

# FAL Online

**Guide for Registration and access to the portal**

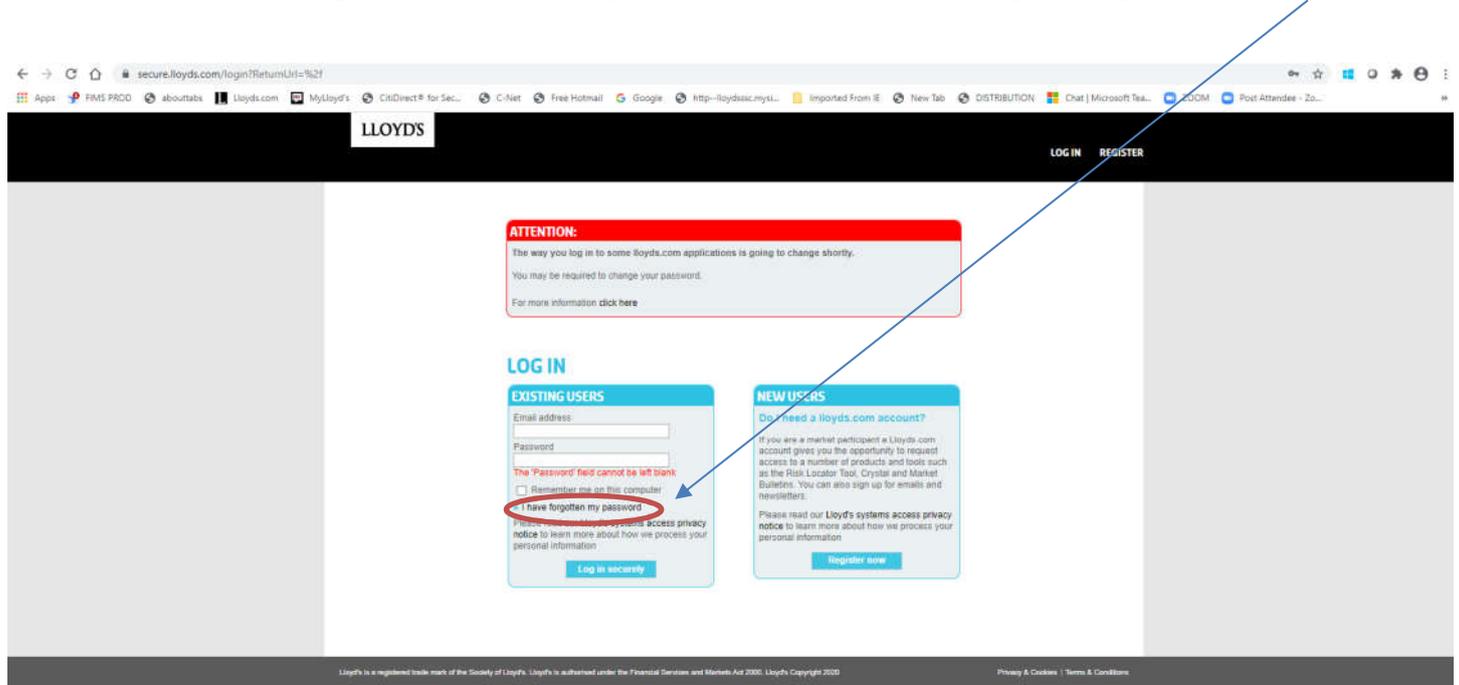


The first phase of the delivery will include a dashboard, FAL holdings and valuations with the ability to customise screens and reports for you to extract for further analysis. The FAL Online portal will provide a secure messaging and document exchange facility with the member services team at Lloyd’s ensuring at all times that your personal data is protected. Transactions will follow in the near future. In the interim continue to use the Members Access portal to view your transactions.

