

Mr. Charlie Nunn
Group Chief Executive
Lloyds Banking Group
25 Gresham Street
London
EC2V 7HN

Address:

Date:

Dear Mr. Nunn

I refer to the Bank's decision to withdraw passbook accounts for Lloyds and Halifax customers.

I'm an elderly customer and have had my passbook account for significant number of years.

I understand an important part of the FCA's new Consumer Duty is making sure that you provide products and services that are right for customers like me. My passbook account is right for me. I do not want to change it for any other account.

In the line with the FCA Consumer Duty, I should be grateful if you could confirm in writing that I can keep my current passbook account. If you can't provide that confirmation, then provide me with details of how I can appeal your decision.

Yours sincerely

Name: