

My Bank Meets AI

Smarter Decisions Beyond Fancier Spreadsheets



César Soto Valero

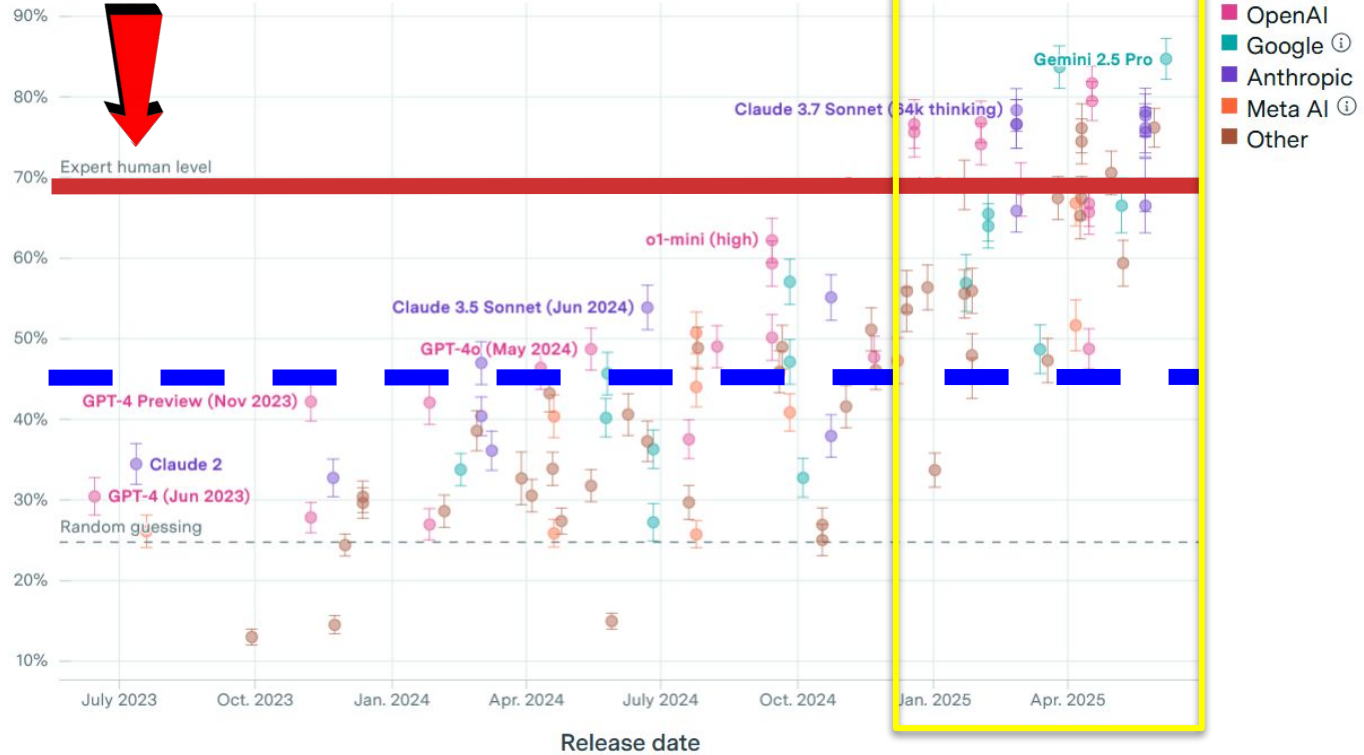
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In this talk... 

- 1 **Why AI** in the financial sector?
- 2 Where is AI already delivering **real value**?
- 3 How do we **mitigate the risks**?

