



Treasury Committee

House of Commons, Committee Office, London SW1A 0AA

Tel 020 7219 5769 Fax 020 7219 2069 Email treascom@parliament.uk Website www.parliament.uk/treascom

Professor Russel Griggs
Independent Reviewer
HBOS Reading customer case review
[by email]

26 June 2018

Dear Professor Griggs


I would be grateful if you could provide an update on your HBOS Reading customer case review. This should include:

- The number of customers in scope
- The number of offers made, and the average value of payment offered
- The number of offers accepted, and the average value of payment accepted
- The number of offers rejected
- The average time, in days, between information relating to a claim being received, and an offer being made
- The number of occasions on which Lloyds Banking Group (LBG) has disagreed with an offer that you had proposed, and the outcome in each case
- A breakdown of the compensation offered by the reason for which it was offered

I would also be grateful for a statement of the review methodology, including the principles by which offers are determined, and a description of the arrangements by which your review works with Lloyds Banking Group.

Finally, it is reported that that, as a condition of accepting an offer, customers are required to sign agreements under which they make certain undertakings regarding disclosure. I would be grateful if you could confirm whether this is the case, and supply the Committee with a sample copy of such an agreement.

I would be grateful for a response by 2 July. I will be placing this letter, and in due course your response, in the public domain.

Yours sincerely


The Rt Hon. Nicky Morgan MP
Chair of the Treasury Committee