

# FAL Online FAQs (IMs & other Interested Parties)

## 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](http://www.lloyds.com).

New users should register their interest via email to [FALonline@lloyds.com](mailto:FALonline@lloyds.com). An application form will be sent via email along with a guide to registering at Lloyds.com and next steps.

### **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. Further development will be undertaken in 2022 to enhance the experience using these devices.

### **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, but this will be kept to a minimum.

### **Why can't I access all the Members/depositors that I/my organisation is connected to?**

The funds for any client who has entered into a Lloyd's form of appointment with your company will appear on the Investors tab in the portal. Any new clients currently have a 2-day lead time from addition to appearing in the portal. Further enhancements due to reduce this time. If members/depositors are still not viewable, please email [FALonline@lloyds.com](mailto:FALonline@lloyds.com) with details and we will investigate.

### **Why can't my organisation sign up under a group email address?**

Due to the implementation of GDPR Legislation and our commitment to store data securely, Lloyd's will not be permitting group registrations. Instead, users will be required to register individually using their personal or individual work email address. **Each user will be responsible for keeping their login information secure, as detailed in the FAL Online and Conditions (4.1 User Responsibilities).**

## SYSTEM FUNCTIONS

### **What information is available to view in FAL Online?**

You can view the Funds at Lloyd's valuations and transactions of your clients who hold a current LFOA. You can also download valuations and transactions on an

individual or group level. Please see the Overview document for further information on this.

**Is the information real time?**

The information available within FAL online is currently as at close of business on the previous working day. Further system enhancements are scheduled to update this to real-time. We will keep you updated regarding developments.

**Can I view more than one portfolio at the same time?**

It is possible that you will have more than one member/depositor account linked to your on-line account. You can view these individually via the Investors tab or as a group via the Funds Under Management tab. You can also extract valuation and transaction data from the Funds Under Management tab. Please see the Overview document for further information.

**What should I do if some of the information displayed is incorrect?**

If you believe any the information displayed is incorrect, please email [members-gateway@lloyds.com](mailto:members-gateway@lloyds.com) and we will investigate.

**Can I use robotics to interact with the data?**

FAL Online does not support any robotic or web scraping activities, as detailed in our terms and conditions.

MEMBER PROFILE

**The Member status says resigned, but we have not stopped our relationship with the Member?**

This status is the member underwriting status with Lloyd's and not their relationship with your company. Members with an active Lloyd's Form of Appointment (LFOA) remain in the portal. Members are only removed from the portal when they terminate the LFOA or they have withdrawn all funds at Lloyd's.

FAL VALUATIONS AND TRANSACTIONS

**How do I view a Member's valuation?**

From the Home screen navigate to Funds Under Management. This will load a holdings page, which can be segregated by Member number and Fund Code as desired. Holdings can be viewed either by Asset Class, Sub-Asset Class or Currency.

**How do I download a group valuation?**

From the Home screen click on Funds Under Management to load a holdings page. Ensure any filters are removed from Investor box to ensure you are viewing information for all your clients.

**How do I view transactions?**

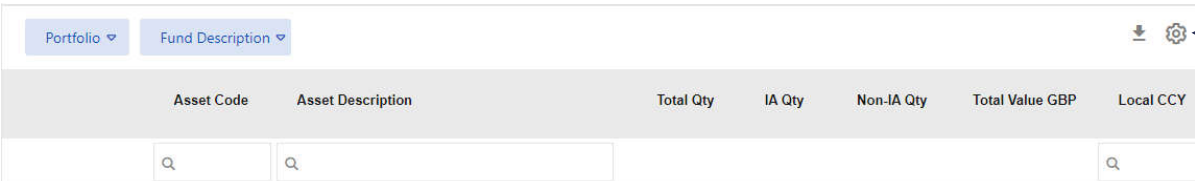
From the Home screen navigate to Funds Under Management, followed by Transactions to navigate to the page. You can segregate transactions to Member and Fund Code level or view all.

### How do I download all transactions?

From the Home screen navigate to Funds Under Management, followed by Transactions. Ensure any filters are removed from Investor box ensure you are viewing transactions for all of your clients.

### How do I customise my valuation and transaction report?

On the screen that displays Funds Under Management 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 table. You can remove fields by clicking on the cog and dragging unwanted fields back to the cog list 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.



Portfolio	Fund Description	Asset Code	Asset Description	Total Qty	IA Qty	Non-IA Qty	Total Value GBP	Local CCY

You can also group the table using any fields which contain data by dropping the required field into the box above the grey bar. For example, in the above screenshot, the table has been grouped by Portfolio and then by Fund Description. Further details on this are available in the Overview document.

### 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 fields that no longer fit into the view are viewable via 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 we export saved views so others can use them?

No, each user can configure their own screens to view in the way they prefer.

### 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 1<sup>st</sup> 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 can I see price and price date?**

These are not fields currently available in the portal however the price date is two days previous to the date of the valuation/transaction (the As Of box). To calculate the price, divide the Local CCY by the Total Quantity held.

**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.

**What happens if I select a future valuation or transaction date?**

If a future valuation or transaction date is requested, no data will be displayed

**How are Interavailable holdings displayed?**

Please see the Overview document for full details of how Donor and Recipient members holdings are displayed.

**Can I see a securities holdings report via the portal?**

The portal does not show information where assets are held. The assets are held by Citibank as our custodians and this can only be viewed under the Citi access. Citi sends MT535 via Swift to reconciliation agents.

**Accrued dividends are not showing in my valuation, how do I see these?**

Accrued dividends can now be found on the transaction screen. If dividends are swept to FAL, they will appear in the balance once the sweep has completed every quarter.

**How do I download a valuation or transaction report onto my own device?**

On the Funds Under Management or Transaction tab, selected your desired view. Click on the down arrow at the right of the screen next to the cog icon. This will open the valuation to save to your own device.

**In what format are the valuations and transactions downloaded?**

The valuations are downloaded in Microsoft Excel format (.xlsx).

**Can we download formatted PDF reports via this 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 2022. In the interim, reports can be downloaded to excel and saved as PDFs.

*Further details on valuations and transactions are available in the Overview document.*

## SECURE MESSAGING

### **How do I know Lloyd's Member Services have sent a message or document to me within FAL Online?**

You will receive an email, to the email address you used to register for FAL Online, to alert you to the message or document waiting to be viewed.

### **How do I access the Secure Messaging area of FAL Online?**

Click on the envelope icon 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 Member Services have sent to you, retrieve your sent messages, and compose new messages to Member Services. There is also functionality to save a draft message if you wish to send at a later date/time.

*Further details on secure messaging is available in the Overview document.*

## DOCUMENT EXCHANGE

### **How do I view documents that have been sent to me 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 document.

### **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 using the document upload facility by clicking 'Documents' on the top of the home page and selecting '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 all the relevant information, click 'Save'. A full list of document categories is available at the end of the Overview document.

**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.

*Further details on the document exchange is available in the Overview document.*