LLOYD'S

Member Services 14th July 2021

FAL Online FAQs (IMs & other Interested Parties)

SYSTEM ACCESS

How do I access FAL Online?
If you are a current user of Members Access, you can continue to access FAL Online from www.lloyds.com. Access to both systems will be available for a limited period.

Users 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.

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. 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, but this will be kept to a minimum.

Why can't I access all of the Members/depositors 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 later this year will reduce this time. If members/depositors are still not viewable, please email FALonline@lloyds.com with details and we will investigate why you cannot see all of the members/depositors you are connected to.

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 Members Access Terms 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 during 2021, after which the information will be real-time.

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. From the Funds Under Management tab, you can also extract valuation and transaction data. Please see the Overview document for further information on this.

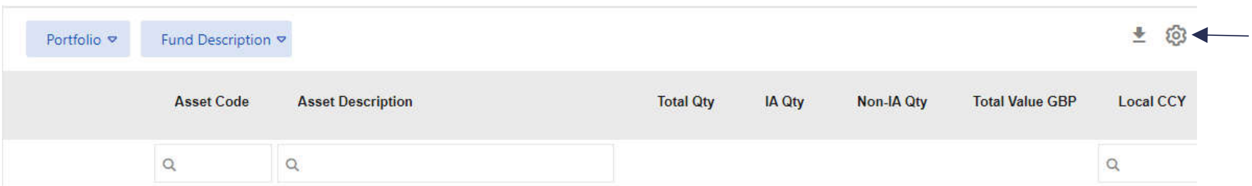
What should I do if some of the information displayed is incorrect?
If you believe any the information displayed is incorrect, please email FALonline@lloyds.com and we will investigate.

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.

FAL VALUATIONS

How do I view a Member's Valuation?
From the Home screen click on 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 customise my valuation report?
On the screen that displays your Funds Under Management, 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.



You can also use any fields which contain data, to group the table by. 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 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.

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

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 times 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.

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

How do I download a valuation report onto my own device?
On the Funds Under Management tab, selected your desired view (Asset Class, Sub Asset Class or Currency). 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.

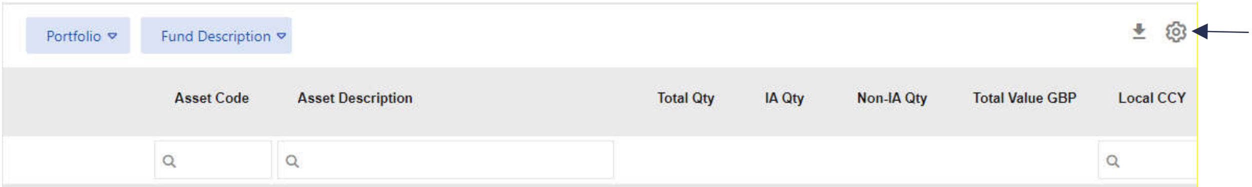
In what format are the valuations downloaded?
The valuations are downloaded in Microsoft Excel format (.xlsx).

Further details on valuations are available in the Overview document.

TRANSACTIONS

How do I view Transactions?
From the Home screen click on 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 customise the Transactions report?
On the screen that displays 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. Further customisation instructions are available in the Overview document in the Transactions section.



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.

How far back can I view historical transactions?
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 times 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.

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.

How do I download the 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 Microsoft Excel format (.xlsx) and you can save it to your own device.

Further details on transactions are available in the Overview document.

<u>SECURE MESSAGING</u>

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.