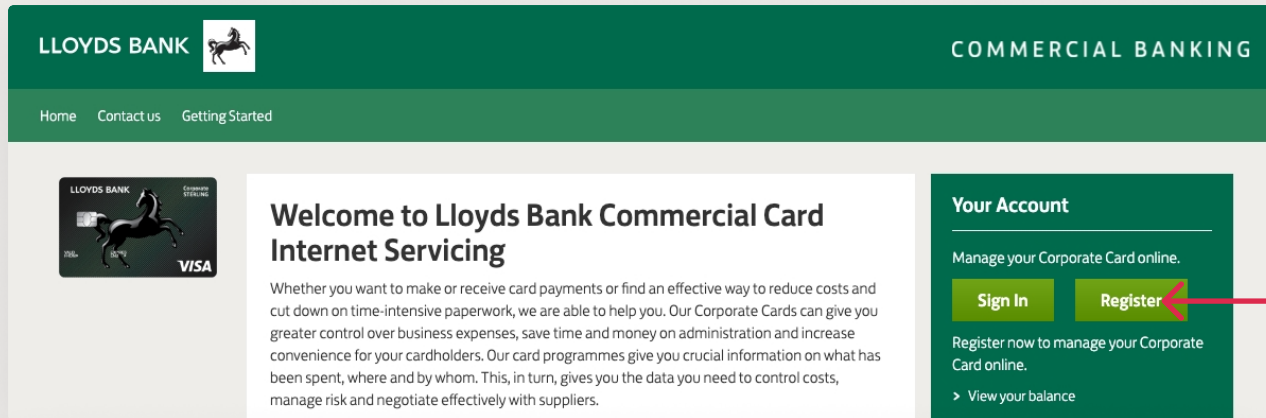
Mobile


email@address.com



Password

Security Token



LLOYDS BANK 

COMMERCIAL BANKING

Home Contact us Getting Started

Welcome to Lloyds Bank Commercial Card Internet Servicing

Whether you want to make or receive card payments or find an effective way to reduce costs and cut down on time-intensive paperwork, we are able to help you. Our Corporate Cards can give you greater control over business expenses, save time and money on administration and increase convenience for your cardholders. Our card programmes give you crucial information on what has been spent, where and by whom. This, in turn, gives you the data you need to control costs, manage risk and negotiate effectively with suppliers.

