

LLOYDS  
BANKING  
GROUP



# 2011 HALF-YEAR RESULTS

4 August 2011

**António Horta-Osório**  
**Group Chief Executive**

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**“Resilient business performance, in  
line with expectations, despite  
challenging market conditions”**

# AGENDA

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**ECONOMIC AND REGULATORY ENVIRONMENT**

**BUSINESS PERFORMANCE**

**STRATEGIC REVIEW**

**GUIDANCE AND SUMMARY**

# MACRO ECONOMIC AND REGULATORY ENVIRONMENT

## Challenging market conditions



### ECONOMIC ENVIRONMENT

- Weak UK economic recovery – GDP, interest rates, unemployment, property prices
- Uncertainty derived from the impact of austerity measures
- European peripheral crisis including Sovereign Exposures

### REGULATORY ENVIRONMENT

- ICB – ring fencing/competition
- Capital/liquidity requirements – CRD IV
- Recovery and resolution; living wills
- Retail Distribution Review

### COMPETITION

- Increasingly competitive market
- Increased switching
- Opportunities for new entrants

### CUSTOMERS

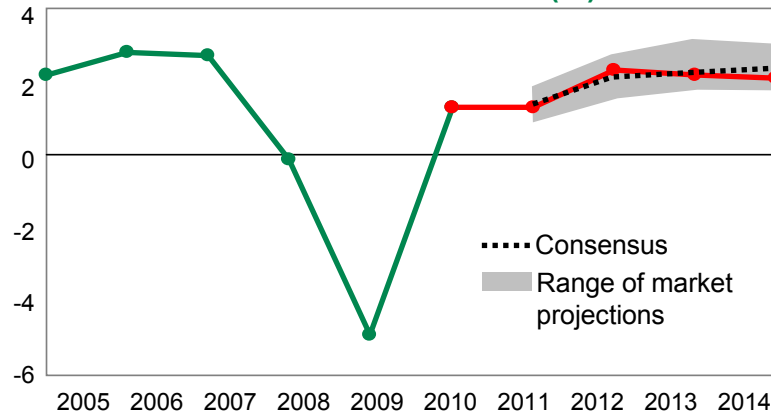
- Deleveraging/subdued demand for credit
- Increasing customer expectations
- Real incomes falling
- Deposit market growth slowing

# MACRO ECONOMIC ENVIRONMENT

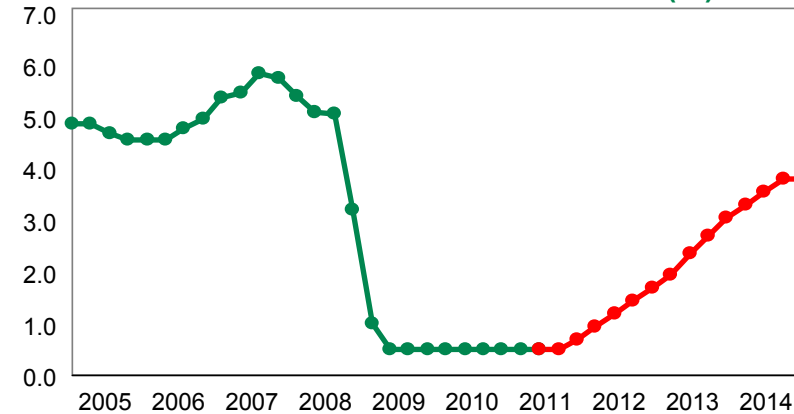
## A cautious outlook for the UK economy



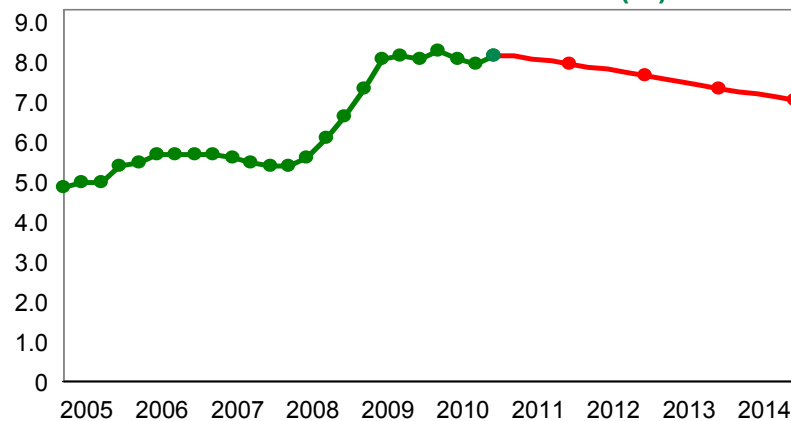
**NORMALISING REAL GROWTH<sup>(1)</sup>**  
REAL GDP GROWTH (%)



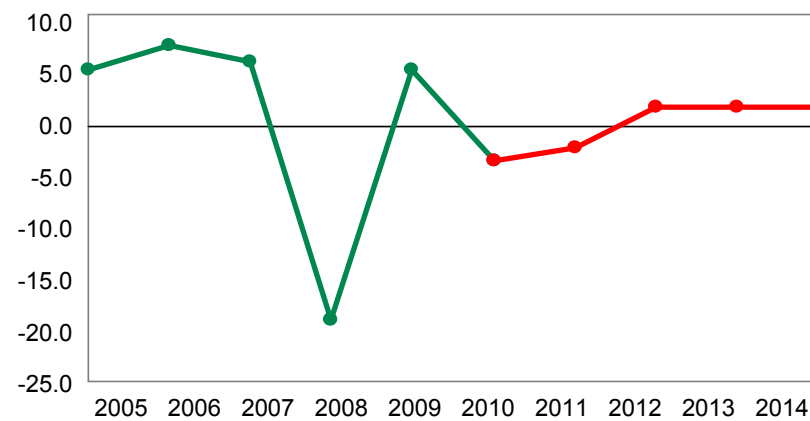
**RISING BASE RATES<sup>(2)</sup>**  
BANK OF ENGLAND BASE RATE (%)



**IMPROVING UNEMPLOYMENT<sup>(3)</sup>**  
ILO UNEMPLOYMENT RATE (%)



**STABILISING PROPERTY VALUES<sup>(4)</sup>**  
HALIFAX PRICE INDEX



(1) Source: Office of National Statistics (historic data) & LBG (forecast) (2) Source: Bank of England & LBG (forecast)  
 (3) Source: ONS compiled consistently with International Labour Organisation methodology & LBG (forecast)  
 (4) Source: Halifax House Price Index & LBG (forecast)

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# BUSINESS PERFORMANCE

Resilient underlying business performance, in line with expectations, despite challenging market conditions



## GROUP

£m	H1 2010	H2 2010	H1 2011	
Underlying income <sup>(1)</sup>	11,866	11,775	10,414	(12)%
Costs <sup>(2)</sup>	(5,435)	(5,493)	(5,332)	2%
Impairments	(6,554)	(6,627)	(5,422)	17%
Underlying profit before tax <sup>(1,3)</sup>	988	1,421	1,340	36%
Margin	2.08%	2.12%	2.07%	
Cost:income	43.5%	50.1%	52.4%	

- Combined businesses underlying profit before tax of £1.3bn
- Statutory loss before tax of £3.3bn after £3.2bn PPI provision
- Core business generated £2.9bn of underlying profit, down from £3.1bn in H1 2010, primarily reflecting a modest reduction in core assets
- Non-core business losses fell from £2.1bn in H1 2010 to £1.6bn in H1 2011

Core tier 1 10.2% 10.1%

Loan to deposit 154% 144%

<sup>(1)</sup> Net of insurance claims, excluding ECN volatility and liability management gains

<sup>(2)</sup> Excluding impairment of tangible fixed assets

<sup>(3)</sup> Including impairment of tangible fixed assets

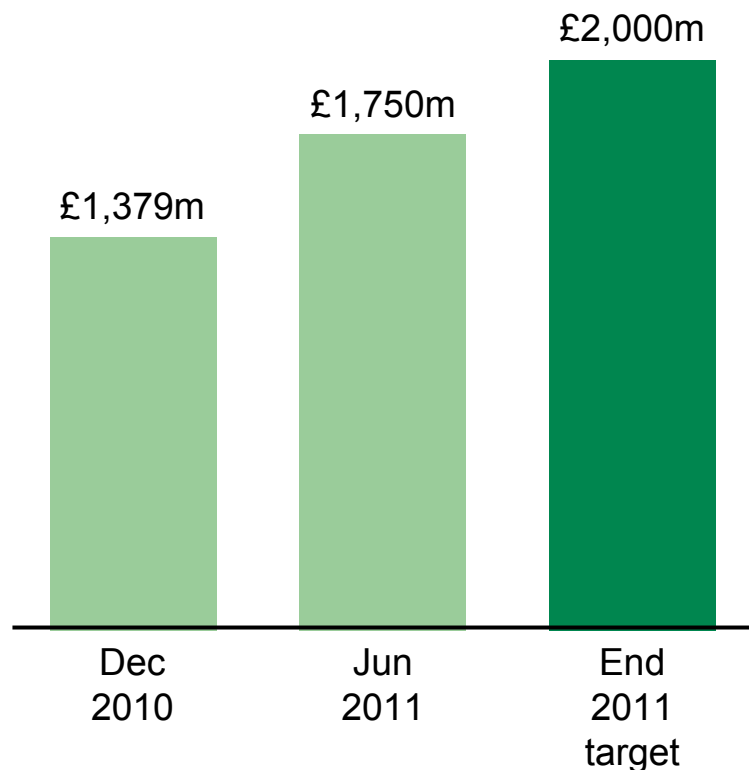
# BUSINESS PERFORMANCE: INTEGRATION

Strong delivery on integration: focus now moving to transformation

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## RUN RATE



## STRONG PERFORMANCE IN H1 2011

- Majority of integration projects now in final stages
- Core IT system integration to occur in H2 – to include migration of HBOS data to the scaled Lloyds TSB platform
- Property consolidation programme continues apace – with 187 non branch properties exited to date
- Asset Finance migration complete
- IT infrastructure build largely complete
- Single counter system implemented

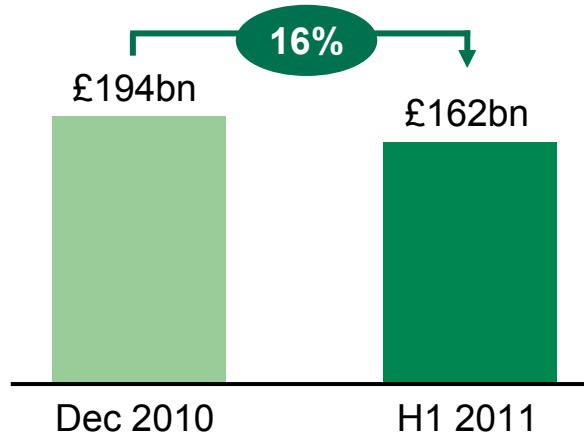


# BUSINESS PERFORMANCE

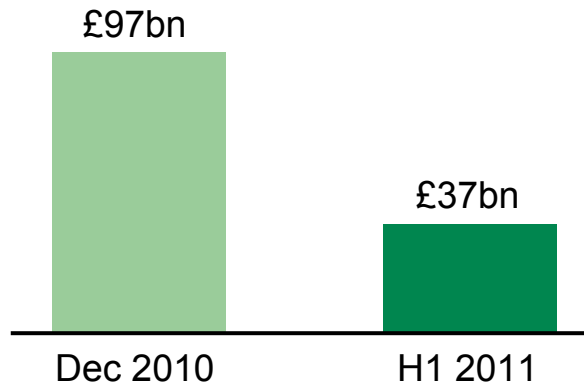
## Significant progress in reducing the risk profile of the Group



### NON CORE PORTFOLIO REDUCTIONS



### GOVERNMENT AND CENTRAL BANK FACILITIES



- Reduction in non-core assets to £162bn
- Excellent progress against term funding objectives with £25bn of wholesale term issuance in the half
- Further growth in customer relationship deposits
- Reduction in loan to deposit ratio to 144%
- Accelerated reduction in government and central bank facilities to £37bn
- Robust core tier 1 ratio of 10.1%

# BUSINESS PERFORMANCE: VERDE PROGRESS

## The Verde disposal continues to progress at pace

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- Verde disposal process accelerated
- Information Memorandum issued to prospective buyers
- Initial bids now being reviewed
- Expect to identify purchaser by the end of 2011
- Total implementation costs will vary depending upon the nature of the buyer but could be up to £1bn

