LLOYD'S

Member Services 14.04.2021

FAL Online FAQs (members)

SYSTEM ACCESS

How do I access FAL online?
Members who use the current Members Access system will continue to access FAL online from your account at www.lloyds.com.

Members who use the current members Access System will be able to access both the old and new systems for a limited period

Members who do not use the current Members Access system will need to register their interest by email to FALonline@lloyds.com and the application form will be emailed to you for completion along with a guide to registering at Lloyds.com, at which time details of how to access the system will be provided

What internet browser should I use to access FAL online?
The internet browsers supported are Safari, Chrome, Firefox and Microsoft Edge.

Can I access FAL online from other devices?
FAL online is not currently configured for iPads or mobile phones. Further enhancements are scheduled during 2021 to include other devices. Please note that your screen resolution and font size may require adjusting, should you experience any difficulties with accessing menus.

When is the FAL online system available?
The system will be available for the maximum time possible each day. There may be a period of down time each day for maintenance and this will be kept to a minimum

SYSTEM FUNCTIONS

What information is available to view in FAL online?
You can view your profile which includes your personal details and funding requirements. You can also view your Funds at Lloyd's valuation. Transaction details are also now available as of June 2021.

Is the information real time?
The information available within FAL online is at close of business on the previous working day. Further system enhancements are scheduled during 2021, after which the information will be real-time.

What should I do if some of the information displayed is incorrect?
If any the information displayed is incorrect, please email falonline@lloyds.com and we will investigate it.

Can I give my Investment adviser access to this information?
If you have a discretionary agreement with an Investment Advisor in respect of your Funds at Lloyd's, they may already have access to your fund holding information. If they do not, they should email FALonline@lloyds.com and request access.

Can I give my Accountant access to this information?
Access for accountants is not yet available. We will let you know when this service is ready to use.

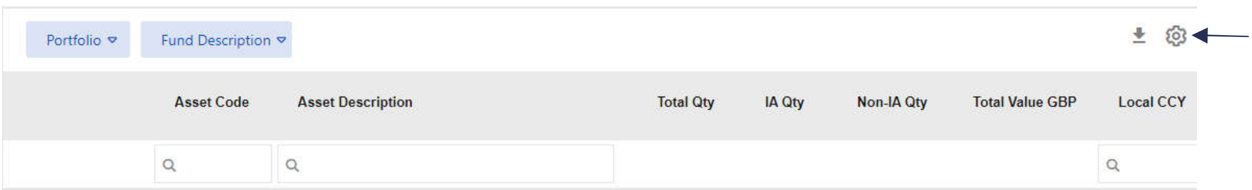
Can I amend my personal details online?
At present you are unable to amend your personal details. However further system enhancements are scheduled during 2021, after which you will be able to update some details. We will provide further information on how to do this when the functionality is available. In the interim, please use the secure messaging function to contact us regarding any amendments or send a request via your Members Agent.

I cannot see details for all the Members I am connected to.
Please email FALonline@lloyds.com with details and we will investigate why you cannot see all of the members you are connected to.

FAL VALUATIONS

How do I view my Valuation?
From the Home screen click on Funds at Lloyd's and your valuation will be displayed on screen.

How do I customise my valuation report?
On the screen that displays your Funds at Lloyd's click on the cog at the right of the screen, this will display a series of additional fields that you can drag onto the display and place at the appropriate position in the display. You can remove fields by clicking on the cog and dragging unwanted fields back to the box on the right side of the screen. You can change the order in which the fields appear on the screen by clicking and dragging the field to the appropriate position.



Changes made to the format of my on-screen valuation have not been retained
After you have made changes to the format of your valuation you must click 'Save' on the box at the right of screen to ensure the new format is retained.

What historical valuations are available?
A valuation for the last working day of each month is available for the last 10 years.

How are quantities and prices displayed?
Quantities are displayed to 2 decimal places and prices are displayed to 5 decimal places. In instances where a holding has more than 2 decimal places the value displayed may not equal holding times price but is the correct value for the holding.

If reconciling holdings, please ensure that the data is extracted to Excel, with any value columns formatted to the correct number of decimal places. Note that the Excel workbook will also display 2 decimal places by default, however you can click into each cell to see the true number of decimal places required.

What happens if I select a future valuation date?
If a future valuation date is requested no data will be displayed

How are Interavailable holdings displayed?
A donor member will see the interavailable holdings and values along with details of the recipient member in the 'IA funds' section of the valuation. They will see the interavailable funds again in the 'own funds' section of the valuation, and to avoid a double valuation count, these holding have a zero value.

A recipient member will see the interavailable holdings and values in the 'IA fund' section of their valuation along with details of the donor member.

Can I see my transactions?
As of June 2021, transactions are now available to view in FAL Online.

