

Commercial Card Internet Servicing

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# Registration and Sign in User Guide for Cardholders



LLOYDS BANK



# CONTENTS

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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.

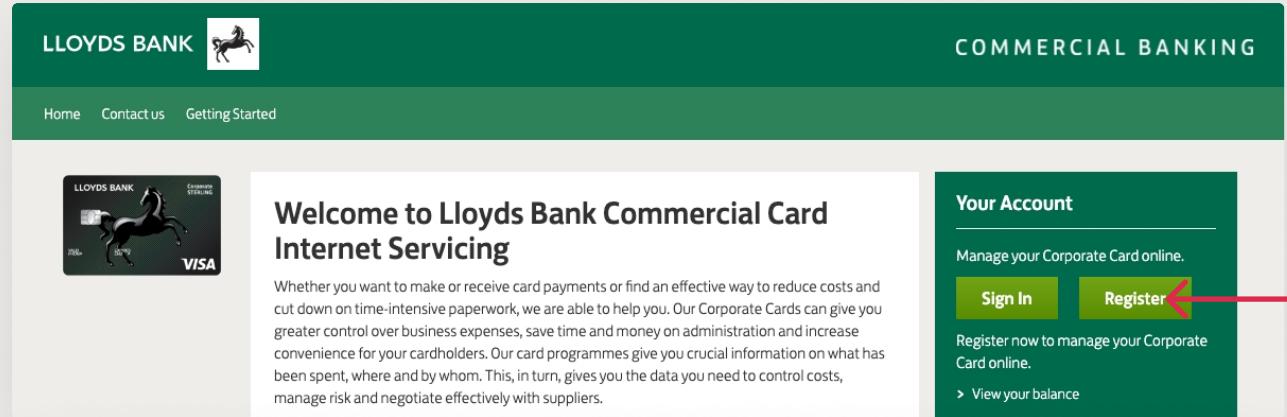
Landline

Mobile

email@address.com



Security Token



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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.

