

BRITONS URGED TO STEP UP PC SECURITY

Lloyds TSB Internet banking is urging Britons to step up their PC security following new research* which reveals that over half (54 per cent) of PCs and laptops have been infected with a computer virus.

Three quarters of PC owners admit that they are worried about the threat of viruses and while a conscientious 44 per cent claim that they have updated their anti-virus software more than 10 times in the past 18 months, one in 10 computer owners have never updated their anti-virus software. A quarter confessed that they have only updated once or twice. A further five per cent don't know whether or not they have updated their software and one per cent confessed that they have no anti-virus software installed at all.

Matthew Timms, Internet banking director, Lloyds TSB said: "At Lloyds TSB, we use the highest levels of industry-standard security so customers can access their accounts online with the utmost confidence. But while we are doing everything we can to make our security watertight, we also urge all of our customers to think carefully about the measures they have taken to protect their PC. This means regularly updating their anti-virus software and ensuring they have a robust firewall."

The vast majority (94 per cent) of people surveyed believe that it is important to regularly update their anti-virus software but, despite the fact that so many PCs have been infected, a minority still thought it wasn't at all important.

Of those who rarely update their anti-virus software, the main reasons given are:

- Cost (13 per cent)
- I didn't know that it was necessary (8 per cent)
- I didn't know anything about it (6 per cent)
- I can't be bothered (6 per cent)

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- I don't know what to buy (3 per cent)
- It's too difficult to install (3 per cent)

When questioned about the type of anti-virus software PC owners have installed, there was a degree of confusion as two per cent of people claimed to have installed packages that don't exist.

The survey also showed that awareness of the basic steps computer owners can take to protect their PCs is low. For example, Microsoft Windows users can download free software repair patches to fix flaws that hackers can exploit in the Windows system. But, the research showed that four in 10 people have not downloaded any patches.

PC owners can find advice and guidance on how to protect their PC on lloydstsb.com.

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Notes to Editors:

* Research conducted by Tickbox.net with 1400 people in February 2005.

For more information:

Amy Waldron / Emile Abu-Shakra

Lloyds TSB Press Office

Tel: 020 7356 1497

Email: amy.waldron@lloydstsb.co.uk

www.lloydstsb.mediacentre.com