



Lloyds TSB

17 November, 2009

Important Notice

Following a detailed strategic review of the Lloyds TSB business in Asia, a decision has been taken to close our office in Kuala Lumpur by the end of this year. This will not affect your account however it will affect where the telephone and email queries are dealt with for the customers of our Malaysia Branch.

In preparation for the closure, **with immediate effect** the Customer Service Team in Hong Kong will be dealing with all Malaysia customer calls and emails. The new contact details are set out below:

E-mail: customerservice@lloydtsb.com.hk

Telephone: + 852 2847 3111 (Hong Kong)

1 800 81 5143 (International Toll Free Number for Malaysia customers)

Please be assured that the Customer Service Team in Hong Kong, which operates extended hours, are fully trained to answer all questions or queries in relation to your account and its associated administration.

For further information, please refer to the attached question and answer document.

Question and Answer

Q. Why is the Kuala Lumpur office closing?

A. A decision has been made to close the front office in Malaysia following a detailed strategic review of the Lloyds TSB business in Asia.

Q. Why should Malaysia Branch customers now contact the Customer Service Team in Hong Kong?

A. Our Customer Service Team in Hong Kong are fully equipped to help with any queries and answer any questions you may have, the level of service you receive from Lloyds TSB will remain unchanged. The move will enable us to provide a more efficient and effective service to our Malaysia Branch customers.

Q. How can I contact the Customer Service Team in Hong Kong?

A. All customer queries will now be dealt with by the Customer Service Team in Hong Kong. The contact details are:

E-mail: customerservice@lloydstsb.com.hk
Telephone: + 852 2847 3111 (Hong Kong)
1 800 81 5143 (International Toll Free Number)

Q. What are the operating times of the Customer Service Team?

A. Monday to Friday, 9am – 9:30pm. Hong Kong time, Hong Kong business days (GMT + 8)

Q. How long will it take to respond to my e-mails?

A. We would usually expect a response time of 48 working hours.

Q. Can I still telephone or email either the Kuala Lumpur office or the Labuan Branch?

A. No, all customer telephone calls and emails that that were previously dealt with in Kuala Lumpur and Labuan will now be dealt with by the Customer Service Team in Hong Kong.

Q. Which office should I send letters, mails or cheques to?

A. Please now send all letters, mail or cheques to the Labuan office;

*Level 6(G), Main Office Tower,
Financial Park Labuan Complex,
Jalan Merdeka,
87000 F.T. Labuan,
Malaysia.*

Q. Will this change impact my account?

A. No, there will be no alterations to your account as a result of this announcement. Our aim is to improve the services that you have experienced to date.