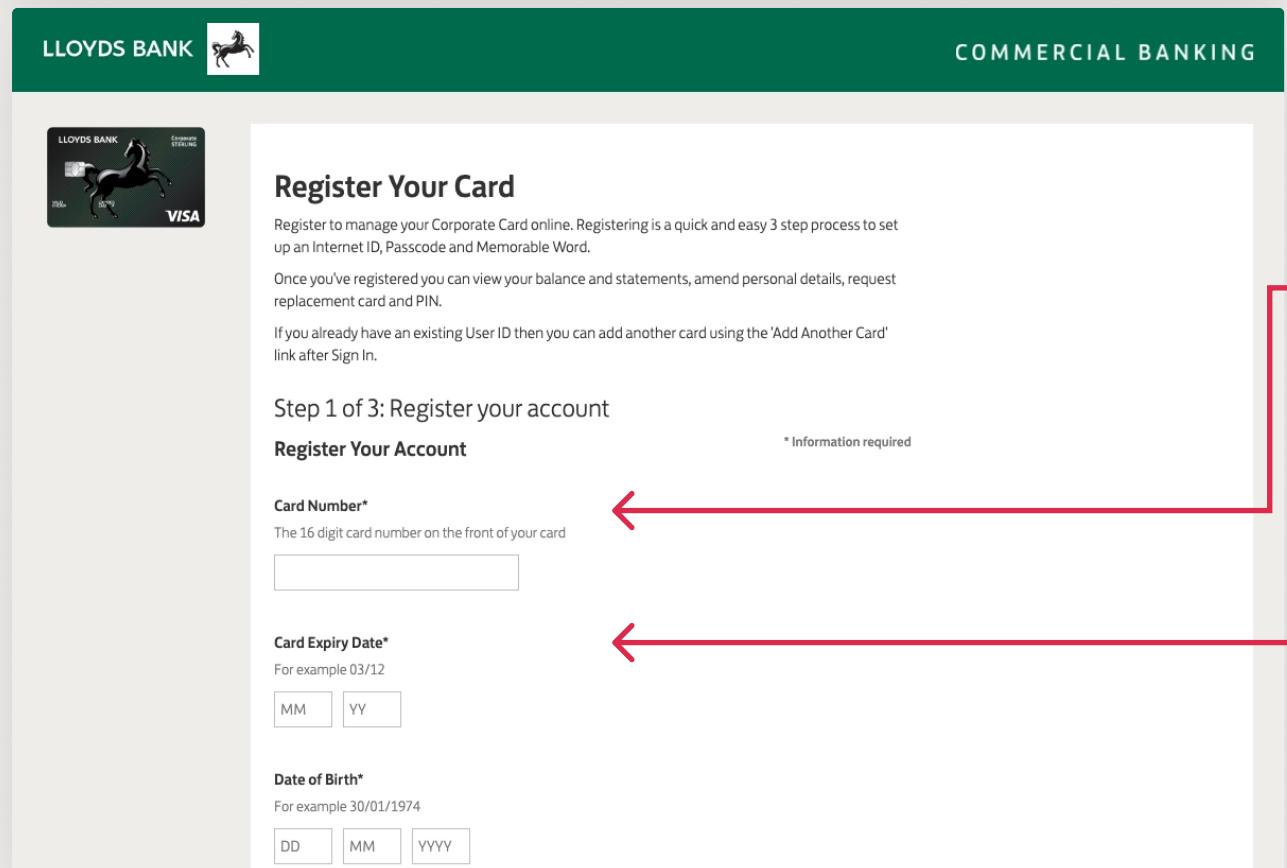
Your Account

Manage your Corporate Card online.

**Sign In** **Register** 

Register now to manage your Corporate Card online.

> View your balance



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**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

MM  YY 

**Date of Birth\***  
For example 30/01/1974

DD  MM  YYYY

## Register your card and details

1. Go to:

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

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**Register Your Card**  
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**Card Number\***  
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**Card Expiry Date\***  
For example 03/12  
 MM  YY

**Date of Birth\***  
For example 30/01/1974  
 DD  MM  YYYY

**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**.

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 VISA

### 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](#)

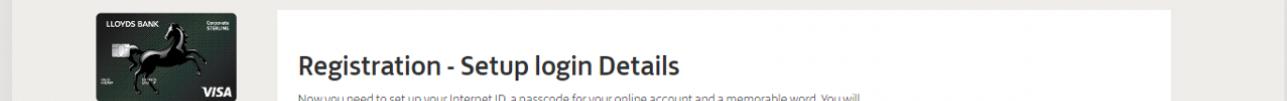
I have read and agreed to the Online Terms and Conditions\*

[Cancel](#) [Next >](#)

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

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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.



### 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.

### Step 3 of 3

#### Set up account security

##### Internet ID\*

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

\* Information required

##### 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

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

## Create your unique CCIS sign-in details

The screenshot shows a registration form for CCIS. It includes fields for Email Address (CCISLSNTEST@LLOYDSBANKING.CO), Confirm Email Address (CCISLSNTEST@LLOYDSBANKING.CO), Memorable Word (a placeholder '\*\*\*\*\*'), and Memorable Word Hint (a placeholder '\*\*\*\*\*'). Below these fields is a note: 'Between 8-16 characters. It must contain at least 1 number, 1 alphabetic character and 1 special character.' At the bottom are 'Cancel' and 'Register Now >' buttons. A red bracket on the right side of the page groups the 'Memorable Word' and 'Memorable Word Hint' fields, with a red arrow pointing to the 'Memorable Word' field. Another red bracket groups the 'Memorable Word' and 'Memorable Word Hint' fields, with a red arrow pointing to the 'Register Now >' button.

