

3rd March 2010

Regulated Salesforce

Segmentation, 'L' Day & H2 Targets

Wealth Management has announced yesterday changes to its segmentation arrangements between the LTSB and HBOS Retail Banks and UK Private Banking which will result in 228 job losses.

The biggest change is to the current segmentation arrangements operating in Lloyds TSB and HBOS. From the 1st July segmentation across LTSB, Bank of Scotland and HBOS will operate as follows:

- **Customers with investable assets of less than £250k and/or income of less than £100k will now be served exclusively by Bancassurance Advisers in the LTSB and HBOS Branch Networks.**
- **Wealth Planning across both networks will now look after clients with investable assets of between £250K and £2 million or with income of between £100k and £500k. High Net Worth will serve clients who have between £2 million and £5 million to invest.**
- **If a Retail customer has any complex financial needs, not covered by an FA's license, such as IHT advice and pension transfers, those will still be covered by Wealth Management Advisers Personal.**

There are currently 450 Wealth Management Advisers Personal across both networks and that number will reduce to 290. In Lloyds TSB there are up to 50 FA roles and 20 in HBOS which Wealth Management Advisers Personal will be able to opt for if they don't secure a role following the reorganisation.

'L' Day

To enable Bancassurance Advisers across both networks to maximise the new opportunities brought about by the new segmentation rules a new client proposition will be unveiled as part of the 'L' day programme. The 'L' Day Training Programme will be split into two

parts. The first part of the training programme will be through distance learning material (DLM), which will take at least 16 hours to complete. The DLM will cover products and processes including understanding the new Plan.it system, investment products and will culminate in a series of online tests. The second part of the training programme is a series of FA workshops which will be for 10 days spread over two consecutive weeks. FA's will be issued with their new Plan.it laptop on the Friday before the course starts. When the pay and targets for 2010 were announced we said that the new sales process would take FA's out of the business in June and July and that targets would need to be adjusted accordingly. LTU and the Bank are discussing the target adjustments and the outcome of those discussions should be announced shortly. Members with any questions on 'L' Day can contact the Union's Bedford Office 01234 262868.

Targets

It's been one of the worse kept secrets but the new segmentation rules will offer significant potential benefits for the FA population in Lloyds TSB, in the second half of 2010. Based on past experience, LTU's expectation is that the Bank will want its pound of flesh from the new opportunities provided to FA's in the form of increased targets. Given the state of the economy, targets are being reviewed constantly and we will be doing that over the next few weeks taking into account performance to date, the new systems and products emanating from 'L' Day and the implementation of segmentation on the 1st July. We will keep members up to date on the outcome of those discussions. Members with any questions can email me at Mark.Brown@lftu.co.uk.

Mark V Brown
Assistant General Secretary



Membership Application

LTU, St John's Terrace, 3-7 Amphill Street, Bedford MK42 9EY Tel 01234 262868 Fax 01234 262821 www.ltu.co.uk 24hours@ltu.co.uk

Title

Surname

Forename(s)

Home address

Postcode

Date of birth

Payroll number

Branch/Office/Dept

Location code

Home telephone

Work telephone

Personal Email address

Work Email address

Job title

Pay band

Date of joining group

Vassar Smith Fund

The Vassar Smith Fund is a registered charity which provides support and financial assistance to current, retired and former members of staff and their dependants.

If you would like to contribute to the Fund tick this box to make a monthly contribution of 10p or, if you would like to donate more simply write the amount you would like us to add to your subscription in the same box.

Subscription Category... 2010

Bands 1, 2, 3 & 4	£11.75 p.m.	<input type="radio"/>
Band 5	£11.05 p.m.	<input type="radio"/>
Bands 6, 7 & 8 (25 and over)	£10.25 p.m.	<input type="radio"/>
Bands 6, 7 & 8 (under 25)	£9.25 p.m.	<input type="radio"/>
Part time (15 hrs and over)	£5.65 p.m.	<input type="radio"/>
Part time (under 15 hrs)	£4.30 p.m.	<input type="radio"/>

"For the purposes of the Trade Union Act 1984 and other statutory requirements I authorise the Union to use my work address as my "proper address" to which any communications may be sent."

Signature Date

Please tick if you do Not wish to receive marketing information from LTU and LTU's insurance partner Holiday Choice Ltd.

To receive LTU newsletters by email ... tick here

Email address preference (please tick) Personal Work



Instructions to your Bank or Building Society to pay by Direct Debit

Please fill in the whole form and send it to:
Lloyds TSB Group Union, St John's Terrace, 3-7 Amphill Street, Bedford MK42 9EY

Originator's Identification Number

8 3 0 2 7 1



1. Name and full postal address of your Bank or Building Society

To: The Manager

Address Bank or Building Society

Postcode

2. Name(s) of account holder(s)

3. Branch sort code

4. Bank or Building Society Account Number

5. Lloyds TSB Group Union reference no.

6. Instructions to your Bank or Building Society. Please pay Lloyds TSB Group Union Direct Debits from the account detailed on this instruction subject to the safeguards assured by The Direct Debit Guarantee. I understand that this instruction may remain with Lloyds TSB Group Union and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s)

Date

The Direct Debit Guarantee This Guarantee should be detached and retained by the Payer.

- This Guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme. The efficiency and security of the Scheme is monitored and protected by your own Bank or Building Society.
- If an error is made by Lloyds TSB Group Union or your Bank or Building Society you are guaranteed a full and immediate refund from your branch of the amount paid.
- If the amounts to be paid or the payment dates change Lloyds TSB Group Union will notify you 10 working days in advance of your account being debited or as otherwise agreed.
- You can cancel a Direct Debit at any time by writing to your Bank or Building Society. Please send a copy of your letter to us.