AI IN FINANCIAL SERVICES FORUM

TIME	SESSIONS
08:00	**Networking breakfast**
08:50	**Introduction: The outlook for AI in Financial Services** Richard Sachar, Director, FinTech Global
09:00	**Keynote panel discussion: The leaders' perspective: How can financial institutions keep pace with AI developments?** **Discussion points:** 1. What are some crucial internal investments FIs need to make to deploy their AI capabilities? (talent, infrastructure, data) 2. What are the key challenges in scaling AI initiatives within large financial organisations? 3. What are the risks associated with relying heavily on AI-driven decision-making processes? 4. What steps can financial institutions take to ensure transparency and accountability in their AI systems? 5. To what level does AI need to be implemented, for financial institutions to stay competitive? 6. How can we overcome internal staff inertia of AI integration? 7. What are the key considerations and challenges in adopting and implementing cloud-based solutions in the financial services industry? 8. How do you foresee large language models like ChatGPT transforming the customer experience in the financial services sector? **Chair:** Rob Garlick, Head of Innovation, Technology and the Future of Work, Citi Global Insights **Speakers:** - Jonathan Moore, Chief Operating Officer, Global Trade & Receivables Finance, HSBC - Jules Ferdinand Pagna Disso, Group Head of Cyber Risk Intelligence, Insider Technology Risk and Digital Asset Risk, BNP Baribas - Jasmeet Narang, Chief Transformation Officer & Head of Operations, Santander UK - Madhu Raghunath, Experienced Investment Banker, Currently Researching AI Ethics at Cambridge University
09:50	**Presentation: Powering AI Revolution: Tackling the talent gap in finance for successful AI implementation**
10:10	**Presentation: How do data protection laws impact the development and deployment of AI systems?** Reena Patel, Head of Data Legal, EMEA, UBS

10:30	**Networking Break**
11.10	**Panel discussion: Navigating the data maze: Addressing challenges in data quality and availability for AI-driven solutions** **Discussion points:** 1. What are the key elements of a robust data management strategy to mitigate roadblocks and maximize ROI in AI projects? 2. What due diligence processes should businesses adopt to assess the sources and quality of data obtained from third-party providers? 3. How can FIs address the challenges associated with data quality when working with unstructured data? 4. What challenges do financial institutions face in connecting and integrating siloed data to leverage diverse data sources? 5. What strategies can be implemented to avoid flawed data and mitigate the potential for bias and discrimination in AI algorithms? 6. How can organisations develop AI-specific governance processes and standards to address the unique challenges of data quality and governance in AI applications? **Chair:** Andy Uttley, Co-Head Business Data, Analytics & Tools, Capital Group **Speakers:** - Sholthana Begum, Head of Data and Strategy, Financial Conduct Authority - Dan Kellett, Chief Data Officer, Capital One
11:55	**Panel discussion: Redefining customer experience with AI: addressing the risks and maximising the benefits** 1. Which elements of your customer interactions are most ready for the application of AI? 2. How will AI adoption impact the customer journey? 3. How can AI-driven personalisation enhance customer satisfaction? Any case studies? 4. To what extent should FIs be transparent with customers about the role of AI in personalising their experience? 5. With an increasing choice of AI solutions, how are FIs identifying the right technologies to fit their requirements? 6. How can AI technology be effectively integrated into existing systems and processes? 7. What potential challenges and ethical considerations can arise when analysing vast amounts of customer data to create personalised experiences? 8. What steps can FIs take to ensure the safeguarding of customer data given the increasing data breaches and evolving cybersecurity threats? 9. How can FIs effectively mitigate the errors and unexpected behaviours of AI systems to prevent inaccurate recommendations or decisions?

