

FAL Online

Guide for Registration and access to the portal

FAL Online

Registration and access to the portal

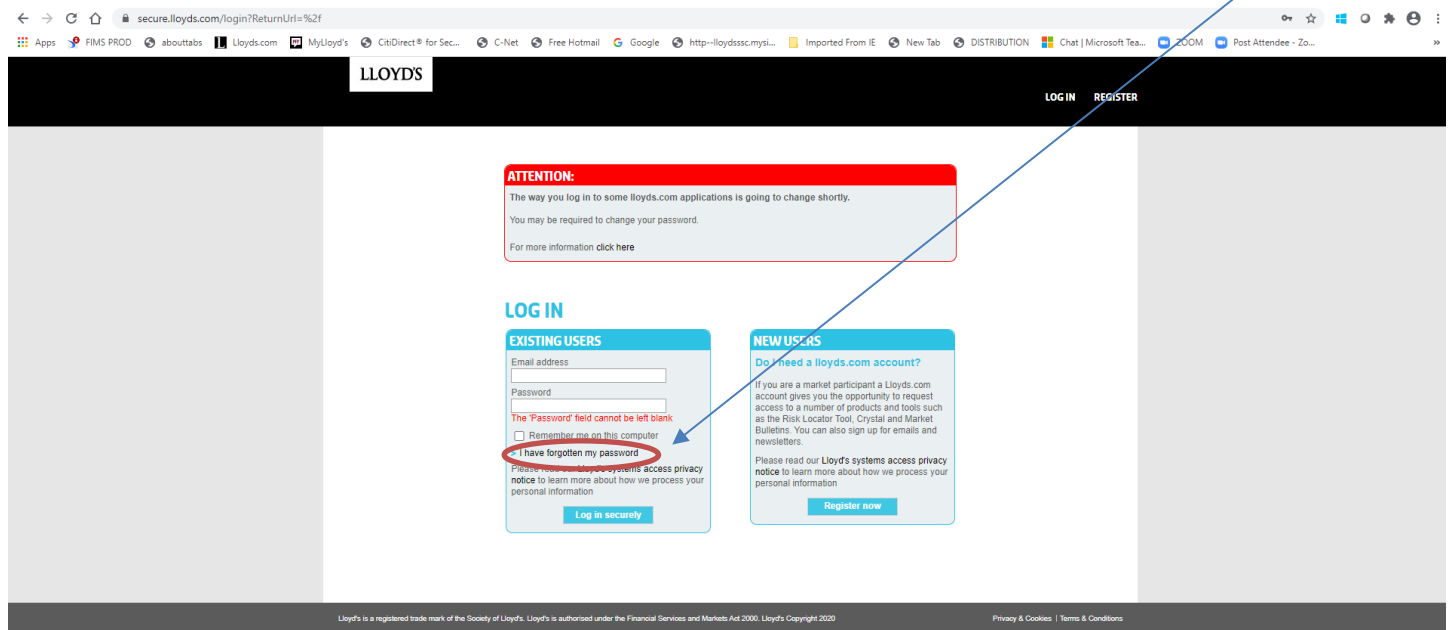


The first phase of the delivery will include a dashboard, FAL holdings and valuations with the ability to customise screens and reports for you to extract for further analysis. The FAL Online portal will provide a secure messaging and document exchange facility with the member services team at Lloyd's ensuring at all times that your personal data is protected. Transactions will follow in the near future. In the interim continue to use the Members Access portal to view your transactions.

