

Mr. Andrew Bailey
Chief Executive
Financial Conduct Authority
25 The North Colonnade
London
E14 5HS

1st November 2017

Dear Mr. Bailey

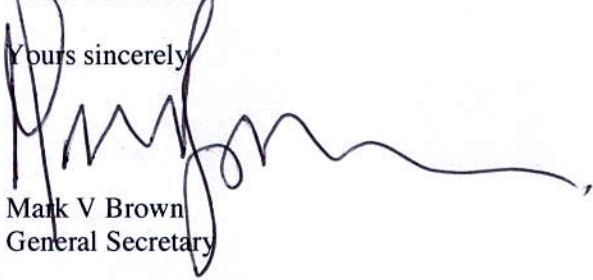
Lloyds Banking Group Overdraft Charges.

Affinity is the largest independent trade union representing staff working in the Lloyds Banking Group, with over 35,000 members. I recently wrote to Dr Coscelli, Chief Executive of the CMA, regarding Lloyds Banking Group's decision to increase overdraft charges for those customers with agreed overdrafts. A copy of my correspondence with Dr Coscelli is attached for your information.

Since my correspondence we now understand that Lloyds Banking Group has put in place a rectification programme to tackle the 2 million customers that have not had their home addresses changed correctly. The work, which started recently, will take between up to 18 months to complete. One of the consequences of not having the correct home address details is that customers will not have been informed of changes to fees and bank charges, including the new overdraft regime being introduced by the Bank with effect from 1st November 2017. I assume that the Bank has informed the FCA of this rectification programme. In those circumstances, how can the FCA, given that one of its statutory operational objectives is "securing the appropriate degree of protection for consumers", allow Lloyds Banking Group to introduce a set of charges when the FCA knows full well that 2 million customers will not know about the proposed changes to their personal accounts because the Bank hasn't got the correct information about where they live?

A copy of this letter and your response will be sent to Nicky Morgan, the new Chair of the Treasury Select Committee.

Yours sincerely


Mark V Brown
General Secretary