

NEW FRONTIERS IN ARTIFICIAL INTELLIGENCE



FSI Retail Banking Conference 2025
Sam Maule

A person wearing a blue jacket and a white shirt is walking up a modern staircase with glass railings. The person is seen from behind, and their jacket is slightly open. The background shows a bright, modern interior with large glass panels and white walls.

AI DISCLAIMER

AI is a powerful extension of human capability, not a replacement for human ingenuity. The most effective implementation of AI technology creates a partnership where machines amplify human potential. This collaborative approach doesn't eliminate jobs but transforms them, creating new opportunities that leverage distinctly human skills alongside technological capabilities. The future belongs not to AI alone, but to those who understand how to harness it as a complement to human wisdom and creativity.



0:00 / 1:10

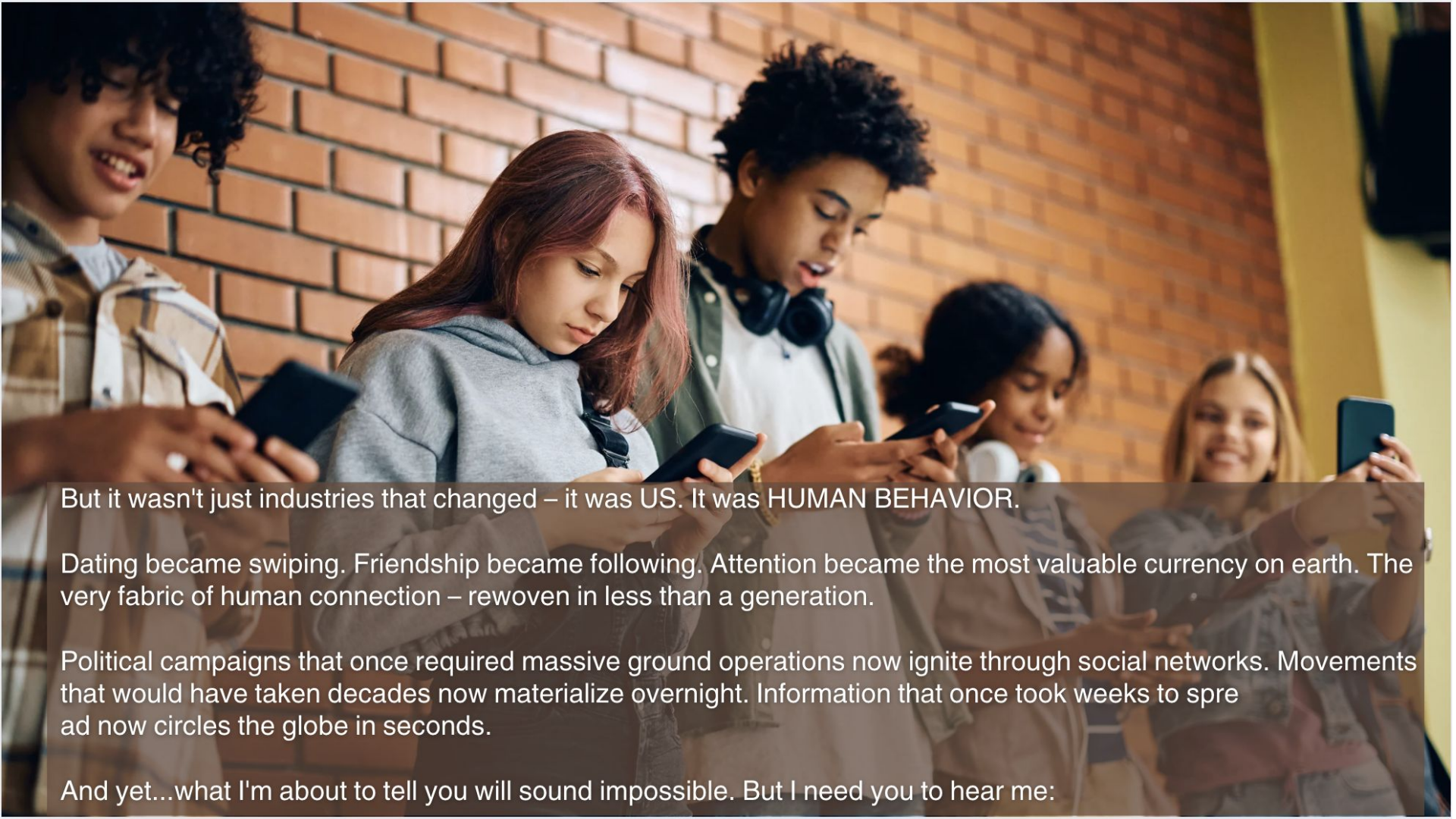


WHERE WERE YOU WHEN THE WORLD CHANGED?



That moment when Steve Jobs walked onto that stage in San Francisco and pulled out that small device – that wasn't just a product launch. That was the line in the sand between the world that was and the world that would be. In that instant, everything changed. EVERYTHING.

Banking? Transformed. Media? Unrecognizable. Transportation? Reinvented. Retail? Reimagined.

