

15th March 2006

Lloyds TSB Salesforce

# PhonesForU - But Not If You're An FA, FPM, SFPM, Premier Manager or PAM

All Mortgage Specialists in Lloyds TSB are to be provided with mobile phones for business use. We may occasionally have disagreements with C&G Senior Management but when they have made the right decision, which they have done on this occasion, it would be churlish of us not to acknowledge that fact. The commercial logic of providing mobile phones to a Salesforce population, which C&G Senior Management have accepted, seems to be a 'no-brainer'.

It is a scandal that Financial Advisers, Financial Planning Managers, SFPM's, Privilege and PAM's are still not provided with a mobile phone by the Bank but instead have to use their own for business purposes. This is despite the fact that members of the Salesforce need to be in constant contact with the branches they cover and customers they are dealing with. How much business would the Bank lose if the Salesforce didn't use their own mobile phones? If you're a customer with assets of £200k and are speaking to an SFPM about investments, then you will want to speak to your adviser when it suits you. They can do that now but that's only because SFPM's, and other members of the Salesforce, use their own mobile phones. Members of the Scottish Widows Salesforce are provided with mobile phones. Are we saying that members of the Lloyds TSB Salesforce are less deserving? Are Terri Dial, Peter Navin, Paul Pester and the Community Bank Managing Directors provided with mobile phones? How many Lloyds TSB customers, who incidentally pay their salaries, do they speak to directly during the course of an average week? If they don't speak to any external customers why do they need mobile phones?

Whenever LTU has raised this issue in the past the Bank has always said that it's way down their list of priorities. But should it be? If you're an FA currently paying £50 per month out of your own salary for a mobile phone that you need to have in order to do your job, then it's an important issue that should be at the top of Peter Navin's priority list. The current rules state that mobile phones will be provided only where there is a perceived business need. There is a perceived business need for the Salesforce to be provided with mobile phones and the Bank should do so immediately.

**Mark V Brown**  
Assistant General Secretary