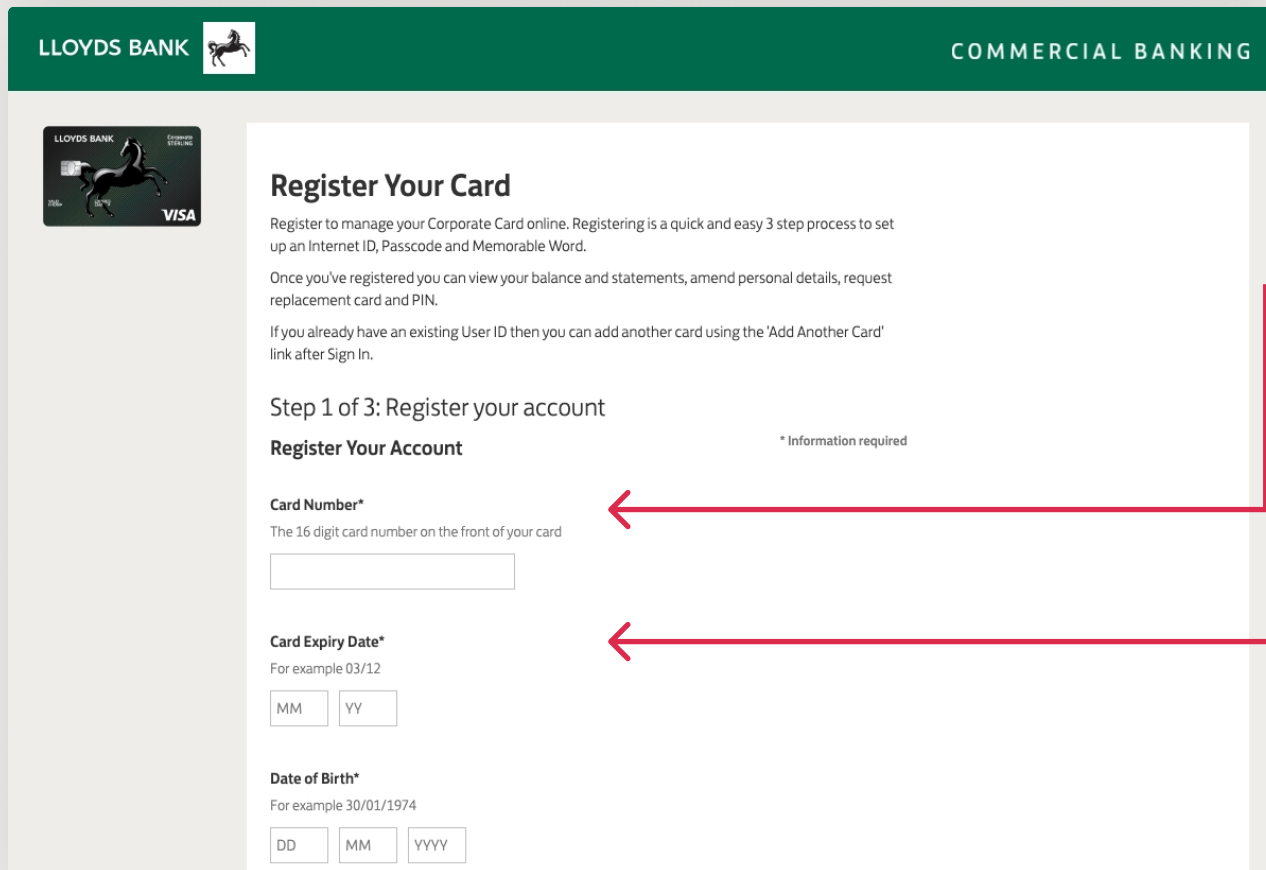
Your Account


Manage your Corporate Card online.

Sign In **Register**

Register now to manage your Corporate Card online.

> View your balance



LLOYDS BANK 

COMMERCIAL BANKING

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

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

LLOYDS BANK

COMMERCIAL BANKING



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.

LLOYDS BANK  COMMERCIAL BANKING



Registration - Online Terms and Conditions

Please read and accept our Online Terms and Conditions to proceed.

Step 2 of 3


Terms & Conditions * Information required

[Online servicing Terms and Conditions](#)


☒ I have read and agreed to the Online Terms and Conditions*

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

Lloyds Bank plc. Registered Office: 25 Gresham Street, London EC2V 7HN. Registered in England and Wales No. 2065. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

LLOYDS BANK


COMMERCIAL BANKING



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 hint should be a reminder of the word in case you forget it.

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 special character.

Create your unique CCIS sign-in details

- 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.


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

- A password field at the top with a masked input (*****).
- An "Email Address*" field containing "CCISLSTEST@LLOYDSBANKING.CO".
- A "Confirm Email Address*" field also containing "CCISLSTEST@LLOYDSBANKING.CO".
- A "Memorable Word*" field with a masked input (*****). A red arrow points to this field from the right.
- A "Memorable Word Hint*" field with a masked input (*****). Below it is a small text reminder: "Reminder of the word in case you forget it."
- At the bottom, there are two buttons: a grey "Cancel" button and a green "Register Now >" button. A red arrow points to the "Register Now >" button from the right.

At the bottom of the page, there is a dark green footer bar containing the following text:

Legal Information Privacy Statement Terms & Conditions Cookie Policy

Lloyds Bank plc Registered Office: 25 Gresham Street, London EC2V 7HN. Registered in England and Wales No. 2065. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

LLOYDS BANK  **COMMERCIAL BANKING**

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.

Internet ID
The user ID you setup upon registration

[Forgotten your internet ID?](#)

Date of Birth
For example: 14/02/1984

Day Month Year

DD MM YYYY

[Cancel](#) **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?](#)

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

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.

LLOYDS BANK  **COMMERCIAL BANKING**

Sign In to Your Account

Please enter the requested security credentials below.

Step 2 of Sign In

Enter your security details

Memorable Word*
Setup upon registration

[Memorable Word Hint*](#)

1st Number of your Passcode *


2nd Number of your Passcode *

[Forgotten your Passcode?](#)

*** Information required**

LLOYDS BANK

COMMERCIAL BANKING



Signing In for the First Time

As this is the first time you've signed into your Corporate Card account online we'd just like to ask some additional security questions.

First Time Logon

Authenticate account details

* 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

LLOYDS BANK

COMMERCIAL BANKING



Credit Cards

Add Another Card

| Credit Card Number | Balance | Credit Limit | Available Credit | Due Date | Due Amount | |
|--------------------|---------|--------------|------------------|----------|------------|--------|
| **** * 4431 | £0.00 | £100.00 | £100.00 | | £0.00 | View > |

Your Account

- > Account Summary

Update Details

- > Change Memorable word
- > Change Passcode

Audit

- > Audit History

Need Help?

- > Your Messages
- > FAQ
- > Report Lost or Stolen Card

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.

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


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

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.

