



PRESS RELEASE

17 APRIL 2017

FOR IMMEDIATE RELEASE

Lloyds Banking Group says Hello to Windows 10 Exclusive partnership with Microsoft will trial new security features with customers

Lloyds Banking Group has announced a collaboration with Microsoft to test biometric authentication with customers logging into their Lloyds Bank, Halifax and Bank of Scotland internet banking sites.

Windows Hello is a more personal, more secure way to get instant access to Windows 10 devices using a fingerprint or facial recognition. Devices will recognise the user, rather than having to remember an assortment of letters and numbers that are forgotten or could be guessed.

Special hardware and software also binds the device to the user and creates a data representation of a face, not an image – therefore preventing access via an impersonator using a photograph. The cameras on Windows 10 devices use infrared technology to identify faces, so customers can be recognised in a variety of lighting conditions. Understanding how critical it is to protect biometric data from theft, the data is stored locally on the device and shared with no one but the user.

Lloyds will be running a pilot in the second half of the year to test the Windows Hello functionality with Windows 10 users accessing their bank accounts online. Users will have the option to log in to their accounts using their face or fingerprint instead of typing in their passwords.

Gill Wylie, Chief Operating Officer, Group Digital & Transformation, Lloyds Banking Group said, “With customer experience and security at the forefront of our minds, we are keen to run this pilot to explore the new functionality Windows Hello could give our customers.

“I am delighted we are the first banking organisation in the UK to work with Microsoft on Windows Hello, and excited to see how our customers use this feature.”

“This Lloyds Banking Group pilot marks another significant step towards an era of more personal computing,” said **Ryan Asdourian, Windows & Devices Lead, Microsoft UK**. “With more than 400 million active users of Windows 10 able to take advantage of Windows Hello, it’s great to see a major financial services institution looking at how it can apply this technology to transform the customer experience.

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“Windows Hello enables users to log in to a Windows device in less than two seconds and this use of advanced biometric technology will provide Lloyds Banking Group customers with a more seamless and frictionless experience without compromising security.”

Windows 10 users will stay in control of how they log into their device and can opt in or out of using Windows Hello. Online banking passwords can still be used if desired.

Notes to Editor

1. About Lloyds Banking Group

Lloyds Banking Group is building the business and strategy with digital firmly at the centre. They have committed to invest £1 billion in digital capability until the end of 2017, which is focused on delivering customer focused propositions, enhancing digital capabilities and delivery, and transforming the customer experience, whether they are a retail, business or insurance customer. Lloyds Banking Group has 12 million active internet users and over 8 million actively use mobile, making them the ‘biggest mobile bank’ in the UK.

2. About Windows Hello

Link to website: <https://www.microsoft.com/en-gb/windows/windows-hello>

3. The trial

The trial will be run during the second half of the year where the results will be analysed before a full launch is considered.