

Good morning

I am contacting you in relation to the Cranston Review Appeals Process, which was established following the publication of Sir Ross Cranston's report in December 2019 and his subsequent recommendations in April 2020.

As you may be aware, I was appointed to establish and oversee the independent appeals process and determine the appeals. This work has encompassed:

- 1) Offering customers an opportunity to appeal Lloyds Banking Group's (the Bank) decision on customers' applications for their claims to be assessed on the grounds that they were, or should have been treated as, de facto directors, and on their applications for debt relief.
- 2) Providing customers who have received offers of distress and inconvenience (D&I) compensation made by the Bank after the closure of the Customer Review on 03 May 2019 an opportunity to appeal.

I am writing to let you know that my team and I are nearing the conclusion of our work. I will be dealing with the last appeals in the next few weeks.

It has been a very substantial task, working through the large number of appeals which we have received.

I have adopted a thorough and rigorous approach to my consideration and determination of the appeals. My decisions have prompted the Bank to provide customers with more detailed information about their cases. In addition, the Bank has increased offers to some customers, in the light of my decisions.

More information about the Appeals Process and the work that we have undertaken can be found on our website – www.cranstonreviewappealsprocess.com.

If you have any questions about the Appeals Process, please get in touch without delay: info@cranstonappealsprocess.com.

Kind regards,

Rory Phillips QC