

# KEVIN HOLLINRAKE MP



## HOUSE OF COMMONS

LONDON SW1A 0AA

António Horta-Osório  
Group Chief Executive  
Lloyds Banking Group  
25 Gresham Street  
London EC2V 7HN

24<sup>th</sup> June 2019

Dear Mr. Horta-Osório,

Thank you for the letter dated 29<sup>th</sup> April 2019 sent on your behalf.

The issue of alleged bank signature forgery by Lloyds has already expanded far beyond the initial illustrative customer example. However, the letter dated 29<sup>th</sup> April 2019:

- was again sent by a subordinate rather than from you personally as CEO.
- failed for the second time to answer the serious questions listed 1 – 7 in my letter to you dated 13<sup>th</sup> February 2019, including regarding your personal conduct and reasoning.
- failed for the second time to address the two key points of the illustrative customers actual allegation.
- made further misleading statements.

These misleading statements included: *“the culture of Lloyds today....is fundamentally different to what it was a decade or more ago”* and *“we continue to build a culture at Lloyds ... that puts our customers first”*

A decade ago, [REDACTED] were formally notifying Lloyds of alleged fraud at HBoS Reading and Lloyds was responding with litigation to intimidate and silence them. As the Project Lord Turnbull report documented, the fraud was then allegedly concealed by senior management. Lloyds then attempted to discredit the Lloyds employee who was the author of the report, Sally Masterton, by saying she had not been commissioned by Lloyds to produce the report and silenced her with an NDA.

As recently as the Lloyds AGM last year, Lloyds Chairman Lord Blackwell publicly affirmed Lloyds’ statement that Sally Masterton had not been commissioned by Lloyds to produce the report. In November 2018, Lloyds apologised to Sally Masterton and subsequently admitted it had commissioned her to produce the report.

Likewise, Lloyds’ current conduct towards the customers who first formally notified Lloyds of alleged signature forgery on its court documents is of concern, including, I understand:

- Seven days after the customer’s husband wrote to Lloyds’ Non-Executive Directors formally notifying them of alleged forged signatures on Lloyds court documents, Lloyds recommenced litigation against the customer after a gap of over six years.
- Lloyds then formally offered four times to withdraw the litigation if the customer signed an NDA gagging her from discussing or taking action on the alleged fraudulently forged signatures.
- When the customer refused to sign the NDA, at the Alternative Dispute Resolution meeting in October 2018, the customer was threatened with *“exponential costs”* if she continued to refuse to sign the NDA.

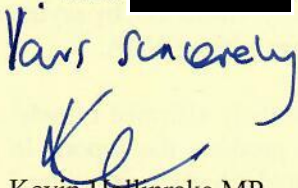


- At the next hearing after the ADR meeting, Lloyds implemented its threat by giving the Court a costs budget which was over five times the size of the costs budget it had presented to the Court at the previous hearing.
- When that intimidation also failed to silence the customer, a few weeks later Lloyds further increased its costs budget to ten times the size of the original budget and seven times the sum claimed.
- Lloyds failed to provide its costs budget within the required time and then attempted to blame the customer for Lloyds' own failure, including repeatedly stating to the Court under a signed statement of truth that Lloyds had only found out about the hearing two days beforehand and that the customer had failed to notify Lloyds about the hearing. However, the customer had written to 12 Partners of Lloyds law firm ten days before the hearing stating that the next hearing was imminent.
- During the two hearings since then, Lloyds has repeatedly failed to disclose to the Court that 12 Partners in Lloyds' law firm had been sent the letters and therefore that the statements in Lloyds document, including about the customer failing to notify Lloyds, appeared to be deliberately misleading to the Court.

This does not strike me as "*putting customers first*". Instead, Lloyds' conduct against the customer and the Courts reinforces the perceived view that Lloyds is attempting to cover up forgery of signatures.

Please would you send me the following:

- The signature section of every document containing a statement of truth signed in the name of [REDACTED] and dated between 1<sup>st</sup> January 2010 and 31<sup>st</sup> December 2010.
- The attendance records for [REDACTED] between 1<sup>st</sup> January 2010 and 31<sup>st</sup> December 2010 showing when [REDACTED] was absent from work.
- The signature section of every document containing a statement of truth signed in the name of [REDACTED] and dated between 1<sup>st</sup> January 2010 and 31<sup>st</sup> December 2010.
- The attendance records for [REDACTED] between 1<sup>st</sup> January 2010 and 31<sup>st</sup> December 2010 showing when [REDACTED] was absent from work.

Yours sincerely  


Kevin Hollinrake MP  
 Co-Chair of the All-Party Parliamentary Group on Fair Business Banking

Enclosed

- Table of names in which forged signatures are occurring & illustrative examples of other types of bank forgery (those with asterisk are illustrative findings for Lloyds).

## Bank Signature Forgery Campaign: illustrative findings for \*Lloyds

### 1 12 names in which multiple people appear to be forging UK bank signatures

(The initial evidence which led to the Attorney Generals' investigation into bank signature forgery in the USA was based on 1 name – Linda Green. The Attorney Generals subsequently discovered that multiple people had forged signatures in the name of Linda Green on hundreds of thousands of bank court documents. In the UK, the Bank Signature Forgery Campaign has already identified 12 names in which multiple people appear to be forging signatures i.e. 12 UK potential equivalents of Linda Green)

Name	Number of Examples
J*	23 plus waiting for further 20 to be sent in
H	18
U*	17
N	12
T*	7
W	6
M	5
S*	4
B	4
G	3
K	2
F*	1 plus partial admission letter
<b>Total</b>	<b>122</b>

### 2 Additional illustrative evidence relating to bank signatures

In addition to, and not included in, the names and evidence above, other illustrative evidence and issues with bank signatures which highlight a standard business process and pervasive culture in UK banks regarding bank signatures include:



- Identical signatures in the names of 4 different bank staff plus an admission letter from the bank stating “*we have used the same signature on these documents...This is standard process*”
- Identical signatures in the names of 7 different mortgage company staff
- Identical signatures in the names of 2 staff and 2 mortgage company departments
- \*Bank apparently refusing to name 2 signatures in the names of un-named bank staff on a deed of Appointment of Receiver personally witnessed by a third bank employee

### **3 Other illustrative evidence relating to forged customer signatures and documents**

While the Bank Signature Forgery Campaign is focused on collating evidence of forged bank signatures, members of the public have also started sending in documentation regarding other allegations of forgery including allegations of forged customer signatures and entire forged documents. Some illustrative examples include:

- Forged customer signature on a guarantee document
- \*Forged customer signature on a loan agreement
- Forged customer signature on a loan swap agreement
- Forged customer signature on a deed of variation
- Forged customer signature on a deed
- Forged customer signature on a deed
- Forged customer signature on a deed
- Forged customer signature on a deed
- \*Forged customer signature on a loan application
- Forged customer signature on a loan application
- Forged customer signature on a mortgage application
- Forged customer signature on a business loan
- Forged customer signature on a business loan
- \*Forged customer signature on a PPI application
- Forged Mortgage Pre-Action Protocol checklist
- Forged Mortgage Pre-Action Protocol checklist
- Forged bankruptcy petition
- \*Forged document used to seize customer assets which was created in the name of a bank subsidiary which had been closed and struck of the register of companies 6 months earlier

### **4 Just as in the USA, bank signature forgery in the UK is an industry-wide issue**

The Bank Signature Forgery Campaign has received evidence regarding alleged forgery on documents relating to at least 12 UK banks and finance companies. This highlights that, just as in the USA, bank signature forgery is an industry-wide issue.