



PRESS RELEASE

TUESDAY 7TH FEBRUARY 2017

FOR IMMEDIATE USE

CUSTOMER CASES AT HBOS READING TO BE REVIEWED

Lloyds Banking Group (LBG) will undertake a review of all customer cases which may have been affected by criminal activities linked to the former Halifax Bank of Scotland (HBoS) Impaired Assets Office based in Reading. The review follows the conclusion of the trial in which a number of individuals were convicted including two former-HBoS employees.

Customer cases will be considered afresh in light of all relevant evidence including new evidence that emerged during the trial. Since the investigation began in 2010, it was important that the Group did not do or say anything that could subsequently prejudice the trial. The Group deeply regrets that the criminal actions have caused such distress for a number of HBoS business customers.

In consultation with the Financial Conduct Authority, LBG will appoint an independent third party as part of the review. LBG will agree with them the scope, methodology and individual case outcomes of the review.

LBG will contact all those customers they have identified as potentially affected by the criminal activities and provide redress if appropriate. Whilst this should result in all these customers being contacted proactively, any customer who believes they may have been affected can also raise concerns direct with LBG. Customer cases that will be reviewed include:

- those cases referred by the convicted former HBoS employees to Quayside Corporate Services (QCS);

MEDIA CONTACTS

Lloyds Banking Group Press Office 0207 356 2374



PRESS RELEASE

TUESDAY 7TH FEBRUARY 2017

- customer cases that involved or were managed by QCS;
- all previous and any new customer complaints regarding the convicted former HBoS employees and / or QCS services as they related to HBoS Impaired Assets based in Reading.

Ends

Notes for editors

For more information please contact the Lloyds Banking Group press office on 0207 356 2374