AI performance on a set of Ph.D.-level science questions

GPQA Diamond accuracy ⓘ

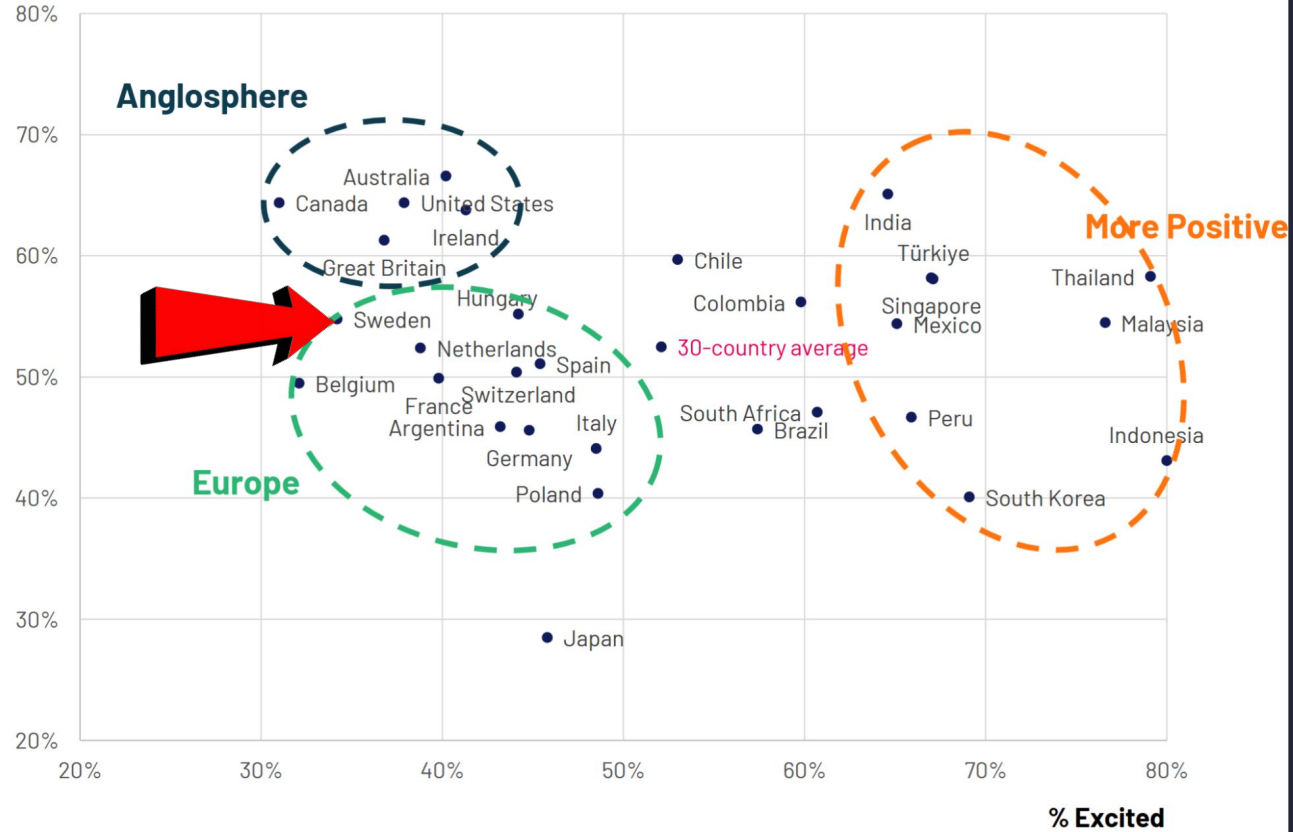


Source: <https://epoch.ai/data/ai-benchmarking-dashboard>

Bold claim #1

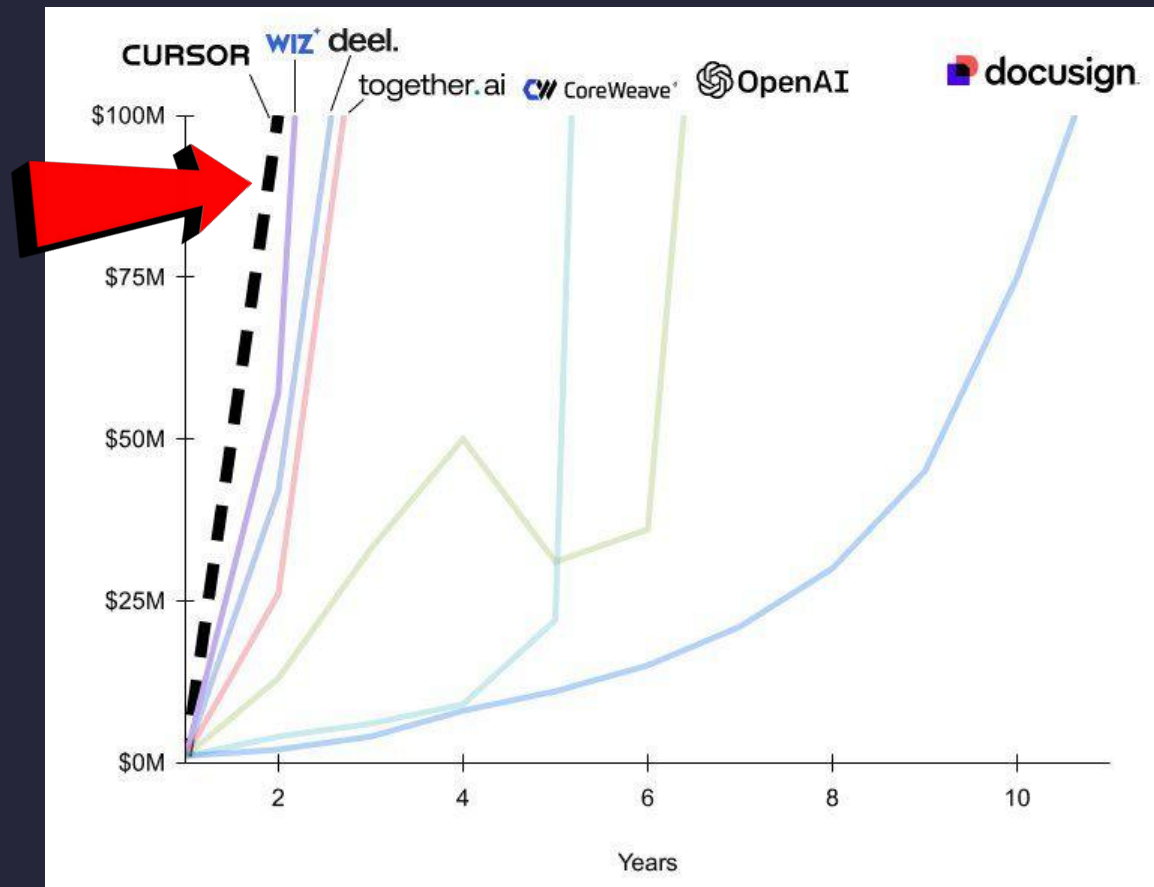
**Most current human labor
will be automated**

% Nervous



Source: [THE IPSOS AI MONITOR \(May 2025\)](#)

**At the same time, AI creates
new huge opportunities**



Source: sacra.com

AI in the financial sector

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NOTE 85 • JUN 2020

Artificial Intelligence Innovation in Financial Services

By Margarete Biallas and Felicity O'Neill

Artificial intelligence technologies are permeating financial services sectors around the world. The application of these technologies in emerging markets allows financial service providers to further automate their business processes and to leverage new and big data sources to overcome obstacles—including the high cost of serving rural and low-income customers and establishing customer identity and creditworthiness—that prevent the delivery of financial services to many consumers. Realizing financial inclusion benefits through the adoption of artificial intelligence relies on its responsible adoption by firms, on competitive market settings, and on continued investment in the necessary infrastructure.