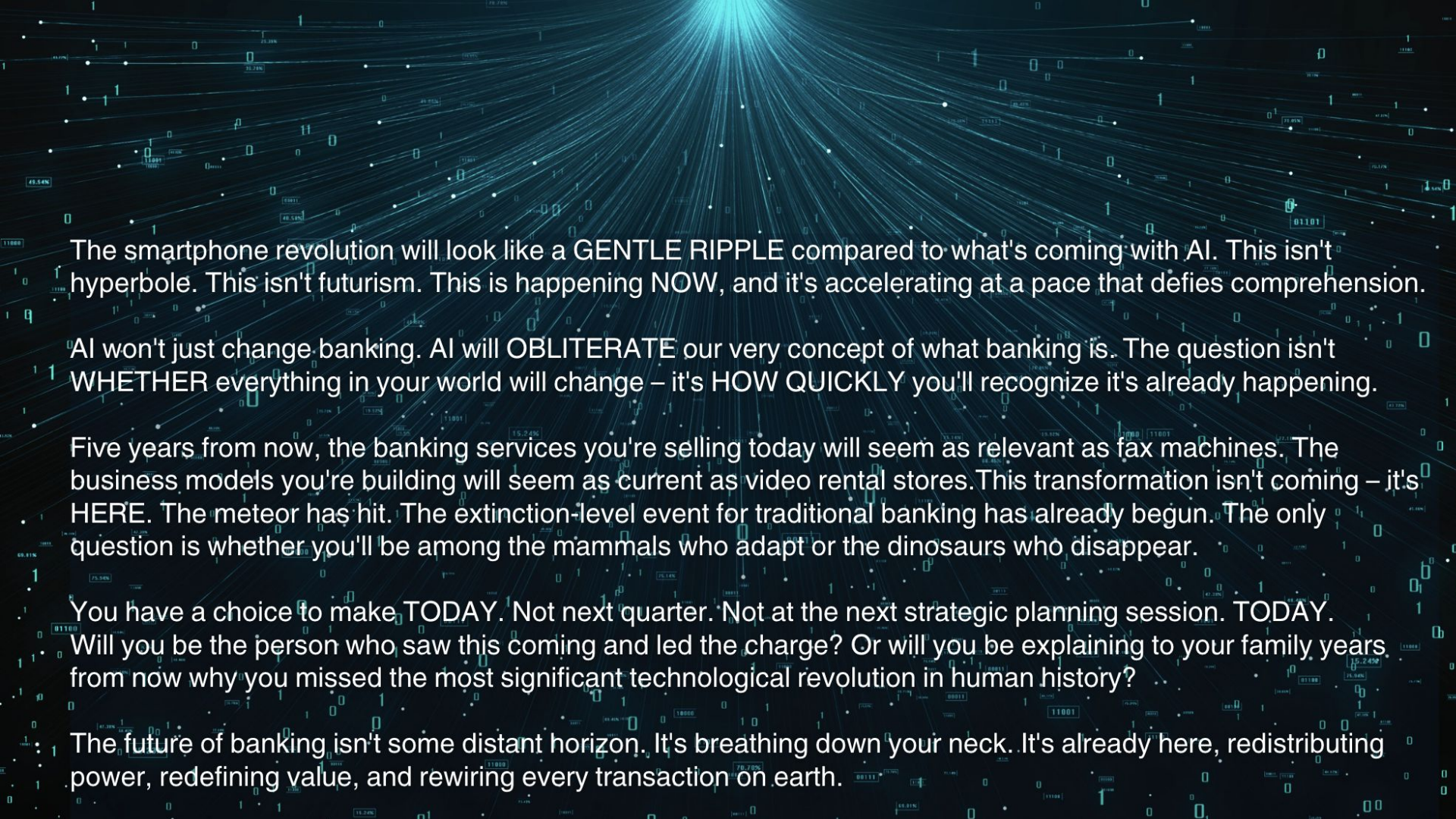


But it wasn't just industries that changed – it was US. It was HUMAN BEHAVIOR.

Dating became swiping. Friendship became following. Attention became the most valuable currency on earth. The very fabric of human connection – rewoven in less than a generation.

Political campaigns that once required massive ground operations now ignite through social networks. Movements that would have taken decades now materialize overnight. Information that once took weeks to spread now circles the globe in seconds.

And yet...what I'm about to tell you will sound impossible. But I need you to hear me:



The smartphone revolution will look like a GENTLE RIPPLE compared to what's coming with AI. This isn't hyperbole. This isn't futurism. This is happening NOW, and it's accelerating at a pace that defies comprehension.

AI won't just change banking. AI will OBLITERATE our very concept of what banking is. The question isn't WHETHER everything in your world will change – it's HOW QUICKLY you'll recognize it's already happening.

Five years from now, the banking services you're selling today will seem as relevant as fax machines. The business models you're building will seem as current as video rental stores. This transformation isn't coming – it's HERE. The meteor has hit. The extinction-level event for traditional banking has already begun. The only question is whether you'll be among the mammals who adapt or the dinosaurs who disappear.

You have a choice to make TODAY. Not next quarter. Not at the next strategic planning session. TODAY. Will you be the person who saw this coming and led the charge? Or will you be explaining to your family years from now why you missed the most significant technological revolution in human history?

The future of banking isn't some distant horizon. It's breathing down your neck. It's already here, redistributing power, redefining value, and rewiring every transaction on earth.

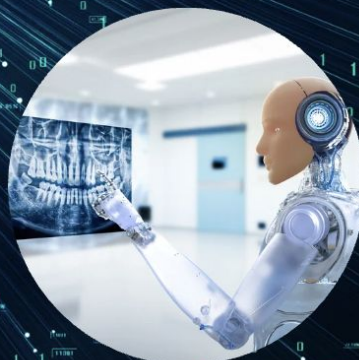
AI FRONTIERS



AI
FRAUD IMPACTS



AI
PERSONALIZATION



AI
AUTOMATION

SCAMDEMIC

Generative AI is projected to drive US banking fraud losses to **\$40 billion** by 2027, up from \$12.3 billion in 2023—a compound annual growth rate of **32%**

51% of financial institutions reported losing between \$5 million and \$25 million to AI-powered fraud in 2023

Deepfake-related fraud affected **46%** of financial institutions in the last year, with synthetic identity fraud rates climbing to 2.1% of all transactions in 2024.

