2025 Annual General Meeting ('AGM')

Lloyds Banking Group (the 'Company')
Frequently Asked Questions

The Board recognises the importance and value our shareholders place on engaging directly with us. Shareholders are invited to submit questions to shareholderquestions@lloydsbanking.com with the subject line 'AGM 2025'. Responses to frequently asked questions can be found below.

Question: Why does the Lloyds Banking Group AGM continue to be held in Scotland?

Answer: The requirement for Lloyds Banking Group, which is registered in Scotland, to hold its AGM in Scotland is set out in our Articles of Association; a copy is available online at lloyds-banking-group-plc-articles-20-may-2021.pdf.

Question: What are the requirements to attend the AGM this year in Edinburgh?

Answer: As stated in the Notice of Meeting, to be entitled to attend, speak and vote at the AGM, a shareholder's details must be entered into the register of members by 5.30pm on Tuesday, 13 May 2025, or, if the AGM is adjourned, by 5.30pm on the day falling two days prior to the date fixed for the adjourned meeting. Only shareholders, duly appointed proxies or corporate representatives are entitled to attend, speak and vote at the meeting.

Question: How do I ask a question at this year's AGM?

Answer: Shareholders, their appointed proxies and authorised corporate representatives have the right to ask questions at the AGM relating to the business of the meeting. If you attend the AGM and wish to ask a question relating to the business of the AGM, you will have the opportunity to register your question in advance by approaching the question registration desk at the AGM.

If your question is not a matter for the AGM it may be referred to an appropriate team to respond.

The live webcast will not have facilities for shareholders to ask questions online.

Question: What strategies do the Board consider protect the Company from risks posed by the current trajectory of economic climate within the United Kingdom?

Answer: Our current forecast for the UK is for a resilient but slow growth economy. We believe that our differentiated business model stands out in the context of recent market volatility and economic uncertainty and helps support UK households and businesses as they further strengthen their financial resilience. This is underpinned by our financial performance and strategic execution. We remain confident in the outlook for Lloyds Banking Group and the guidance we have set for 2025 and 2026.

Question: What is Lloyds Banking Group doing to return value to shareholders?

Answer: The Board recognises the importance of returns for our shareholders, both through share price appreciation and capital returns.

As announced in our 2024 Annual Report, despite the additional provision for motor finance commission arrangements we remain highly committed to shareholder distributions. Our robust performance and strong capital position and generation has enabled the Board to recommend a final ordinary dividend of 2.11 pence per share, resulting in a total dividend for the year of 3.17 pence. This is up 15 per cent on the prior year, in line with our progressive and sustainable ordinary dividend policy. The results were taken positively by the market as evidence that the Group is delivering on our guidance and medium-term vision.

In addition, the Group has announced its intention to implement a share buyback programme of up to £1.7 billion, as the Board believes that the Company's existing capital exceeds the amount currently required to grow the business, meet current and future regulatory requirements and cover uncertainties. The buyback programme, which is subject to the continuing approval of the Prudential Regulation Authority, is being carried out by the Company using the authority to purchase its own ordinary shares approved by shareholders at the last AGM. The Company intends to cancel the shares it repurchases. The buyback programme is believed to be in the best interests of shareholders taken as a whole and is expected to result in an increase in earnings per ordinary share.

Along with the above, we are investing in and progressing against our strategic aims and continue to aspire to higher, more sustainable returns that will ultimately benefit all our shareholders.

Question: Why has the Company closed local branches and what is the impact on customer accounts?

Answer: We review our branch footprint, and monitor how branches are being used, in line with customer behaviour. In general, over time, fewer customers are using our branches and are instead accessing our services through online banking on their desktop or mobile.

Customers of Lloyds, Halifax and Bank of Scotland now have the option to use branches of any brand for their in-person banking, alongside other options such as the Post Office, our apps, online and telephone banking. Customers can also visit a Community Banker, who provide a face-to-face service in local communities, including making payments, account enquiries and app or online banking support.

Customers can also do their everyday banking at over 11,000 branches of the Post Office or in a Banking Hub. LINK is responsible for assessing the needs of each of the communities, and Cash Access UK are responsible for recommending and setting up a Banking Hub, with the Post Office running the service inside.

Cash Access UK may confirm a Banking Hub when a branch is announced for closure and individuals can also request access to cash assessments through LINK, if they believe their community would benefit from a review.

We are committed to supporting Cash Access UK to ensure continuity of service for our customers and we will keep our branches open in communities where a Banking Hub or any industry-recommended solution has been recommended until it is delivered by Cash Access UK.

In relation to deposits, the reduction of our branch footprint had no observable impact. Indeed, we have seen deposits grow by 2% in 2024 and we have improved our market share. We are also seeing record engagement with our digital platforms – with 7bn log-ons in 2024.

Question: Why has the Company transitioned Treasurer accounts to Community accounts?

Answer: Our Group remains the leading provider of accounts for clubs and societies in the UK. However, sometimes we need to update our product offerings in line with market trends. We carefully reviewed all customers using a Treasurers account and identified those that qualify as charities or excepted organisations and can therefore continue with that account status. Those that did not meet the specific criteria have been moved to the new Community account.