Artificial intelligence (AI) was established as a discipline some 70 years ago, but its applications have accelerated in recent years, supported by an evolution in machine learning and improvements in computing power, data storage, and communications networks. This note defines AI as the science and engineering of making machines intelligent, especially intelligent computer programs (see EM Compass Note 69).¹ AI can therefore be characterized as a series of systems, methods, and technologies that display intelligent behavior by analyzing their environments and taking actions—with some degree of autonomy—toward achieving prespecified outcomes.²

providers (FSPs) to begin integrating AI technologies into their service offerings. A recent survey of 151 firms, which was conducted jointly by the World Economic Forum and the Cambridge Centre for Alternative Finance and included both financial technology (Fintech) firms and incumbent banks, suggests that this is indeed happening, with 85 percent of respondents saying they are “currently using some form of AI.”³

In emerging markets in particular, the need for AI stems from the fact that individuals and businesses are often underserved because they lack the traditional identification,

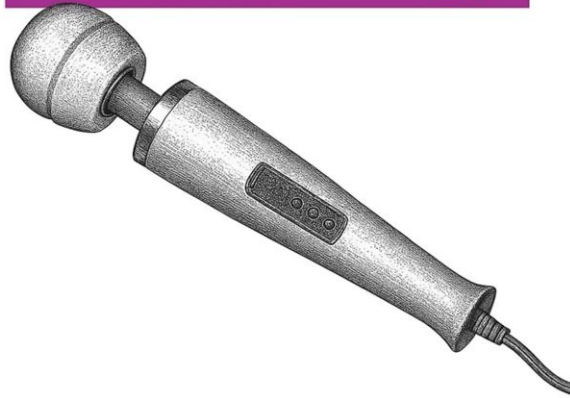
Bold claim #2

**Generative AI is (still) about
patterns & insights**

Fast, Good, Cheap: Pick Two.

Vibe

Coding

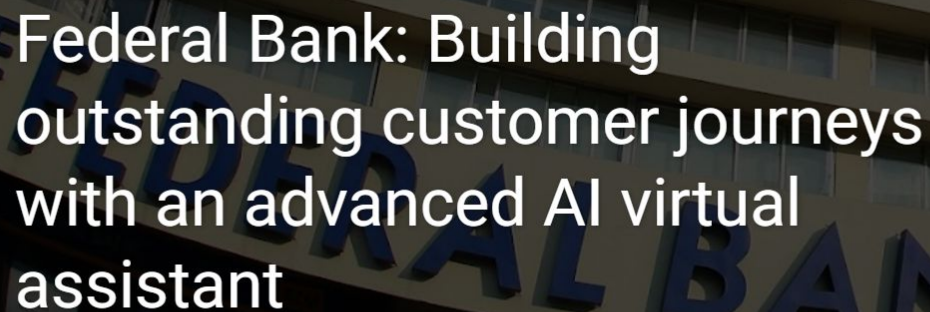


OH REALLY?

Rufus T. Firefly

AI use case #1

Customer Service



Federal Bank: Building outstanding customer journeys with an advanced AI virtual assistant

Federal Bank built an advanced AI personal assistant, gaining near 100% response accuracy, boosting customer satisfaction by 25%, leading to trust for complex AI banking transactions with Dialogflow.

AI use case #2

Fraud Prevention & AML

Valley bank reduces anti-money laundering false positive alerts by 22%



DataRobot AI Platform for Banking automated modeling for the bank's AML team, reducing total alert volume by 22 percent and increasing escalation to case by three percentage points.

AI use case #3

Investment & Market Insights

AI allows us to make informed decisions and focus on the right things

For over three years, SEB has been using AI to analyse the foreign exchange market. "AI helps us focus and allows us to be more proactive when it comes to identifying problems and opportunities at an early stage," says Simon Österberg, Chief Quantitative Trader in FX at SEB.

In the fast-paced world of foreign exchange (FX) trading, making informed decisions is crucial for success. The integration of artificial intelligence (AI) has revolutionised the landscape of financial markets, providing traders with powerful tools to analyse data, identify patterns, and ultimately have more effective decision-making processes.

"Today we have access to several hundred million updates every day. This surge in data availability translates to substantial benefits for customers, since AI systems can process and analyse vast amounts of information," Österberg says.