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- Memorable word

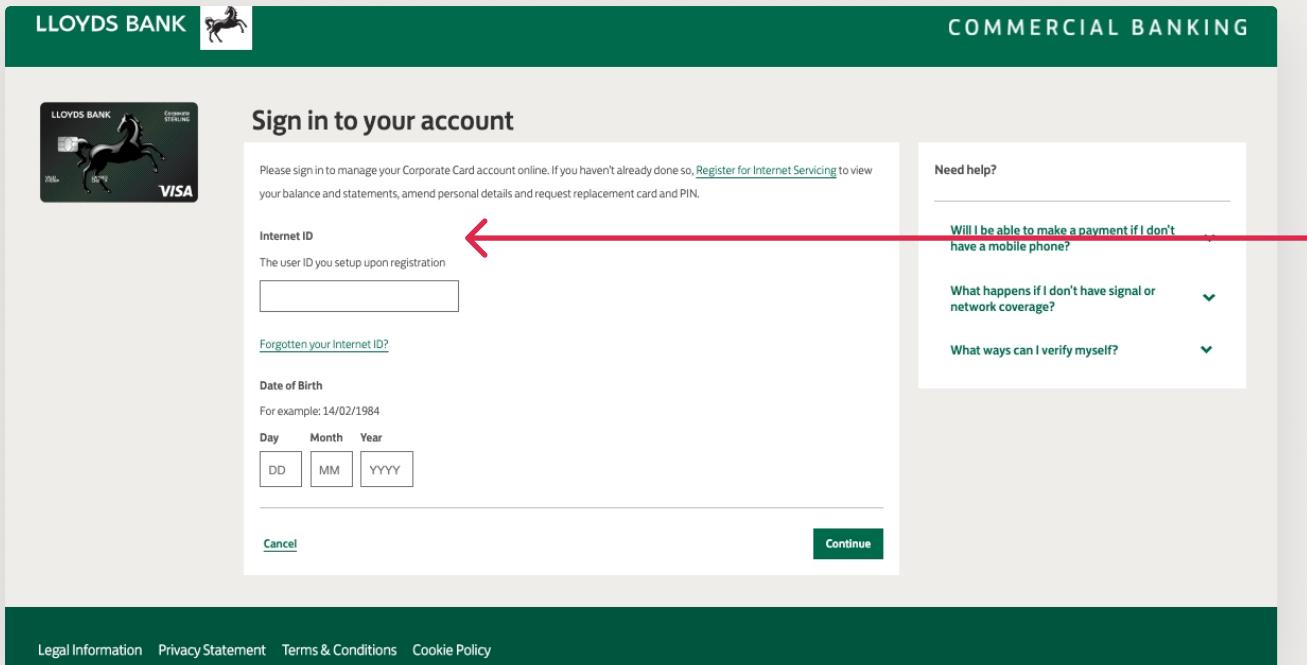
This sequence of letters, numbers and special characters **must be between 8 & 16 characters long, containing at least 4 different characters including at least 1 letter, 1 number and 1 special character**

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.



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## 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

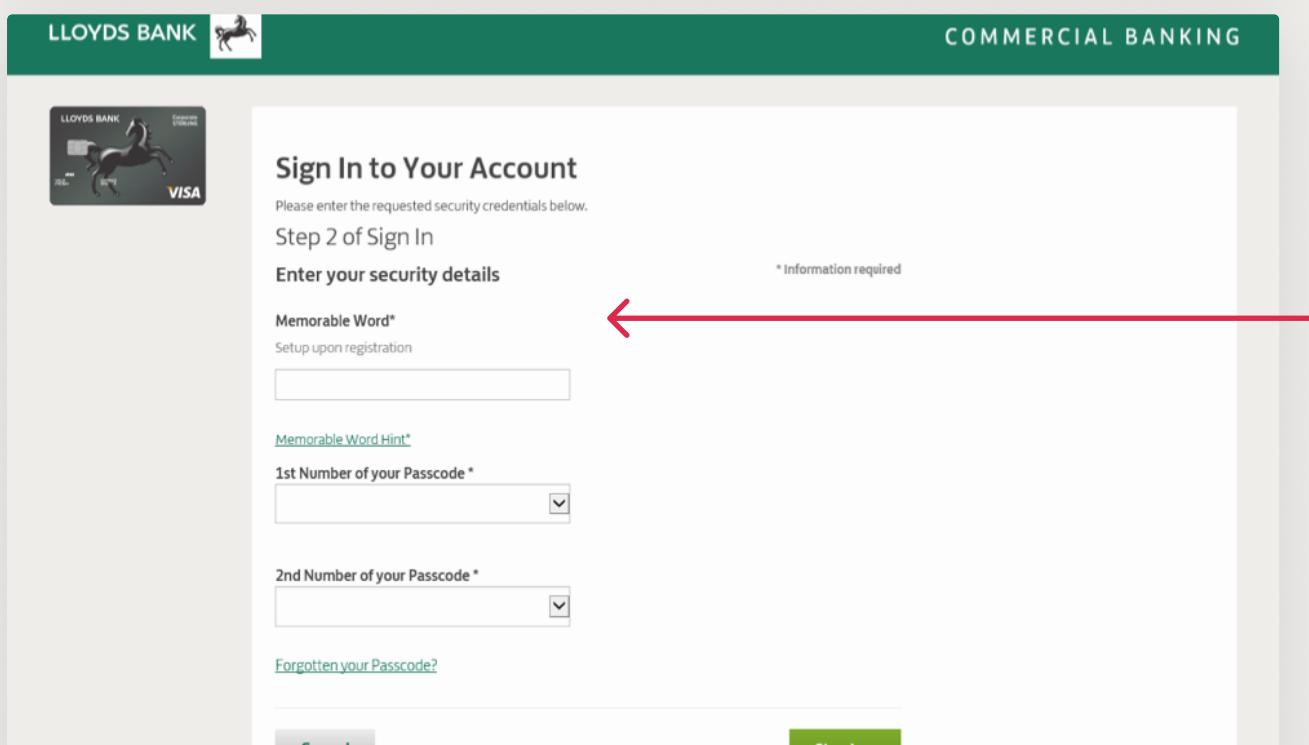
## Sign in for the first time

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.



