



Treasury Committee

Charlie Nunn
Group Chief Executive
Lloyds Banking Group

By e-mail

Tuesday 17 March 2026

Subject: Improper disclosure of individuals' account information

Dear Mr Nunn

On Thursday 12 March, it was reported that some customers of Lloyds Banking Group were able to see information through their banking app related to accounts they should not have had access to.

On the face of it, this is an alarming breach of data confidentiality. In the interests of transparency, I would welcome a set of responses from Lloyds Banking Group related to this troubling incident.

In your first response, which I would welcome as soon as possible, please could you answer the following questions:

1. Please can you provide the Committee with an overview of the incident, including the channels (e.g. app, internet banking) and brands that were affected by this incident. This should include a timeline of your response;
2. A description of the information that has been incorrectly presented to people other than the correct account holder, including whether it was limited to just information about transactions or whether other personal information, including National Insurance numbers, was released;
3. Whether it is possible to identify those whose information has been incorrectly passed on to others, and if so, how you will communicate with those customers;
4. The number of customers that have been affected by the incident. This should be separated into the number of people who saw other people's information, and the number of people whose information was erroneously provided to others, if possible;
5. What steps you are taking to encourage those who may have taken copies of data to which they were not entitled to delete it;
6. The amount of compensation that Lloyds Banking Group has so far paid related to this incident and to how many people, and whether Lloyds Banking Group will be proactive in providing compensation to those who may at present not know they have been a victim of this data breach;



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7. When Lloyds Banking Group first informed the Financial Conduct Authority and the Information Commissioner about this breach;
8. Your initial explanation of the reason for this failure of data protection.

Following this response, and preferably within one month of your first letter, please could you answer the following questions.

1. Please can you update the information provided in the first letter.
2. Your initial assessment of whether some customers have been made victims of financial crime, aided by the information released in this breach.

Finally, and preferably within six months, please could you answer the following questions:

1. Please can you provide an update to the questions in the first two letters.
2. Provide a full description of how this incident occurred, and the steps taken to prevent a reoccurrence in the future.

The Committee will publish this letter, and in due course, your initial and subsequent replies.

Yours sincerely

Dame Meg Hillier MP
Chair of the Treasury Committee