Deepfake incidents in the fintech sector increased **700%** in 2023 year-on-year.

Account takeover attacks surged by **250%**, driven by AI-powered techniques that allow criminals to bypass traditional security

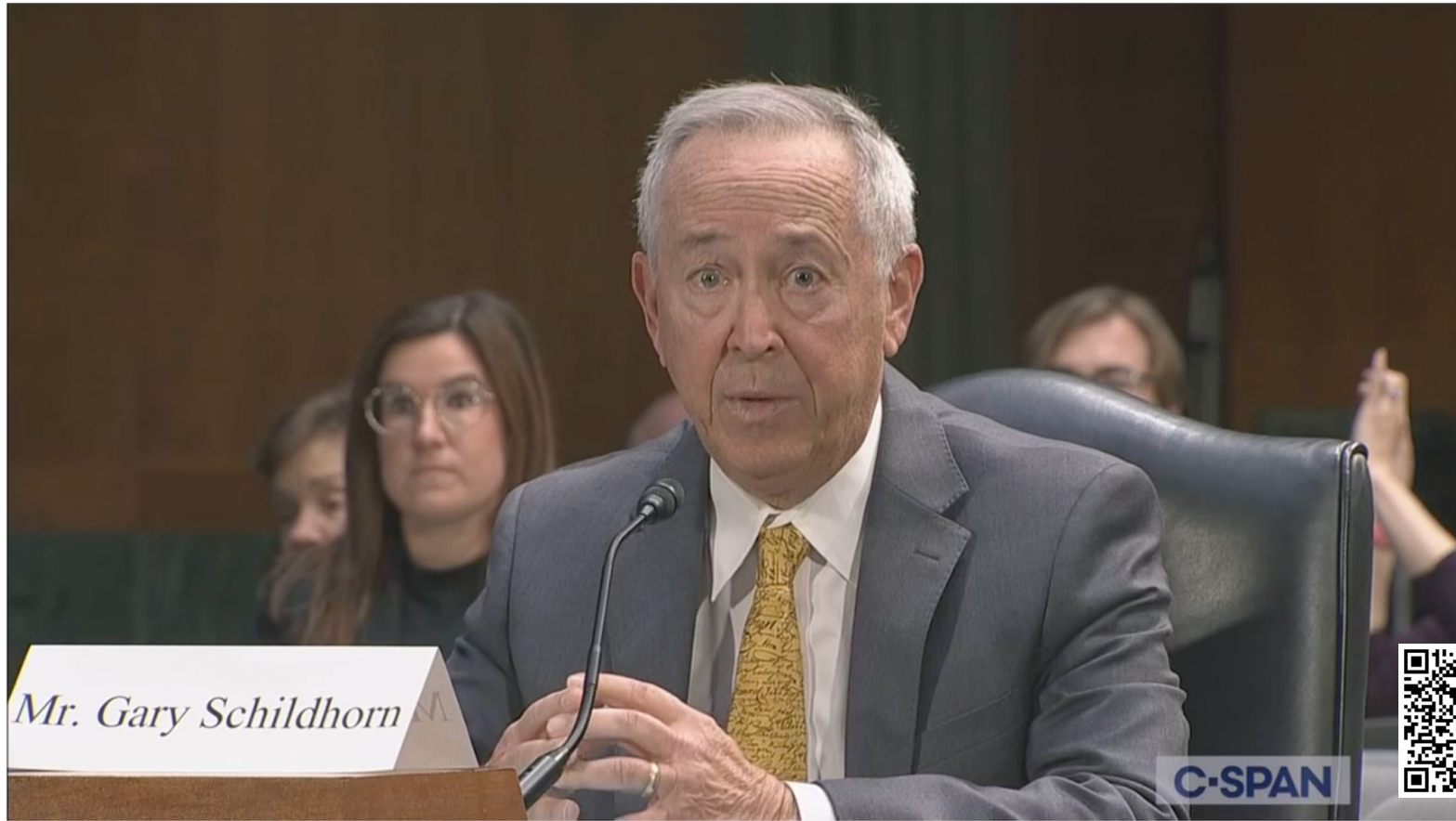
In 2022, customers of Chase, Bank of America, and Wells Fargo lost a combined total of **\$465m** to scams on Zelle.



SCAMDOMIC™

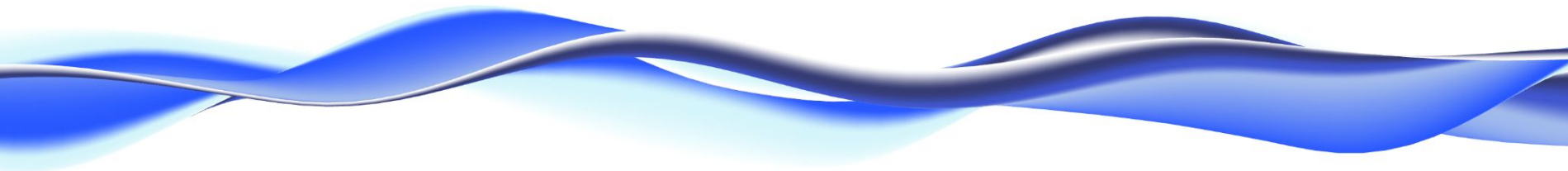
- Deepfakes
- Synthetic Identity Fraud
- AI-Enabled Phishing
- Voice Cloning
- Deepfake Video Calls
- AI-Generated Images and Websites

Philadelphia attorney Gary Schildhorn told a Senate panel Thursday about his story of an attempted scam against him where his son's voice wa... [read more](#) ▾



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The ElevenLabs voice generator can deliver high-quality, human-like speech in 32 languages. Perfect for audiobooks, video voiceovers, commercials, and more.