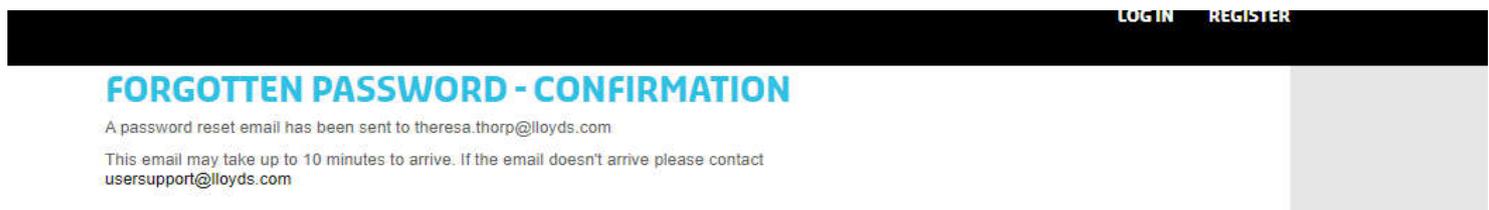
**EXISTING USERS**

1.1 If you are actively using your account, you will automatically be linked to the new FAL Online Portal. You can access via [www.loyds.com](http://www.loyds.com) where you will find the FAL Online option in your available applications. You will receive a screen with the terms and conditions on first use and will need to confirm your acceptance. The terms and conditions will also be available on the Members Services page on Lloyds.com <https://www.loyds.com/market-resources/member-services/falonline>. Please use the Members Access portal for transactions.

1.2 If you are registered but have not used your account for 18 months you will need to reset your Lloyds.com password first. Please go to <https://secure.loyds.com/> and choose “I have forgotten my password”.



1.3 Enter your email address in the pop-up box and submit. You will receive a notification on the screen that a password email has been sent.



## Registration and access to the portal

1.4 You will receive an email asking you to click on a link to reset your password. Please do this.



Please click on the link below to reset your password.

<https://secure.lloyds.com/password/reset/?resetPasswordKey=ba5dd816-ceec-4140-aac2-3abcf1afc1bd>

Please note that this email is only valid for 4 hours, after which you will need to reset your password again.

Thank you  
lloyds.com  
[usersupport@lloyds.com](mailto:usersupport@lloyds.com)

1.5 You will only need to do this once to update your credentials in our systems. Wait for 30 mins then go to step 3.1 and to continue with the second stage of our dual authentication.

### NEW USERS

2.1 In order to gain on-line access to your Funds at Lloyd's (FAL) you must have first registered at <https://secure.lloyds.com> and returned a completed application form. This guide will take you through the various steps from the initial registration through accessing the FAL Online and Members Access system.

#### Setting up a Lloyds.com account

2.2 Open your Web Browser and go to <https://secure.lloyds.com> and click "Register now"

**ATTENTION:**  
The way you log in to some lloyds.com applications is going to change shortly.  
You may be required to change your password.  
For more information click here

**LOG IN**

**EXISTING USERS**

Email address  
  
The 'Email address' field cannot be left blank

Password

Remember me on this computer

> I have forgotten my password

Please read our [Lloyd's systems access privacy notice](#) to learn more about how we process your personal information

[Log in securely](#)

**NEW USERS**

**Do I need a lloyds.com account?**

If you are a market participant a Lloyds.com account gives you the opportunity to request access to a number of products and tools such as the Risk Locator Tool, Crystal and Market Bulletins. You can also sign up for emails and newsletters.

Please read our [Lloyd's systems access privacy notice](#) to learn more about how we process your personal information

[Register now](#)

2.3 Complete your details and password for your Lloyds.com account and submit. As a note the email address you use to register must match the email address you quote on the completed application.

**LLOYD'S** LOG IN REGISTER

## CREATE A LLOYD'S ACCOUNT

Your Lloyd's account gives you access to enhanced content and services. If you already have a Lloyd's account, you can [log in here](#).

Mandatory field \*

### PERSONAL DETAILS

Title \*   
First name \*   
Last name \*   
Contact telephone number   
Country of residence \*   
Are you an insurance professional? \*  Yes  No

### COMPANY DETAILS

Job title \*   
Company name \*   
Organisation type \*

### LOG IN DETAILS

Email address \*   
Password \*   
Re-enter your password \*

I accept the [terms and conditions](#). \*

2.4 You will receive an email to confirm your registration. Please click on the link to confirm. Your Lloyds.com account will then be activated. Your email address becomes your log in name. **You cannot progress any further until you have completed an application form and received confirmation that your account has been approved by Lloyd's.**

### Application form for the FAL Online and Members access portal

2.5 If you have not received an application form via email, please download a copy via <https://www.lloyds.com/market-resources/member-services/falonline>

2.6 Once completed the application can be sent via email to [FALOnline@lloyds.com](mailto:FALOnline@lloyds.com) or posted to Fidentia House, Walter Burke Way, Chatham, Kent, ME4 4RN.

