



Lloyds Banking Group scales adoption of Microsoft 365 Copilot to supercharge their AI transformation

- **93% of the Group's employees with M365 Copilot licenses are actively using the tool**
 - **Employees are saving an average of 46 minutes per day**

London, UK — 20th October 2025 — As part of Lloyds Banking Group's transformation journey, the Group is setting a new standard in Artificial Intelligence (AI) adoption in financial services, successfully scaling AI deployment, supported by robust safeguards. To date, nearly 30,000 Copilot licences have been rolled out, with 93% of colleagues actively using the tools to enhance productivity.

Boosting productivity with M365 Copilot

The rollout of M365 Copilot is helping teams summarise documents, prepare for meetings, and reduce administrative tasks, with a recent survey of LBG's colleagues showing an average of 46 minutes have been saved per day with Copilot.

This includes helping colleagues feel better prepared for client engagements, and product teams generating test plans in minutes, freeing up time for creative problem-solving work. In software engineering, GitHub Copilot is supporting how the Group transforms its operations, with nearly 5,000 engineers now using the tool regularly.

"We converted 11,000 lines of code across 83 files in half the expected time," said **Vic Weigler, Chief Technology Officer at Lloyds Banking Group**. "We're committed to enabling engineering excellence, by equipping our teams with tools like GitHub Copilot that empower them to do their best work, accelerate delivery, and drive innovation across the organisation."

In 2022, Lloyds Banking Group announced its £4 billion investment in its technology and data and leveraging multiple toolsets to support its AI ambitions. It has already made significant progress in embedding AI across the Group, supporting its ongoing strategic transformation to better serve customers and prepare for the future.

AI skills of the future

Tens of thousands of colleagues, from branch staff to senior leaders, are building their AI literacy, ensuring that the benefits of these technologies reach every corner of the organisation.

This year's industry-leading Data & AI Summer School included more than 250 sessions for all colleagues, ranging from Agentic and Generative AI, data strategy, data visualisation, machine learning, and data management. The sessions were delivered across the UK, with a record 90,000 colleagues registering to attend.

"We quickly identified the transformative impact that AI could deliver across our organisation, and over the last few years have put in place the assurance frameworks and tools we need to deploy AI safely and at scale," says **Ranil Boteju, Chief Data and Analytics Officer, Lloyds Banking Group**. "With these foundations in place, we're reimagining how we operate by embedding AI across our business to drive smarter decisions, faster outcomes and better experiences. Our colleagues have embraced tools like M365 Copilot and GitHub Copilot, giving them more time to focus on what matters most – delivering exceptional service for our customers."



Growing technology teams

Lloyds Banking Group has hired over 4,000 in data and technology roles since the start of 2022. Its AI Centre of Excellence is home to more than 200 technology specialists including data scientists, machine learning engineers and AI ethicists to drive responsible innovation across the organisation.

The Centre also nurtures future talent, supporting one of the UK's largest data science graduate schemes in the UK, with over 80 new graduates joining in 2025.

Driving innovation and efficiency through AI integration

“Lloyds Banking Group’s pioneering approach to AI showcases the tangible impact that tools like M365 Copilot and GitHub Copilot can deliver – whether that’s saving time throughout the day on routine tasks or halving the time it takes to manage legacy IT systems,” says Darren Hardman, CEO, Microsoft UK & Ireland. “We look forward to continuing our work together, delivering on our shared Agentic vision to ensure Lloyds Banking Group maintains its position as a truly world-class AI-powered digital bank.”

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Notes to editors

Microsoft defines active users of Copilot as those engaging with the tool across a rolling 4-week period. The 46 minutes saved per day is based on a sample of 1,000 Copilot users at Lloyds Banking Group.

About Lloyds Banking Group

With 28 million customers, we’re proud to be the UK’s biggest digital bank. Our services span retail and commercial banking, insurance and long-term savings, delivered through trusted brands including Lloyds, Halifax, Bank of Scotland and Scottish Widows.

Our purpose is Helping Britain Prosper. For more than 320 years, we’ve served households and businesses across the UK. Today, we’re transforming how we do that. We’ve invested more than £4bn in our digital transformation, and we’re just getting started. That means building smarter, more resilient tech, expanding our use of AI, and creating seamless experiences for a digital-first Britain.