# BUSINESS PERFORMANCE: LENDING

## Continued strong support for UK customers



### CUSTOMER LENDING

- Continue to prioritise active support for the UK's economic recovery
- On track to deliver full year contribution on Merlin lending agreement

#### CUSTOMER LENDING – CORPORATE

- £21.2bn of committed gross lending to UK businesses of which £6.7bn to SMEs
- Year on year growth in our core Commercial lending (net advances) >2% at end of June, comparing favourably to c4% market contraction
- Continuing to approve '8 out of 10' new Commercial credit applications
- Committed to supporting 100,000 new start ups in 2011
- Actively supporting SME customers through delivery of Business Taskforce recommendations, running nearly 400 'charter' events/conferences

#### CUSTOMER LENDING – RETAIL

- Gross new mortgage lending market share of over 20% in H1 2011
- Supported over 24,000 customers buying their first home
- Proactively supporting UK housing market through our Equity Support scheme, Lend a Hand Local Authority scheme and leading positions in other areas
- Helped nearly 300,000 customers buy cars, improve homes and tidy up finances through unsecured consumer loans

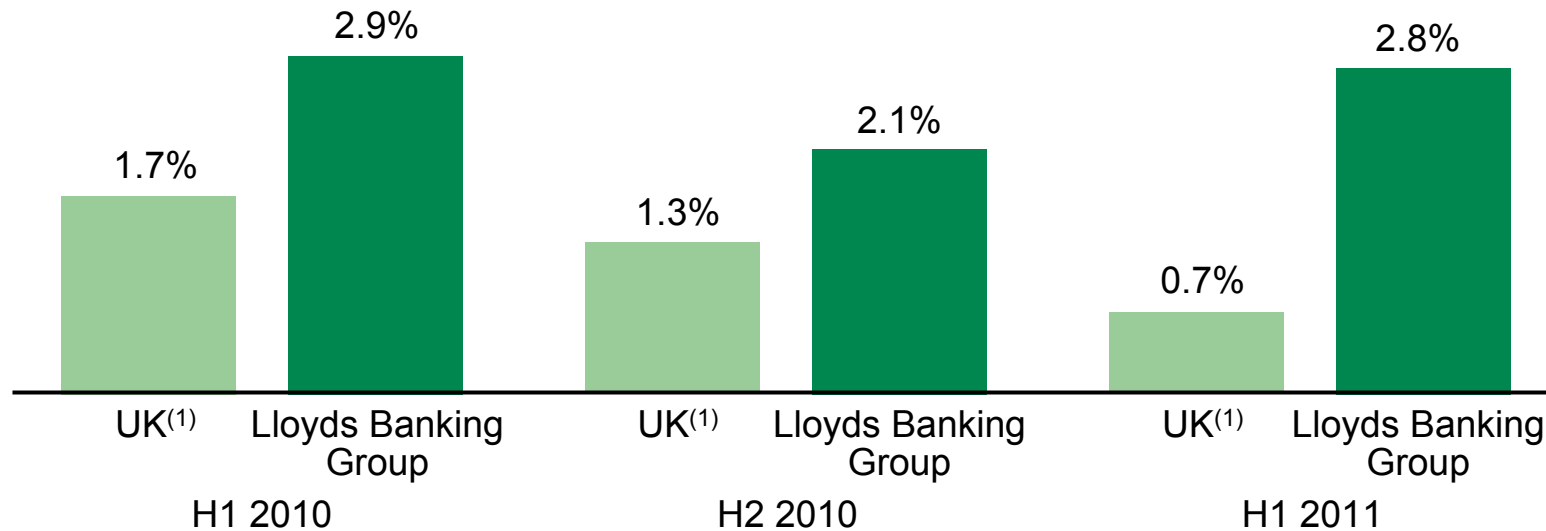
# BUSINESS PERFORMANCE: RETAIL CUSTOMER DEPOSITS

## Maintained strong deposit growth in a weakening market



- UK household deposit growth has slowed
- Lloyds Banking Group has maintained growth in H1 2011
- Good performance in our high street brands supported by customer led products
- Growth delivered through deepening customer relationships via a multi-brand strategy
- Strong ISA season underpinned by the highly successful Halifax Cash ISA Promise

### RETAIL CONSUMER DEPOSIT GROWTH



<sup>(1)</sup> Source: Bank of England

# BUSINESS PERFORMANCE: CUSTOMER SERVICE

## Good progress on customer service



### CUSTOMER SERVICE

- Process simplification embedding across the Group to drive better end-to-end customer experience
- All Halifax branches to open every Saturday by the end of August
- Using customer insight to develop products and services (eg Lloyds TSB Lend a Hand mortgage)
- SME – Best for Business campaign launched and reaffirmed commitment to respond to 90% of lending appeals within 15 days (exceeding industry standards)
- Enhanced online offerings



CommunityMark  
developed by Business in the Community



# BUSINESS PERFORMANCE: CUSTOMER SERVICE

## Good progress on complaint handling



TARGET	ACHIEVEMENT
<p>In March we announced stretching targets:</p> <ul style="list-style-type: none"><li>Reduce the overall number of FSA reportable complaints we receive by 20% (excluding PPI)</li><li>Reduce the number of complaints customers escalate to the Financial Ombudsman Service (FOS) by 20%</li><li>Reduce the number of complaints overturned by FOS to 2 in 5 by end June 2011, then to 1 in 5 by end 2011</li></ul>	<ul style="list-style-type: none"><li>✓ <b>24% reduction in level of complaints between H1 2010 &amp; H1 2011 (excluding PPI)</b></li><li>✓ <b>Over 25% reduction in FOS complaints</b></li><li>✓ <b>Less than 2 out of 5 FOS complaints decisions now being changed</b></li></ul>

### In addition:

- 90% of complaints now resolved at first touch
- Complaints per 1,000 accounts have reduced to 1.7 this year (2.4 in same period last year)
- Externally accredited complaint handling qualification being rolled out – we are the first financial services organisation to implement this
- New complaint handling targets for H2 2011 now being published

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# STRATEGIC REVIEW

A clear focus on being the best bank for customers and subsequently shareholders

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## THE BEST BANK FOR CUSTOMERS

**STRONG  
CUSTOMER  
RELATION-  
SHIPS**

**STRONG  
ICONIC  
BRANDS**

**BROAD  
MULTI-  
CHANNEL  
DISTRIBUTION**

**CUSTOMER  
FOCUSED  
PEOPLE**

**INTEGRATED  
PLATFORM**



## THE BEST BANK FOR SHAREHOLDERS

**CUSTOMER-  
DRIVEN,  
DIVERSIFIED  
INCOME**

**POSITIVE  
OPERATING  
JAWS**

**CAPITAL  
ALLOCATED  
TO CORE  
BUSINESS**

**PRUDENT RISK  
APPETITE**

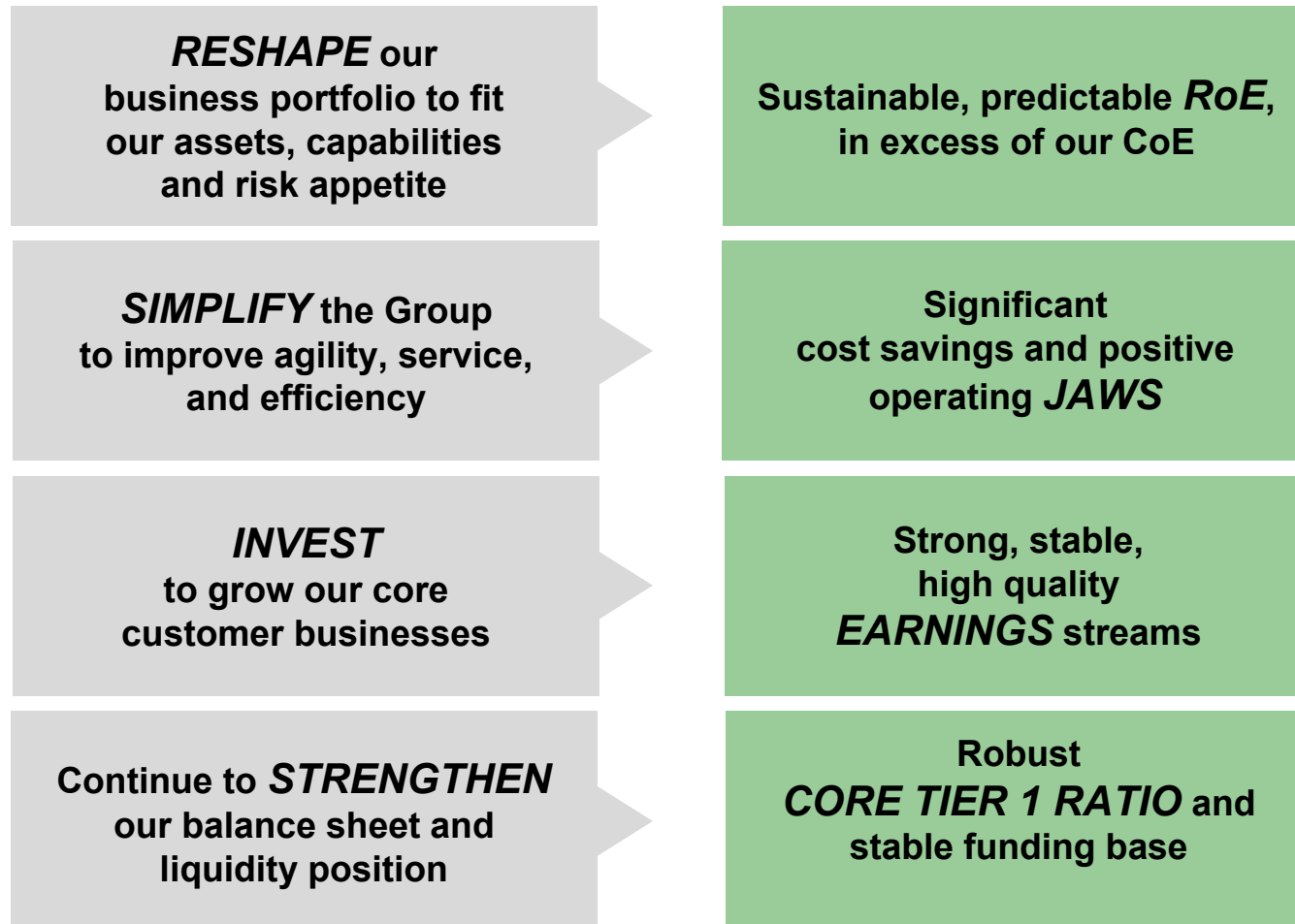
**STRONG  
STABLE  
FUNDING**

**DISCIPLINED  
HIGH-RETURN  
INVESTING**



# STRATEGIC REVIEW

## Four key elements to deliver the strategy



# STRATEGIC REVIEW: SIMPLIFICATION

Over £1.5 billion of annual savings to be delivered in 2014 from over 100 projects



WORKSTREAM	PROGRAMME	EXAMPLE PROJECT ACTIVITY
OPERATIONS & PROCESSES	End-to-end Processes	Reduce account switching time by 30%
	IT Simplification	Develop a service orientated architecture
	Location Footprint	Establish multi-skilled centres of excellence
SOURCING	Sourcing	Reduce number of lead suppliers from 1,000 to c100
ORGANISATION	Organisation	Flatten structure further from 8 to 7 layers, increased spans of control
	International Business	Rationalise footprint from over 30 countries to less than 15
	Committees and Legal Entities	Reduce number of legal entities from over 1,600 to less than 1,000
DISTRIBUTION, CHANNELS & PRODUCTS	Service and Channel Model	Improve convenience and capability of internet and telephony channels
	Product Offering	Simplify range and pricing flexibility

# STRATEGIC REVIEW: INVESTMENT INITIATIVES

## Specific investment initiatives to drive revenue growth



### INVEST IN OUR CORE BUSINESS

Case study: Halifax will be a market challenger for today's high street

**CHALLENGING CATEGORY NORMS** Reward Current Account, ISA Promise, Clarity Credit Card.

**CHALLENGING THE VALUE OFFERED IN THE MARKET** ensuring that Halifax is regularly leading the way with consumer-led value offerings.