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## 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\*

1st Number of your Passcode\*

2nd Number of your Passcode\*

[Forgotten your Passcode?](#)



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**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

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

\* Information required

## 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.



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**Credit Cards**

Add Another Card

Credit Card Number	Balance	Credit Limit	Available Credit	Due Date	Due Amount	<a href="#">View &gt;</a>
***** 4431	£0.00	£100.00	£100.00		£0.00	<a href="#">View &gt;</a>

**Your Account**

[Account Summary](#)

**Update Details**

[Change Memorable word](#)

[Change Passcode](#)

**Audit**

[Audit History](#)

**Need Help?**

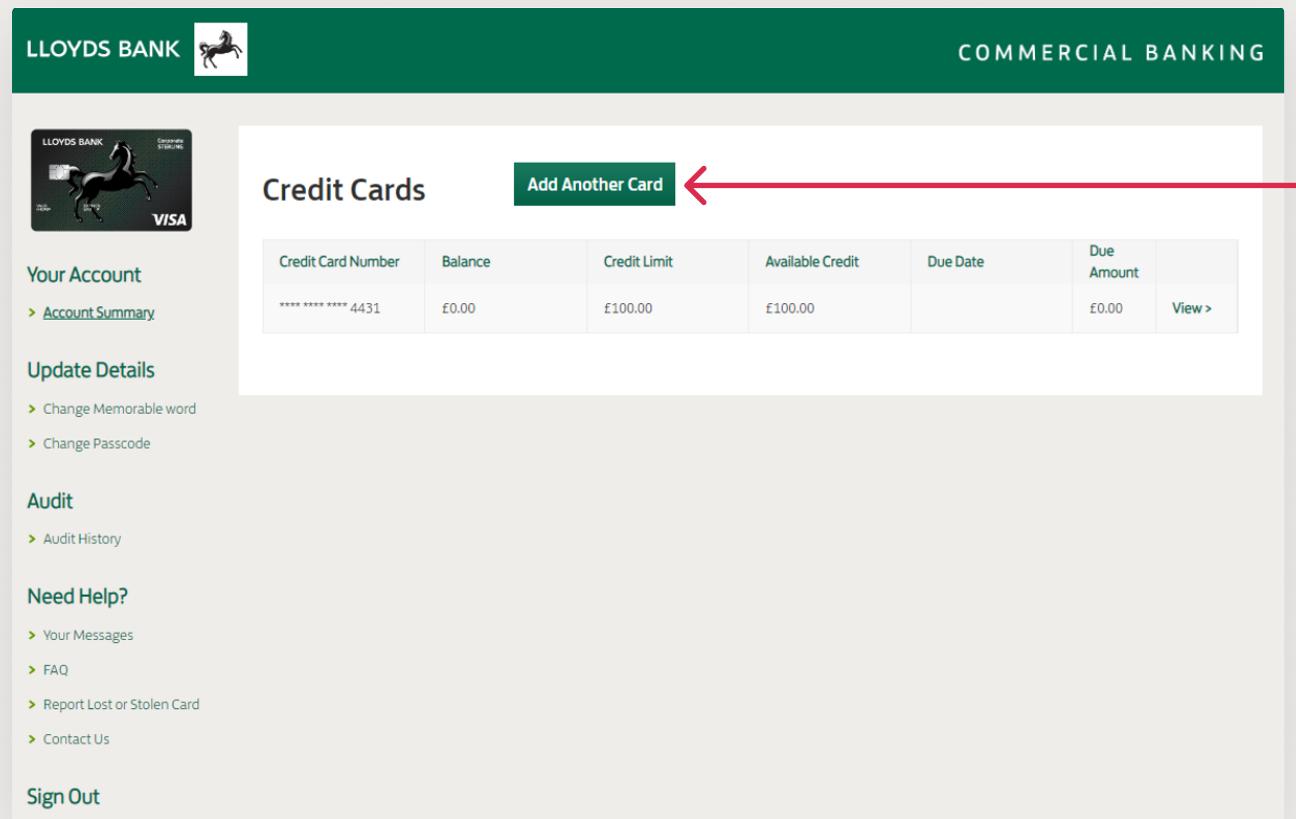
[Your Messages](#)

