

A year in numbers



Vim Maru, Retail Director, Lloyds Banking Group, said:

"In the past 12 months the world has shifted on an extraordinary scale. Many of the plans we had for 2020 evaporated, or changed beyond recognition, and we were constantly adjusting to what felt like an ever-changing situation. Reflecting on the last year, I take stock of the deeply significant ways the pandemic has affected our customers, our communities, and our colleagues.

Spanning a million payment holidays, 880,000 calls to our specialist phone lines, £9.3billion in bounce back lending, not to mention 16,000 litres of hand sanitiser, I am profoundly impressed by the ways we have come together, to work through the challenges of the pandemic."

Supporting our customers



750,000

wellbeing calls to customers



880,000

calls to our helpline for those aged over 70's & NHS workers



177 million

Covid-19 support communications to customers



1.3 million

payment holidays across mortgages, personal loans, credit cards and motor finance:

489,000

mortgage payment holidays

338,000

card payment holidays

298,000

loan payment holidays

155,000

motor finance payment holidays



£500

interest-free overdraft buffer automatically made available to over 9m customers



24,000

fixed-term savings account balances accessed free-of-charge saving customers £1.7m



300,000

small businesses supported with £9.3bn of Bounce Back Loan lending



50,000

customers helped to buy a home through our remote mortgage service




59,000


Halifax, Lloyds Bank and Bank of Scotland customers supported with travel insurance claims alongside over 270,000 travel queries

Banking online and on the move


 **17 million**
digitally active customers

 **12.5 million**
active mobile app customers.
Increased by nearly 2 million over 2020


 **85%**
of all products now opened
through digital channels

 **80%**
increase in cheques paid in
through the mobile app in 2020

 **4 billion**
total logons in 2020

 **1,300**
free digital devices and **advice to
8,500 people** delivered through
We Are Digital partnership

Our branches

 **18,000**
Perspex screen shields
installed to protect customers

 **4.4 million**
face masks deployed for
colleague and customer use

 **16,000**
litres of hand sanitiser delivered

Working from home

 **50,000**
colleagues now working from home

 **35,000**
pieces of large equipment
supplied for home workstations

 **13,000**
laptops distributed

Notes to Editors

We are Digital stats April - December 2020

Fixed term savings account access March 2020 to February 2021

Wellbeing calls, helpline calls, payment holidays, business lending,
and online and mobile banking figures, all full year 2020.

Laptop figure relates to Retail Bank colleagues only

Press Factsheet as at March 2021