2.7 Upon receipt of your application form, Lloyd's will review and obtain any additional signatures required from Directors of the third party or member for whom you are requesting access. Lloyd's will send you an email to confirm when the portals have been linked to your email account.

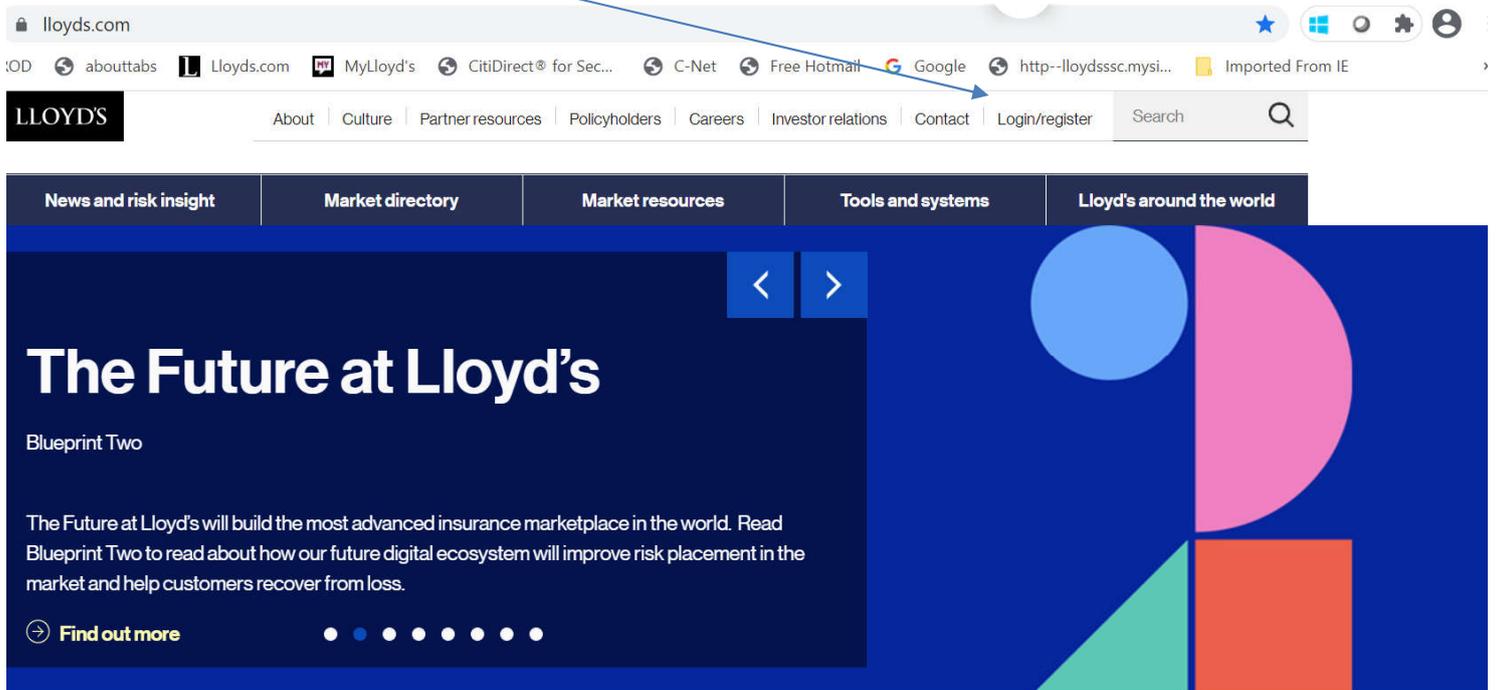
# FAL Online

## Registration and access to the portal

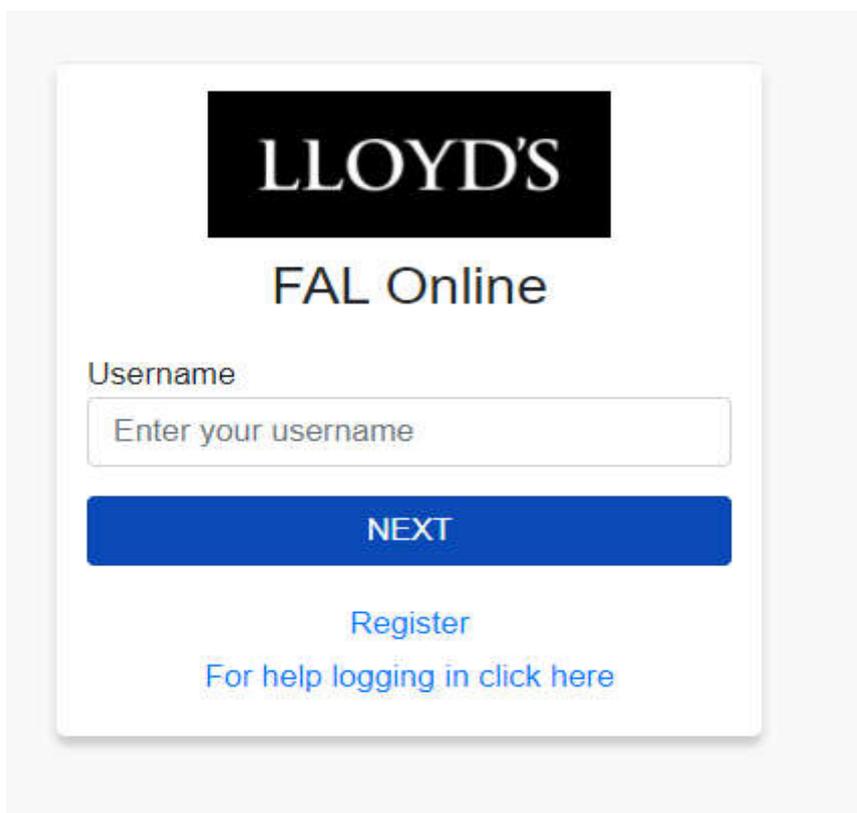


