Treasury Committee

Jasjyot Singh OBE
Chief Executive Officer, Consumer Relationships
Lloyds Banking Group

By email

Friday, 20 March 2026

Dear Mr Singh

Follow-up requests following Financial Inclusion Strategy evidence session on 4 March 2026

Thank you for your appearance in front of the Treasury Committee on Wednesday 4 March 2026.

During the evidence session, you were asked to follow up in writing on the following points. I have referenced the question numbers from the transcript for further background:

- What is your organisation doing to support digital inclusion, particularly for customers who do not go online or who rely on non-digital services? (Q76)
- How will you monitor and test whether your digital inclusion activities are having a tangible effect on customers who do not go online or who rely on non-digital services, and how do you intend to measure the impact of those activities? (Q76)

We would be grateful if you could respond to this letter by 15 April 2026.

In line with the Committee's usual practice, I will, in due course, publish this letter and your response.

Yours sincerely

Meg Hillier

Dame Meg Hillier MP
Chair of the Treasury Committee

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