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Lloyds Banking Group bolsters AI capabilities by appointing Head of Responsible AI

- Lloyds Banking Group has appointed Magdalena Lis to oversee responsible development and use of AI, ensuring the organisation safely harnesses AI to enhance the experience of its 27 million customers.
- Lloyds Banking Group's AI Centre of Excellence has expanded rapidly to over 200 experts in the field who collectively hold over 30 PhDs in key disciplines.

Lloyds Banking Group has appointed Magdalena Lis as Head of Responsible Artificial Intelligence (AI), starting on Monday 3 February 2025.

This follows the earlier appointment of Dr Rohit Dhawan as Director of AI and Advanced Analytics in August 2024, as the Group continues to bolster its AI capabilities and add to its growing team of industry-recognised experts. Lloyds Banking Group's AI Centre of Excellence now includes over 200 specialists, with more than 30 PhDs in relevant fields.

In her new role, Magdalena Lis will focus on leveraging next-generation technology to enhance Lloyds Banking Group's products and services while implementing necessary safeguards and controls. She brings over 15 years of experience in AI, having previously served as an advisor on responsible AI to the UK Government and most recently as Head of Analytics and Data Science at Toyota Connected Europe.

Magdalena holds a PhD in Computational Linguistics (AI) from the Centre for Language Technology at the University of Copenhagen and has authored 12 peer-reviewed publications, including research on transparency in AI systems.

Dr Rohit Dhawan, Director of AI and Advanced Analytics at Lloyds Banking Group, said:

“Artificial intelligence has the potential to transform banking and we're investing and recruiting at pace to lead the way. While we continue to push the boundaries of GenAI to enhance our products and services for customers, it's vital that we have the appropriate safeguards in place to ensure the technology is implemented ethically and safely. Magdalena will be instrumental to our transformation, bringing a wealth of experience in AI, and I look forward to working together.”

Magdalena Lis, Head of Responsible AI at Lloyds Banking Group, added: “AI represents a big opportunity for Lloyds Banking Group and I'm excited to be a part of the business. The Group's

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commitment and investment in the technology, and the opportunity to work with a broad range of industry experts, made the role very attractive. I'm looking forward to working towards unlocking the benefits of AI for Lloyds Banking Group and its customers.”

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