STATE OF THE UNION

US hostage envoy Adam Boehler discusses his recent talks with Hamas officials. Watch CNN

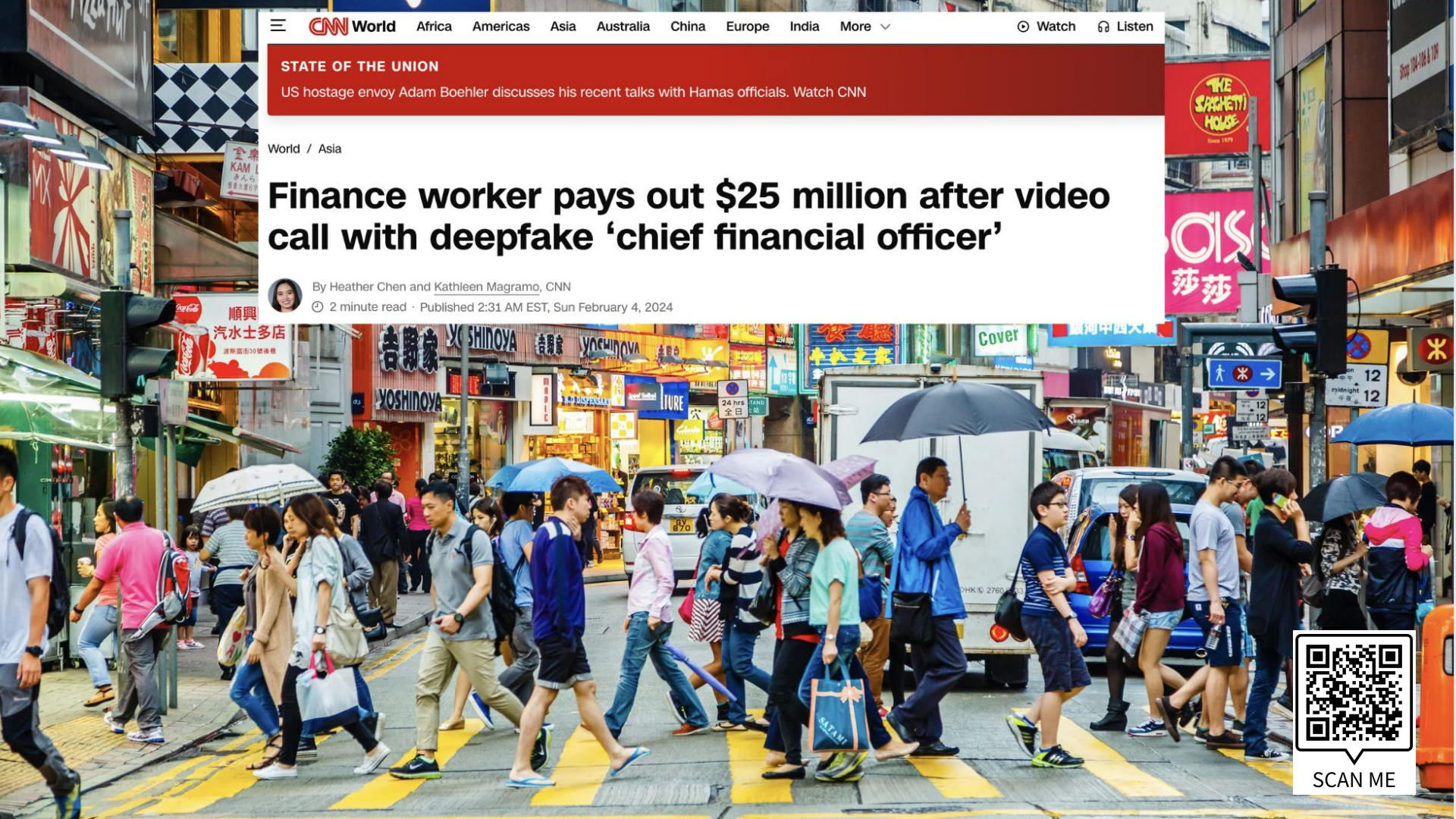
World / Asia

Finance worker pays out \$25 million after video call with deepfake 'chief financial officer'



By Heather Chen and Kathleen Magramo, CNN

2 minute read · Published 2:31 AM EST, Sun February 4, 2024



SCAN ME



0:53

Grow Your Business with AI-powered Video Ads

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No credit card required



EXCLUSIVE

Google Back in Talks to Buy Cybersecurity Startup Wiz With a \$30 Billion Deal

It would be Google's largest-ever acquisition. Earlier discussions had fizzled over concerns about how long a deal would take to clear regulatory hurdles.

23 min ago ⌚ 4 min read

The Verge

Google acquires cybersecurity firm Wiz for \$32 billion

Google's parent company, Alphabet, has announced its largest-ever acquisition, entering into a deal to buy New York-based cybersecurity firm Wiz, making it a part of its Google Cloud division. This is the company's second attempt to buy Wiz after talks stalled last year at a lower \$23 billion evaluation.

