

[Link naar de presentatie van 11/12/2023](#)



Artificial Intelligence in Financial Services

Financial Forum – December 11, 2023

Kasper Peters



ASSIST

to increase
productivity



AUTOMATE

to realize
cost savings



PERSONALIZE

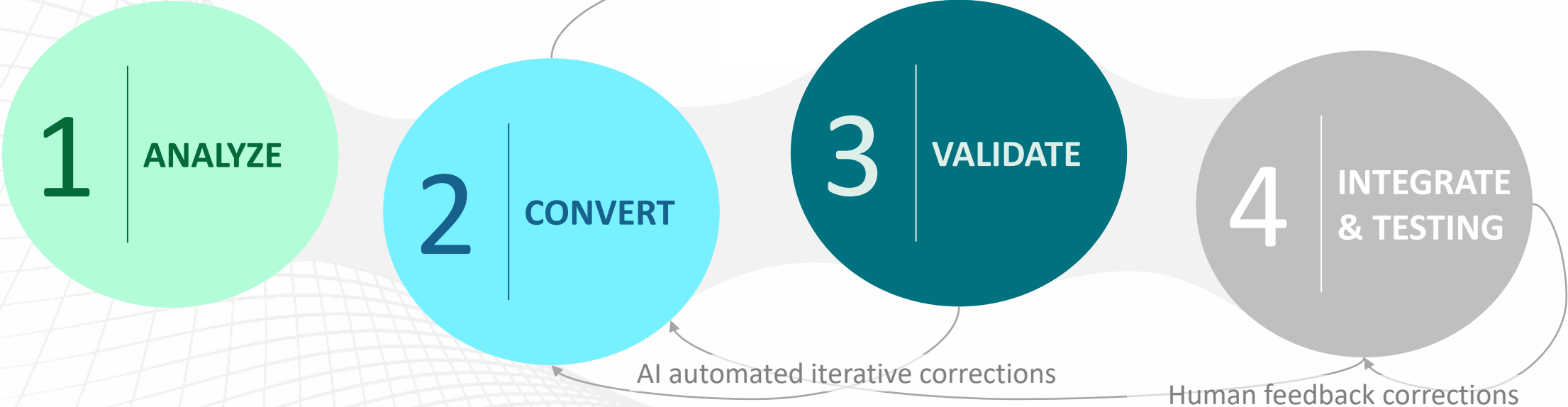
to delight
customers



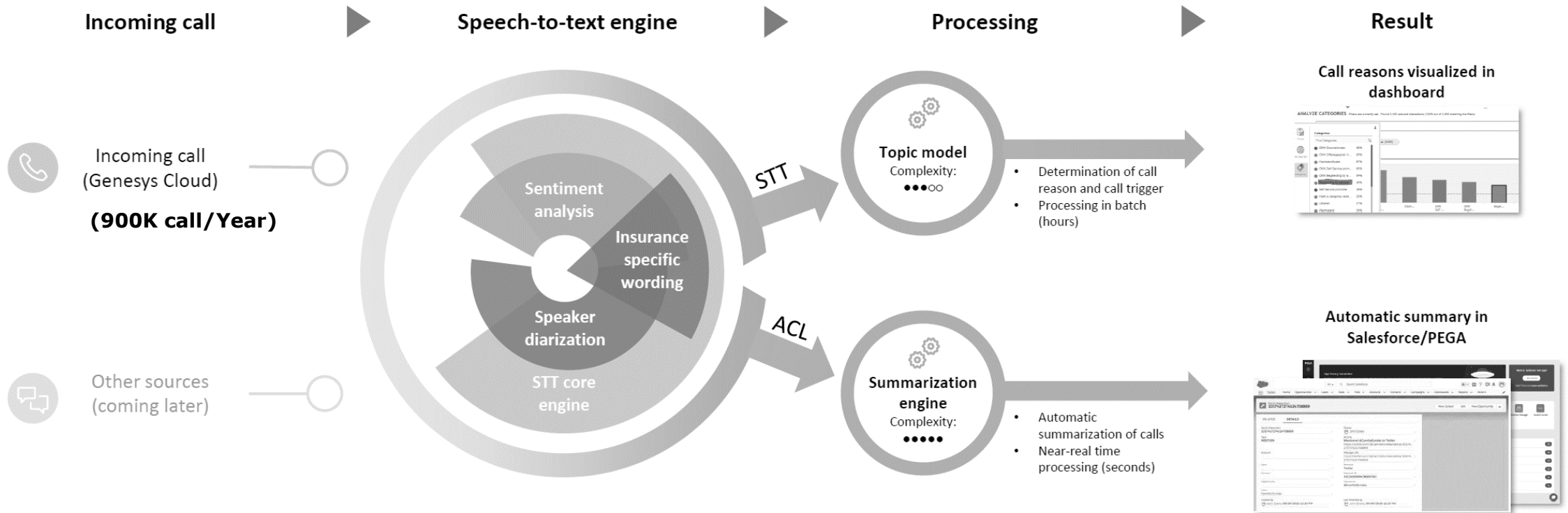
CREATE

new jobs &
new roles

SAS CODE MIGRATION – ASSIST



CALL LOGGING – AUTOMATE



FINANCIAL ASSISTANT FOR SME'S – PERSONALIZE



[Introducing Intuit Assist | Your new generative AI-powered financial assistant - YouTube](#)

IMPACT OF AI ON BANKING AND INSURANCE



BANKING



Retail banking

- Financial AI assistant
- Personalized lending



Wealth Management

- Investment portfolio optimization



Corporate banking

- Enhanced credit risk assessment



Capital Markets

- Algorithmic trading
- Predictive analytics



INSURANCE



Underwriting

- Risk models



Actuarial

- Real-time risk management



Claims

- Automated claims handling



Product & Pricing

- Compare Terms & Conditions
- Trend impact generation



Customer Acquisition & Service

- Automated call logging
- Hyper-personalized experience



AML / KYC

- KYC report generation
- Fraud detection

NEW AI JOBS WILL EMERGE, WHILE TRADITIONAL ROLES WILL DISAPPEAR

NEW



AI CX
Designers



AI Ethicists

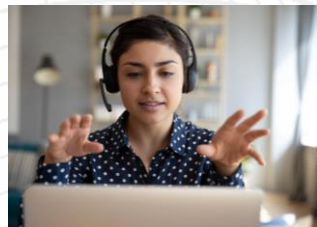


AI Trainers



AI Security
Analysts

IMPACTED



Customer
Service



Risk / Credit
Underwriters



Actuaries



Fraud
detection

AI & THE KNOWLEDGE WORKER: COPILOT



[Introducing Microsoft 365 Copilot | Your Copilot for Work - YouTube](#)

