

LLOYDS
BANKING GROUP



FIXED INCOME INVESTOR PRESENTATION

H1 2021

Group Overview



Well positioned to continue delivering for all stakeholders

OUR
PURPOSE

Helping Britain
Prosper

OUR
FOCUS IN
2021

Helping Britain
Recover



- Ongoing support for customers whilst Helping Britain Recover
- Good progress on Strategic Review 2021 priorities
- Solid financial performance and business momentum
- Continued balance sheet growth, including £12.6bn in the open mortgage book
- Strong capital position, underpinned by strong capital build
- Interim ordinary dividend of 0.67p per share
- 2021 guidance enhanced
 - Net interest margin expected to be around 250bps
 - Operating costs expected to be c.£7.6bn
 - Net asset quality ratio expected to be below 10bps
 - RoTE expected to be c.10%, excluding the c.2.5pp benefit from tax changes
 - RWAs expected to be below £200bn

Focused where we can make a difference

H1 progress vs. 2021 targets¹

Helping Britain Recover



Expand availability of affordable and quality homes

c.£9bn lent to **first time buyers**; almost reaching FY target of £10bn
>£2bn of **social housing sector** funding, exceeding FY target



Support businesses to recover, adapt and grow

Supported >48k businesses in **start up** as part of 75k commitment
Helped **75k** small businesses boost their **digital capabilities**



Help rebuild households' financial health and wellbeing

Directed customers to free independent **debt advice** for >130k accounts
>6,500 **colleagues** trained and supporting customers in **building financial resilience**



Accelerate the transition to a low carbon economy

c.£9bn of **total green finance**² since 2016, with funding available under discounted green finance initiatives expanded from **£3bn to £5bn** in 2021
On track to achieve own operations emissions target, **ranking 6th** in FT's inaugural listing of **Europe's Climate Leaders**



Build an inclusive society and organisation

Progress towards **diversity goals** of **50%** women, **13%** Black, Asian, Minority Ethnic and **3%** Black colleagues in senior roles by 2025

Preferred financial partner for personal customers



Record all channel NPS, **up 3 pts**
Target: Maintain in 2021 (68)



Strong net growth in **open book mortgages**

Best bank for business



Increase in **SME digital NPS**
Target: 5 point increase by 2023



Improved **GBP rates ranking** (FY20: 10th)¹

Strategic actions taken to enhance wealth offering

Mass market digital offering



<£100k investable assets or income, self-directed

Mass affluent



>£100k investable assets or income, seeking advice

HNW/UHNW



>£1m investable assets, with more complex needs

Supporting progress on SR21 aims

+£4bn

Net new money in Insurance & Wealth in H1 2021, c.7% annualised growth

c.£40bn

Increased 2023 net new money target (previously £25bn)

Helping Britain Recover

Customer ambitions

Enhanced capabilities

1 – Combined Tradeweb and Bloomberg GBP IRS (Rates) ranking.

Helping
Britain
Recover

Modernised technology architecture

c.175%

Mobile app releases in H1 as % of HY20
Target: Double number of releases in 2021

c.120k

Customer accounts safely migrated to pilot of new bank architecture
Target: c.400k accounts migrated in 2021

Integrated payments

c.2x

Increase in clients onboarded to cash management & payments platform
Target: 3x increase in 2021

#1

Leading card spend market share
Target: Maintain spend share in 2021

Customer
ambitions

Data-driven organisation

20k

Franchise customers with faster mortgage approvals due to automated income verification analysis

45m

Customer records migrated to cloud as part of proof of concept

Reimagined ways of working

c.80%

Colleagues to be working in a hybrid manner as part of future ways of working model

c.3%

Reduction in office space in H1
Target: 8% reduction in 2021

Enhanced
capabilities

Significant progress across our ESG ambitions in the past 12 months



Environmental



- Announced ambitious goals to reach **net zero emissions in our lending and investment portfolios by 2050 or sooner, with intermediate goals to**
 - **Help reduce** carbon emissions we finance **by >50% by 2030**
 - **Halve** the carbon footprint of Scottish Widows investments **by 2030**
- Developed three new operational climate pledges including **net zero carbon operations by 2030**
- Calculated initial estimate of our **2018 financed emissions baseline** covering c.70% of Group's balance sheet¹
- Joined **Net-Zero Banking Alliance** as a founding member in April 2021 **NEW**
- Scottish Widows **divesting c.£1.4bn** from companies not meeting ESG standards **NEW**

Social



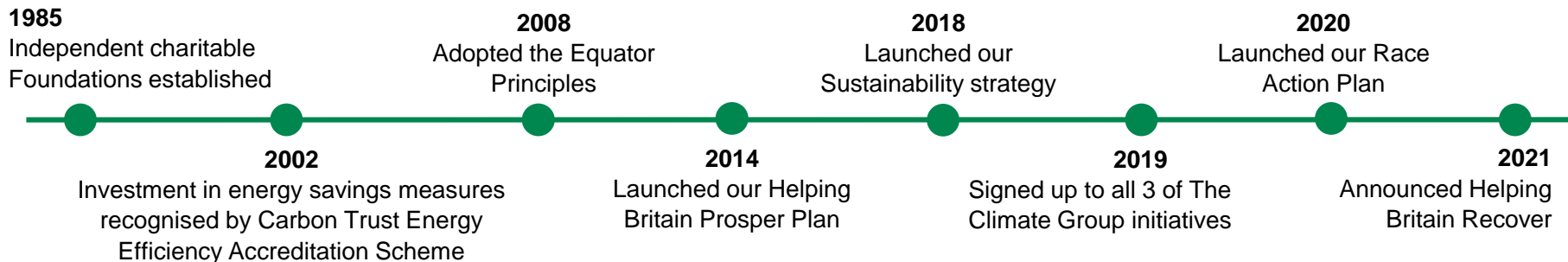
- Announced **new gender and ethnic diversity aspirations** for colleagues in senior roles by 2025
- Marked 1st anniversary of our **Race Action Plan**, driving change across our culture, recruitment and progression, and supporting Black communities externally **NEW**
- The **first FTSE100 company** to set a public goal for **senior roles held by Black colleagues** (3% by 2025)
- **>£51m total community investment**, including **£25.5m** for our **four independent charitable Foundations**

