



L&G expands Microsoft collaboration to accelerate AI enablement and transform customer experience

Legal & General (L&G) has today announced a significant expansion of its relationship with Microsoft, entering a new three-year agreement to support delivery of its digital strategy.

Under the new agreement, L&G will continue to deploy Microsoft 365 Copilot to all 10,000 employees globally. This will embed generative AI into everyday tools to reduce administrative tasks, accelerate insight generation and enable colleagues to focus on supporting customers. The aim is to enhance collaboration and drive greater productivity across the organisation.

L&G will also expand its use of Microsoft Azure to support the modernisation of its technology estate and strengthen the foundation of its digital strategy. By continuing to move key platforms to the cloud, the Group will enhance its ability to securely manage and analyse large volumes of data, while unlocking new capabilities that will support customers.

The agreement builds on L&G's existing collaboration with Microsoft to drive customer focused AI transformation across its Retail business. This has already provided faster, more seamless support for more than 12 million L&G customers. By giving service teams a real-time view of customer interactions and using AI to streamline processes, customer experience has seen an eight-point year-on-year increase in Net Promoter Score during Q1 in DC & Workplace Savings.

The expansion to L&G's collaboration with Microsoft will support the company to deliver against its strategy to simplify its operations, enhance customer experience and build a more digitally enabled business.

Katie Worgan, Group Chief Operating Officer L&G said: "At L&G, we see AI as a powerful enabler of better outcomes for both our customers and our colleagues. This collaboration will move us forward on two fronts; it will help us modernise our technology platforms and it will embed AI-driven tools across the business. The result will be more efficiency and more consistent customer service.

Through our collaboration with Microsoft, we are building a better connected, digital organisation that is better equipped to meet evolving customer needs and support our future growth ambitions."

Darren Hardman, CEO, Microsoft UK & Ireland, added: "AI is the technology that will define the next decade of growth, resilience and customer trust in the UK insurance sector. Legal & General is showing what real ambition looks like, by embedding AI across its entire organisation to transform how it serves millions of customers. By bringing Microsoft 365 Copilot and Azure together at scale, L&G is freeing up its people to spend more time on more important work: understanding and supporting its customers. We're proud to deepen our collaboration and to help L&G build a smarter, more human, more digitally empowered future."

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Notes to editors

L&G will continue to explore how AI and cloud technology can unlock new opportunities across the business, from streamlining operations to delivering ever more tailored customer experiences. The expanded agreement marks the next chapter in a long-standing collaboration, and a shared commitment to shaping the future of financial services in the UK and beyond.

About L&G

Established in 1836, L&G is one of the UK's leading financial services groups and a major global investor, with £1.2 trillion in total assets under management (as at FY25) of which c. 43% (c. £0.5 trillion) is international. We have a highly synergistic business model, which continues to drive strong returns. We are a leading player in Institutional Retirement, in Retail Savings and Protection, and in Asset Management through both public and private markets. Across the Group, we are committed to responsible investing and dedicated to serving the long-term savings and investment needs of customers and society.

Further information

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