

Mr. Ben Taylor  
Senior Manager  
Lloyds Banking Group  
25 Gresham Street  
London  
EC2V 7HN

18th September 2018

Dear Mr. Taylor

I agree the Bank has leveraged its brands successfully with the LGBT community over the last few years. It was for that reason we wrote to the Bank's Chief Executive Officer and Chairman directly on this important issue.

The issue of different customer treatment outcomes based on sexual orientation needs to be investigated independently and, most importantly, transparently. An internal investigation carried out by bank employees does not meet the test of independence or transparency, especially when the outcome of any investigation could have serious commercial and political implications for Lloyds Banking Group. I would ask that you reconsider the Union's proposal for an independent review as set out in my letter of 20th August 2018.

In the meantime, I should be grateful if you could advise me what form the Bank's 'internal investigation' took, who carried out the investigation, which members of the Offshore Banking Senior Management team were interviewed and what information was reviewed by the investigation team? Given the seriousness of the issue, I am somewhat sceptical of a "comprehensive review of our practices" that took a few weeks to complete.

I look forward to you providing me with more information.

Yours sincerely



Mark V Brown  
General Secretary