Wiz is a fast-growing Israeli-founded startup that works with companies like Microsoft and Amazon to provide cloud-based cybersecurity solutions. The company was valued at \$12 billion in May 2024, which reportedly climbed to \$16 billion later in the year in an equity offering to employees, and has been working towards an initial public offering (IPO) in the months since the previous acquisition fell through. Should the deal receive regulatory approval, it will easily outsize the \$12.5 billion paid by Google for Motorola Mobility in 2012.

The Wiz purchase is the latest of several acquisitions that Google has made in recent years as it attempts to bolster security for its cloud computing customers. In 2022, Google purchased two cybersecurity firms — Siemplify and Mandiant — for \$500 million and \$5.4 billion, respectively, with the latter company best recognized for uncovering the SolarWinds hack. Adding Wiz to that mix feels like a targeted effort to tighten Google's cloud protections in the face of Microsoft's less-than-stellar cybersecurity reputation.

AI FRAUD PREVENTION


The image features a central figure wearing a dark hoodie, with a mechanical, metallic face and similarly constructed arms. The figure is positioned in front of a laptop screen that displays a web interface. The background is a dark, blue-toned digital space filled with glowing lines, data points, and abstract patterns, suggesting a high-tech or cyber environment.

- UX / POS Friction
- Behavioral Signals / Biometrics
- Automated Anomaly Detection
- Real Time Risk Scoring
- Cross Sector Collaboration



AI PERSONALIZATION

AI AGENTS



An artificial intelligence (AI) agent is a software program that can interact with its environment, collect data, and use the data to perform self-determined tasks to meet predetermined goals. Humans set goals, but an AI agent independently chooses the best actions it needs to perform to achieve those goals.

Introducing Manus



manus

4:18

INERTIA



2024

BCV

Reinventing Financial Services

MATT HARRIS
PARTNER,
BAIN CAPITAL VENTURES



PRESENTED BY **moov**

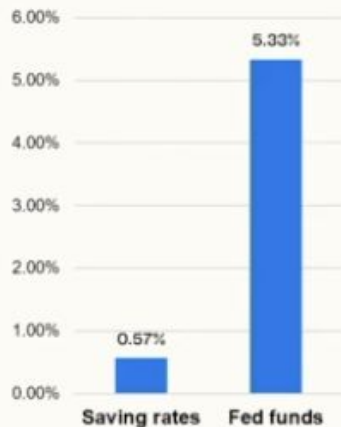
✕ @fintechdevcon

#fintechdevcon

fintechdevcon.io

Inertia is a Powerful Force in Retail Banking

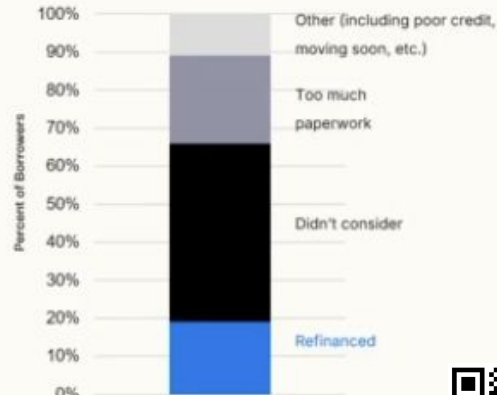
Avg. savings account interest vs. Fed Fund Rate



Auto loan refi rates (during COVID interest rate dip)



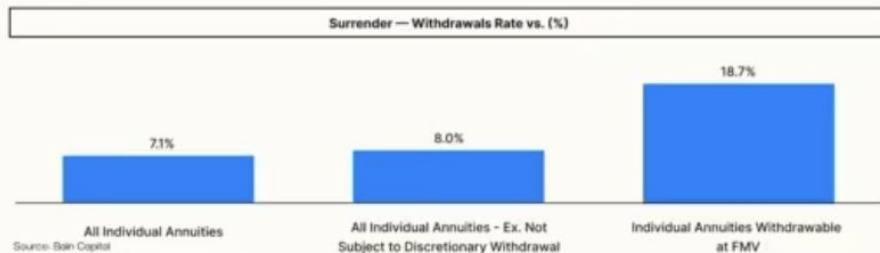
Mortgage refi rates (during COVID interest rate dip)



Individual Annuity Surrender Activity - 2023

Despite the rise in interest rates and ~40% of annuities eligible for a withdrawal at FMV, only 7% of policyholders withdrew in 2023

U.S. Industry Exposure to Surrenders & Withdrawals — 2023 (\$B)		
Subject to Discretionary Withdrawal With:	Amount	Composition
A. With Market Value Adjustment (MVA)	794.2	24.2%
B. At Book Value Less Surrender Charge of >5%	295.1	9.0%
C. At Book Value Less Surrender Charge of <5%	552.7	16.8%
D. Not Subject to Discretionary Withdrawal	400.5	12.2%
E. At Fair Value of Assets	1,243.2	37.8%
Total Individual Annuities	\$3,285.8	100.0%
Total Surrenders Benefits — Withdrawals	\$232.0	-



The Economics of Banking

Pre-Tax, Pre-Provision Income by Asset Size



THE FUTURE IS NOW

PYMNTS®

PYMNTS TV

Today

B2B

Retail

Fintech

Digital Transformation

Crypto

AI

PYMNTS®

Mastercard Debuts Agent Pay to Promote 'Agentic Commerce Future'

BY PYMNTS | APRIL 29, 2025



Mastercard has launched Agent Pay, its agentic artificial intelligence (AI)-driven payments program.

