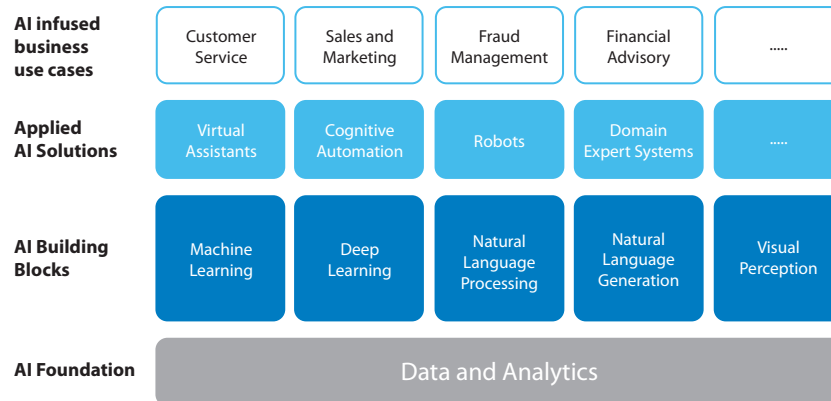


AI in banking in 2020: Settling in



AI in Banking

The AI Stack



AI use cases in 2020



Operational efficiency

- Intelligent automation of functions such as payments reconciliation, and trade documents scrutiny



Customer service

- Use of chatbots will begin to show tangible gains in productivity and cost savings
- Hyper-personalized recommendations at scale on self-service channels based on data from bank, third-party channels, mobile usage pattern, and other sources



Fraud detection and risk management

- AI-based identity verification/ user authentication applications such as "Smile to unlock" and "liveliness" checking will gather momentum
- Investment in AI, esp. machine learning and deep learning platforms for regulatory technology and cybersecurity will increase