Governance



- Successful transition to new Chair with ongoing CEO **leadership succession**; new CEO starting in August **NEW**
- Comprehensive **shareholder engagement** including Board Governance Event and retail investor briefings
- **Employee engagement** remains strong reflecting support to colleagues through pandemic **NEW**
- New **ESG Report (FY2020)**, including **enhanced TCFD disclosures** and **new SASB index**

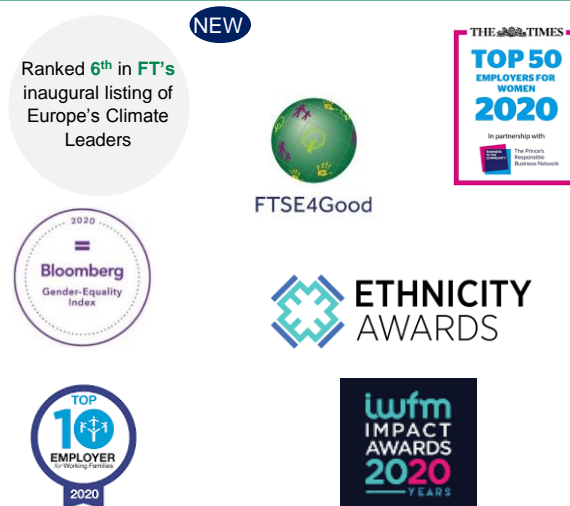
Long-term ESG focus supported by memberships, awards and ratings



Memberships

- Net-Zero Banking Alliance (NZBA) **NEW**
- Task Force on Nature-Related Financial Disclosures
- Institutional Investors Group on Climate Change
- UNEP FI Principles for Sustainable Insurance
- UNEP FI Principles for Responsible Banking
- Task Force on Climate-Related Financial Disclosures
- UN Principles for Responsible Investment
- The Equator Principles

Recent awards and recognition



Latest ESG index scores

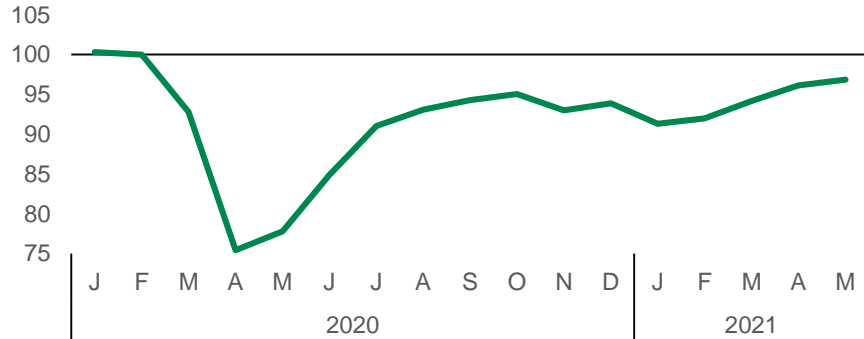
MSCI	AA
Sustainalytics	23.3
ISS ESG Corporate rating	C (Prime)
CDP	A-
Workforce Disclosure Initiative	85%

Continuing economic recovery, although uncertainties remain



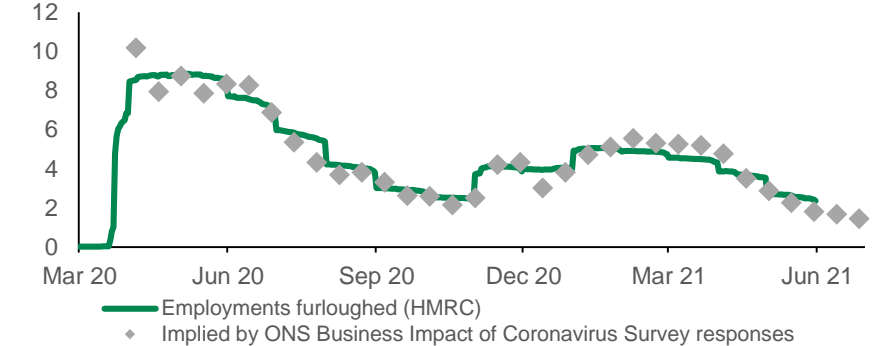
UK GDP¹

(Indexed to February 2020 = 100)



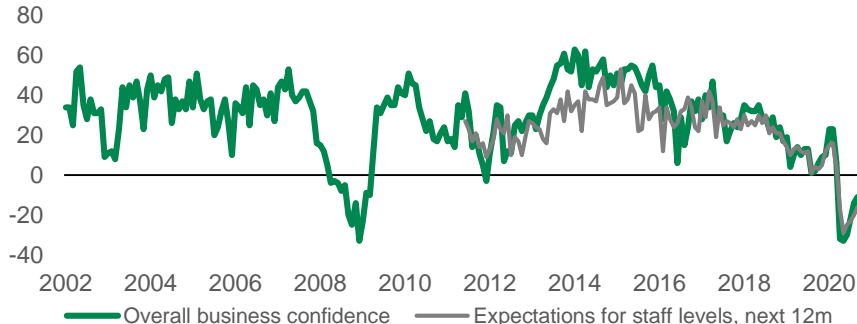
Employments furloughed per day²

(Millions)



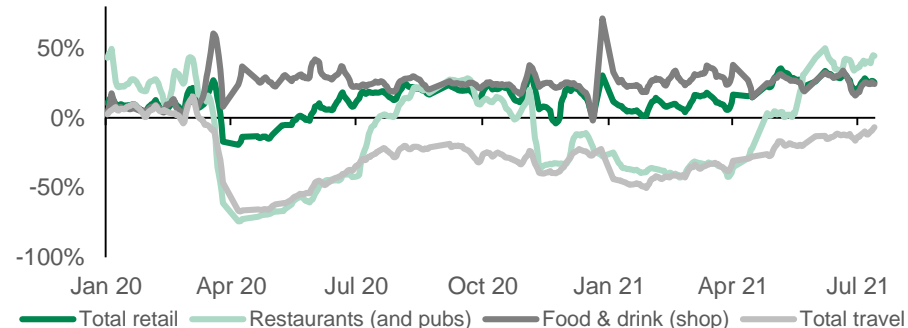
Business confidence and expectations for staff numbers³

(Expectations for coming 12 months)



LBG customer card spend⁴

(104 week percentage change, 7d moving average, excluding public holidays)



1 – ONS. 2 – HMRC / ONS. 3 – Lloyds Bank Business Barometer. 4 – LBG total debit and credit card spend.