**CHALLENGING OUR OWN BEHAVIOUR** to continue to make banking more straightforward and easy for customers.

- New challenger products, including radical new Savings offer, to drive increasing volume and profit
- All branches open on Saturday
- Active on-line customers grow from 3.1 - 5.4m to drive lower costs
- Brand re-launch and exciting new marketing campaign
- A leading alternative to the 'Big-4' current account providers
- Engaged colleagues who identify with their customers

### INVEST IN OUR CORE BUSINESS

Case study: The UK's leading Retail Bancassurance provider

- Growing need for advice to plan/save for retirement/future
- Specialised advisor teams better able to help customers meet their protection and investment needs
- Ability to quickly develop products and services in response to identified customer need in an integrated manner
- Low-cost and capital efficient manufacturing utilising a leading brand
- Range of channels, including branch, e-commerce and telephony, to meet different customer segment needs
- Improved customer insight with single customer view at an integrated level

### INVEST IN OUR CORE BUSINESS

Case study: Leading through-the-cycle partner to UK SMEs

**Balance sheet-driven banking**

- Loans
- Current A/C
- Payments
- Cards
- Factoring

**Capital-light solutions**

- Deposits
- Protection/Pensions
- FX/Hedging
- Business insurance
- Wealth

- Our highly rated RM's will have 100% more time with customers
- Time-to-cash for loans reduced by over 50%
- Targeted, informed propositions matched with customer life-stage
- Direct Relationship Bank to align service with customer needs, value and preference
- Delivering a comprehensive suite of products and services using unique customer insights

### INVEST IN OUR CORE BUSINESS

Case study: Developing our wholesale markets business to capitalise on our corporate lending relationships

**REVENUE BY PRODUCT**

- Structured Credit
- Sales & Trading
- Capital Markets
- Transaction Banking
- Credit

**CUSTOMER-DRIVEN REVENUE BY SEGMENT**

- Financial Institutions
- Commercial
- Corporate

- Enhanced 'capital-light' offerings – Debt financing, Fixed Income and Rates to complement lending product and increase OOI
- Deepen existing corporate relationships across new product suite and expand distribution to cover UK insurers and asset managers
- More effective and efficient connectivity with customers via new Arena e-commerce platform (launching in September 2011)

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# GUIDANCE

## Group Financial Targets 2014



<b>CUSTOMER-DRIVEN DIVERSIFIED INCOME</b>	<ul style="list-style-type: none"> <li>Additional discretionary investment to grow our core customer franchise</li> <li>Core income growth</li> <li>OOI as % of total income<sup>(1)</sup></li> <li>Net interest margin</li> </ul>	<ul style="list-style-type: none"> <li>£500m pa by 2014</li> <li>&gt; nominal GDP growth</li> <li>c50% of Group income</li> <li>2.15 – 2.30%; core business higher than Group</li> </ul>
<b>POSITIVE OPERATING JAWS</b>	<ul style="list-style-type: none"> <li>Sustainable cost savings (over and above £2bn integration savings and pre discretionary investment)</li> <li>Cost:income ratio</li> </ul>	<ul style="list-style-type: none"> <li>£1.5bn annual savings in 2014 (£1.7bn run-rate savings by end 2014)</li> <li>42 – 44%<sup>(2)</sup></li> </ul>
<b>CAPITAL ALLOCATED TO CORE BUSINESS</b>	<ul style="list-style-type: none"> <li>Required capital for non-core</li> <li>Non-core assets reduced</li> </ul>	<ul style="list-style-type: none"> <li>Net capital generative over the period 2012 to 2014</li> <li>To ≤£90bn in 2014, accounting for ≤£65bn of RWA</li> </ul>
<b>PRUDENT RISK APPETITE</b>	<ul style="list-style-type: none"> <li>Average AQR</li> </ul>	<ul style="list-style-type: none"> <li>50 – 60 bps. Core business AQR expected to be at the bottom end of this range</li> </ul>
<b>STRONG STABLE FUNDING</b>	<ul style="list-style-type: none"> <li>Loan to deposit ratio</li> <li>LCR &amp; NSFR</li> </ul>	<ul style="list-style-type: none"> <li>≤130% Group, ≤120% Core</li> <li>Requirements met ahead of regulatory implementation dates</li> </ul>
<b>DISCIPLINED HIGH-RETURN INVESTING</b>	<ul style="list-style-type: none"> <li>Statutory return on equity</li> <li>Core tier 1 capital</li> </ul>	<ul style="list-style-type: none"> <li>12.5 – 14.5%</li> <li>Target core tier 1 capital ratio prudently in excess of 10% from 1 Jan 2013 when transition to Basel 3 commences</li> </ul>

(1) OOI Net of Insurance claims

(2) Following adjustments to include the net of operating lease income and depreciation in Group Income this would be 39-41%



## **Good progress in reducing the Group's risk profile**

- Reduction in non core assets
- Reduction in loan to deposit ratio
- Growth in customer relationship deposits
- Accelerated reduction in government and central bank facilities
- Provided clarity on PPI provisioning

## **Resilient business performance, in line with expectations, despite challenging market conditions**

- Underlying profit before tax of £1.3bn<sup>(1)</sup>
- Total income down reflecting balance sheet reductions
- Costs slightly lower
- Integration on track to deliver £2bn per annum of run rate savings
- Impairments continue to fall
- Good progress on customer service and complaint handling

## **Organisational structure and strategic developments already being embedded throughout the Group to unlock the potential within the franchise**

<sup>(1)</sup> Combined businesses basis

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# 2011 HALF-YEAR RESULTS

4 August 2011

**António Horta-Osório**  
**Group Chief Executive**

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# 2011 HALF-YEAR RESULTS

4 August 2011

**Tim Tookey**  
**Group Finance Director**





**PERFORMANCE IN LINE WITH EXPECTATIONS**

**PRUDENT MANAGEMENT OF NON-CORE BUSINESS**

**STABLE CAPITAL RATIOS, STRENGTHENED LIQUIDITY  
AND FUNDING POSITION**

**SUMMARY AND 2011 GUIDANCE**

# INCOME STATEMENT

Resilient underlying performance in line with expectations despite challenging market conditions

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£m	GROUP			CORE		
	H1 2010	H2 2010	H1 2011	H1 2010	H2 2010	H1 2011
Underlying income <sup>(1)</sup>	11,866	11,775	10,414 (12)%	9,956	9,874	9,486 (5)%
Costs <sup>(2)</sup>	(5,435)	(5,493)	(5,332) 2%	(4,908)	(4,976)	(4,860) 1%
Impairments	(6,554)	(6,627)	(5,422) 17%	(1,653)	(1,959)	(1,636) 1%
FV unwind / share of results in JVs & assoc.	1,261	1,766	1,680 33%	(319)	(56)	(94) 70%
Underlying profit before tax <sup>(1)(3)</sup>	988	1,421	1,340 36%	3,076	2,883	2,896 (6)%
Margin	2.08%	2.12%	2.07%	2.28%	2.33%	2.35%

<sup>(1)</sup> Net of insurance claims, excluding ECN volatility and liability management gains

<sup>(2)</sup> Excluding impairment of tangible fixed assets <sup>(3)</sup> Including impairment of tangible fixed assets

## BUSINESS PERFORMANCE & STATUTORY PROFIT

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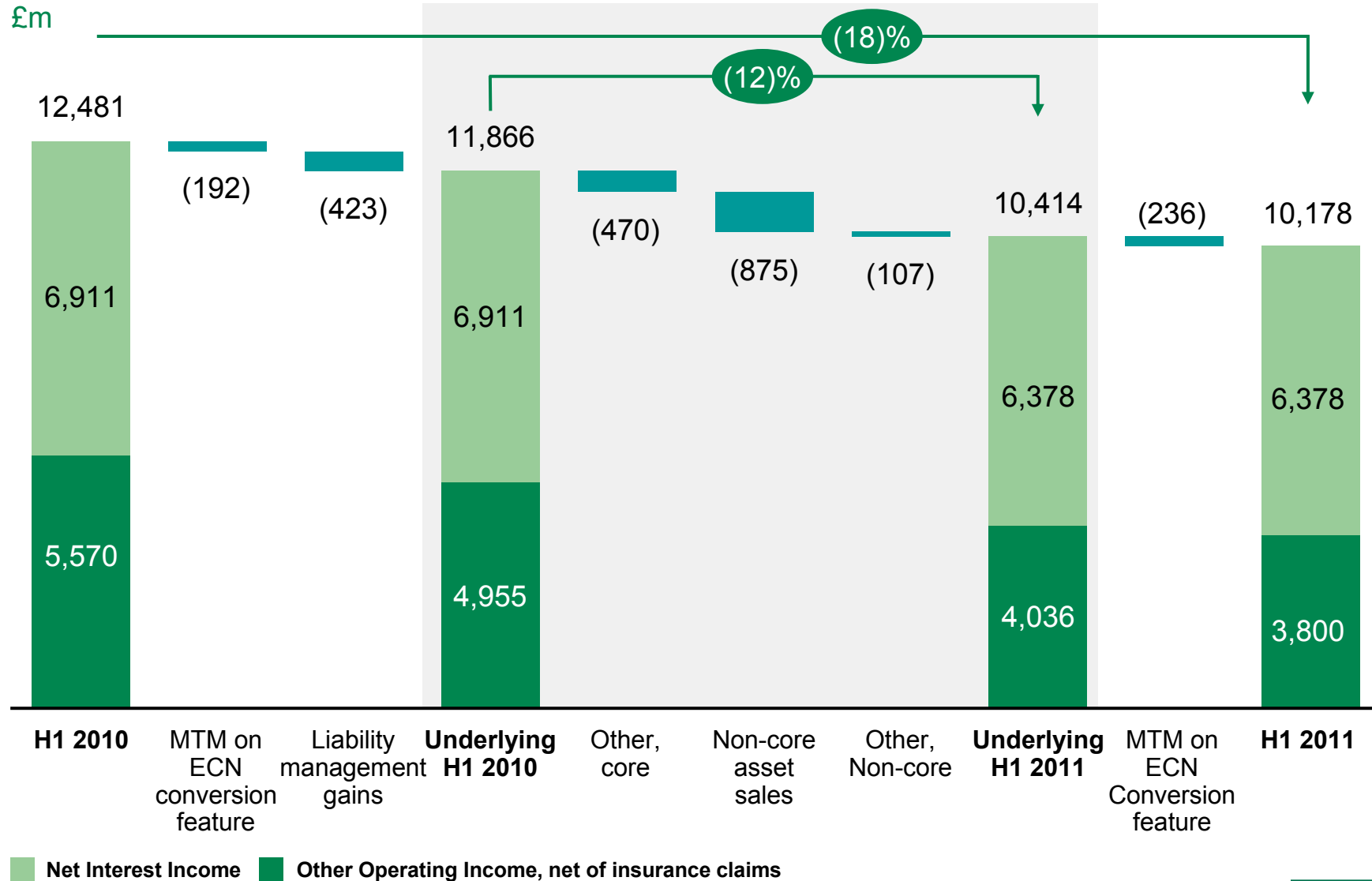


PROFIT BEFORE TAX (£m)	H1 2010	H2 2010	H1 2011
<b>Underlying profit before tax</b>	<b>988</b>	<b>1,421</b>	<b>1,340</b>
Liability management gains	423	-	-
Fair value movement of ECN conversion feature	192	(812)	(236)
<b>Profit before tax – combined businesses basis</b>	<b>1,603</b>	<b>609</b>	<b>1,104</b>
Integration costs	(804)	(849)	(642)
Amortisation of purchased intangibles	(323)	(306)	(289)
Volatility arising in insurance businesses	(199)	505	(177)
Customer goodwill payments provision	-	(500)	-
Pension curtailment gain/(loss)	1,019	(109)	-
Payment Protection Insurance provision	-	-	(3,200)
Project Verde costs	-	-	(47)
Loss on disposal of businesses	-	(365)	-
<b>Profit/(loss) before tax - statutory</b>	<b>1,296</b>	<b>(1,015)</b>	<b>(3,251)</b>