Can I download my valuation to my own device?
Yes, you can download your valuation in excel format to your own device.

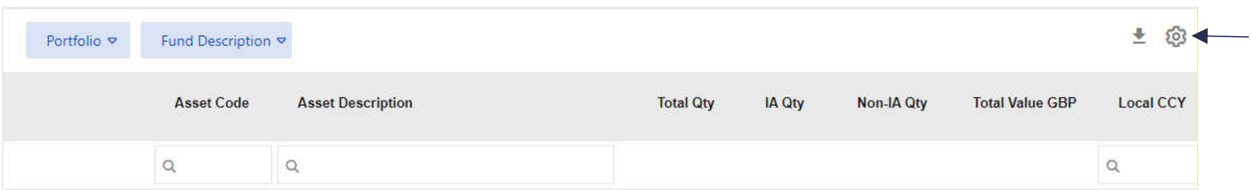
In what format are the valuations downloaded?
The valuations are downloaded in Microsoft excel format (.xlsx).

How do I download my valuation report onto my own device?
On the screen that displays your Funds at Lloyd's click on the down arrow at the right of the screen next to the cog. This will open the valuation in excel format and you can save it to your own device.

<u>TRANSACTIONS</u>

How do I view Transactions?
From the Home screen click on Transactions to navigate to the page.

How do I customise my Transactions report?
On the screen that displays your Transactions, click on the cog at the right of the screen, this will display a series of additional fields that you can drag onto the display and place at the appropriate position in the display. You can remove fields by clicking on the cog and dragging unwanted fields back to the box on the right side of the screen. You can change the order in which the fields appear on the screen by clicking and dragging the field to the appropriate position. Customisation instructions are available in the Overview document in the Transactions section.



Changes made to the format of my on-screen transactions have not been retained
After you have made changes to the format of your transactions you must click 'Save' on the box at the right of screen to ensure the new format is retained.

How far back can I view historical transactions?
Transactions are available to view from 1st January 2014.

How are quantities/prices/values displayed?
Within the portal view, transaction data is rounded to two decimal places. If reconciling transactions, please ensure that the data is extracted to Excel, with any value columns formatted to the correct number of decimal places. Note that the Excel workbook will also display 2 decimal places by default, however you can click into each cell to see the true number of decimal places required

What happens if I select a future transaction date?
Transactions will only be displayed which have been posted up to the previous close of business.

Can I download transactions to my own device?
Yes, you can download your transactions in excel format to your own device.

In what format are the transactions download?
The transactions are downloaded in Microsoft excel format (.xlsx).

How do I download my transactions report onto my own device?
On the screen that displays your transactions click on the down arrow at the right of the screen next to the cog. This will open the report in excel format and you can save it to your own device.

SECURE MESSAGING

How do I know Lloyd's Member Services have sent a message or document to my portal within FAL online?
You will receive an email, to the email address you used to register for FALonline, to alert you to the documents waiting to be viewed.

How do I access the Secure Messaging area of FAL online?
Click on the envelope symbol at the top right-hand side of the screen and this will take you to the secure messaging area. From here you can view messages sent to you, compose new messages to Member Services and attach documents to your message.

DOCUMENT EXCHANGE

How do I view any documents that have been sent to my portal within FAL online?
You can view your latest documents on the Home page and click on SEE ALL to view all your documents. Alternatively, you can click on 'Documents' at the top of the home screen and select 'Document View'

What category of documents can I upload?
A full list of document categories and descriptions can be found in the 'Overview' doc.

How do I view documents within a specific timescale?
From the home screen click on 'Documents' at the top of the page and select 'Document View'. You will now be able to search on documents by type and specify the date range of the documents you wish to view.

Why have no documents been displayed for the timescale specified?
Check that the 'From' and 'To' dates have been entered correctly. If an incorrect date range has been entered (e.g. 'From' date is later than the 'To' date) no documents will be displayed. No error message is generated at present to advise of an incorrect date range.

How long will my document be viewable for?
Documents are currently viewable indefinitely. If this changes in the future we will notify you.

How do I send a document to Member Services?
Documents can be sent to Member Services by attaching them to a secure message as detailed in the question above relating Secure Messaging.

They can also be sent using the document upload facility by clicking 'Documents' on the top of the home page and select 'Document Upload. There is a prompt to help you upload your file and assign information to direct the document to the appropriate team in Member Services. Once you have completed this click 'Save'.

What types of files can I send to Member Services?
Documents attached to emails or uploaded using the document facility can be in the following formats:
.jpg. png .gif .doc .docx .xlsx. .ppt .pptx .mdb .pdf .zip .wav .mp3

Please note .xls (Microsoft Excel 97-2003) documents are not supported and cannot be uploaded.