Financial Update



Solid financial performance, continued business momentum



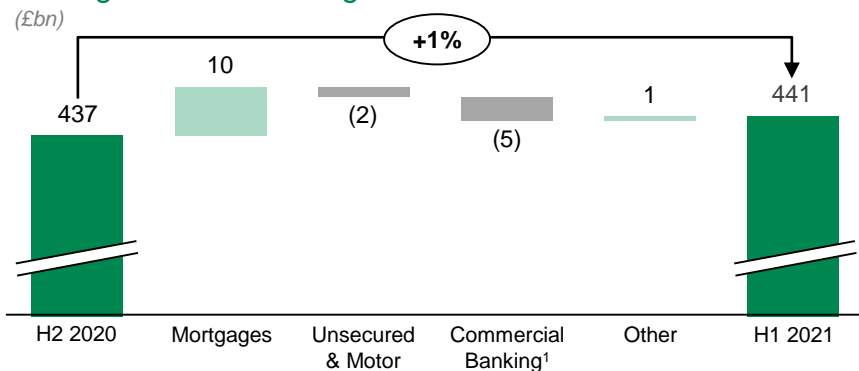
H1 2021

Net income	£7.6bn
Cost:income ratio (incl. remediation)	54.9%
Pre-provision operating profit	£3.4bn
Impairment credit	£656m
Statutory profit before tax	£3.9bn
Return on tangible equity	19.2%
TNAV	55.6p
CET1 ratio	16.7%

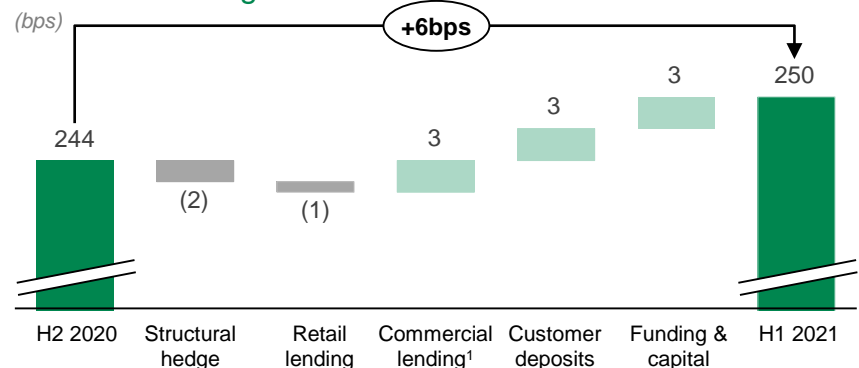
- **Net income recovering, 2% ahead of H1 2020, 8% ahead of H2 2020**
 - NII £5.4bn with AIEAs £441bn and H1 NIM 250bps
 - Other income of £2.4bn; operating lease depreciation of £271m
- **Operating costs slightly up on prior year**
- **Higher remediation charge, relating to legacy programmes**
- **Underlying asset quality strong with net impairment credit**
- **Statutory profit before tax of £3.9bn**
- **Strong balance sheet and capital build in H1**
 - Open mortgage book growth of £12.6bn
 - Deposit growth of £23.7bn
 - TNAV of 55.6p, up 3.3p in H1
 - CET1 ratio of 16.7% post-dividend accrual, with capital build of 93bps
- **2021 guidance enhanced**

Strong balance sheet and resilient net interest income

Average interest earning assets



Net interest margin



- H1 AIEAs at £441bn up c.£4bn versus H2 2020
- NII of £5.4bn, down 1% on H1 2020 impacted by lower rates; up 2% on H2
- H1 NIM of 250bps, with Q2 margin of 251bps
- Continue to expect low single-digit percentage growth in AIEAs in 2021
 - Solid mortgage pipeline for Q3
 - Modest recovery in unsecured balances expected in H2
- 2021 NIM now expected to be around 250bps
 - H2 mortgage margin pressure mitigated by increased hedge income and lower funding costs

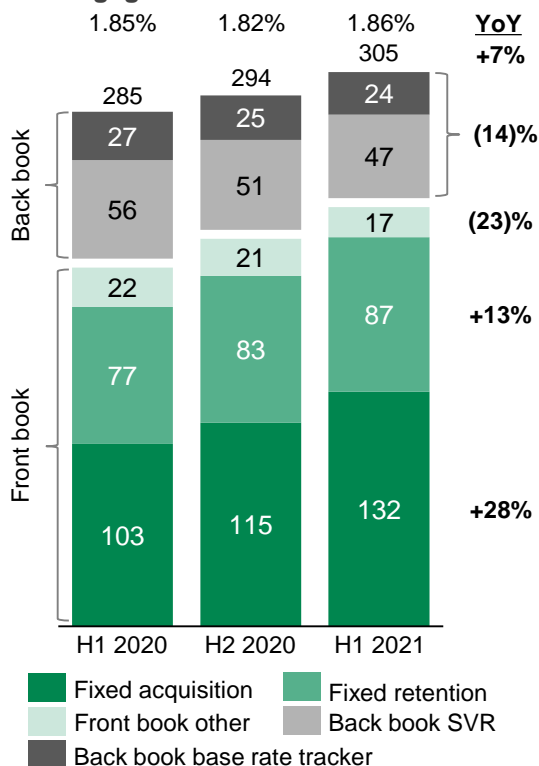
1 – Retail Business Banking shown in Commercial.

Continued lending growth in mortgages; robust asset margins

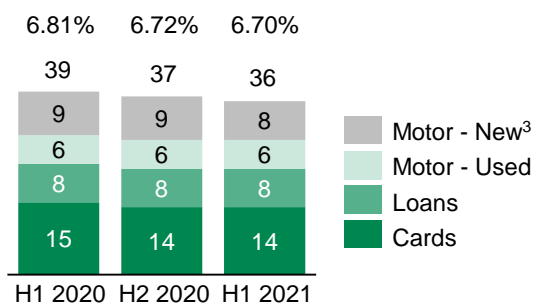
Changing asset mix

(Book size £bn, Gross margin %¹)

