

Monday October 28, 2024 – London England, United Kingdom

The Searching For AI - Week In Review summarizes stories about financial institutions live with AI applications. The source data for this report is the Searching for AI Case Study Archive containing thousands of items about financial institutions live with AI.

This Week in AI Case Study News.... Headlines.... Headlines featuring AI success metrics. There are so many success stories for AI, we just decided to list them out this week. Every headline has a metric showing the success of AI. Over 60% of SFAI case studies now have success metrics attached, 140 case studies with metrics, the AI transformation is under way.

Read on and enjoy the stats. The detailed case studies can be found on the website.

Case Studies With Success Metrics In The Headline:

Sweden's **Klarna** Says AI Helps **Shrink Headcount by 25%**

Rocket Mortgage' AI Rocket Logic Streamline Homebuying-**Close 2.5x Faster Than Industry**

Freddie Mac Advances Affordable Housing More than **Doubles Analytics Productivity** w/AI

Raiffeisen Bank Intl. **Increases Contract Output by 60%**, Improving Regulatory Compliance

Using AI **Space Coast Credit Union Reduces Incident Analysis Time by 90%**

Franklin Templeton Uses AI To **Identify \$1.5bn Per Year Increase** in Pension Contributions

Allstate **Reduces Employee Onboarding Time by 20%** Using HR Artificial Intelligence

A Merchant Chatbot **Takes 70% of Calls** For **Bank of Ireland** Payment Contact Centre

Customers **Save Millions** w/AI Driven Savings - **Huntington Bank** Launches Money Scout

National Life Group Uses Legal AI to **Improve Contract Turn Around Time By 71%**

Truliant, **70% Automated Loan Approval** Shining Brightly for Members with the Power of AI

UnionBank (PH) Achieves **3X Increase in Self-Serve Users** w/AI Automation

Coda Achieves High **Cust Sat w/ 85% Automation** Using Gamified Convo AI Experience

How **Tata Mutual Fund** Achieved **58% Growth in Engagement** w/AI-Driven Solution



Searching For AI Week In Review

Embold CU Increased Sales 5X with AI Driven Marketing Automation

Centric FCU uses AI - **Trims loan Application Times by 95%**

Interra CU's Digital & Voice Assistant, Terra, **Cutting Abandoned Calls in 1/2**

AI Legal-CLM Increases **BNY Mellon's** Visibility Into Over **78,000 Contracts**

Banco Do Brasil Uses Compliance AI to **Reduces False Positives by More Than 90%**

N26 Bank Deflecting **30% of Routine Customer Service** Contacts w/ Rasa

Hong Leong Bank Collection Agents' **Productivity Surges 15-Fold**, Aided by AI

DNB Transforms Service & Enhances Human Agent Efficiency w/Convo AI - **50% Traffic to AI**

Michigan State FCU - Meet Fran, the Credit Union virtual agent with a **98% resolution rate**

HSBC Uses AI & **Increases Email Open Rates by 200%** w/Pega Systems

Public Service Credit Union **Reduces Agent-Serviced Calls by 24%** in just 30 Days w/AI

TransPecos Banks To **Drive \$3M+ in Cost Savings** w/Oscilar's AI

Check out the detailed case studies on the Searching for AI web site. www.searchingforai.com

Thank you for being part of the Searching For AI family. Questions? Please visit our web site or send us an email at this address: admin@searchingforai.com.



This week, SFAI Week In Review is sponsored by the National Fintech Organization. The NFO is a non-profit, and sister brand to the Association for Financial Technology (AFT), dedicated to serving the fintech community. NFO provides resources and promotes innovation and advancement in the industry.