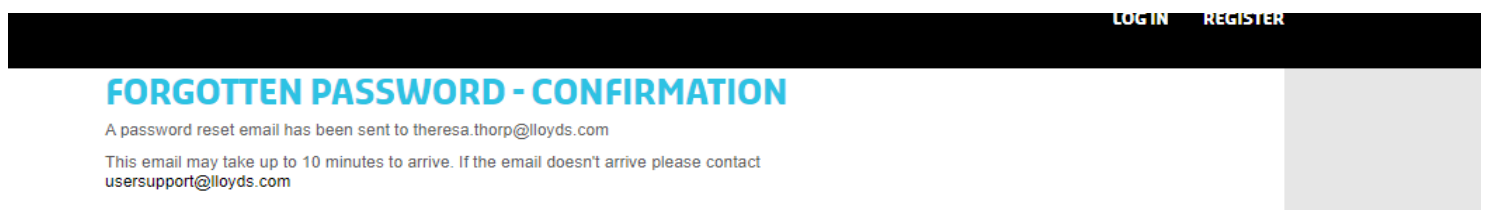
EXISTING USERS

1.1 If you are actively using your account, you will automatically be linked to the new FAL Online Portal. You can access via <https://secure.lloyds.com> where you will find the FAL Online option in your available applications or [click here](#) and log in using your email address and usual password. This will navigate straight to the new FAL Online portal. Please use the Members Access portal via <https://FAL.lloyds.com> for transactions. You will receive a screen with the terms and conditions on first use and will need to confirm your acceptance. The terms and conditions will also be available on the Members Services page on Lloyds.com <https://www.lloyds.com/market-resources/member-services/falonline>

1.2 If you are registered but have not used your account for 18 months you will need to reset your Lloyds.com password first. Please go to <https://secure.lloyds.com/> and choose "I have forgotten my password".



1.3 Enter your email address in the pop-up box and submit. You will receive a notification on the screen that a password email has been sent.



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1.4 You will receive an email asking you to click on a link to reset your password. Please do this.



Please click on the link below to reset your password.

<https://secure.lloyds.com/password/reset/?resetPasswordKey=ba5dd816-ceec-4140-aac2-3abcf1afc1bd>

Please note that this email is only valid for 4 hours, after which you will need to reset your password again.