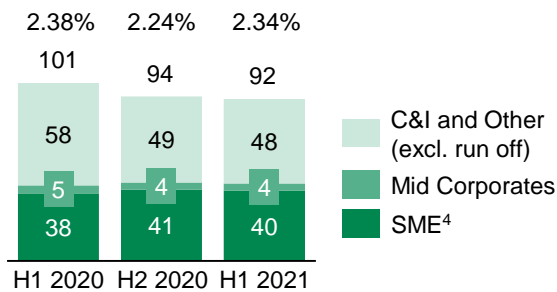
Mortgage book



UK consumer finance²



Commercial Banking incl. Retail Business Banking



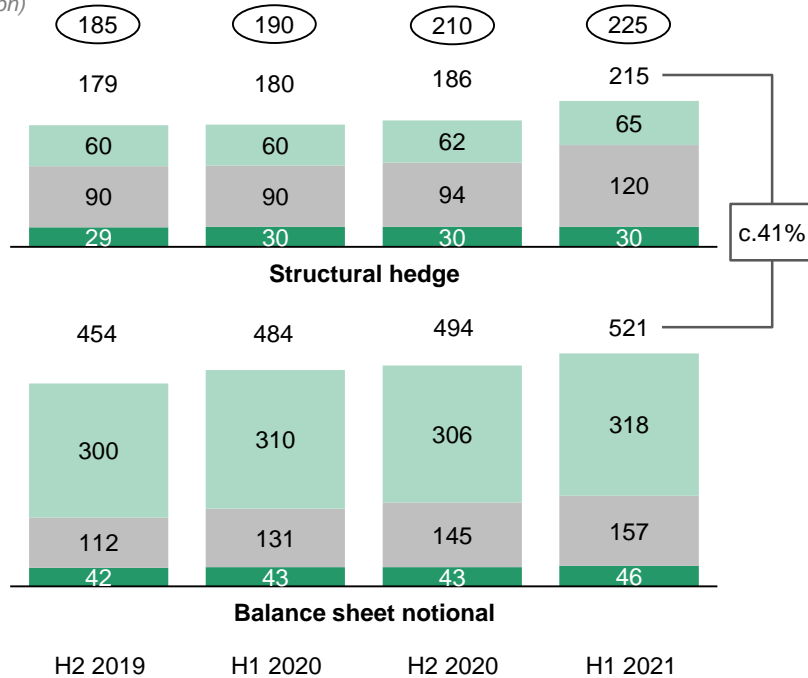
- Total mortgage book up £11.4bn in H1 driven by strong open book growth
- Mortgage new business margins declining but remain above front book maturities
- SVR attrition c.15% given strong home mover market
- Consumer finance balances down £1bn, predominantly in cards; balances stable in Q2
- Commercial Banking balances down £2bn with margin supported by mix and ongoing pricing actions

1 – Gross margin is gross customer receivables or payables, less short-term funding costs; references SONIA. Chart uses rounded inputs. 2 – Excluding overdrafts. 3 – Includes Fleet, Stocking and Lex Finance. 4 – Includes Retail Business Banking.

Franchise strength further building hedge sustainability

Hedged balances¹

(£bn)



■ Shareholders' equity ■ Current accounts ■ Other customer deposits

○ Hedge capacity

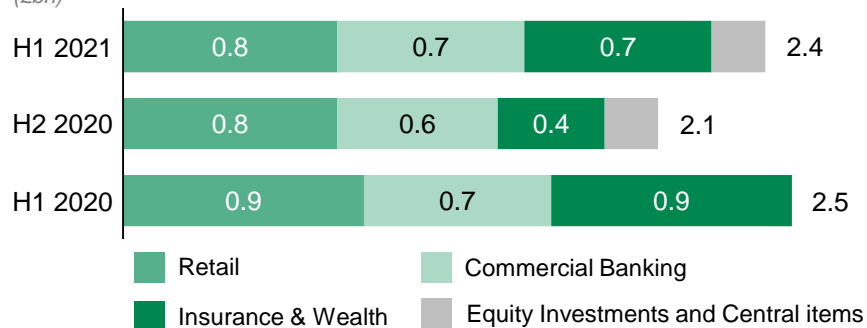
- **Structural hedge capacity of £225bn, up £15bn in H1 and £40bn since year end 2019, largely driven by continued strong deposit growth**
 - Prudent increase in capacity given c.£63bn deposit growth since year end 2019
- **Structural hedge notional balance of £215bn**
 - c.3.5 year weighted average life (c.2.5 years at year end)
- **c.£30bn of maturities in H2 and £10bn unhedged capacity provide flexibility**
- **£1.1bn income from structural hedge balances in H1**
 - Structural hedge income expected to be c.£250m lower in 2021 than in 2020

¹ – The external sterling structural hedge notional is managed as a portfolio, split shown is indicative.

Resilient other income, some early signs of recovery

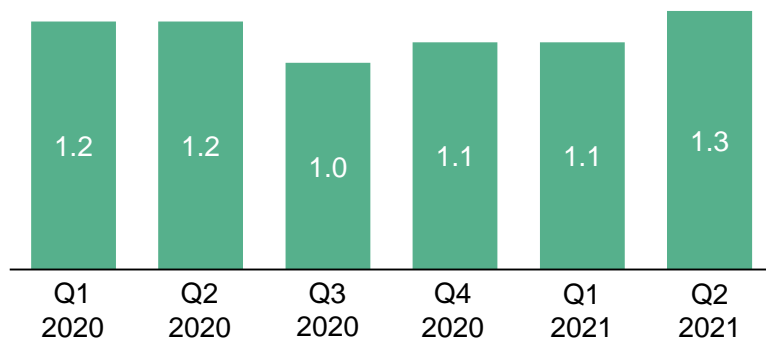
Divisional other income

(£bn)



Other income

(£bn)



- **Other income of £2.4bn YTD with £1.3bn in Q2**
 - Q2 benefits from strong contribution from Equity Investments business and positive assumption changes in Insurance
- **Divisional performance beginning to recover with early signs of increasing activity and new business**
 - Modest Q2 uplift in Retail and Insurance
 - Stable performance in Commercial Banking, consistent with H1 2020
- **Continued recovery dependent on activity supported by ongoing investment**

Strong asset quality and improved economic outlook



Impairment (£m)	H1 2021	Q2 2021	H1 2020	YoY change
Charges pre-updated MES¹	252	43	788	(536)
Retail	527	206	578	(51)
Commercial Banking	(272)	(161)	206	(478)
Other	(3)	(2)	4	(7)
Coronavirus impacted restructuring cases²	(71)	2	432	(503)
Updated economic outlook	(837)	(378)	2,598	(3,435)
Retail	(544)	(304)	1,517	(2,061)
Commercial Banking	(293)	(74)	881	(1,174)
Severe scenario overlay	–	–	200	(200)
Total impairment (credit) / charge	(656)	(333)	3,818	(4,474)

