

AI & Retail Banking

Artificial Intelligence is changing how banks perform operations and serve customers



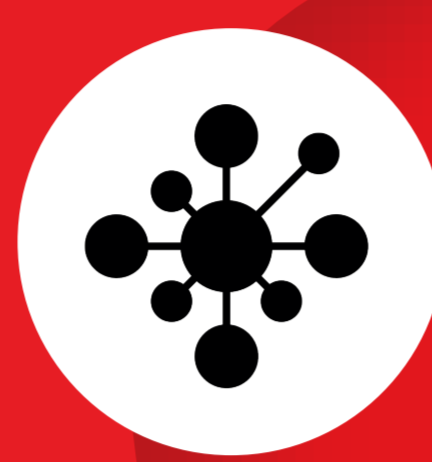
86%

of bank tech executives say AI will be critical to their business's success in the next two years

(Source: Deloitte)

So where will we be seeing AI in banking over the next two years?

AI is always studying and learning from floods of data **faster & more accurately than humans ever could**



Delivering **one-to-one personal service** for millions of customers



AI to personalise mass market banking

Recognise **new and existing customers** and let them discover new services that suit them best



1 in 2 customers say personalised services make them trust their bank

(Source: Deloitte)



AI is going to be doing much more to help customers and bank staff.

3,000%

increase in chatbot interactions in banking by 2023. Over 800 million hours saved.

(Source: Juniper Research)

Smarter chatbots on ATMs and ASSTs help customers get more from their self-service banking

Voice banking is going to become more vital as it creates empathy, it enhances emotional connection with customers

For bank staff, AI becomes their wingman on all calls in-branch

AI listens and understands customer moods to recommend the best next steps

Can guide customers to use new services like cardless withdrawals

With the trend of automated banking branches available 24/7, voice AI plays a fundamental role to guide customers around new DIY banking

AI does more of the routine support calls itself. Letting human co-workers do more valuable work

AI in the Bank's Back Office

There are complex processes that AI can do to help save time and money

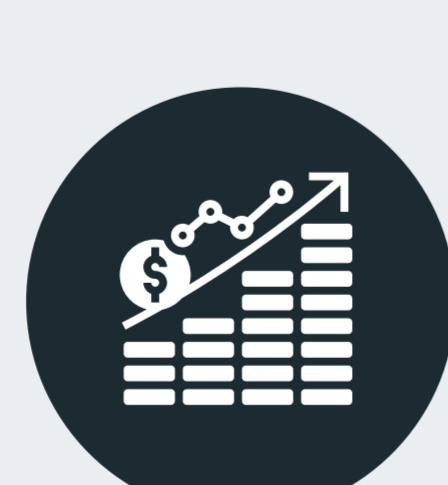
Banks set aside 5% of annual budgets for regulatory compliance

(Source: Kroll)

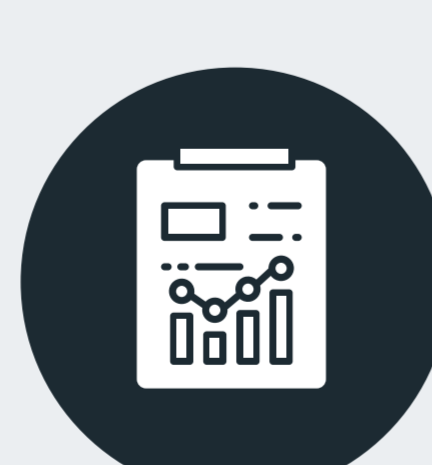
Adhering to regulations is mundane manual work that AI can automate, eliminating human error

AI supports more decision making from marketing to risk, spots fraud, making business intelligence software smarter

Running Everyday Operations



Optimise replenishment costs to keep cash availability high



Predict when ATMs and ASSTs will run short of cash before they do



AI forecasts when ATMs and ASSTs need maintenance



Avoid machine outages affecting customers

AI Helps Fight Cybercrime

75%

of banks rely on AI for cybersecurity

(Source: Statista)

- AI detects and stops unknown threats
- AI reads through large volumes of data and analyses the traffic in order to detect any possible threats
- AI automates processes to identify and respond to issues in real time before they impact business operations
- AI improves its knowledge to "understand" cybersecurity threats using data from the past cyberattacks to identify potential threats