Thank you
lloyds.com
usersupport@lloyds.com

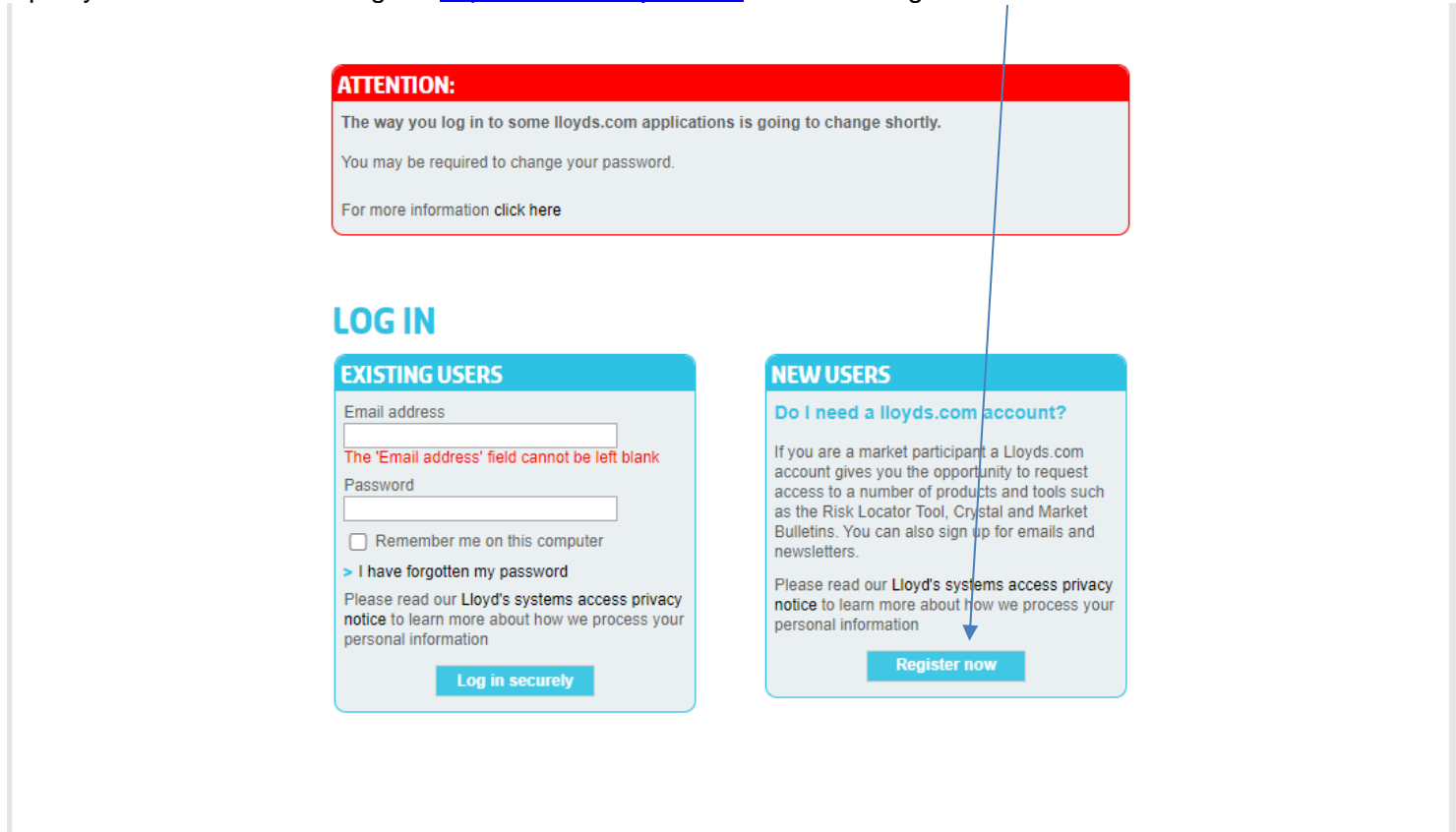
1.5 You will only need to do this once to update your credentials in our systems. Wait for 30 mins then go to step 3.1 and reset your password in the second stage of our dual authentication.

NEW USERS

2.1 In order to gain on-line access to your Funds at Lloyd's (FAL) you must have first registered at www.lloyds.com and complete an application form. This guide will take you through the various steps from the initial registration through accessing the FAL Online and Members Access system.

Setting up a Lloyds.com account

2.2 Open your Web Browser and go to <https://secure.lloyds.com> and click "Register now"





2.3 Complete your details and password for your Lloyds.com account and submit. As a note the email address you use to register must match the email address you quote on the completed application.

LLOYD'S LOG IN REGISTER

CREATE A LLOYD'S ACCOUNT

Your Lloyd's account gives you access to enhanced content and services. If you already have a Lloyd's account, you can [log in here](#).

Mandatory field *

PERSONAL DETAILS

Title *

First name *

Last name *

Contact telephone number

Country of residence *

Are you an insurance professional? * Yes No

COMPANY DETAILS

Job title *

Company name *

Organisation type *

LOG IN DETAILS

Email address *

Password *

Re-enter your password *

I accept the [terms and conditions](#). *

2.4 You will receive an email to confirm your registration. Please click on the link to confirm. Your Lloyds.com account will then be activated. Your email address becomes your log in name. **You cannot progress any further until you have completed an application form and received confirmation that your account has been approved by Lloyd's.**

Application form for the FAL Online and Members access portal

2.5 If you have not received an application form via email, please download a copy via <https://www.lloyds.com/market-resources/member-services>.

2.6 Once completed the application can be sent via email to FALOnline@lloyds.com or posted to Fidentia House, Walter Burke Way, Chatham, Kent, ME4 4RN.

2.7 Upon receipt of your application form, Lloyd's will review and obtain any additional signatures required from Directors of the third party or member for whom you are requesting access. Lloyd's will send you an email to confirm when the portals have been linked to your email account.