ECL ³	Upside (30%)	Base Case (30%)	Downside (30%)	Severe downside (10%)	Prob.-weighted
H1 2021	£4,807m	£5,194m	£6,025m	£7,737m	£5,582m
H2 2020	£5,766m	£6,354m	£7,468m	£9,838m	£6,860m

- **Asset quality remains strong with low new to arrears and underlying charges below pre-Covid levels**
 - Retail and Commercial credit experience remains benign
 - Commercial benefits from better restructuring outcomes
- **H1 net impairment credit of £656m bolstered by economic outlook release of £837m**
- **Stock of ECL reduced to £5.6bn, c.£1.4bn higher than year end 2019**
 - Covid management judgements retained, now c.£1.2bn, including £400m central overlay
- **Based on current economic assumptions, FY 2021 net AQR now expected to be below 10bps**

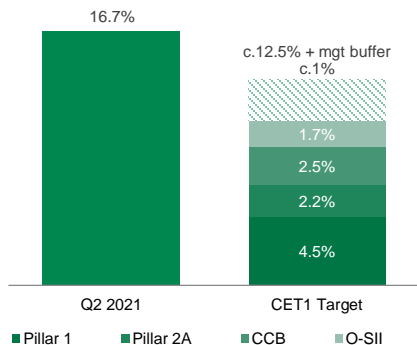
Capital, Funding & Liquidity



Capital, Funding & Liquidity summary

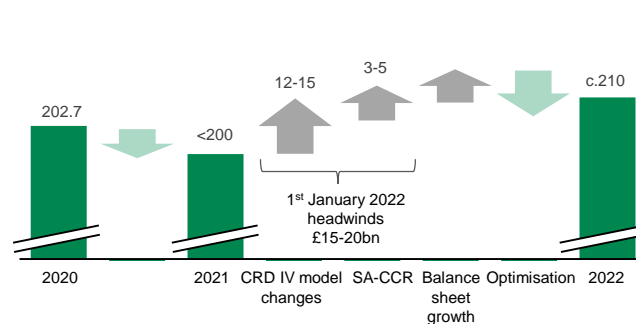


Significant CET1 headroom to regulatory minimum and Group target

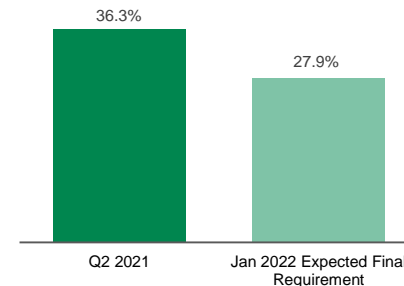


2022 RWA regulatory headwinds, although uncertainties remain

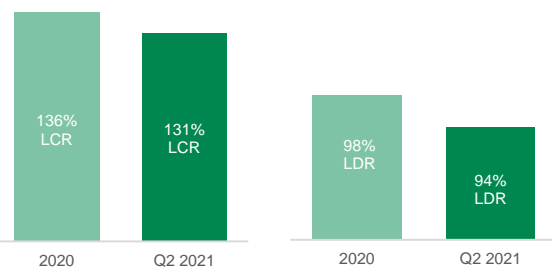
(£bn)



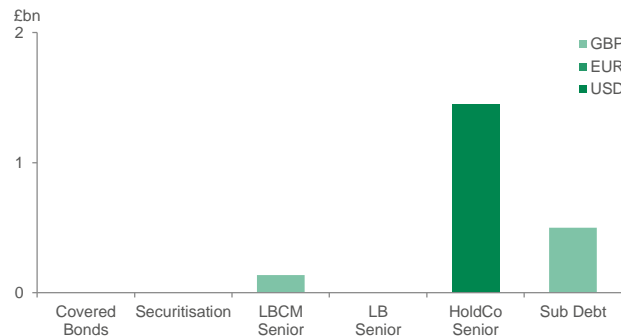
MREL strongly positioned - c.840bps above expected requirement



Strong liquidity metrics through the pandemic



c.£2bn of Issuance over 2021 with limited requirements during H2



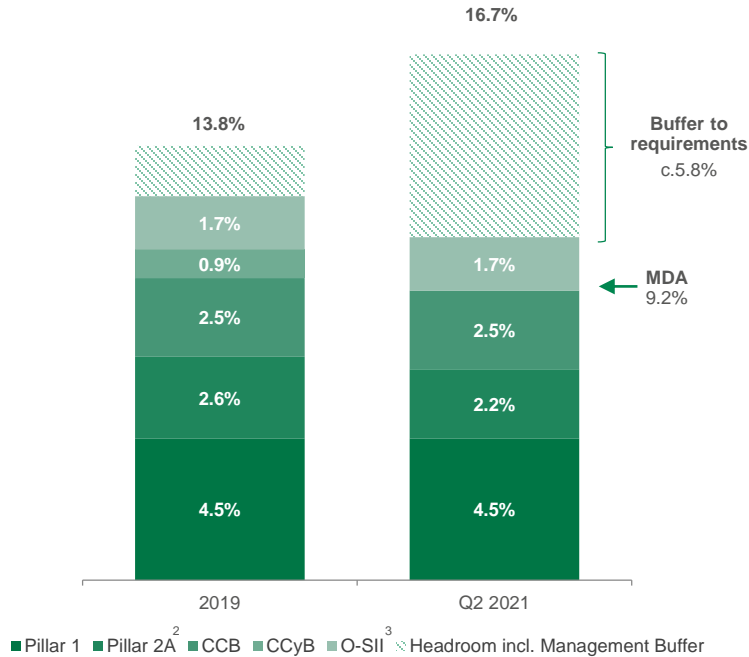
Stabilised rating outlooks

Lloyds Banking Group		
A2 / BBB+ / A		
Sta / Sta / Sta		
Lloyds Bank, Bank of Scotland	Lloyds Bank Corporate Markets	Scottish Widows
A1 / A+ / A+	A1 / A / A+	A2 / - / A+
Sta / Sta / Sta	Sta / Sta / Sta	Sta / - / Sta