	Chair: Esra Demir, Global Strategic Tech Partnerships Head, HSBC **Speakers:** - Stuart Greig, Head of Innovations, Aldermore Bank - Raj Dash, Head of Risk Analytics Centre of Excellence, Virgin Money - Aysara Yusupova, Head of Digital Deployment, Europe and Americas - DCDA – Digital Channels and Data Analytics, Standard Chartered
12:40	**Networking Lunch**
13:50	**Panel discussion: Keeping up without tripping up: Navigating AI innovation whilst maintaining operational resilience** 1. What are the key elements of an effective AI strategy that enables organisations to move from experimentation to scaling AI across their entire operations? 2. As AI technologies rapidly evolve, how can organisations ensure that their scaling strategies remain adaptive and future-proof? 3. How can FIs best strike the balance between build vs buy? 4. How can FIs foster a culture of continuous learning and upskilling to support AI adoption at scale? 5. How can FIs effectively manage the risks associated with relying on third-party AI systems? 6. How can FIs ensure business continuity and maintain operational resilience during an AI system failure event? 7. How can FIs mitigate the risks associated with their increasing dependence on AI systems? 8. With AI relying on big data, how do FIs anticipate mitigating the increasing cybersecurity risks? **Chair:** Henry Umney, Managing Director for GRC Strategy, Mitratech **Speakers:** - Madush Gupta, Policy Lead, Innovation and Technology, City of London - Usman Wahid, Partner, Technology & Outsourcing Lawyer, KPMG Law - Pallavi Mantrao Trehan, Audit Director Technology, Transformation and Data, Lloyds Banking Group
14:35	**Panel discussion: Revolutionising financial services: Harnessing the potential of generative AI for innovation and competitive advantage** **Discussion points:** 1. How can generative AI and LLM be leveraged to improve customer experience and engagement in financial services?

2. In what ways can generative AI and LLM enhance personalisation and customisation of financial products and services for individual customers?
3. What are the potential cost savings and efficiency improvements that generative AI and LLM can bring to FIs? Any examples?
4. How can generative AI be used to identify and prevent fraudulent activities more effectively than traditional methods?
5. What challenges might arise in explaining the decisions made by generative AI models to customers and regulators? How can transparency be ensured?
6. What are the limitations of LLM when compared to human generated content? Will these exist in 5-10 years?
7. How can FIs ensure the quality, privacy, and security of the data used to train and deploy generative AI models?

Chair: Viktoria Ivan, Senior Data Scientist, Ebury

Speakers:
- Tim Mason, Head of Innovation, Deutsche Bank
- Andrew Allright, EMEA Head, Alternatives Solutions, State Street
- Dion Kraanen, Director of Analytics, M&G
- Ash Garner, co-founder, Tomorrow.ai

15:20	**Networking Break**
15:50	**Presentation: AI as the next frontier for investment research** Rajnish Kumar, Director, Head of Investment Technology & AI Investment Platform, Allianz Global Investors
16:10	**Panel discussion: Achieving AI compliance and ethical excellence: Overcoming challenges in regulatory requirements, transparency, and fairness** **Discussion points:** 1. How do data protection laws impact the development and deployment of AI systems? What steps can FIs take to ensure compliance with these laws? 2. What are the best practices for handling sensitive data in AI applications and protecting customer privacy? 3. How can FIs overcome the third-party data sharing concerns with AI vendors? 4. How can FIs proactively detect and address instances of algorithmic discrimination to uphold their ethical standards? 5. How can companies effectively communicate the workings of their AI systems to stakeholders, instilling confidence in their ethical and fair use?

	6. With AI becoming more autonomous, how should liability be allocated among developers, users, and AI systems themselves in the event of negative consequences? 7. To what extent can regulators develop agile regulatory interventions without stifling innovation? **Chair:** Philippa Young, Compliance Director : EMEA Head of Regulations Advisory, Citi **Speakers:** - Paul Dongha**,** Group Head of Data & AI Ethics, Lloyds Banking Group - Luke Vilain, Data Ethics Specialist, UBS
16:50	**Closing remarks**
16:55	**Networking reception and drinks**
17:55	**End of summit**