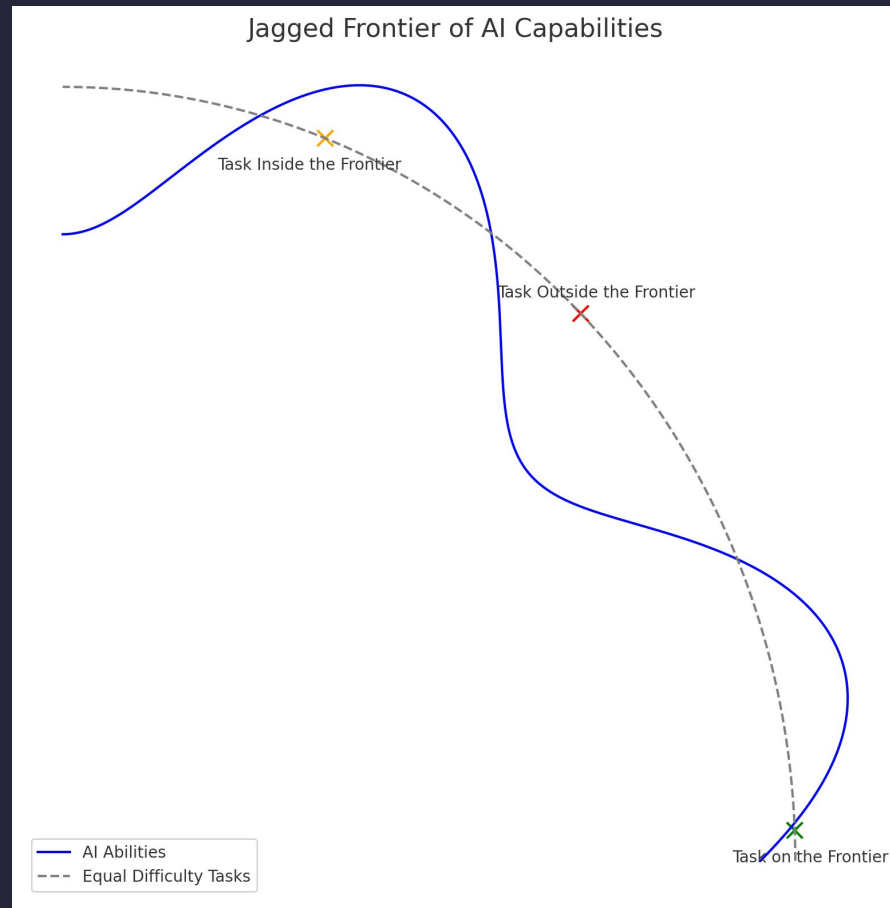
"Our AI tools allow us to highlight focal points for us, like identifying customers that have a need we can assist with, or pinpointing where we can make improvements to our pricing. All in all, it's an aid that allows us to focus on the right things."



Simon Österberg , Chief Quantitative Trader in Foreign Exchange at SEB

Sometimes AI gets
really weird





Source: [Navigating the Jagged Technological Frontier: Field Experimental Evidence of the Effects of AI on Knowledge Worker Productivity and Quality](#)

