

Free one to one help to use your device



OUR PARTNERSHIP WITH LLOYDS BANK DIGITAL HELPLINE

Free one to one support over the phone for the adult in the home

As part of our device donation project, we have a partnership with the Lloyds Bank Digital Helpline to allow the adults in the home (over 18s) receiving the device to learn how they can make the most out of using the internet for a range of skills including;

- ✓ Setting up your device, creating an email address and keeping yourself and your family safe online
- ✓ Using the internet to stay socially connected including video calling and social media
- ✓ Accessing essential services online such as food shopping, GP appointments and the news
- ✓ Using key employability tools such as LinkedIn or accessing Universal Credit online

It's simple to get help

If you are interested in getting help while using the device, or would like to book a longer training session, you will need to ring the helpline where an operator will assist you and help you to make a free appointment.

- The helpline is available Monday to Friday, 9am to 5pm
- The number to ring is **0345 222 0333** – this is a free service to use but if you are worried about any phone call charges, you can ask the operator at We Are Digital to ring you back on the number you are calling from
- When you get through to speak to an operator, mention you have received this letter from The Turing Trust

What to expect when you ring the helpline

When you ring the helpline, they will request a few of your details – they will only ask for information they need to support you and your data will be treated with the utmost care and comply with GDPR regulations.

We Are Digital may ask for:

- Your name and contact landline / mobile number
- For the name of the Bank you bank with – the helpline is available to everyone regardless of who you bank with, but this is so Lloyds Bank can be aware if helpline callers are their customers
- A bit about you and your situation to help build an idea of the help they can offer you through the helpline
- For a time and date that is convenient for them to call you back if you would like a full training session

We Are Digital will **not** ask for:

- Your bank account number or sort code, any of the information shown on the front or back of your bank cards, or the PIN numbers associated with the cards
- Any passwords

If you have any feedback do feel free to share with us.

Best wishes,

The Turing Trust