System access

How do I access FAL Online?
If you have previously used Members Access, you can access FAL online by logging onto your account at www.lloyds.com.

Application forms for new uses can be found by visiting FAL Online and once completed should be emailed to MemberAdmin@lloyds.com.

Which 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 but can be accessed via browsers on these devices. The 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 and transactions.

Is the information real time?
The information available within FAL online is at close of business on the previous working day.

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

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. Please send a request via your Members Agent.

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

FAL valuations and transactions

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 view Transactions?
From the Home screen click on Transactions to navigate to the page. If the Transactions button does not appear for you there, it will be under Funds at Lloyd's.

How do I customise my valuation and transaction report?
On the screen that displays your Funds at Lloyd's or 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.

How can I configure my screen in the correct order?
Remove all items from the screen and build from right to left. As each new item is dropped in, the excess on the right will then drop to the three dots and all fields will be in the order chosen.

How do I retain any customisation changes I have made?
After you have made changes to the formatting, you must click 'Save' on the cog box at the right of screen to ensure the new format is retained for future logins.

Can I view more than 7 items on the page?
Anything that is too large to render on the available real estate on the page is shown under the three dots. When downloading all information will be shown.

What historical valuations and transactions are available?
A valuation for the last working day of each month is available from September 2010 with daily valuations available from 2 November 2020. Transactions are available to view from 1st January 2014.

How are values displayed?
Values displayed within the portal are to 2 decimal places. In instances where a holding has more than 2 decimal places the value displayed may not equal holding x price but is the correct value for the holding.
If reconciling transactions, please ensure that the data is extracted to Excel. The Excel workbook will display 2 decimal places by default; however, you can click into each cell to see the true number of decimal places or reformat the column to extend the decimals shown.

How are transactions filtered by date?
The transactions included in the "From and To" dates parameters are filtered by column 'Transaction Date'. Please be aware when completing your downloads that any transactions which have been backdated will not appear in your selection. To view these transactions you will need to use a longer date parameter and use the "Post Date" column to ensure all transactions are included.

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.

My accrued dividends are not showing in my valuation, how do I see these? Accrued dividends can now be found on the transaction screen. If your dividends are swept to FAL, they will appear in your balance once the sweep has completed every quarter.

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

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

How do I download my valuation and transaction reports onto my own device? On the screen that displays your Funds at Lloyd's or Transactions 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.

We can download formatted PDF reports, will they be available via the Portal? Not at the moment. We appreciate this is a popular feature. We have taken on board feedback and will pursue this with our developers. In the interim, reports can be downloaded to excel and saved as PDFs.

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.

How do I send a document to Member Services?
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.