# GROUP REVENUE

Trend driven by non-core reductions and specific items

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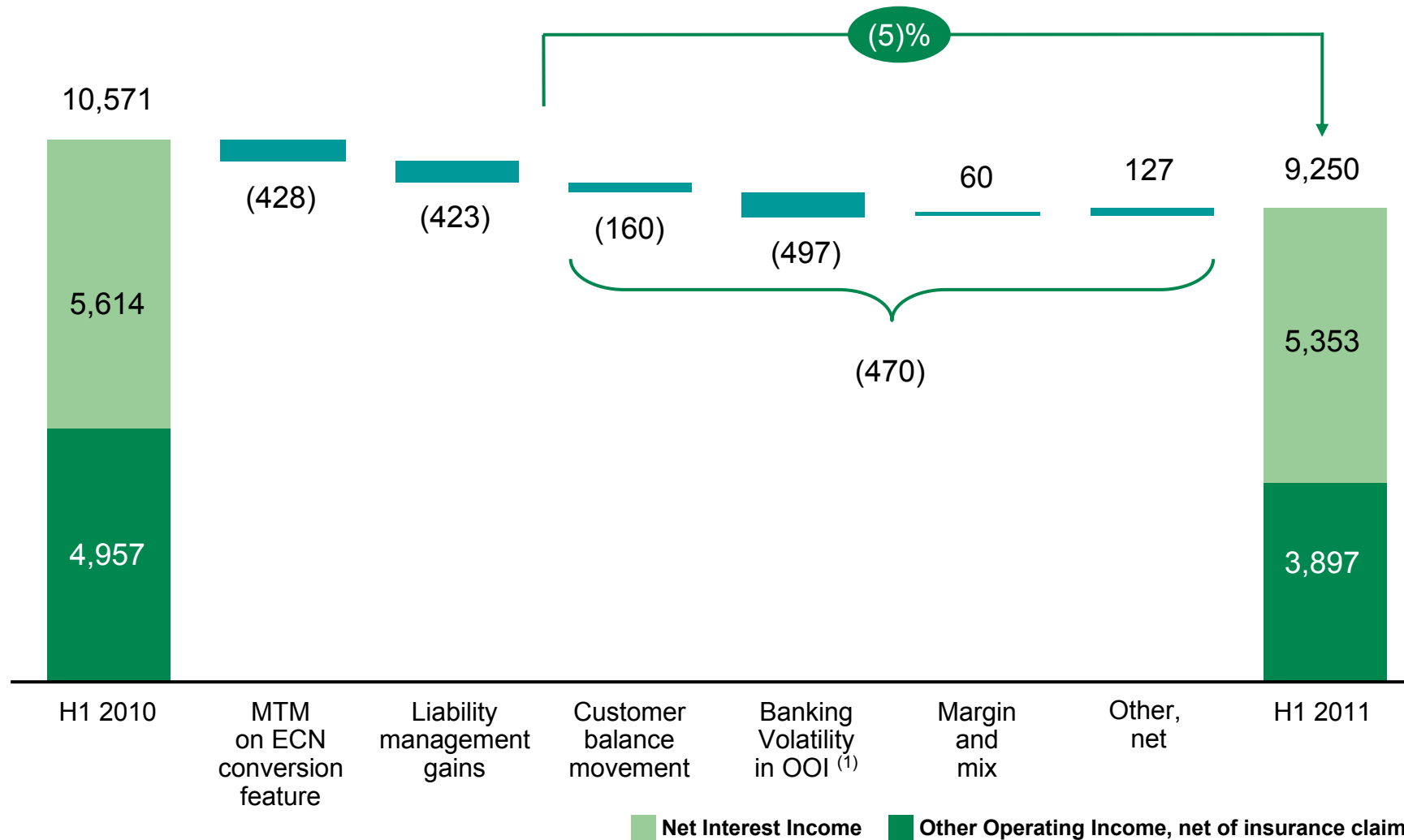


# CORE REVENUE TRENDS

Principally due to subdued demand and customer deleveraging



£m



<sup>(1)</sup> On derivatives not mitigated through hedge accounting

# PERFORMANCE OF CORE BUSINESS



£m

	H1 2010	H2 2010	H1 2011
Net interest income	5,614	5,420	5,353
Other operating income			
Other	5,218	3,923	4,095
Insurance Claims	(261)	(281)	(198)
Total income	10,571	9,062	9,250
Costs	(4,908)	(4,976)	(4,860)
Impairment	(1,653)	(1,959)	(1,636)
FV unwind & share of JV's/Assoc.	(319)	(56)	(94)
Profit before tax <sup>(1)</sup>	3,691	2,071	2,660
Margin	2.28%	2.33%	2.35%

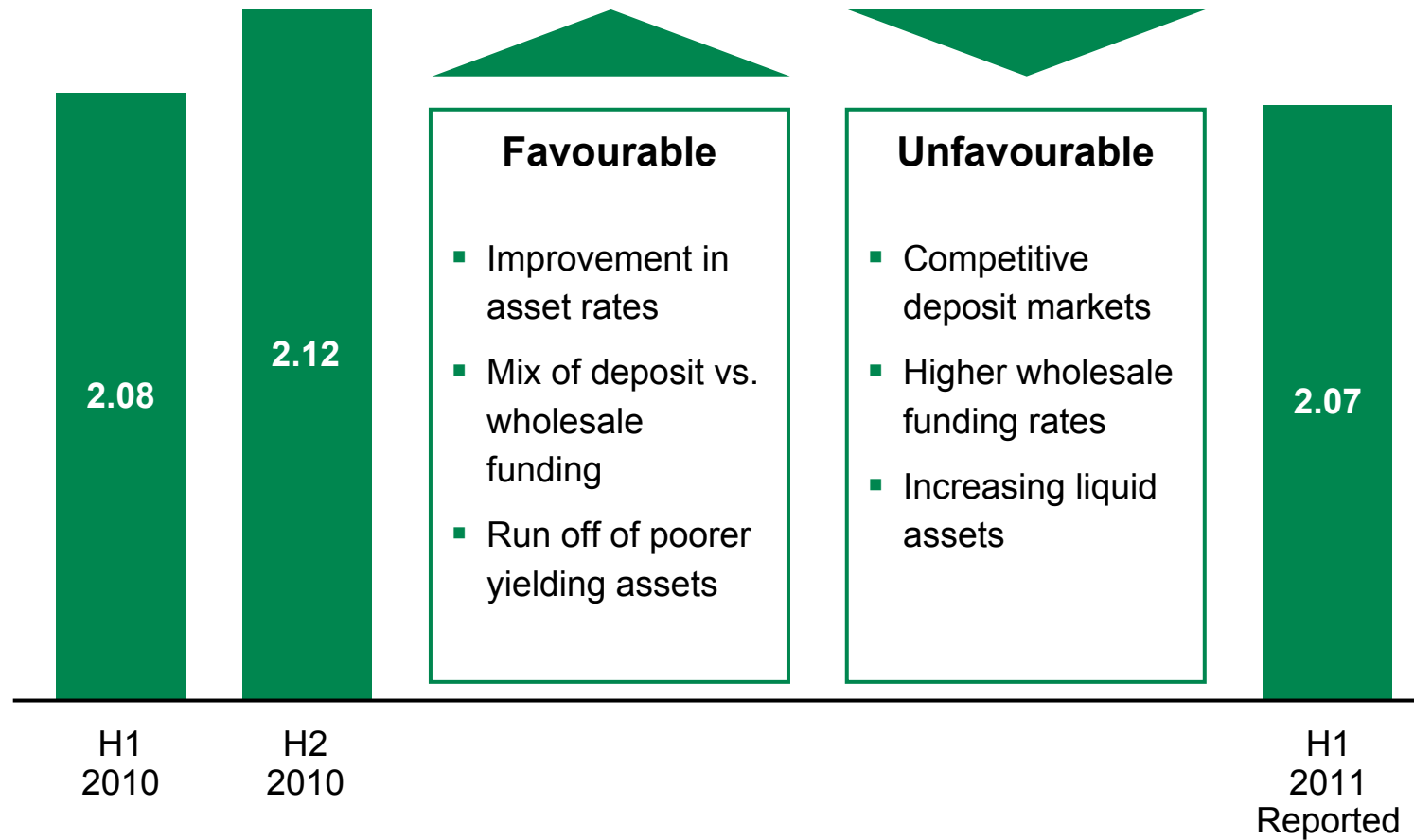
<sup>(1)</sup> Combined businesses basis

# GROUP NET INTEREST MARGIN

## Reduced banking margins



%

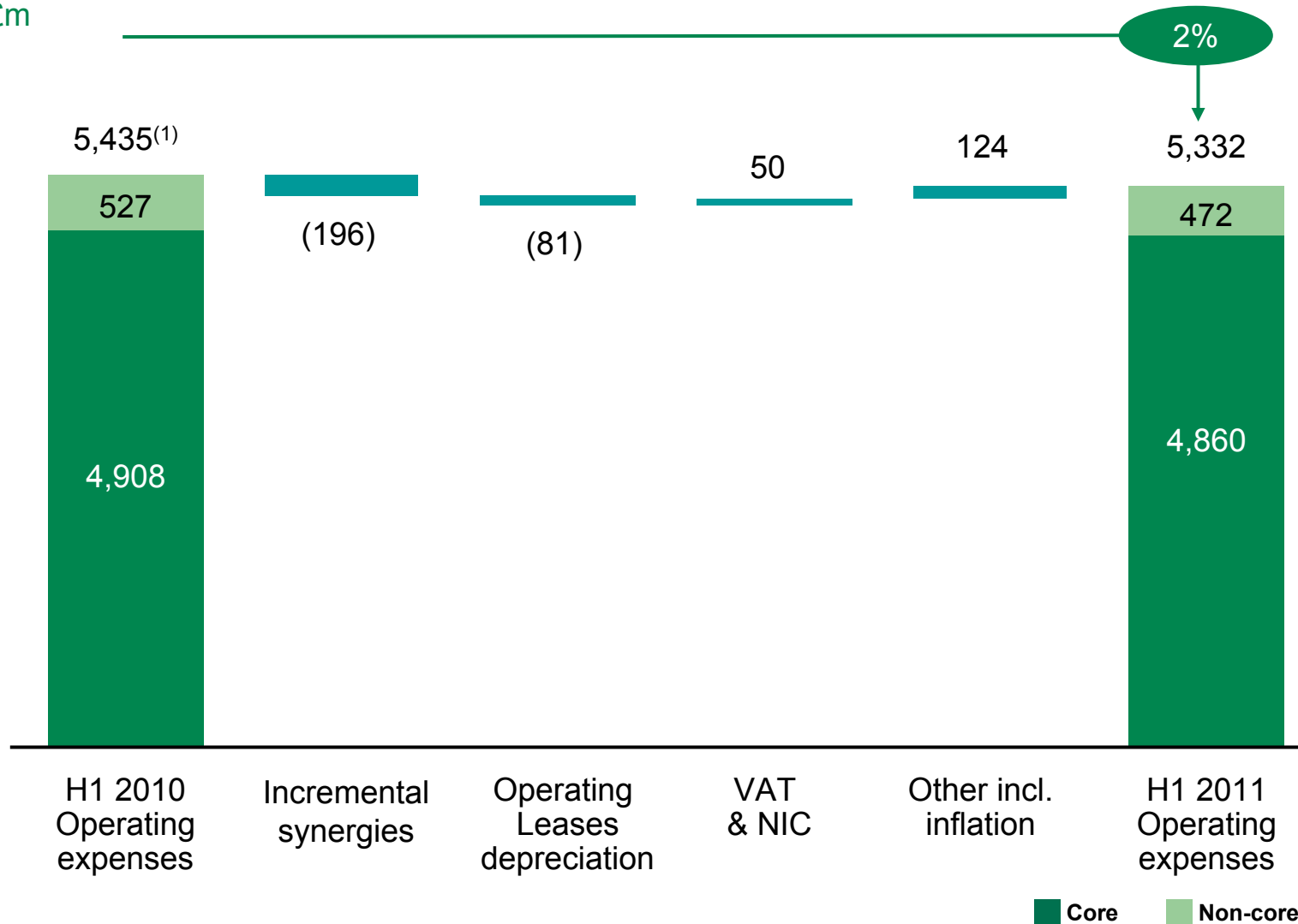


# COST PERFORMANCE

Continued strong cost control and delivery of synergies



£m



<sup>(1)</sup> Excluding impairment of fixed assets acquired after debt restructuring

