

## **Lloyds uses agentic AI platform to strengthen customer fraud support**

- Overall decision accuracy has exceeded 90% following continued testing and refinement
- Fraud specialists now use roughly half as many systems during a customer call
- Colleague overrides of the platform's recommended decisions have fallen by 30%

**Lloyds expands agentic AI platform** to strengthen customer fraud support after it supported fraud specialists across more than 10,600 live customer cases in 90 days.

The platform, which helps colleagues investigate suspected debit card fraud, has improved its overall decision accuracy to over 90% in September, helping customers reach a resolution quicker.

### **Improved through use in more than 10,600 customer cases**

Lloyds improved the platform by testing its outputs against completed case outcomes and using feedback from fraud specialists to refine how it identifies relevant information, assesses fraud indicators and presents suggested actions. Over 90 days, 50 improvements were delivered through seven updates, contributing to more consistent recommendations and fewer false alarms and missed fraud cases.

The platform has achieved over 90% overall decision accuracy. In cases where it identified suspected fraud, more than 90% were subsequently confirmed as fraud. In simple terms, it is getting better at confirming more accurately when a transaction flagged as fraud really is fraud following interaction with our customers thereby reducing avoidable losses and improving the customer experience.

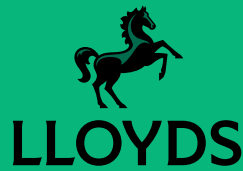
As performance improves, Lloyds is continuing to test and monitor the platform before expanding its use in line with Lloyds' Responsible AI approach, the technology supports rather than replaces colleague judgement. Trained fraud specialists review the evidence and suggested actions and remain accountable for the customer decision.

### **A simpler experience when customers need support**

When a customer contacts Lloyds about suspected fraud, specialists can need information from multiple systems to understand what has happened and decide what action to take. The agentic AI platform brings more of that information together, assess relevant fraud indicators and recommends next steps, allowing the specialist to focus on the customer while remaining responsible for the final decision.

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### **Fewer systems, faster support**

The platform has already roughly halved the number of systems fraud specialists need to use during a customer call, from a process that previously required information across 12 to 15 systems. Lloyds aims to reduce this further to two or three systems by the end of the year. Over time, the bank aims to bring the information and actions needed for each case into one AI-enabled workspace.

### **How the AI works**

The platform uses a group of specialist AI agents, each designed to support a different part of a fraud investigation. A central system coordinates their work and guides fraud specialists through up to nine stages of a case. By bringing relevant information and actions together, the technology helps colleagues investigate suspected fraud through a more joined-up process.

The reduction in overrides means that colleagues are increasingly able to use the platform's recommended decisions without changing them, meaning customers get the right fraud decisions quicker.

### **Supporting Lloyds' wider use of AI**

The fraud AI platform is one example of how Lloyds is introducing next-generation AI across the business. Components developed for the platform are already being reused across other fraud journeys, helping teams move faster as the capability expands and could support further reuse in future, including in areas such as quality assurance. Taken together, these AI programmes are expected to contribute more than £100 million in additional value during 2026.

**Rohit Dhawan, Group Head of AI and Advanced Analytics at Lloyds, said:** "Fraud investigations involve multiple checks and decisions. This technology uses specialist AI agents to handle different parts of that process, while a central system coordinates their work and gives our fraud specialists the information they need in one place.

"The improvement in accuracy shows the value of testing the technology in real customer cases, listening to the people using it and updating it regularly. We will continue to track how accurately it identifies fraud as we develop the platform further."

**ENDS**

### **Notes to Editors**

#### **About Lloyds Banking Group**

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We have 28 million customers, support one million businesses, and have a presence in nearly

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