WHO IS INVOLVED – STRATEGIC AUTONOMY?

Alphabet

Foundation Models*: Chinchilla, LaMDA, AlphaFold, DreamFusion

```

    graph TD
      Alphabet[ALPHABET] -- Owns --> Google[Google]
      Alphabet -- Owns --> DeepMind[DeepMind]
      Google -.->|Invests in| Anthropic[Anthropic]
    
```

- Content Generation
- Human Speech
- Biology Simulation

aws AMAZON

Foundation Models*: Stable Diffusion, CodeWhisperer, AlexaTM

```

    graph TD
      Amazon[AMAZON] -.->|Partners with| StabilityAI[Stability.AI]
      Amazon -.->|Partners with| CoHere[Co:here]
    
```

- Content Generation
- Code Generation

MICROSOFT

Foundation Models*: Turing-NLG, GPT-3, GPT-4, Whisper, DALL-E

```

    graph TD
      Microsoft[MICROSOFT] -.->|Invests in| OpenAI[OpenAI]
      Microsoft -- Owns --> GitHub[GitHub]
    
```

- Content Generation
- Code Generation

NVIDIA

Foundation Models*: Megatron-NLG, Get3D, Magic3D

```

    graph TD
      NVIDIA[NVIDIA] -- Inception Program 13,000 Startup incubation --> InvestsInStar[Invests in*]
      InvestsInStar -.-> Speechmatics[Speechmatics]
      InvestsInStar -.-> Peptone[Peptone]
    
```

- Content Generation
- Human Speech
- Human Reasoning
- Biology Simulation

REGULATION DRIVES EU RESPONSE

Digital Markets Act

Data Act

Artificial Intelligence Act

NIS-2 Directive

Market in Crypto-Assets Regulation

Cybersecurity Resilience Act

Artificial Intelligence Liability Directive

Digital Operational Resilience Act

Digital Identity Regulation

Machinery Directive (“Robots Act”)

Data Governance Act

Radio Equipment Directive

Digital Services Act

Chips Act