■ Core ■ Non-core

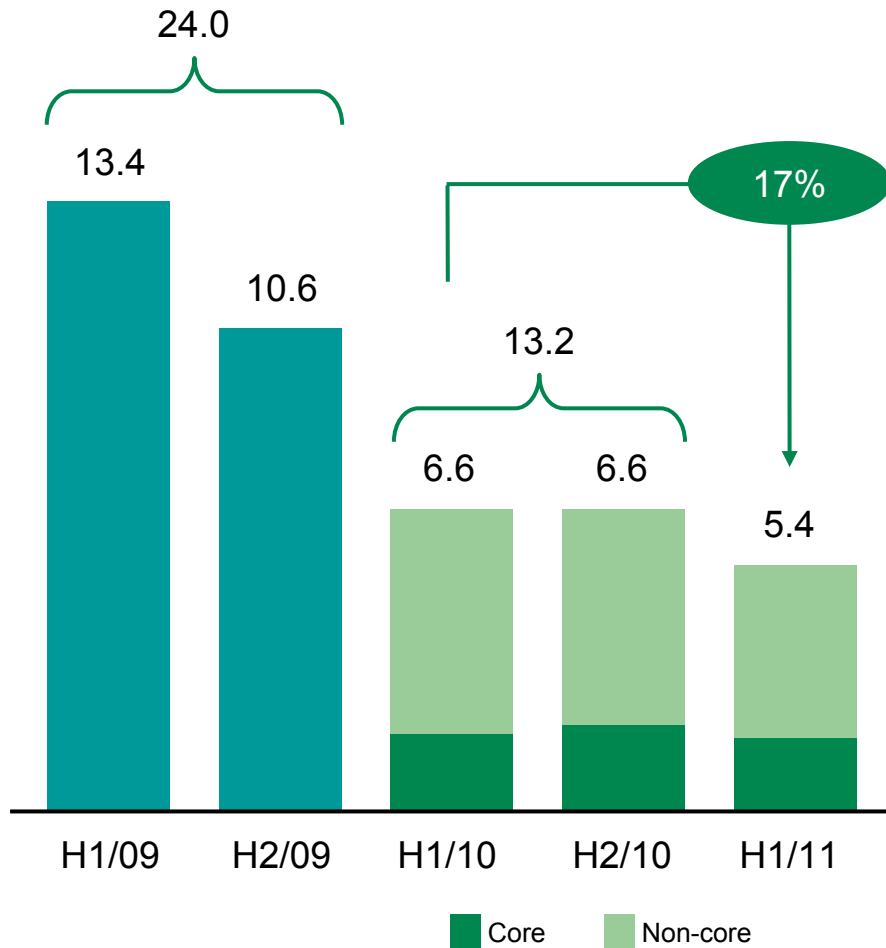


# GROUP IMPAIRMENT CHARGE

## Significant reduction, primarily driven by Wholesale



£bn



Group	↓	£1.1bn	17%
Retail	↓	£0.2bn	12%
Wholesale	↓	£1.2bn	44%
Commercial	↓	£30m	16%
W&I	↑	£0.3bn	(14%)

Rounding is to nearest £\*bn  
Percentage calculated on actual millions

# IMPAIRMENT CHARGE

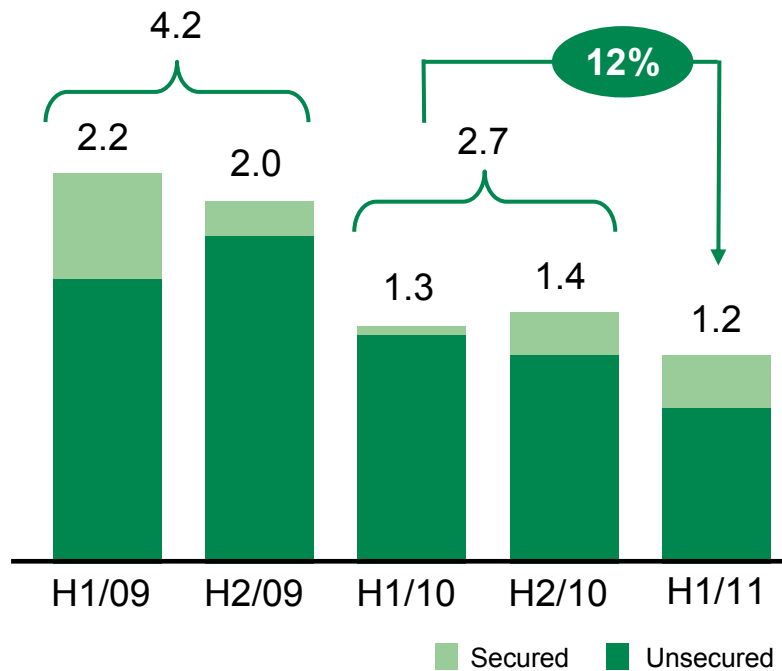
## Portfolio performance in line with expectations



### RETAIL

- Lower unsecured impairments reflect improved risk management and business quality
- Secured charges reflect house price movements and stable arrears

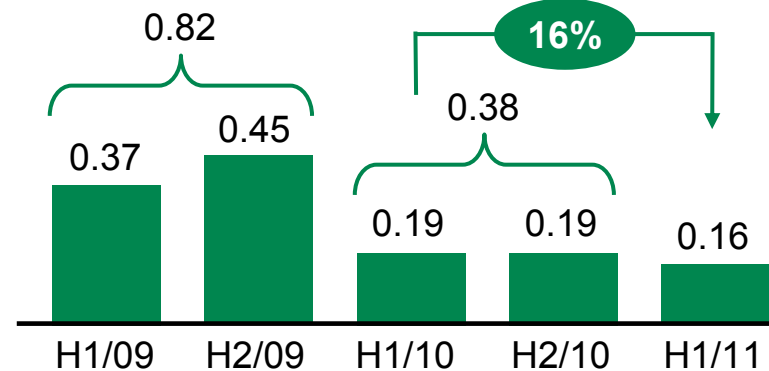
£bn



### COMMERCIAL

- Lower default levels in a subdued UK economy
- Our outlook remains cautious

£bn

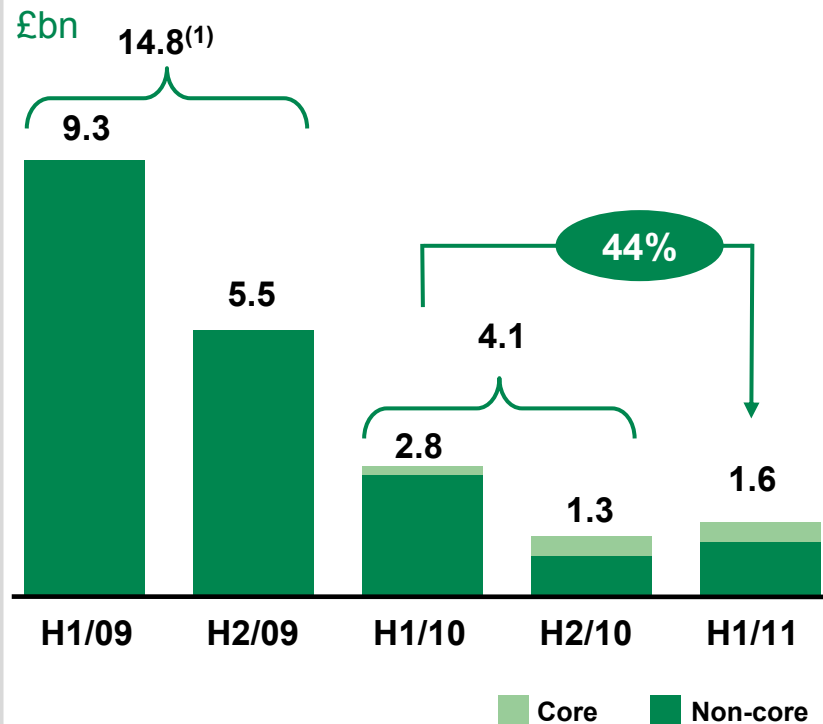


# IMPAIRMENT CHARGE

## Portfolio performance in line with expectations

### WHOLESALE

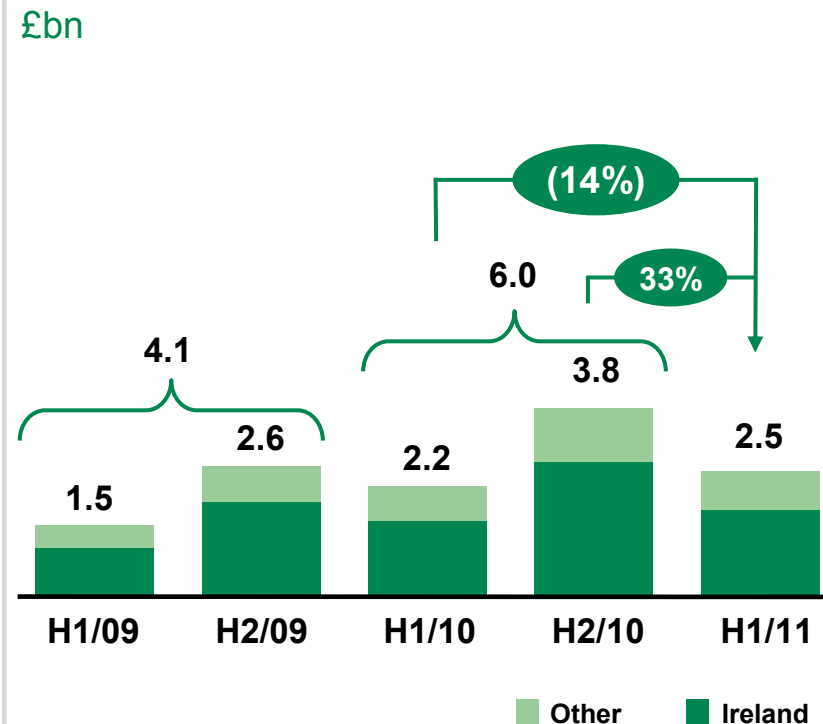
- Material reduction primarily in corporate real estate and related portfolios
- Supported by the stabilising UK and US economic environment and low interest rates



<sup>(1)</sup> Excludes Commercial

### W&I

- Trend continues to be dominated by Irish economy
- Decline in valuations of Australasian property

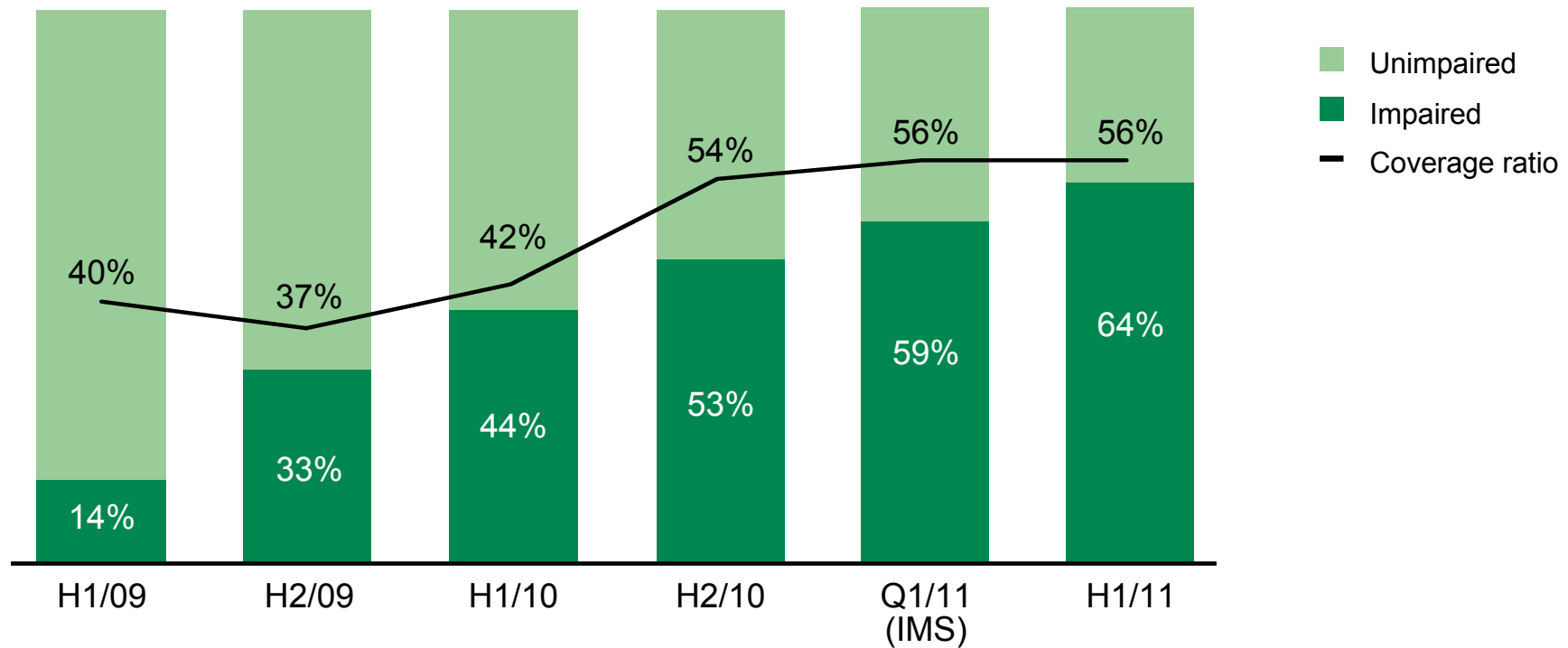


# IRISH PORTFOLIO

## Coverage level increased due to economic uncertainties



### IMPAIRED / UNIMPAIRED ASSETS



- Weakness in Irish economy continues
- Reflecting actual and anticipated further falls in the commercial real estate market
- Low levels of redemptions and recoveries due to severe lack of liquidity
- Portfolio of £27.6bn
- Wind down managed by dedicated UK based Business Support Unit credit team

