Migration brief: Halifax app and online banking

Prepared 2026-11-01 - sourced facts, verify with the linked announcement.

Shutdown date: `not yet confirmed`
Export deadline: `unverified`
Official announcement: https://www.halifax.co.uk/brand-change.html

What stops working

Halifax says it has started to close the Halifax app and online banking and is moving customers to the Lloyds app in stages over the next few months, by an invitation inside the Halifax app with email reminders. No closing date is stated by Halifax or Lloyds (as of 1 Nov 2026). Account numbers, sort codes, cards, PINs, standing orders and direct debits stay the same.

Data at risk

No account data is lost: the accounts move to the Lloyds app. If you do not move, you lose digital access (branch and phone still work), and paperless customers lose the online banking inbox where account notices are sent.

Documented migration options

- Lloyds app and online banking (move by the invitation in the Halifax app)

Action checklist

1. Export data before the deadline (TBD)
2. Pick a replacement and run parallel for one cycle
3. Update runbooks, integrations and billing