The good, the bad, and the ugly



● Pattern recognition

● Handling documents

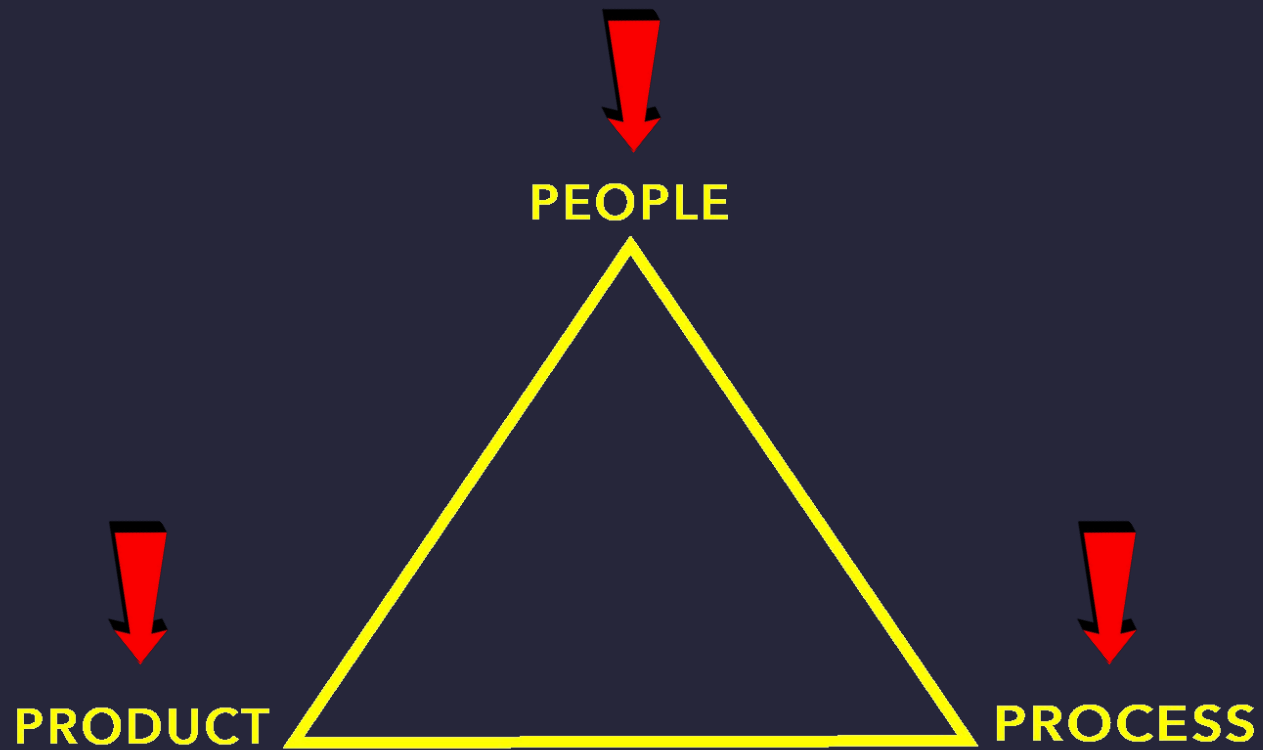
● Continuous learning

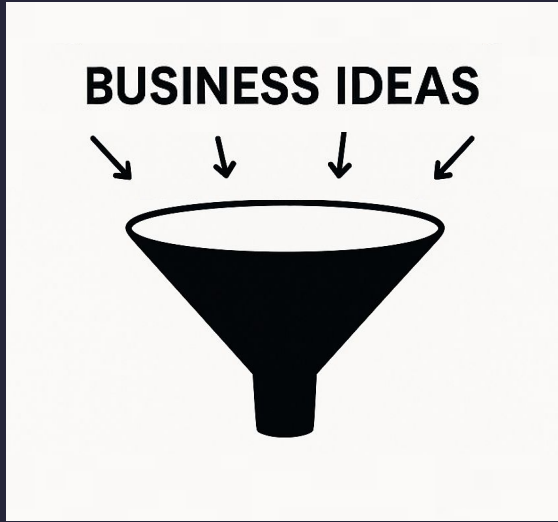


● Explainability

● Regulatory compliance

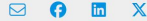
● Edge cases





- ① What's the value?
- ② What about risk and ethics?
- ③ Do we have the data?
- ④ Are we tech-ready?
- ⑤ Are we ready to iterate?

12 February 2025 • 11:27 • 1 minutes to read



Essential to be forward-leaning on AI, but caution is needed



Nicholas Moch, head of SEBx.

“

We must be forward-leaning and curious with AI, but also ensure compliance with ethical guidelines and keep a human in the loop as long as AI isn't fully reliable.

Source: <https://sebgroupp.com/press/news/2025/essential-to-be-forward-leaning-on-ai-but-caution-is-needed>

Bold claim #3

AI is not a chatbot

It's a strategic differentiator 🤔



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