# EXPOSURES TO SELECTED EUROZONE COUNTRIES

## Monitored on a regular basis and managed accordingly



£m

	Corporate <sup>(1)</sup>	Retail <sup>(1)</sup>
Belgium	556	-
Greece	773	-
Ireland <sup>(2)</sup>	9,252	7,034
Italy	172	-
Portugal	146	10
Spain	1,926	1,805
<b>Total</b>	<b>12,825</b>	<b>8,849</b>

- Belgium corporate performing well with no underlying problems
- Greek exposures – generally secured shipping loans
- Spanish Retail – secured residential mortgage lending; 63% average LTV, 5% impaired, 30% coverage ratio
- Spanish Corporate - corporate lending, commercial real estate and project finance; modest impairments and well provided

<sup>(1)</sup> Exposures are net of impairment provisions

<sup>(2)</sup> Excludes Irish lending to customers domiciled in the UK

# EXPOSURES TO SELECTED EUROZONE COUNTRIES

## More than 40% of exposures are secured

LLOYDS  
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GROUP



£m	Banking groups					Assets held by insurance businesses	Total
	Direct Sovereign	Covered bonds	FRNs	Money market & general facilities <sup>(1)</sup>	ABS		
Belgium	87	-	242	77	-	477	<b>883</b>
Greece	-	-	-	-	70	-	<b>70</b>
Ireland	-	145	-	224	373	79	<b>821</b>
Italy	35	-	216	1,785	48	143	<b>2,227</b>
Portugal	-	150	-	112	424	-	<b>686</b>
Spain	67	1,584	163	538	450	211	<b>3,013</b>
Total	<u>189</u>	<u>1,879</u>	<u>621</u>	<u>2,736</u>	<u>1,365</u>	<u>910</u>	<b><u>7,700</u></b>

<sup>(1)</sup> Includes financial assets held for trading of £395m and derivatives of £42m

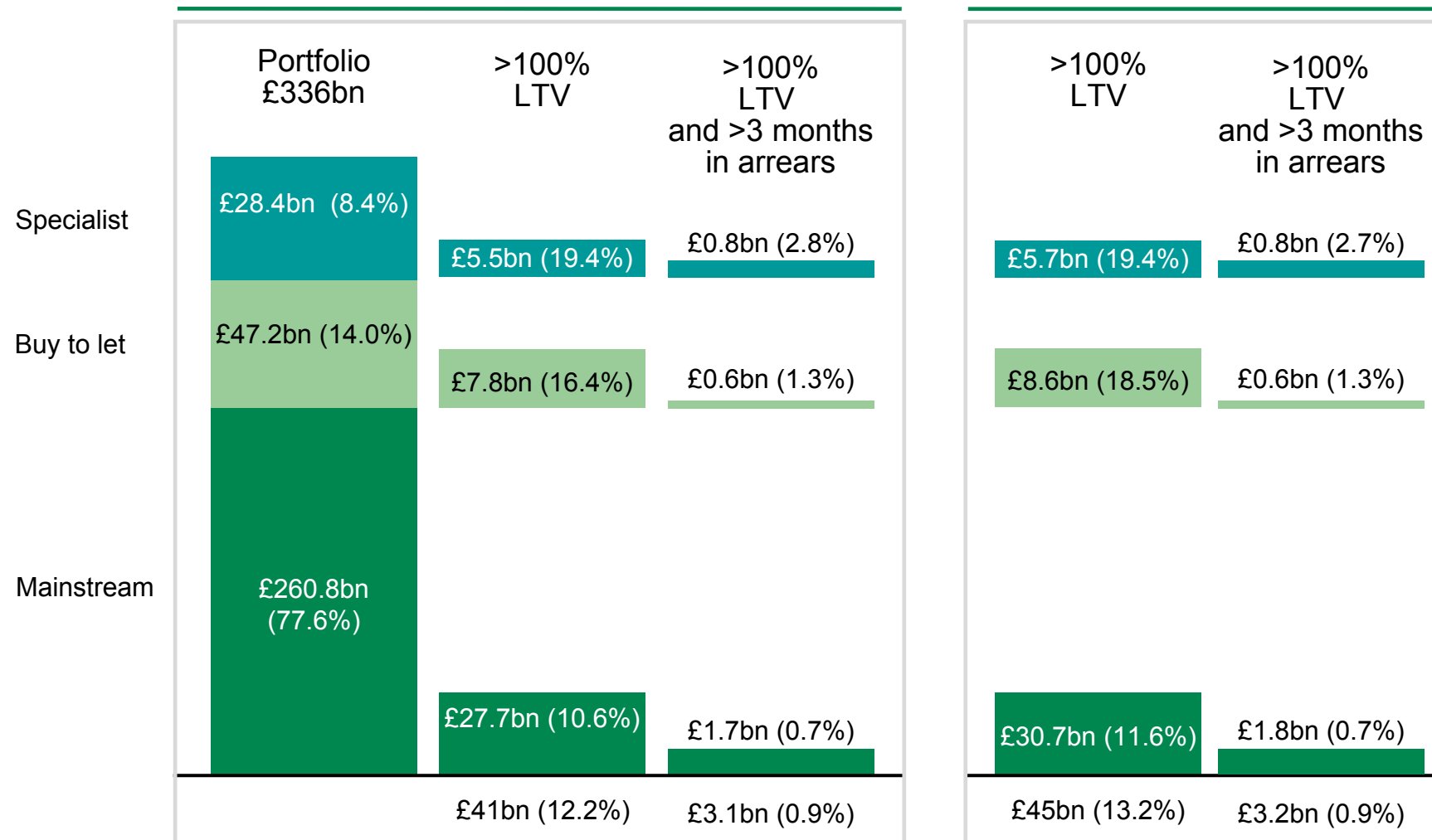
# UK MORTGAGE PORTFOLIO

## Books performing satisfactorily with stable profiles



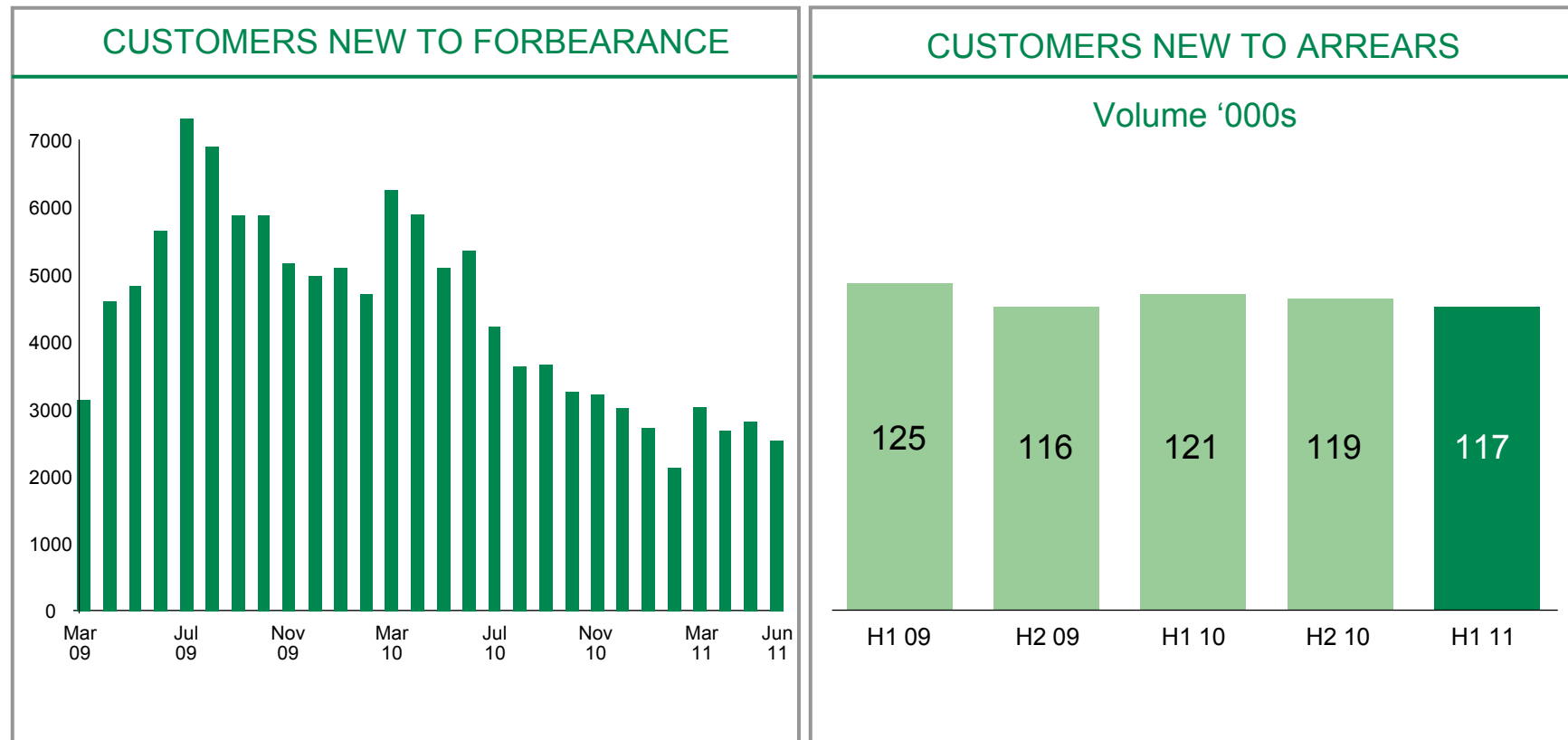
30 June 2011

31 Dec 2010



# UK MORTGAGE FORBEARANCE

## Reducing forbearance activity and stable arrears trends



- Volumes of forbearance have steadily reduced from over 7,000 cases per month at its peak to less than 2,500 cases in June 2011.
- Capitalisation volumes have decreased to less than 25% of their peak
- The decrease in capitalisation has not manifested itself in higher levels of arrears





