

Lloyds TSB Middle East wins JP Morgan Quality Award for the fifth successive year

- Awards are global benchmark for consistency, high quality performance and standards in the area of money transmissions

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Lloyds TSB Middle East, part of one of the world's largest banking groups, today announced that it has been awarded the prestigious JP Morgan Quality Award for the fifth consecutive year. This 'best in class' industry award is in recognition of the bank's superior quality and consistent high performance in the area of international money transmissions.

JP Morgan's Executive Director of Treasury Services, Peter Vernon handed over the award to Paul Baker, Senior Manager of Money Transmission, Lloyds TSB Middle East at a ceremony held at the bank's main branch in Jumeirah.

Commenting on this achievement, Julian Ashall, Chief Operating Officer, Lloyds TSB Middle East said,

"We are thrilled that our continuing hard work has again been recognised. To win for five years in a row reflects the ongoing hard work and diligence of the entire team. It is also a testament to Lloyds TSB Middle East's unparalleled customer service, placing us amongst the best in the global banking industry.

This is a fantastic achievement and we will continuously aim to provide our customers with the most secure and efficient way of banking. We remain committed to offering the highest quality products and services for the benefit of our customers."

Lloyds TSB Middle East achieved a Straight Through Processing (STP) average of 98% on payments remitted through JP Morgan, which has resulted in minimal errors and delays. Such high quality performance have consistently put Lloyds TSB Middle East among the best in the money transmissions industry.

Paul Baker, Senior Manager, Money Transmission at Lloyds TSB Middle East added,

"By achieving such high levels of STP our customers can be assured that payments reach their destination in the shortest possible timeframes. This award is great news for our customers and demonstrates our ongoing commitment to keeping the customer at the heart of everything we do."



The JPMorgan Chase annual Quality Recognition Award was instituted in 1997 to recognise those clients who achieve a best-in-class level of operating excellence. The award has a rigorous selection process and with funds transfer clients having to demonstrate that they are able to meet the stringent criteria. Consequently, less than 1% of JP Morgan Chase's funds transfer clients are able to meet the selection criteria to qualify for this award. This year only 100 banks out of 4500 were recognized for various industry excellence awards.

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Photo Caption: Pictured left to right are Karim Sinno (Assistant Vice President, Financial Intuitions, Treasury Services, JP Morgan), Peter Vernon (Executive Director, Treasury Services, JP Morgan), Julian Ashall (Chief Operating Office, Lloyds TSB Middle East), Paul Baker (Senior Manager, Money Transmission, Lloyds TSB Middle East)

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Notes to Editors:

Lloyds TSB Dubai is a branch of Lloyds TSB Group, one of the world's largest and most respected banking groups. Lloyds TSB employs over 70,000 people in more than 20 countries worldwide. Lloyds TSB has been a leading bank in Dubai for over 30 years and was awarded its banking licence by the UAE Central Bank in 1977. For more information, please visit www.lloydtsb.ae

[About Lloyds TSB Middle East](#)



Lloyds TSB

The main branch of Lloyds TSB Middle East is in Jumeirah, housed in a custom built landmark building, located on Al Wasl Road opposite Safa Park. The bank also has Customer Service Centres located at the Arabian Ranches, Healthcare City, Green Community and Uptown Mirdiff. Lloyds TSB Middle East employs over 300 people providing a full range of financial services including: Personal Banking, Commercial Banking, Corporate Banking, Offshore Banking, Private Banking, Treasury Services and Trade Finance Services. In addition to market leading car and home loans, credit cards, personal and commercial loans, current and savings accounts, and fixed term deposits, Lloyds TSB Middle East also offers easy accessibility to telephone banking and secure internet banking 24 hours a day, 7 days a week.