Ratings shown as Moody's/S&P/Fitch

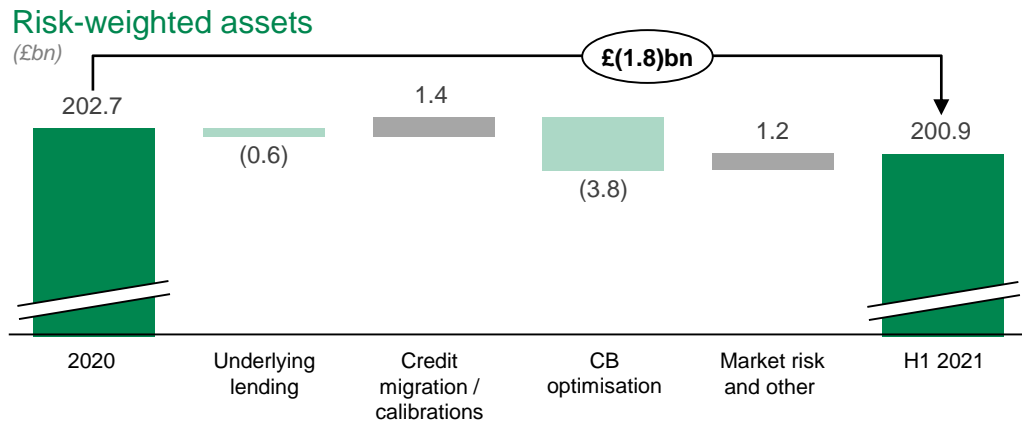
Enhanced capital strength with significant headroom over target and requirements

Common equity tier 1 ratio



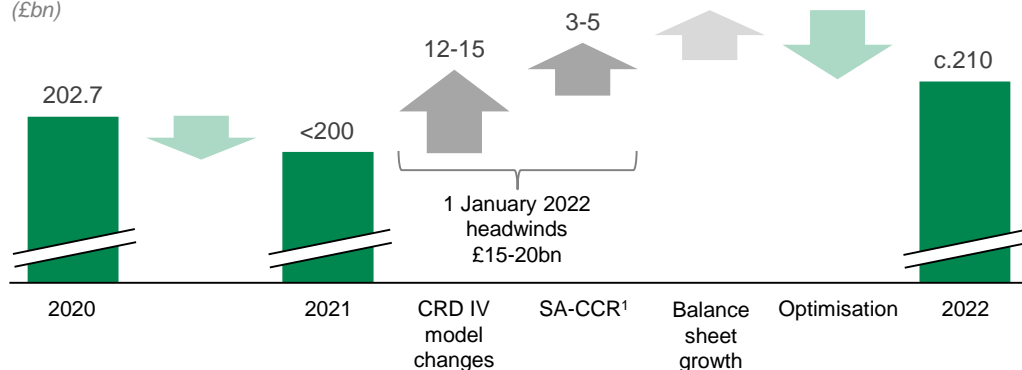
- CET 1 ratio 16.7% underpinned by strong capital build with 93bps in H1
- CET 1 ratio 15.5% excluding software benefit and IFRS 9 transitional relief
 - Ongoing target of c.12.5% plus a management buffer of c.1%
 - Significant headroom over c.11% regulatory requirement¹
- Group Pillar 2A reduced over 2020 and set in nominal terms for 2021, providing stability of requirements should RWAs increase in stress
- CCyB confirmed at 0% until at least Dec 2021; earliest implementation of any change now Dec 2022
- O-SII buffer (formerly Systemic Risk Buffer) maintained at current rate prior to reassessment in Dec 2022; earliest implementation of any change now January 2024

RWAs down £1.8bn in H1; regulatory pressure in 2022



2022 RWA regulatory headwinds, although uncertainties remain

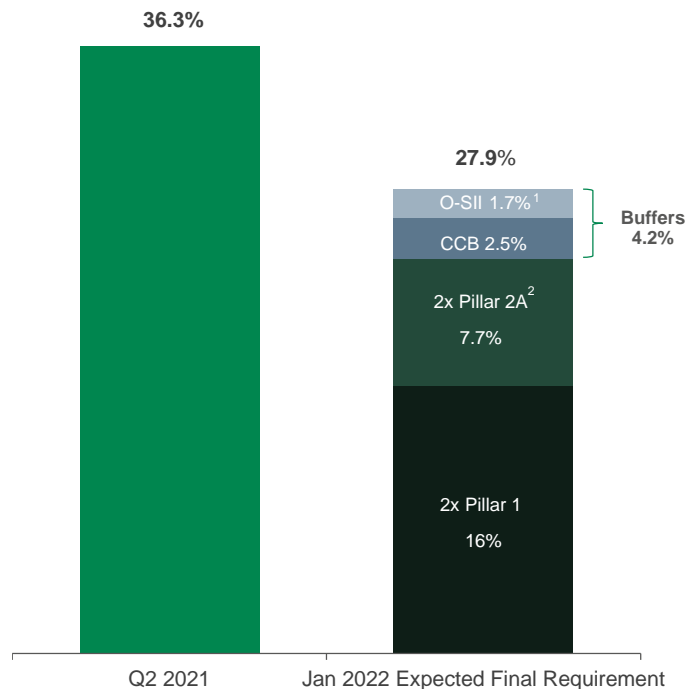
(£bn)



- RWAs down £1.8bn in H1 to £201bn, driven by Commercial Banking optimisation
- Limited credit migration seen to date, supported by high quality book and HPI
- 2021 RWAs now expected to be below £200bn
- Regulatory headwinds expected to increase RWAs in January 2022
 - Impact estimated at £15-20bn, subject to economic conditions and model finalisation
 - Active RWA management to continue, providing some offset
- 2023 Basel 3.1 impacts expected to be broadly neutral with reductions from F-IRB² changes offsetting other increases