[FAQ](#)

[Report Lost or Stolen Card](#)

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 Lloyds Bank Commercial Banking website interface. At the top, there is a green header bar with the Lloyds Bank logo on the left and 'COMMERCIAL BANKING' on the right. Below the header, there is a sidebar on the left with links for '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), and 'Sign Out'. The main content area is titled 'Credit Cards' and shows a table with one row of data. The table columns are: Credit Card Number, Balance, Credit Limit, Available Credit, Due Date, and Due Amount. The data in the table is: \*\*\*\* \* 4431, £0.00, £100.00, £100.00, and £0.00. There is a 'View >' link next to the Due Amount. To the right of the table, there is a green button labeled 'Add Another Card' with a red arrow pointing to it. The background of the main content area has a faint watermark of a horse.

## 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

**Your Internet ID**

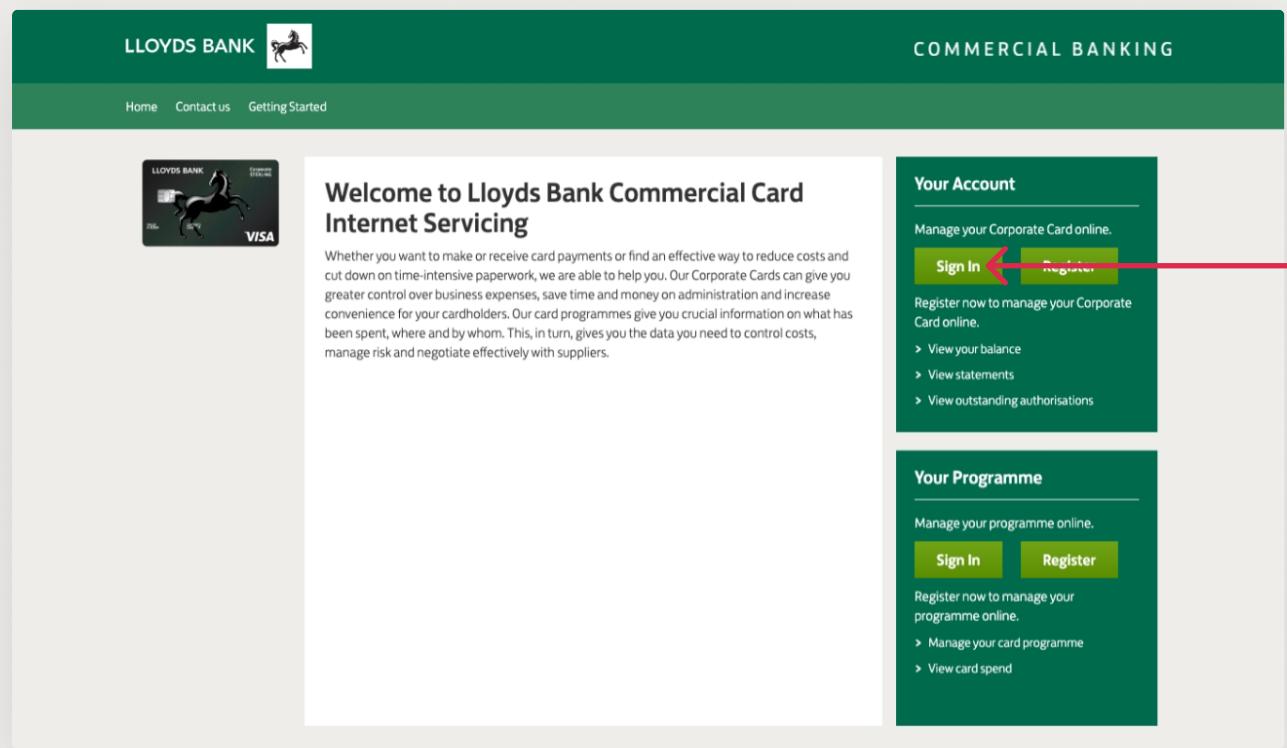
**Date of birth DD/MM/YYYY**

## Things to know

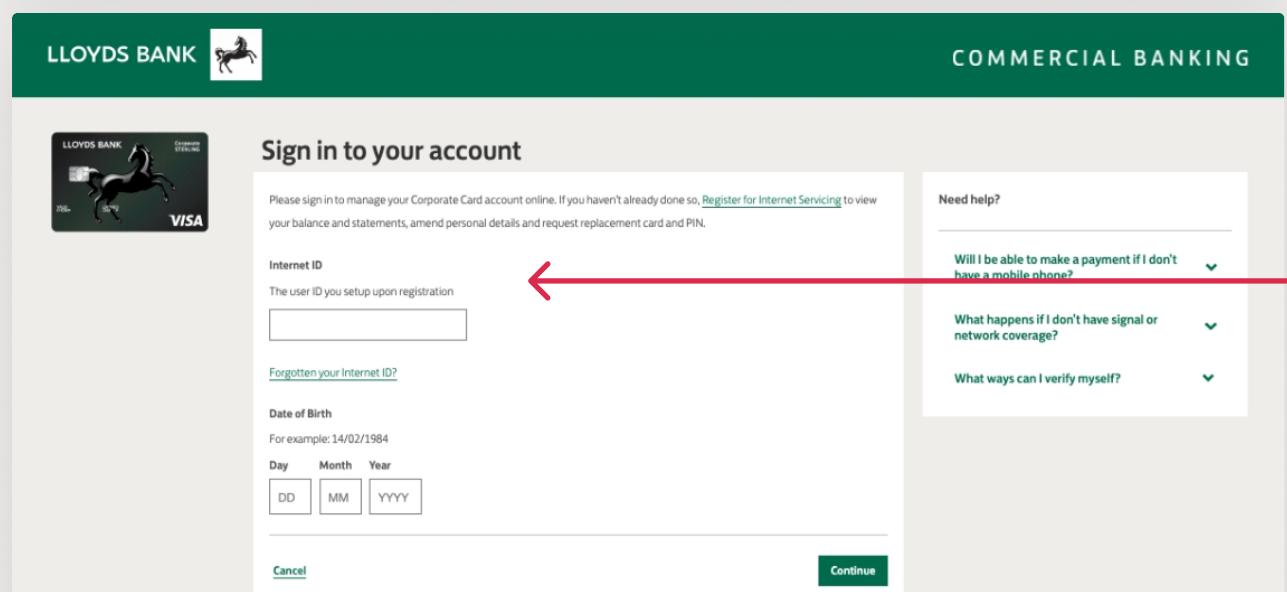
- If you don't have any of the details you need to register, speak to your Programme Administrator.
- For your security, we'll time you out if there's no activity for 9 minutes. This means you'd need to start registration again. So give yourself enough time to complete this in one sitting – it shouldn't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

**Memorable word**

**Passcode**



The screenshot shows the Lloyds Bank Commercial Card Internet Servicing homepage. At the top, there is a navigation bar with 'LLOYDS BANK' and a horse logo, followed by 'COMMERCIAL BANKING'. Below the navigation bar, there are links for 'Home', 'Contact us', and 'Getting Started'. The main content area features a 'Welcome to Lloyds Bank Commercial Card Internet Servicing' section with a sub-section about Corporate Cards. To the right, there are two sections: 'Your Account' and 'Your Programme', each with 'Sign In' and 'Register' buttons. A red bracket on the right side of the page groups the 'Your Account' and 'Your Programme' sections.



The screenshot shows the 'Sign in to your account' page. At the top, there is a navigation bar with 'LLOYDS BANK' and a horse logo, followed by 'COMMERCIAL BANKING'. The main content area has a 'Sign in to your account' heading. It includes fields for 'Internet ID' (with a red arrow pointing to it) and 'Date of Birth'. To the right, there is a 'Need help?' section with dropdown menus for '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?', and 'What ways can I verify myself?'. At the bottom, there are 'Cancel' and 'Continue' buttons.

## 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



### Sign In to Your Account

Please enter the requested security credentials below.

Step 2 of Sign In

Enter your security details

Memorable Word\* \* Information required  
Setup upon registration  
\*\*\*\*\*

Memorable Word Hint\*  
2nd Number of your Passcode \* 4

5th Number of your Passcode \* 3

[Forgotten your Passcode?](#)

[Cancel](#) [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?



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### 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	<a href="#">View &gt;</a>

Your Account  
[Account Summary](#)

## 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**.

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

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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/](http://relayuk.bt.com/)

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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](http://www.lendingstandardsboard.org.uk) and apply to businesses which have an annual turnover of no more than £25m.

CCL85 11/22