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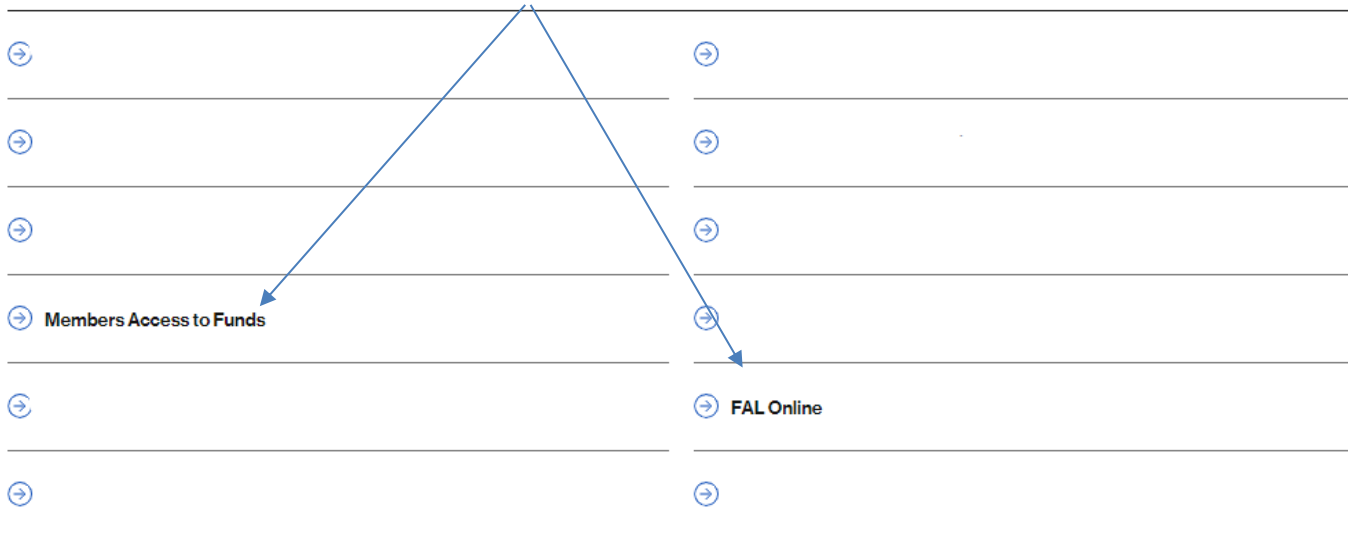