Well positioned for end-state MREL requirements

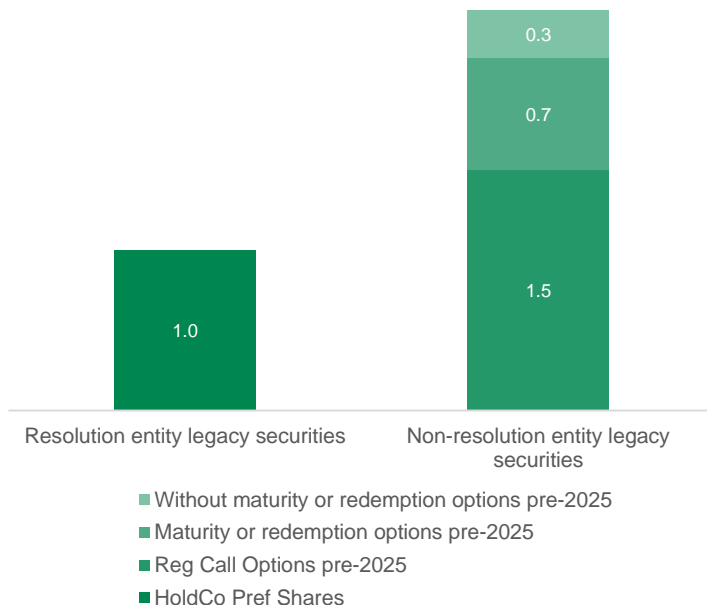
Transitional MREL ratio



- Strongly positioned with total capital ratio of 23.1% and MREL ratio of 36.3%; c.£1.4bn of MREL eligible senior unsecured and £500m Tier 2 issued over 2021
- July BoE consultation paper proposed no changes to end-state requirements that will apply from 1 Jan 2022
- 2021 HoldCo issuance focused on meeting requirements and funding needs, including prudent buffers, at each legal entity level

Scale of legacy capital securities limited in context of wider capital stack

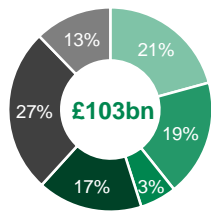
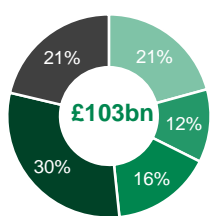
Legacy Securities (£bn)



- Legacy capital securities constitute only £3.5bn, of which:
 - £1bn preference shares issued from the resolution entity
 - £1.5bn with regulatory call options, currently grandfathered Tier 1 until end-2021
 - £0.7bn securities with maturity or redemption options pre-June 2025
 - £0.3bn securities without maturity or redemption options pre-June 2025

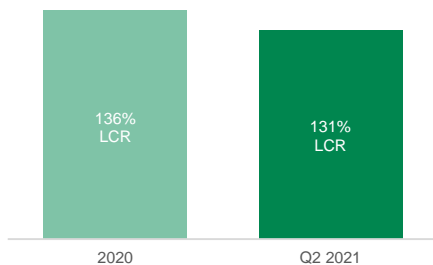
Prudent funding and liquidity position with limited funding requirements

Wholesale funding portfolio by maturity and type

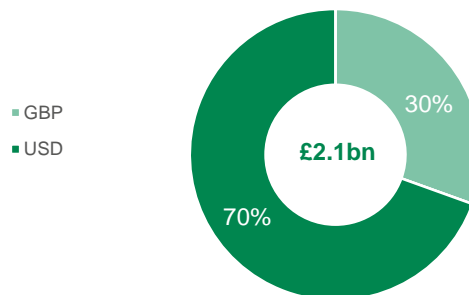


- < 1 Year (MM)
- < 1 Year
- MM Funding
- Covered Bond
- 12mth ≤ 2 yrs
- 2yrs ≤ 5yrs
- Securitisation
- OpCo Senior
- 5yrs +
- HoldCo Senior
- Sub Debt

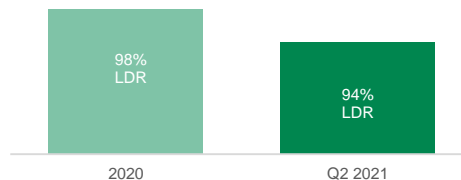
LCR stable and above minimum requirements



2021 Funding by currency



LDR continues to reduce due to deposit inflows



- Average LCR remains comfortably above regulatory minimum at 131%
- Loan to deposit ratio reduced further to 94% due to continued deposit inflows
- c.£2.0bn equivalent issued YTD as a result of deposit inflows and TFSME
- Limited requirements over rest of 2021 given current funding position and maturities
- TFSME outstanding of £8.7bn following c.£5bn repayment in Q1

Rating outlooks improved to stable



	UK Sovereign	HoldCo Lloyds Banking Group ¹	Ring-Fenced Bank Lloyds Bank, Bank of Scotland ¹	Non-Ring-Fenced Bank Lloyds Bank Corporate Markets ¹	Commentary
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Standard and Poor's	<i>AA / Sta</i>	<i>BBB+ / A-2 / Sta</i>	<i>A+ / A-1 / Sta</i>	<i>A / A-1 / Sta</i>	<ul style="list-style-type: none"> In June, S&P returned the Group's Rating Outlooks to Stable from Negative. This was driven by a revision to the BICRA economic risk trend, which also moved to Stable from Negative, as well as what S&P view as the Group's prudent provisioning and ability to navigate any potential tail risks from the pandemic.
Moody's	<i>Aa3 / Sta</i>	<i>A2 / P-1 / Sta</i>	<i>A1 / P-1 / Sta</i>	<i>A1 / P-1 / Sta</i>	<ul style="list-style-type: none"> Following the implementation of their new methodology in July, Moody's upgraded LBG to A2 from A3. Moody's also revised LBG's Rating Outlook back to Stable, from Negative, reflecting an updated view of the UK and stabilisation of asset quality and profitability metrics across the Group.
Fitch	<i>AA- / Sta</i>	<i>A / F1 / Sta</i>	<i>A+ / F1 / Sta</i>	<i>A+ / F1 / Sta</i>	<ul style="list-style-type: none"> In May Fitch downgraded LBG by one notch to A - a methodological downgrade triggered by a fall in Qualifying Junior Debt. In July, Fitch returned the Group's Rating Outlooks to Stable from Negative. This followed a return to Stable for the UK Sovereign in June.