The new offering, [announced](#) Tuesday (April 29), introduces Mastercard's Agentic Tokens, which the company said builds upon tokenization capabilities that power global commerce solutions like mobile contactless payments, along with programmable payments such as recurring expenses and subscriptions.

"This helps unlock an agentic commerce future where consumers and businesses can transact with trust, security, and control," the company said in a news release. "Mastercard Agent Pay will enhance generative AI conversations for people and businesses alike by integrating trusted, seamless payments experiences into the tailored recommendations and insights already provided on conversational platforms."

That means, the company said, that someone planning a party could chat with an AI agent to curate outfits and accessories or plan a venue. The agent can then make purchases based on that customer's preferences and feedback, while also recommending the best way to pay.

According to the release, Mastercard plans to collaborate with a number of tech companies on the program: [Microsoft](#) on new use cases to scale agentic commerce, [IBM](#) to accelerate B2B use cases and companies like [Braintree](#) and [Checkout.com](#) to enhance tokenization capabilities already in use.


"The launch of Mastercard Agent Pay marks our initial steps in redefining commerce in the AI era, including new merchant interfaces to distinguish trusted agents from bad actors using agentic technology," said [Jorn Lambert](#), Mastercard's chief product officer.

"Recognizing the seismic implications of this evolution, we are keen to collaborate with industry players to advance the standards for agentic payments, such as applying the Model Context Protocol to Secure Remote Commerce," he added. "This lays the foundation for scale and builds trust in agentic commerce."



SCAN ME

5 MINUTES LATER...


WORLD ▾ U.S. ▾ POLITICS ▾ SPORTS ▾ ENTERTAINMENT ▾ BUSINESS ▾ SCIENCE ▾ FACT CHECK ▾ ODDITIES ▾ MORE ▾
Trump administration Kohl's CEO fired Stock market today Pressure cooker recall Pirates fan's 21-foot fall

BUSINESS

Visa wants to give artificial intelligence 'agents' your credit card

BY MATT O'BRIEN

Updated 4:05 PM EDT, April 30, 2025

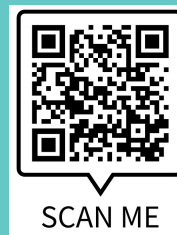
Share 

Artificial intelligence “agents” are supposed to be more than chatbots. The tech industry has spent months [pitching AI personal assistants](#) that know what you want and can do real work on your behalf.

So far, they're not doing much.

Visa hopes to change that by giving them your credit card. Set a budget and some preferences and these AI agents — successors to ChatGPT and its chatbot peers — could find and buy you a sweater, weekly groceries or an airplane ticket.




“We think this could be really important,” said Jack Forestell, Visa's chief product and strategy officer, in an interview. “Transformational, on the order of magnitude of the advent of e-commerce itself.”





Agentic AI: PayPal vs Mastercard vs Visa

By: Panagiotis Kriaris

			
	PayPal Agent Toolkit	Mastercard Agent Pay	Visa Intelligent Commerce
Announcement date	14 & 29 Apr 2025 PayPal Dev Days	29 Apr 2025 - global press release	30 Apr 2025 - Visa Global Product Drop
Headline	Let any AI agent plug directly into PayPal to handle the full commerce loop—pay, ship, invoice, dispute	New payment infrastructure for agentic commerce - autonomous AI assistants execute transactions on behalf of users	Empower AI agents to deliver personalized and secure shopping experiences at scale
Use cases	<ul style="list-style-type: none">• Pay for purchases and settle invoices• Track shipments in real time• Auto-manage subscriptions / inventory• Raise or resolve disputes	<ul style="list-style-type: none">• Birthday-party shopping concierge• SIME agent that sources overseas and settles with a virtual corporate card• Retailer chat-bot - best way to pay	<ul style="list-style-type: none">• Book flights/hotels (send spend limit)• Order weekly groceries automatically• Reserve hard-to-get restaurant tables and pay without exposing card data
Rails	Existing PayPal Open Platform APIs + new Model Context Protocol (MCP) and "Agent-to-Agent" workflow endpoints	New Agentic Tokens on Mastercard's token & passkey stack; supports programmable rules	Tokenised AI-ready Card created via Visa Payment Passkeys; 5 APIs cover auth, tokenisation, spend-rules, risk signals
Key partners	AWS, Google Cloud (Gemini), Microsoft Azure, Anthropic	Microsoft, IBM watsonx, Braintree, Checkout.com	Anthropic, OpenAI, Microsoft, Samsung, Stripe, Mistral AI, Perplexity
Features & Controls	<ul style="list-style-type: none">• One-time-password identity checks• PayPal fraud intelligence• Embedded merchant verification	<ul style="list-style-type: none">• Register & verify "trusted agents"• On-device biometrics for strong authentication• User-set purchase permissions	<ul style="list-style-type: none">• User-defined spend limits, MCC/category filters, real-time approval prompts• Visa AI fraud engine (\$40 bn blocked '24)
Timeline	<ul style="list-style-type: none">• APIs live now• Merchants shown in public demos• Early dev projects under way	<ul style="list-style-type: none">• Partner integrations began April 2025• Broader merchant rollout "next phase" (no date yet)	<ul style="list-style-type: none">• Pilot APIs live• Controlled pilots in 2025• Full global rollout targeted for 2026
Overlap	Tokenised credentials , agent-friendly APIs	Tokenisation + user controls	Tokenisation , spend rules, broad partners
Edge	Deepest post-payment features (invoicing, disputes, shipping)	First to formalise "trusted-agent" registration & mandatory biometrics	Most granular spend / MCC limits and instant global acceptance

Oh, you are also AI?