### Accessing the portal – dual authentication

3.1 Lloyd's use a dual authentication log in process and will ask you to set up a second password for access to the portals (Auth 0). You can access by logging into your Lloyds.com account via [www.lloyds.com](http://www.lloyds.com) and choose the log in/register option.

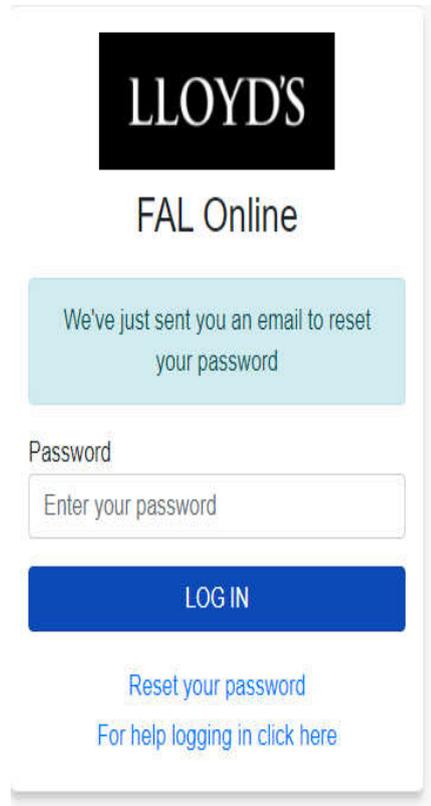
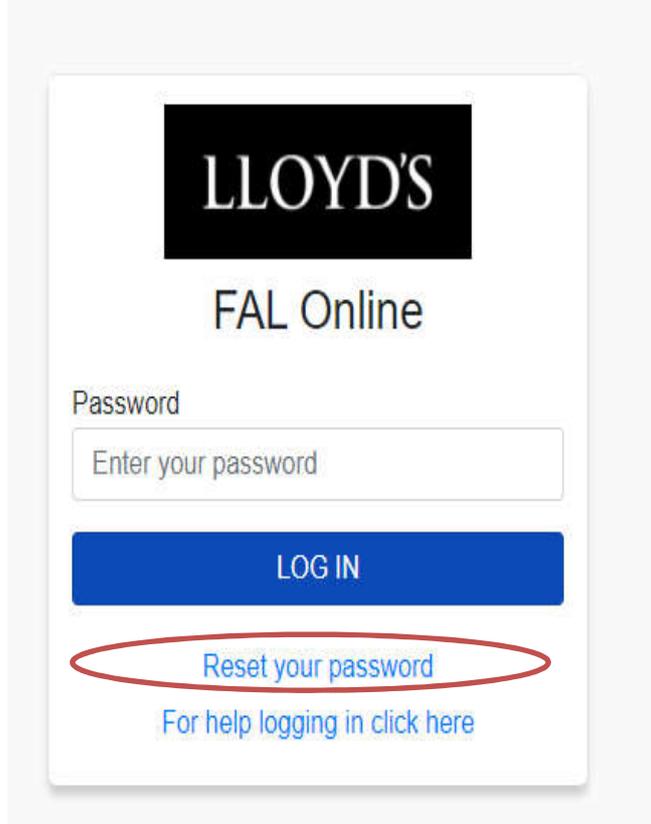


