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Lloyds Banking Group expects over £100 million in value from next-generation AI in 2026

- Generative AI delivered around £50m of value for Lloyds Banking Group in 2025, with more than £100 million in additional value expected this year as the Group extends its AI leadership position
- Over 50 AI use cases were rolled out in 2025, enhancing customer interactions, accelerating query resolution and boosting frontline colleague support
- The Group will accelerate AI adoption in 2026 with many more GenAI and agentic AI use cases to be launched alongside an AI Academy for 67,000 colleagues

As part of its financial results released today, Lloyds Banking Group announced that generative AI (GenAI) has delivered around £50 million of value in 2025, with more than £100 million in additional value expected in 2026 through the continued scaling of both GenAI and agentic AI across the Group.

In 2025, the Group deployed over 50 GenAI solutions, transforming how customers interact with the bank. This includes faster and more intuitive in-app search experiences, along with quicker, more accurate responses across customer operations, empowering colleagues to provide enhanced support in branches and over the phone.

In 2026, the Group will scale agentic AI across the bank, maximising today's tools and launching many more use cases, including significant strategic investments in agentic AI, to deliver faster, more seamless experiences for its 28 million customers.

AI transforming how colleagues work

AI is already making day-to-day work simpler, faster and more efficient for thousands of colleagues across the Group, with tools that include:

- Athena Knowledge Management Tool: Athena is an AI-powered internal search and knowledge assistant that helps colleagues quickly find information to answer customer queries. Used by 20,000 colleagues, it has reduced search times by 66% on average, enhancing customer service and convenience.
- GitHub Copilot for Engineers: Around 5,000 engineers are using AI-supported coding tools, driving a 50% improvement in converting code for established systems, accelerating upgrades to key customer-facing technology.
- AI HR Assistant: Resolving around 90% of HR queries correctly on first contact, this tool gives colleagues rapid, reliable support while reducing administrative workload across HR teams.

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Accelerating AI in 2026

To build on this momentum, Lloyds Banking Group will deepen its AI capabilities throughout 2026. In addition to the new GenAI and agentic AI solutions planned for this year, a major milestone in 2026 will be the full customer rollout of the Group's AI-powered financial assistant.

The assistant will give customers quicker answers, tailored guidance and more intuitive support within the mobile app. Over time, it will expand beyond everyday banking to help customers navigate savings, borrowing, investments and protection.

Alongside this, Lloyds Banking Group will continue to strengthen colleagues' AI literacy by launching a new AI Academy, helping teams across the organisation develop the skills and confidence to use AI responsibly and effectively.

Ron van Kemenade, Group Chief Operating Officer at Lloyds Banking Group, said: "AI is already delivering real value for our business, our colleagues and our customers. The progress we've made this year shows the scale of the opportunity ahead. By continuing to extend our leadership in AI and scaling the most impactful technologies across the Group, we can unlock new opportunities to better support our customers, strengthen our operations and realise further financial benefits in the years ahead."

Lloyds Banking Group's progress on AI has also been recognised externally, with the Group rising 12 places in the Evident AI Global Index last year, the strongest improvement of any UK bank. This follows further industry recognition, including being recognised as 'Outstanding' in Euromoney's Global Digital Banking Report, highlighting how the Group's approach to technology is helping support customers more effectively across the UK.

Notes

About Lloyds Banking Group

With 28 million customers, of which over 23 million are digitally active, 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.

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