Get conversation

is it better now?



Get conversation

1:10

PERSON- AI-ZATION

- **PFM- Alvisor**
- **RespondAI:** Lightning-fast AI. responses that feel thoroughly human
- **COACH** (Customized Optimization And Cash Handling): Personal financial optimization platform
- **COMPASS** (Customer Opportunity Mapping, Prediction And Solution Suggestion): Navigation system for future financial needs
- **PRIME** (Personalized Reach In Moments of Engagement): Optimal timing communication platform





AI AUTOMATION

Forbes

Citibank's Billion-Dollar Mistake And How It Turned Out Two Years Later

By [Joshua Stein](#), Contributor. © I write about commercial real estate nego...

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Sep 12, 2022, 10:15am EDT

In August 2020, Revlon paid Citibank a few million dollars to cover some interest on the loan. Citibank distributed that payment to the lenders as appropriate. By mistake, Citibank also wired to all the lenders all the principal due on the loan – about a billion dollars – even though the loan wasn't due and Revlon hadn't actually repaid any principal. So Citibank mistakenly paid off all the lenders in full with the bank's own money. That happened because Citibank's payment software was so badly designed that it almost encouraged bank personnel to make huge mistakes. Nothing in the litigation suggests, however, that similar mistakes had previously occurred.



SCAN ME

BDLL	Borrower LIBOR Drawdown Prod	Drawdown
001BDLL201480094		001BDLL201480094
024462	REVLO CONSUMER PRODUCTS CORP	
Facility Name	REVLO TERM LOAN 2016	
GL Detail		
Component	Internal GL	Overwrite default settlement instruction
COLLAT		<input type="checkbox"/>
COMPINTSF		<input type="checkbox"/>
DEFAULT		<input type="checkbox"/>
DFLFTC		<input type="checkbox"/>
FRONT		<input type="checkbox"/>
FUND		<input type="checkbox"/>
INTEREST		<input type="checkbox"/>
PRINCIPAL	3003000023	<input checked="" type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>



The Economic Times

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Citi employee's typo leads to an \$81 trillion transaction error

Citigroup Inc. mistakenly credited \$81 trillion to a customer's account instead of \$280 last April before reversing the transaction hours later, according to the Financial Times. The transfer was missed by two employees and detected by a third employee 90 minutes after it was posted, the report said. No funds left the bank, and it was disclosed as a "near miss" to the Federal Reserve and Office of the Comptroller of the Currency, according to the report.

A total of 10 near misses of \$1 billion or more occurred at Citi last year, according to the FT, citing an internal report. While it's down from 13 cases in the previous year, the report said near misses of greater than \$1 billion were unusual across the US bank industry.

Citi's \$81 trillion near miss in April was due to an input error and a backup system with a cumbersome user interface, according to people familiar with the incident. In mid-March, four transactions totaling \$280 destined for a customer's escrow account in Brazil had been blocked by a screen that catches payments that are potential sanction violations.



SCAN ME

BACK OFFICE USE CASES

- Automating extraction of data from loan applications, KYC documents, mortgage papers, tax forms, etc.
- Automating identity verification, credit risk assessment, and onboarding workflows.
- Speeding up underwriting for mortgages, business loans, and personal loans.
- Automating compliance checks (AML, KYC, GDPR, CRA), generating regulatory reports.
- Predictive analytics. Forecasting staffing needs, cash requirements at branches/ATMs, or IT capacity.
- Automating random sampling of transactions and processes for quality assurance.



Google Cloud Highlights

Digitizing the NYT photo archive



3:56



4:42



Fintech Brainfood

Deeper dives into Fintech and Finance, food for your Brain.



- **Payments:** "Buy me the same groceries as last week and deliver when I'm home"
- **Financial guidance:** "Optimize my savings and investments"
- **Taxes:** "File my taxes" (can you imagine!!)
- **Consumer cashflow:** Agent says "hey, you're running low on cash, would you like to move some money from savings so you don't get a fee?"
- **Business collections:** "You have 6 invoices late today, would you like me to give them a call?"
- **Embedded Financial Planning:** "Create a vacation fund and find me the optimal savings strategy based on my spending habits"
- **Financial Identity Management:** "Keep my financial identity current across all my accounts automatically"
- **Personalized Financial Coaching:** "Analyze my spending patterns and coach me on better habits" (goes beyond alerts to actual behavioral change)



