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Kevin Hollinrake MP
House of Commons
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31 July 2018

Dear Kevin

Thank you for your letter dated 30 July 2018 in relation to the compensation scheme for the victims of HBOS Reading.

Your letter contains a number of points that have been raised with you regarding the compensation scheme and the treatment of complainants. These points have also been raised to me. I take them very seriously, have raised them with Lloyds and have been clear that they need to respond to these questions. I will respond in more detail when I have these answers.

In your letter, you note that the Senior Managers and Certification Regime is relevant in this case, not to the past misconduct, but to the current treatment of victims. That is correct.

Yours Sincerely

A handwritten signature in blue ink, appearing to read "Andrew Bailey".

Andrew Bailey
Chief Executive