LLOYDS BANK

COMMERCIAL BANKING



Your Account

> [Account Summary](#)

Update Details

> [Change Memorable word](#)

> [Change Passcode](#)

Audit

> [Audit History](#)

Need Help?

> [Your Messages](#)

> [FAQ](#)

> [Report Lost or Stolen Card](#)

> [Contact Us](#)

Sign Out

Credit Cards

Add Another Card

| Credit Card Number | Balance | Credit Limit | Available Credit | Due Date | Due Amount | |
|--------------------|---------|--------------|------------------|----------|------------|---------------------------|
| **** * 4431 | £0.00 | £100.00 | £100.00 | | £0.00 | View > |

Signing in to CCIS

You'll need:

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

Things to know

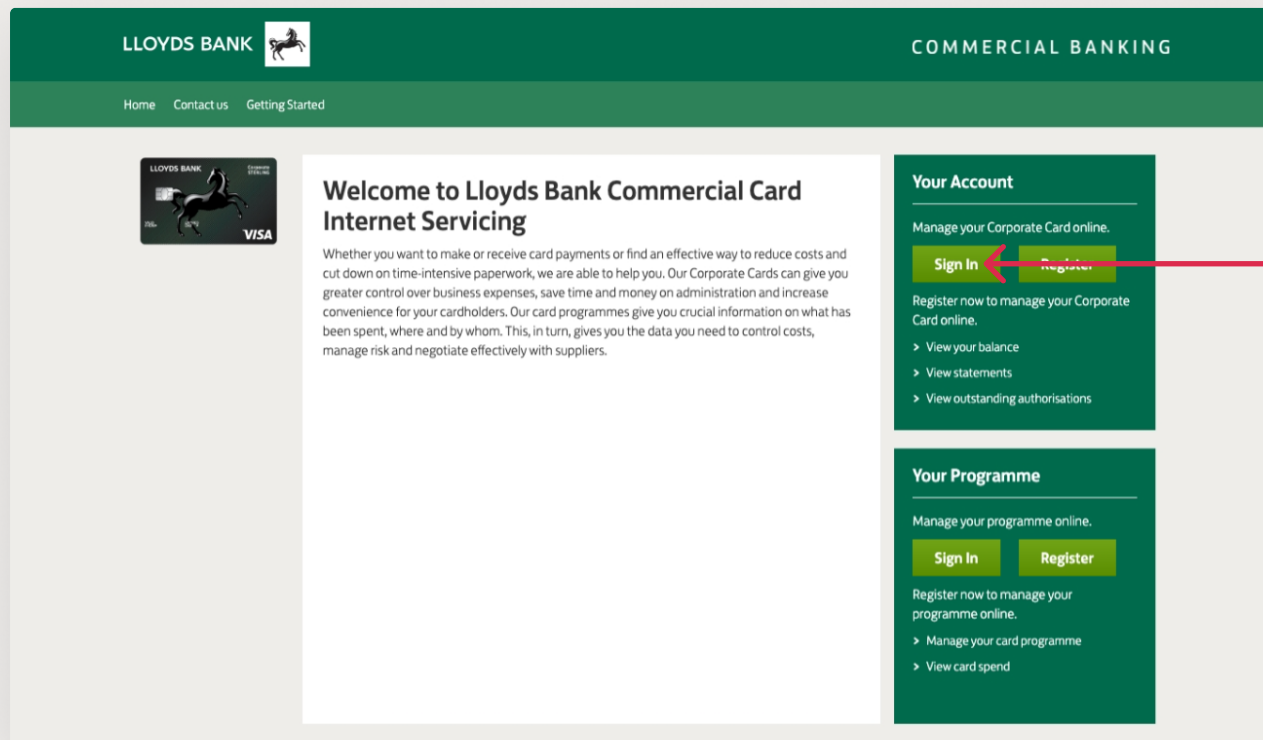
- If you don't have any of the details you need to register, speak to your Programme Administrator.
- For your security, we'll time you out if there's no activity for 9 minutes. This means you'd need to start registration again. So give yourself enough time to complete this in one sitting – it shouldn't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

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

- 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**.

| Credit Card Number | Balance | Credit Limit | Available Credit | Due Date | Due Amount | |
|--------------------|---------|--------------|------------------|----------|------------|---------------------------|
| **** * 4431 | £0.00 | £100.00 | £100.00 | | £0.00 | View > |

Your Account
[Account Summary](#)

Please contact us if you would 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 Relay UK. More information on the Relay UK Service can be found at: relayuk.bt.com/

Lloyds Bank plc. Registered Office: 25 Gresham Street, London EC2V 7HN. Registered in England and Wales no. 2065. Telephone: 0207 626 1500.

Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under Registration Number 119278.

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.

CCL85 11/22