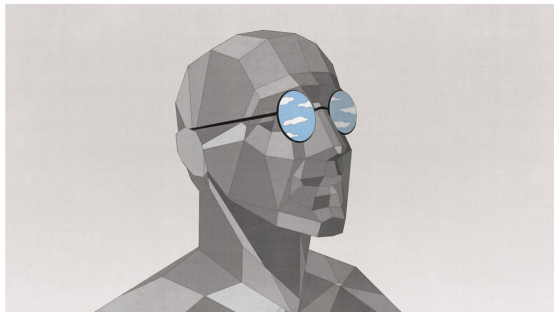


Generative AI

How People Are Really Using Gen AI in 2025

by Marc Zao-Sanders

April 9, 2025

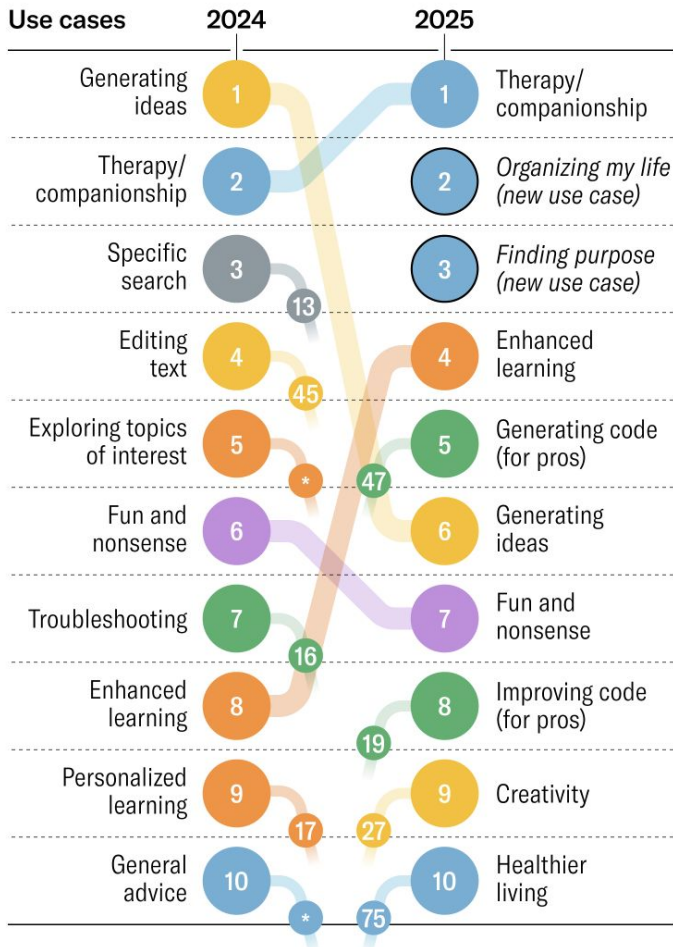


Top 10 Gen AI Use Cases

The top 10 gen AI use cases in 2025 indicate a shift from technical to emotional applications, and in particular, growth in areas such as therapy, personal productivity, and personal development.

Themes

PERSONAL AND PROFESSIONAL SUPPORT	TECHNICAL ASSISTANCE AND TROUBLESHOOTING
CONTENT CREATION AND EDITING	CREATIVITY AND RECREATION
LEARNING AND EDUCATION	RESEARCH, ANALYSIS, AND DECISION-MAKING



*Did not make list of top 100 in 2025

Source: Filtered.com

HBR



SCAN ME

So here we are at the crossroads.

Just like that January day in 2007 when Steve Jobs changed everything, we're standing at the threshold of a new world. The difference is that we know it's coming. We can see it. We can feel it.

You have three options:

You can deny it. You can tell yourself this is just another technology cycle, another incremental change that you'll adapt to when you need to. The taxi drivers thought that too when Uber first appeared.

You can fear it. You can focus on all the ways AI might threaten your current business model and customer engagement approach. The media executives did that when Netflix emerged. Where are they now?

Or you can embrace it. You can run toward this change with everything you have. You can be the person who doesn't just witness history but shapes it.





ChatGPT ▾

What can I help with?

Assume the persona of a US based bank / credit union executive. What are ten recommendations you can provide on how I can drive AI adoption for my organization to future proof our operations and offerings. Think in a 10x mindset and ensure we aren't left behind. Build this a two year rollout plan and prioritize the recommendations that drive cost savings first, then recommendations linked to potential net new revenue offerings. For each recommendation please include 2-3 vendors/partners worth exploring.

Please also format this as a two year phased implementation plan and create an executive briefing



Search



Reason



Deep research



Create image





ChatGPT at Work (11)



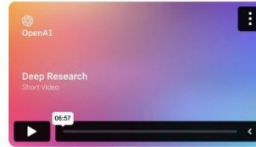
Introduction to Prompt Engineering

Posted Mar 08, 2025 | Views 70.8K



ChatGPT & Reasoning

Posted Mar 09, 2025 | Views 5.5K



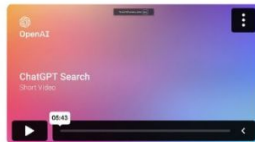
Deep Research

Posted Mar 01, 2025 | Views 9.4K



OpenAI, LLMs & ChatGPT

Posted Mar 06, 2025 | Views 9.1K



ChatGPT Search

Posted Mar 07, 2025 | Views 12.4K



ChatGPT for Data Analysis

Posted Mar 04, 2025 | Views 28.7K



Advanced Prompt Engineering

Posted Mar 03, 2025 | Views 63.3K



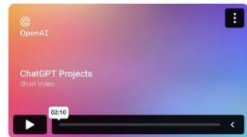
Multimodality Explained

Posted Mar 09, 2025 | Views 15.9K



ChatGPT for Writing & Coding

Posted Mar 11, 2025 | Views 19.8K



ChatGPT Projects


Posted Mar 10, 2025 | Views 12.7K



Introduction to GPTs

Posted Mar 05, 2025 | Views 13.7K





Every technological revolution has created enormous wealth and opportunity – but not for everyone. Only for those who recognized the moment and acted with courage.

When you leave here today, you'll make a choice whether you realize it or not. With every board meeting, every technology investment, every community initiative, you'll either be stepping into banking's future or clinging to its past.

The world of community banking as we know it is ending. Something new and extraordinary is being born.

So I ask you one final time: Where will you be when everything changes?

Because I'll tell you where I hope you'll be – right at the center, leading the charge, transforming not just how banking works, but what's possible for every community you serve.

The revolution isn't coming. It's here. And it's waiting for you to join it.



 /sammaule