

PPI ORDER: LBG NON-CONFIDENTIAL ACTION PLAN



	Phase 1 (Already Commenced)	Phase 2 (September 2021 – March 2022)	Phase 3 (April 2022)
Remediation	Issue apology letters to customer impacted by breach of the PPI Order, with appropriate customer treatment to be applied	Continue to process, monitor and validate customer responses.	Provide final response rates to CMA
Future Breach Mitigation	Identify root cause for breach and design appropriate IT solution, to prevent future occurrences	Build, test and deploy system fix, ahead of next mailings scheduled in March 2022	Post production control framework testing of system fix
Governance / Assurance	Provide copy of action plan to CMA	Provide updates to CMA on progress against action plan	Provide final update to CMA on delivery of action plan