ORGANISATION AI INTELLIGENCE

Legal & General

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Generated 4 Aug 2026, 01:18 UK | Evidence-linked tear sheet

0 VACANCIES ANALYSED	7 DISCLOSURE FINDINGS	0 RELATED NEWS ITEMS

EXECUTIVE EVIDENCE READOUT

TALENT Coverage-qualified vacancy measurement is not currently available.

DISCLOSURES 7 source-verified findings across 1 retained documents. Latest highlighted finding: Collaboration with Microsoft for AI-enabled customer support platform.

RELATED INTELLIGENCE No qualifying related news item is currently retained.

HIRING THEMES

Talent measurement is not configured for this organisation.

OFFICIAL AI DISCLOSURES

Collaboration with Microsoft for AI-enabled customer support platform

The Group announced a collaboration with Microsoft to digitalise its customer support platform, introducing AI-enabled agentic assistance to improve retail customer experiences and increase operational efficiency.

"Our collaboration with Microsoft to introduce an AI enabled customer service platform will improve the experience for our Retail customers and increase operational efficiency."

18 Mar 2026 | Explicit objective | Legal & General: Annual report and accounts 2025 pdf 16.7 MB

Open disclosure evidence ->

Development of central AI risk inventory and bifurcated risk taxonomy

Legal & General developed a Central AI Inventory and intake process to triage AI use cases by risk level. Additionally, the Group adopted a bifurcated taxonomy strategy, establishing a dedicated new non-financial 'AI Risk' category while identifying existing relevant controls.

"We have responded to rapid advancement in AI capabilities, developed both in-house and provided by third parties, through the development of a Central AI Inventory and intake process that triages AI Use Cases according to their AI Risk level, facilitating proportionate second line AI Risk oversight."

18 Mar 2026 | Explicit objective | Legal & General: Annual report and accounts 2025 pdf 16.7 MB

Open disclosure evidence ->

AI-powered customer features planned for rollout in 2026

Legal & General plans to launch AI-powered features on some of its customer-facing platforms, including the L&G App and Agent Desktop, during 2026 to enhance the customer journey through personalization and faster service.

"In 2026, we plan to introduce AI-powered features to some of our customer facing platforms with the aim to enhance customer experience through personalisation, faster service, and more intuitive digital journeys."

18 Mar 2026 | Inferred objective | Legal & General: Annual report and accounts 2025 pdf 16.7 MB

Open disclosure evidence ->

Upskilling initiative launched via 'AI for Business Value' programme

Legal & General established an 'AI for Business Value' programme to upskill its workforce to deploy AI technologies efficiently.

"Our new ‘AI for Business Value’ programme modernises our focus on the skills and technologies that assist our competitive position, upskilling colleagues to deploy AI where it can drive the greatest efficiency and impact."

18 Mar 2026 | Inferred objective | Legal & General: Annual report and accounts 2025 pdf 16.7 MB

Open disclosure evidence ->

Renaming and broadening of technology board committee

At the start of 2026, the Data and Technology Committee was renamed the Enterprise Transformation Committee and its remit was expanded to oversee enterprise transformation, technology strategy, data, and AI.

"At the start of 2026, the Committee evolved into a more forward-looking and strategically focused forum. Its remit was broadened to encompass transformational oversight across L&G, enabling it to play a more active role in guiding and supporting major change initiatives."

18 Mar 2026 | Explicit objective | Legal & General: Annual report and accounts 2025 pdf 16.7 MB

Open disclosure evidence ->

Development of formal AI risk appetite

Work commenced in 2025 to define and articulate the Group's AI risk appetite and develop an AI Risk taxonomy, with oversight extending through 2026 for integration into the wider Group risk appetite.

"work has commenced to suitably articulate the Group’s AI risk appetite, and the development of an AI Risk taxonomy. The Committee will have continued oversight of the development of this new risk appetite throughout 2026, with a view to it being incorporated within the wider Group risk appetite."

18 Mar 2026 | Explicit objective | Legal & General: Annual report and accounts 2025 pdf 16.7 MB

Open disclosure evidence ->

RELATED AI NEWS

No qualifying related news item is currently retained for this organisation.

SOURCES AND SCOPE

Hiring themes aggregate a point-in-time census of evidence-matched public vacancies; individual vacancies are intentionally excluded. Disclosures are extracted from official investor materials. Related news is retained reporting that names the organisation and is kept separate from company statements.

Official investor relations ->