**PERFORMANCE IN LINE WITH EXPECTATIONS**

**PRUDENT MANAGEMENT OF NON-CORE BUSINESS**

**STABLE CAPITAL RATIOS, STRENGTHENED LIQUIDITY  
AND FUNDING POSITION**

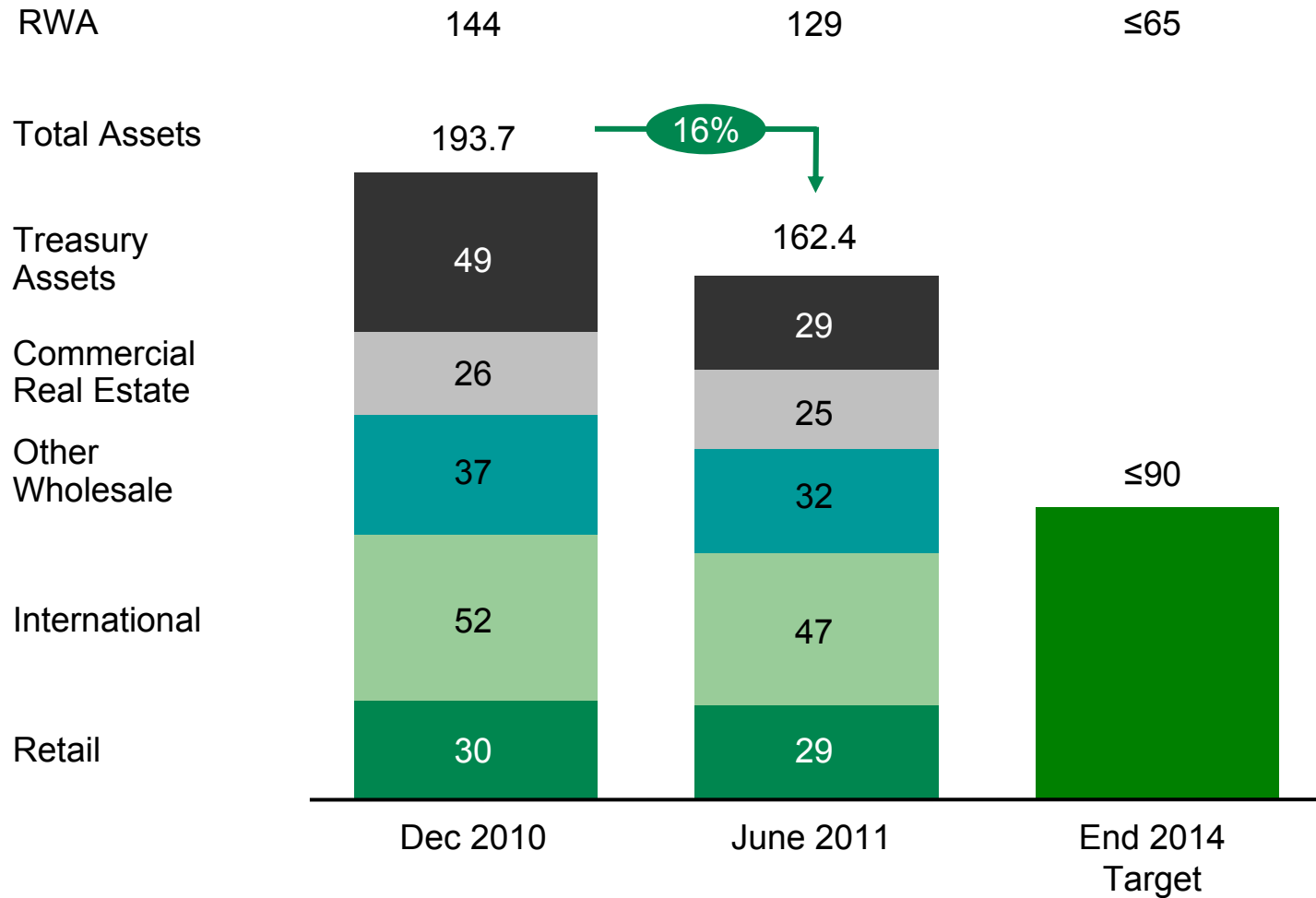
**SUMMARY & 2011 GUIDANCE**

# NON-CORE PORTFOLIO

## Continued disciplined reductions in non-core portfolio



£bn

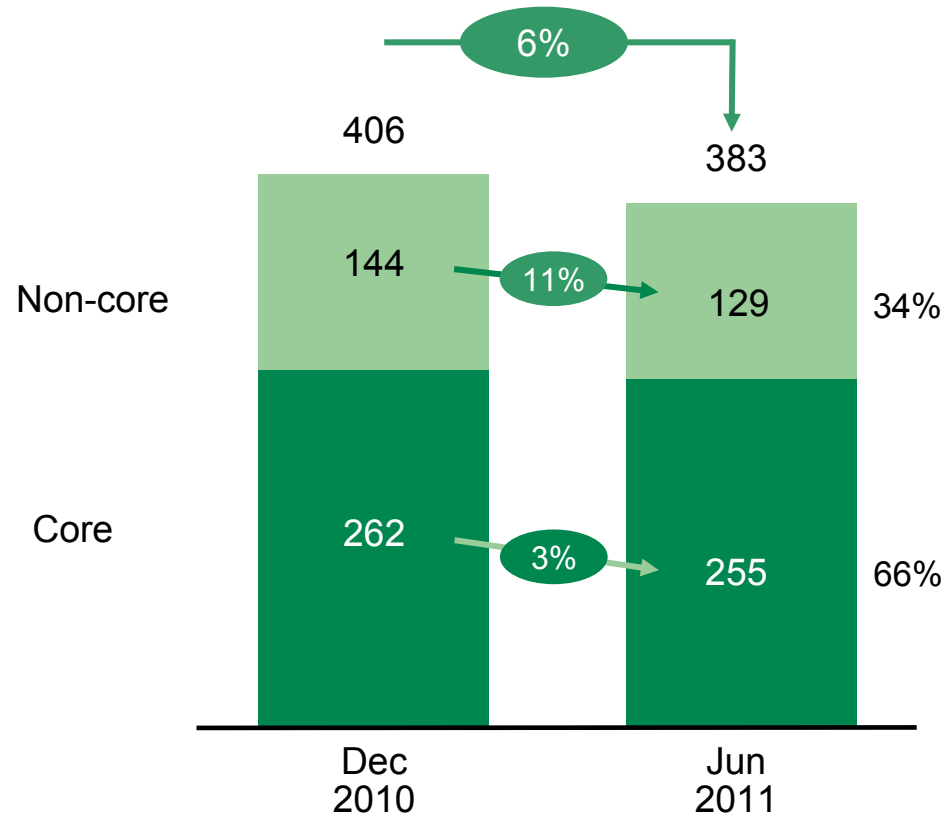


# BALANCE SHEET DE-RISKING

## Reducing risk & capital intensity of our business



RISK-WEIGHTED ASSETS (£bn)



- Overall RWA reduction driven by:
  - Focussed non-core asset run-down
  - Subdued new lending demand
  - Lower risk new lending
- Expected year-end RWA's to be broadly flat on H1 including implementation of CRD 2 and 3

# PERFORMANCE OF NON-CORE BUSINESS



£m

	H1 2010	H2 2010	H1 2011
Net interest income	1,297	1,491	1,025
Other operating income			
Profit/(losses) on asset sales	137	(369)	(738)
Other	476	779	641
Total income	1,910	1,901	928
Costs	(677)	(517)	(472)
Impairment	(4,901)	(4,668)	(3,786)
FV unwind & share of JV's/Assoc.	1,580	1,822	1,774
Loss before tax <sup>(1)</sup>	(2,088)	(1,462)	(1,556)
Margin	1.50%	1.52%	1.23%

<sup>(1)</sup> Combined businesses basis

# NON-CORE CAPITAL CONSUMPTION / RELEASED



£m

	H1 2011
Loss before tax <sup>(1)</sup>	(1,556)
Post tax loss -> 'Capital consumed'	(1,144)
Reduced RWAs (£bn)	15.2
at 10% -> 'Capital released'	1,520
Decrease/(increase) in EEL	(487)
Net capital released	(111)
Funding benefit (£bn)	26.8
Closing CT1 allocated to non-core @ 10% (£bn)	13.4

<sup>(1)</sup> Combined businesses basis



**PERFORMANCE IN LINE WITH EXPECTATIONS**

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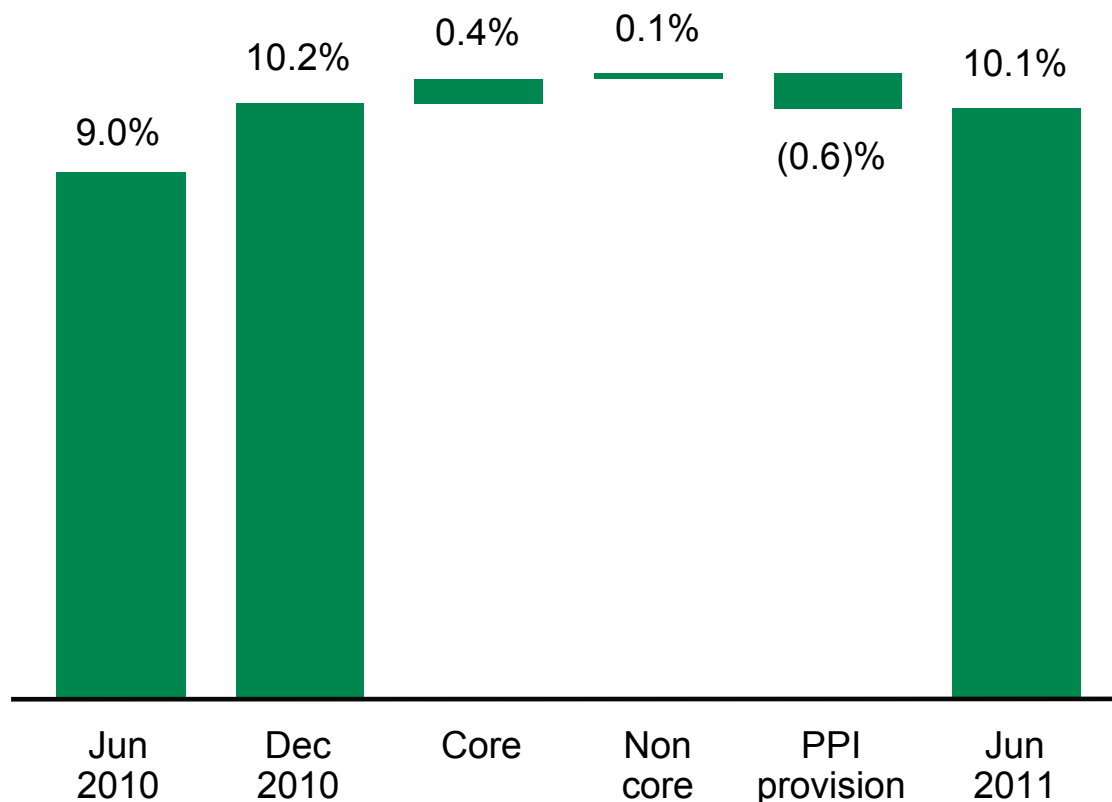
**SUMMARY & 2011 GUIDANCE**

# A STRONG AND STABLE CAPITAL POSITION

## Improving quality and quantity of capital



CORE TIER 1 RATIO (%)



- Tier 1 ratio: 11.6%
- Total capital ratio: 15.0%
- Effect of the statutory loss was broadly offset by the reduction in RWAs
- Core tier 1 ratio excludes the impact of ECN's which would increase it to 12.2%

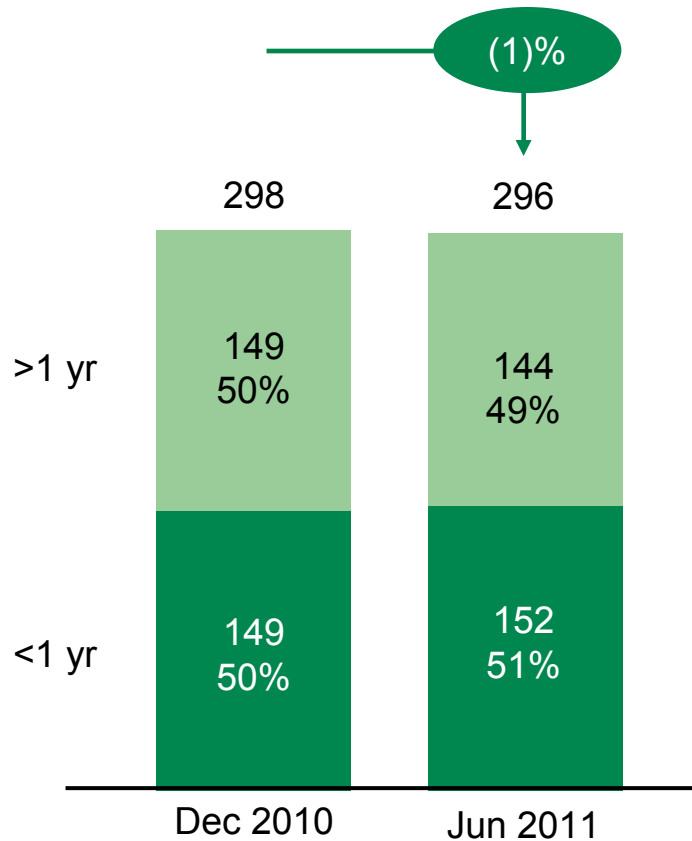
# SOLID AND STABLE WHOLESAL FUNDING POSITION