Appendix



Prudent economic scenarios



Scenario	ECL (£m)	Economic measure (%)	Change since						2021-25
			2021	FY 2020 ¹	2022	2023	2024	2025	
Upside (30%)	4,807	GDP	6.1	2.4	5.5	1.4	1.4	1.2	3.1
		Interest rate	0.52	(0.62)	1.27	1.09	1.32	1.58	1.16
		Unemployment rate	4.7	(0.7)	4.9	4.4	4.2	4.1	4.5
		HPI growth	6.8	8.2	3.4	4.6	3.9	3.4	4.4
		CRE price growth	9.2	(0.1)	5.7	2.4	0.3	(0.3)	3.4
Base case (30%)	5,194	GDP	5.5	2.5	5.5	1.6	1.4	1.2	3.0
		Interest rate	0.10	0.00	0.10	0.25	0.50	0.75	0.34
		Unemployment rate	5.4	(1.4)	6.1	5.4	5.0	4.8	5.4
		HPI growth	5.6	9.4	0.1	0.1	0.6	1.1	1.5
		CRE price growth	0.4	2.1	1.0	0.6	0.3	0.5	0.6
Downside (30%)	6,025	GDP	4.8	3.1	4.2	1.3	1.4	1.4	2.6
		Interest rate	0.09	0.03	0.05	0.06	0.11	0.20	0.10
		Unemployment rate	6.0	(1.9)	7.8	7.1	6.5	6.0	6.7
		HPI growth	3.5	11.9	(6.2)	(7.5)	(4.9)	(1.8)	(3.5)
		CRE price growth	(5.3)	5.3	(5.3)	(2.8)	(1.5)	0.2	(3.0)
Severe downside (10%)	7,737	GDP	4.1	3.8	3.5	1.1	1.4	1.4	2.3
		Interest rate	0.06	0.06	0.00	0.01	0.02	0.03	0.02
		Unemployment rate	7.0	(2.9)	9.9	9.1	8.3	7.6	8.4
		HPI growth	2.4	13.5	(11.0)	(13.2)	(9.6)	(5.1)	(7.5)
		CRE price growth	(13.5)	7.9	(13.5)	(6.9)	(2.3)	0.5	(7.3)
Probability-weighted ECL	5,582								

¹ – Changes only shown for 2021 measures.

Modest reduction in coverage reflecting updated economic outlook



(£m)	Gross customer L&A (£bn)	Coverage (excl. Recoveries) ¹				Q4 2020 Total Coverage ¹	Total ECL HY 2021	Net ECL increase / (decrease)	P&L charge / (credit)	Write-offs & Other	ECL Q4 2020	Write-offs & Other H1 2020
		Stage 1	Stage 2	Stage 3	Total							
Retail	364.7	0.2%	3.6%	21.0%	1.0%	1.1%	3,482	(526)	(17)	(509)	4,008	(677)
<i>UK Mortgages</i>	306.6	0.0%	1.8%	13.7%	0.5%	0.5%	1,406	(199)	(175)	(24)	1,605	(56)
<i>Cards</i>	14.2	1.9%	16.2%	57.5%	5.8%	6.4%	825	(133)	67	(200)	958	(271)
<i>Loans & Overdrafts</i>	9.5	2.3%	19.6%	62.4%	6.4%	7.6%	606	(109)	130	(239)	715	(265)
<i>Motor</i>	14.9	1.2%	5.7%	64.8%	2.9%	3.3%	434	(67)	(40)	(27)	501	(65)
<i>Other</i>	19.5	0.3%	8.7%	41.4%	1.1%	1.2%	211	(18)	1	(19)	229	(20)
Commercial	85.7	0.3%	4.9%	33.7%	1.9%	2.7%	1,650	(752)	(636)	(116)	2,402	(71)
Other ²	55.1	0.7%	2.8%	22.9%	0.8%	0.7%	450	0	(3)	3	450	9
Total	505.5	0.3%	3.8%	25.6%	1.1%	1.4%	5,582	(1,278)	(656)	(622)	6,860	(739)

1 – Loans and advances to customers only; excludes £27m of ECL on other assets at 30/06/2021 (£28m at 31/12/2020). 2 – Includes reverse repos of £52.7bn which dilutes reported Group coverage by 0.1pp.

Continued low mortgage LTVs



	June 2021 ¹			Total	2020 ¹	2010 ¹
	Mainstream	Buy to let	Specialist		Total	Total
Average LTVs	42.2%	48.8%	39.2%	43.1%	43.5%	55.6%
New business LTVs	63.6%	60.2%	N/A	63.1%	63.9%	60.9%
≤ 80% LTV	92.8%	99.3%	95.4%	94.0%	91.6%	57.0%
>80–90% LTV	6.8%	0.4%	1.5%	5.6%	7.8%	16.2%
>90–100% LTV	0.2%	0.1%	1.0%	0.2%	0.3%	13.6%
>100% LTV	0.2%	0.2%	2.1%	0.2%	0.3%	13.2%
Value >80% LTV	£17.5bn	£0.4bn	£0.5bn	£18.4bn	£24.9bn	£146.6bn
Value >100% LTV	£0.4bn	£0.1bn	£0.2bn	£0.7bn	£1.0bn	£44.9bn
Gross lending	£245.3bn	£51.1bn	£10.2bn	£306.6bn	£295.4bn	£341.1bn

¹ – 2020-21 LTVs use Markit's 2019 Halifax HPI; 2010 LTVs use Markit's pre-2019 Halifax HPI and include TSB.

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Forward looking statements



This document contains certain forward looking statements within the meaning of Section 21E of the US Securities Exchange Act of 1934, as amended, and section 27A of the US Securities Act of 1933, as amended, with respect to the business, strategy, plans and/or results of Lloyds Banking Group plc together with its subsidiaries (the Group) and its current goals and expectations relating to its future financial condition and performance. Statements that are not historical or current facts, including statements about the Group's or its directors' and/or management's beliefs and expectations, are forward looking statements.

Words such as 'believes', 'achieves', 'anticipates', 'estimates', 'expects', 'targets', 'should', 'intends', 'aims', 'projects', 'plans', 'potential', 'will', 'would', 'could', 'considered', 'likely', 'may', 'seek', 'estimate', 'probability', 'goal', 'objective', 'endeavour', 'prospects', 'optimistic' and variations of these words and similar future or conditional expressions are intended to identify forward looking statements but are not the exclusive means of identifying such statements.

Examples of such forward looking statements include, but are not limited to, statements or guidance relating to: projections or expectations of the Group's future financial position including profit attributable to shareholders, provisions, economic profit, dividends, capital structure, portfolios, net interest margin, capital ratios, liquidity, risk-weighted assets (RWAs), expenditures or any other financial items or ratios; litigation, regulatory and governmental investigations; the Group's future financial performance; the level and extent of future impairments and write-downs; the Group's ESG targets and/or commitments; statements of plans, objectives or goals of the Group or its management including in respect of statements about the future business and economic environments in the UK and elsewhere including, but not limited to, future trends in interest rates, foreign exchange rates, credit and equity market levels and demographic developments; statements about competition, regulation, disposals and consolidation or technological developments in the financial services industry; and statements of assumptions underlying such statements.

By their nature, forward looking statements involve risk and uncertainty because they relate to events and depend upon circumstances that will or may occur in the future.

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