

Lloyds apologises after customers unable to access online banking accounts

Lloyds has apologised after some customers were unable to access their online banking accounts on Thursday evening.

Users began tweeting they were having problems logging in to the app and website just after 9pm.

For some, a message popped up on some screens reading: “We are sorry that our internet banking is currently unavailable. Please try again shortly.”

[@LloydsBank](#) web access down trying to pay staff salaries????

– George Reeves (@georgereeves64) [December 23, 2021](#)

Others said they received a message saying the bank was having “technical problems”.

One user tweeted: “Can’t access the app or online to view accounts??? Not really ideal 2 days before Xmas and you need to work out budgets etc.”

Advertisement

Another said: “Hi, is the app down? It won’t let me log on to my internet banking.”

[@LloydsBank](#) is there a problem? Your Android App keeps stating “App Launched Failed”

– Mark Hallett (@hammerhallett) [December 23, 2021](#)

Lloyds Banking Group said it was aware some customers were having issues and later confirmed that the problem had been

resolved.

More on Lloyds



Lloyds Banking Group nears £400m takeover of savings group Embark



COVID-19: Lloyds profits boosted as it claws back £459m set aside to cover bad loans



Mortgage boom helps Lloyds to third quarter profit

Related Topics:

- [Lloyds](#)

The issue lasted for less than an hour, a spokesperson said.

“Our online banking is working normally again,” they said. “We’re sorry some of our customers had issues for a short time this evening.”