

# THE DIGITAL HELPLINE

CALL 0345 222 0333



WE'VE CREATED THE DIGITAL HELPLINE TO HELP PEOPLE ACROSS THE UK ACCESS THEIR FINANCE AND BANKING SERVICES, AS WELL AS GAIN ESSENTIAL DIGITAL SKILLS FOR LIFE.

The Digital Helpline (provided by Lloyds Banking Group) is a free, dedicated service, offering 1-2-1 digital training, helping people across the UK access their finance and banking services, as well as gain essential digital skills for life. They'll chat through the kind of tasks you want to complete and set up the right level of support to help you.

They'll have access to British Sign Language (BSL) interpreters, so if you have a hearing impairment, they can book you a BSL session using their SignVideo service (available on Safari, Chrome or Firefox web browsers). If English is not your first language you can request to have digital training in your chosen language with an interpreter.

## They'll help you with:

**Being confident to bank online when you can't get to your nearest branch, including:**

- ✓ Set up online banking
- ✓ Set up mobile banking
- ✓ Support with a banking service (e.g. standard orders)

## Other services such as:

- ✓ Online food shopping
- ✓ Using NHS and Government websites
- ✓ Video calling and social media
- ✓ Booking a GP appointment

## To use this service, you need to:

- ✓ Live in the UK or Channel Islands
- ✓ Be aged 18 or over

Just call the Digital Helpline.  
Monday to Friday 9am-5pm.

One of Digital Helpline's colleagues will provide you with in-the-moment support or offer you further 1-2-1 digital support.

THEY'VE PROVIDED SUPPORT TO  
OVER 18,000 PEOPLE

94% SAY THEIR DIGITAL SKILLS  
HAVE IMPROVED SINCE TRAINING

99% OF PEOPLE HELPED WOULD  
RECOMMEND THE SERVICE  
TO FRIENDS OR FAMILY

# SCOTTISH WIDOWS



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[scottishwidows.co.uk/platform](https://scottishwidows.co.uk/platform)

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