Please enter your registered email account and click next.





On the next screen, shown below, please choose the reset your password option. This is the second part of our dual authentication. You will then see the second screen below and an email should appear in your email inbox. **Please close the browser and do not enter the password here.**



3.2 A confirmation email will be sent to your email account. Click on the link to complete the reset process.

Please check your junk/spam filter and if the email doesn't arrive, add [donotreply@lloyds.com](mailto:donotreply@lloyds.com) to your trusted email list and try again.

When the email arrives click on the link to reset your password. You can use the same password as you did at registration as long as it conforms to the details below.

**At least 12 characters in length**

**Contain at least 3 of the following 4 types of characters:**

- Lower case letters (a-z)
- Upper case letters (A-Z)
- Numbers (i.e. 0-9)
- Special characters (e.g. !@#\$%^&\*)

**No more than 2 identical characters in a row (e.g., "aaa" not allowed)**

Reset your password

donotreply@lloyds.com  
To: Thorp, Theresa

Thu 05/11/2020

Reply Reply All Forward

If there are problems with how this message is displayed, click here to view it in a web browser.

-- Caution: Don't open attachments or click on links unless you're absolutely sure that you know who the sender is. --

**Password Reset Request**

Please follow [this link](#) to complete the reset process.

Thank you.

# FAL Online

## Registration and access to the portal



Enter your new password in twice and click on the button highlighted below.

A message will appear on the screen to confirm your password has been successfully reset and you will be returned to the Lloyds.com login page. Close the browser, if you have not done so already.

You are now ready to go. Re-open your browser and log into [www.lloyds.com](http://www.lloyds.com) using your email address and password that has just been updated. Scroll to the bottom of the page and choose the portal you wish to access. The old members access portal is still available for transactions or the new FAL Online portal for balances, secure email and secure document exchange.

Lloyd's tools

### A comprehensive collection of tools, resources and reference material for the Lloyd's market

<b>Members Access to Funds</b>	
	<b>FAL Online</b>

You will receive a screen with the terms and conditions on first use. You will need to confirm your acceptance. The terms and conditions will also be available on the Members Services page on Lloyds.com <https://www.lloyds.com/market-resources/member-services/falonline>.

# FAL Online

## Registration and access to the portal

The logo for Lloyd's, featuring the word "LLOYD'S" in a white, serif font on a black rectangular background.

If you have any issues email the [FALOnline@lloyds.com](mailto:FALOnline@lloyds.com) mailbox and one of the team will contact you to assist.

### Contact Details

#### By Email

[FALOnline@lloyds.com](mailto:FALOnline@lloyds.com)

#### By Post

FAL Online  
Lloyd's Member Services  
Fidentia House L2  
Walter Burke Way  
Chatham Maritime  
Kent ME4 4RN