Accessing the portal – dual authentication

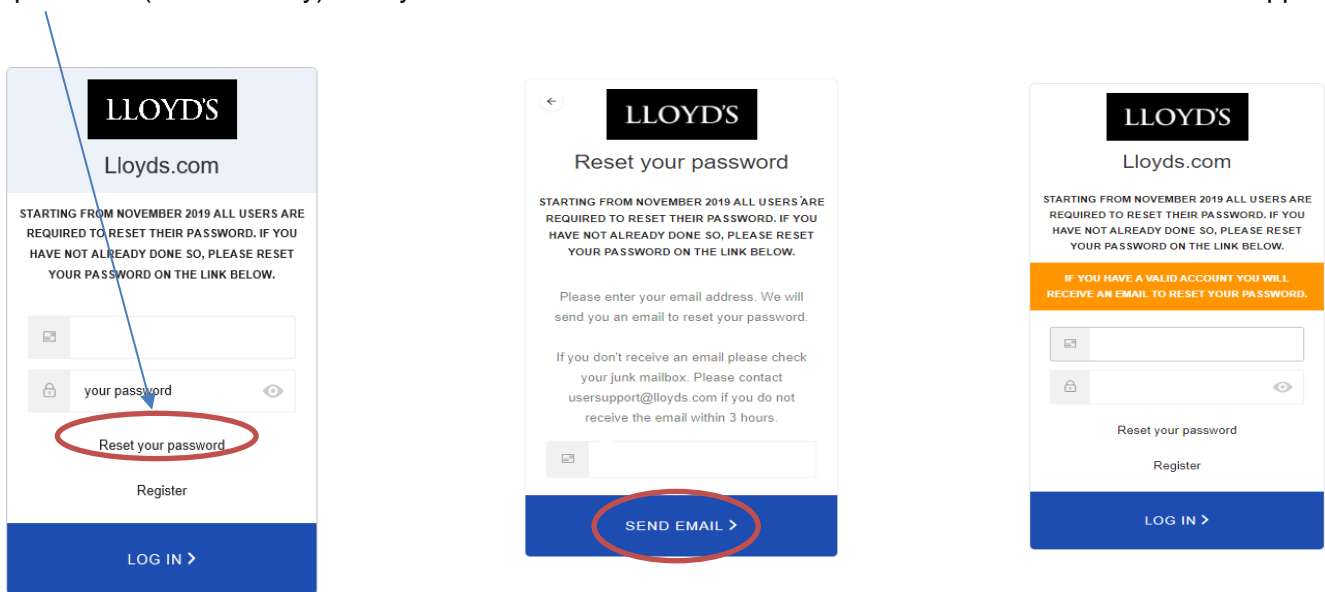
3.1 Lloyd's use a dual authentication log in process and will ask you to set up a second password for access to the portals (Auth 0). You can access by either logging into your Lloyds.com account via <https://secure.lloyds.com> (as below) and choosing the portal you wish to access.

Lloyd's tools

A comprehensive collection of tools, resources and reference material for the Lloyd's market



or you can navigate directly via [click here](#), which will take you to the screen below where you will need to reset your password (first time only). Add your email address and click send email. A confirmation screen will appear.





3.2 A confirmation email will be sent to your email account. Click on the link to complete the reset process.

Please check your junk/spam filter and if the email doesn't arrive add donotreply@lloyds.com to your trusted email list and try again.

FAL Online Registration and access to the portal



Reset your password

 donotreply@lloyds.com
To  Thorp, Theresa

[↩ Reply](#) [↩ Reply All](#) [→ Forward](#) Thu 05/11/2020

[If there are problems with how this message is displayed, click here to view it in a web browser.](#)

-- Caution: Don't open attachments or click on links unless you're absolutely sure that you know who the sender is. --

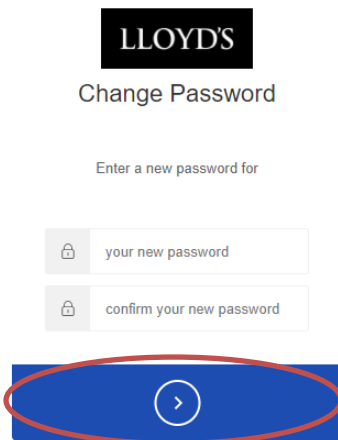


Password Reset Request

Please follow [this link](#) to complete the reset process.

Thank you.

Enter your new password in twice and click on the button highlighted below.



A message will appear on the screen to confirm your password has been successfully reset and you will be returned to the Lloyds.com login page.

You are now ready to go [click here](#) to log in using your email address and password. Save this link to your favourites menu for future use. This will navigate straight to the new FAL Online portal. Please use the Members Access portal via <https://FAL.lloyds.com> for transactions. You will receive a screen with the terms and conditions on first use. You will need to confirm your acceptance. The terms and conditions will also be available on the Members Services page on Lloyds.com <https://www.lloyds.com/market-resources/member-services/falonline>

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LLOYD'S

**Contact
Details**

By Email

FALOnline@lloyds.com

By Post

FAL Online
Lloyd's Member Services
Fidentia House L2
Walter Burke Way
Chatham Maritime
Kent
ME4 4RN