## ...and long term maturity profile improved

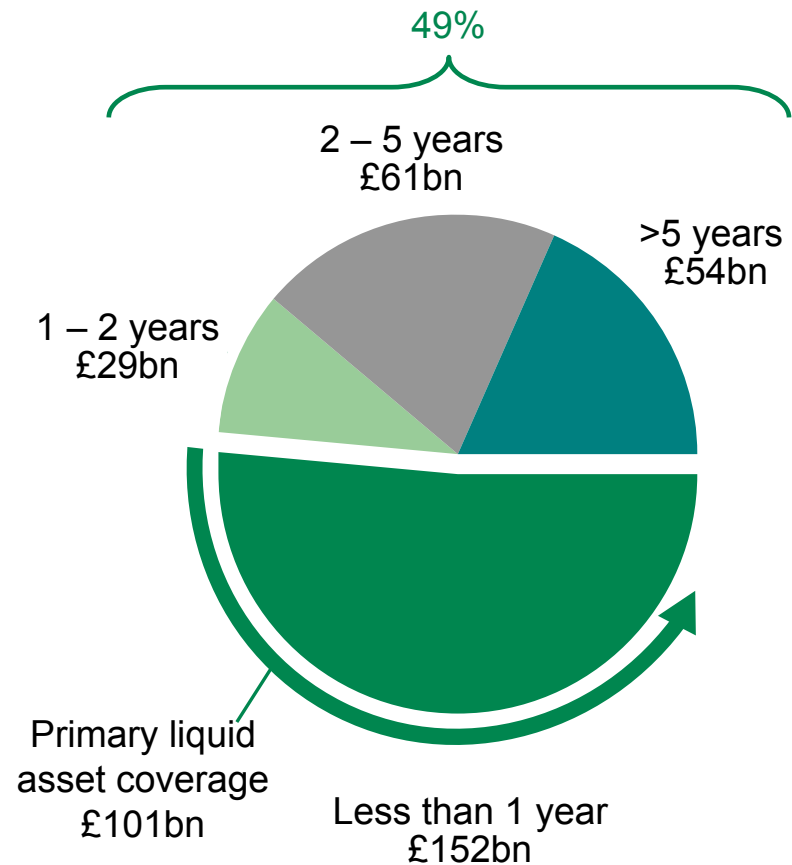


### WHOLESAL FUNDING MATURITY PROFILE

£bn



### WHOLESAL FUNDING £296BN



Total primary and secondary liquidity assets of £218bn

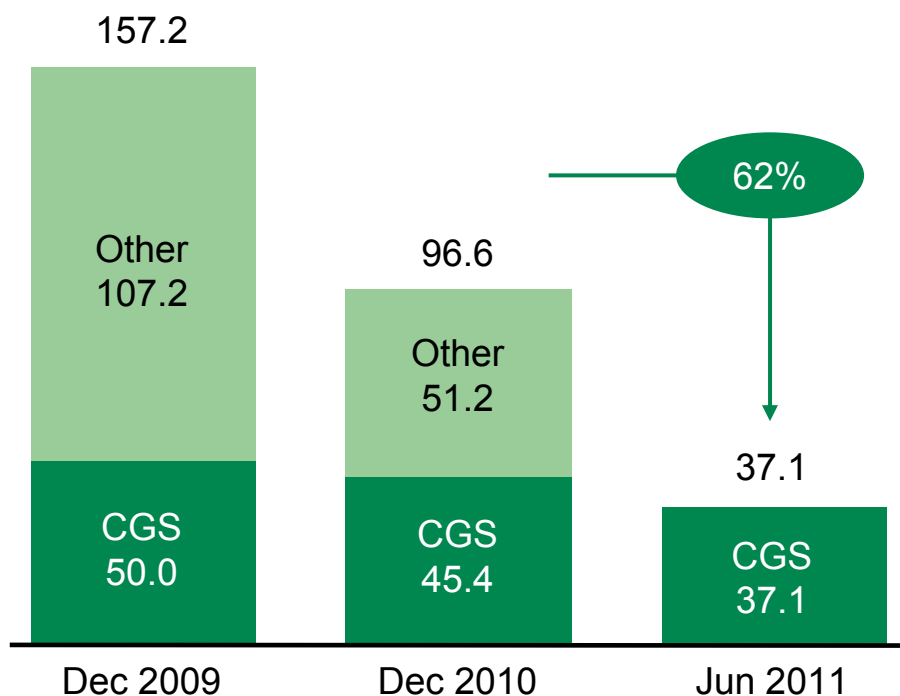


# GOVERNMENT & CENTRAL BANK FUNDING

## Excellent progress in reducing liquidity support



£bn



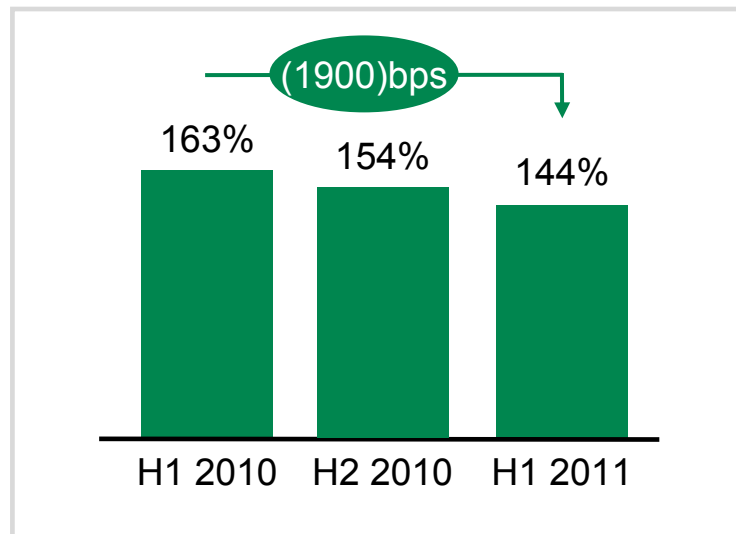
- £60bn reduction in government and central bank funding in H1
- All remaining facilities mature by October 2012
- Current plans assume that remaining facilities will be repaid in line with contractual maturity dates

# FURTHER IMPROVEMENT IN OUR LOAN TO DEPOSIT RATIO

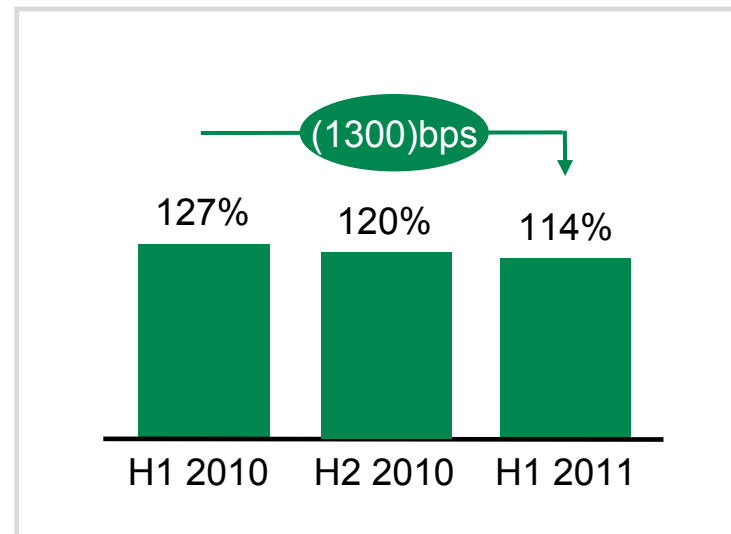
## Loan to deposit ratio now at 144% - Core book ratio is 114%



GROUP RATIO



CORE RATIO



- Loan to deposit ratio continues to improve due to:
  - Excellent relationship deposit growth
  - Continued customer deleveraging
  - Subdued new lending demand
- Group loan to deposit ratio of 130% or below by the end of 2014



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**PERFORMANCE IN LINE WITH EXPECTATIONS**

**PRUDENT MANAGEMENT OF NON-CORE BUSINESS**

**STABLE CAPITAL RATIOS, STRENGTHENED LIQUIDITY  
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**SUMMARY & 2011 GUIDANCE**

# SUMMARY AND 2011 GUIDANCE



	H1 2011	Guidance 2011
Net interest margin	<ul style="list-style-type: none"> <li>H1 2011 NIM at 2.07%</li> </ul>	<ul style="list-style-type: none"> <li>Expect NIM to be just above 2% in 2011</li> </ul>
Income	<ul style="list-style-type: none"> <li>Trends continue to reflect customer deleveraging and subdued demand</li> </ul>	<ul style="list-style-type: none"> <li>Non-core asset run-off will further reduce balance sheet size and thus income</li> </ul>
Costs	<ul style="list-style-type: none"> <li>Down slightly for the half year due to new cost actions started in Q2 2011</li> </ul>	<ul style="list-style-type: none"> <li>Continue to expect slight decline in costs for FY 2011</li> </ul>
Synergies	<ul style="list-style-type: none"> <li>Annual run rate savings of £1,750m</li> </ul>	<ul style="list-style-type: none"> <li>On track for £2bn run rate by end 2011</li> </ul>
Impairment	<ul style="list-style-type: none"> <li>17% reduction in Group impairment charge in H1 2011</li> </ul>	<ul style="list-style-type: none"> <li>Guidance for year-on-year reduction unchanged</li> </ul>
Funding	<ul style="list-style-type: none"> <li>Government and Central Bank debt materially reduced already</li> </ul>	<ul style="list-style-type: none"> <li>Expect reduced wholesale funding requirement and further deposit growth</li> </ul>

# FORWARD LOOKING STATEMENTS AND BASIS OF PRESENTATION

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## FORWARD LOOKING STATEMENTS

This announcement contains forward looking statements with respect to the business, strategy and plans of the Lloyds Banking Group, its current goals and expectations relating to its future financial condition and performance. Statements that are not historical facts, including statements about the Group or the Group's management's beliefs and expectations, are forward looking statements. By their nature, forward looking statements involve risk and uncertainty because they relate to events and depend on circumstances that will occur in the future. The Group's actual future business, strategy, plans and/or results may differ materially from those expressed or implied in these forward looking statements as a result of a variety of risks, uncertainties and other factors, including, without limitation, UK domestic and global economic and business conditions; the ability to derive cost savings and other benefits, as well as the ability to integrate successfully the acquisition of HBOS; the ability to access sufficient funding to meet the Group's liquidity needs; changes to the Group's credit ratings; risks concerning borrower or counterparty credit quality; instability in the global financial markets; changing demographic and market related trends; changes in customer preferences; changes to regulation, accounting standards or taxation, including changes to regulatory capital or liquidity requirements; the policies and actions of governmental or regulatory authorities in the UK, the European Union, or jurisdictions outside the UK, including other European countries and the US; the ability to attract and retain senior management and other employees; requirements or limitations imposed on the Group as a result of HM Treasury's investment in the Group; the ability to complete satisfactorily the disposal of certain assets as part of the Group's EU state aid obligations; the extent of any future impairment charges or write-downs caused by depressed asset valuations; exposure to regulatory scrutiny, legal proceedings or complaints, actions of competitors and other factors. Please refer to the latest Annual Report on Form 20-F filed with the US Securities and Exchange Commission for a discussion of such factors together with examples of forward looking statements. The forward looking statements contained in this announcement are made as at the date of this announcement, and the Group undertakes no obligation to update any of its forward looking statements.

## BASIS OF PRESENTATION

The results of the Group and its business are presented in this presentation on a combined businesses basis and include certain income statement, balance sheet and regulatory capital analysis between core and non-core portfolios to enable a better understanding of the Group's core business trends and outlook. Please refer to the Basis of Presentation in the 2011 Half-Year Results News Release which sets out the principles adopted in the preparation of the combined businesses basis of reporting as well as certain factors and methodologies regarding the allocation of income, expenses, assets and liabilities in respect of the Group's core and non-core portfolios.

LLOYDS  
BANKING  
GROUP



# 2011 HALF-YEAR RESULTS

4 August 2011

**Tim Tookey**  
**Group Finance Director**