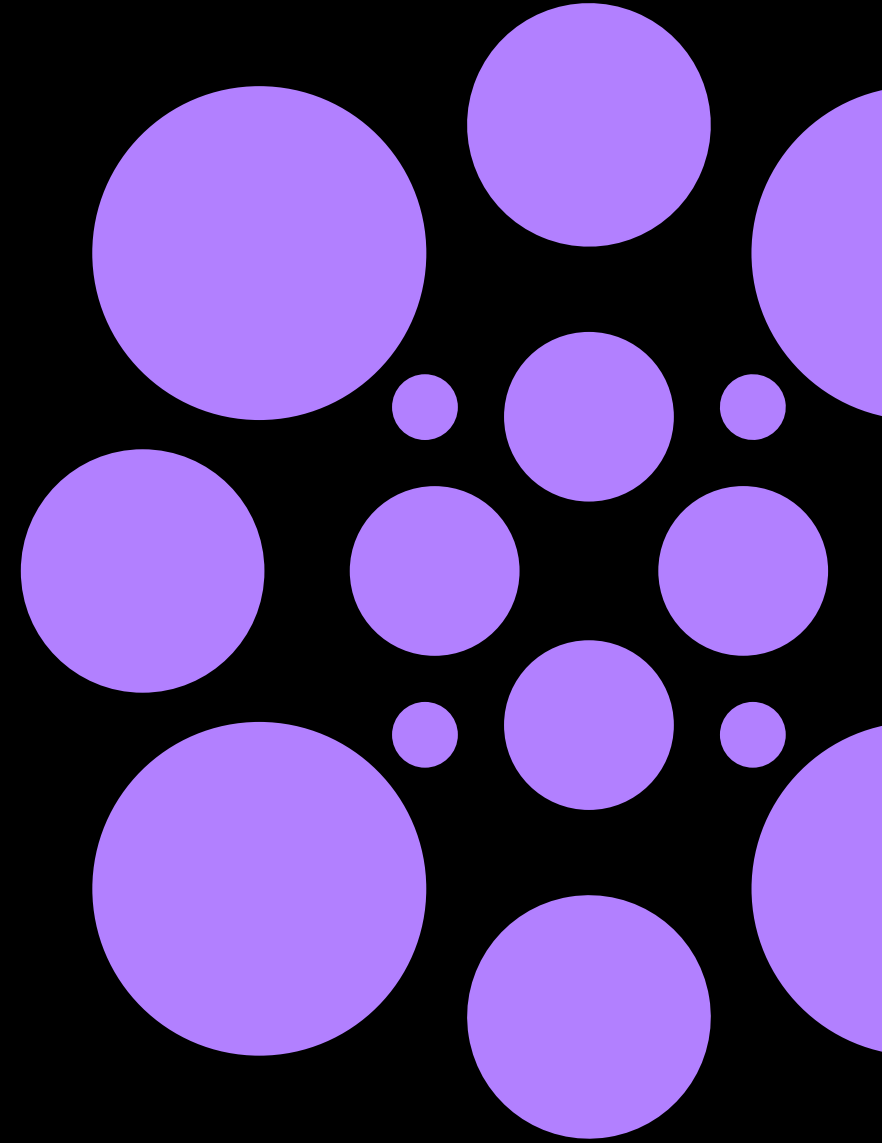


Banking & Technology

Presenter: Navazeh Tajer June 7th, 2024



California Generational Demographics

California population by age group

Key stats

12,658,283

Population under 25 years

11,282,671

Population aged 25-44

9,844,520

Population aged 45-64

5,669,879

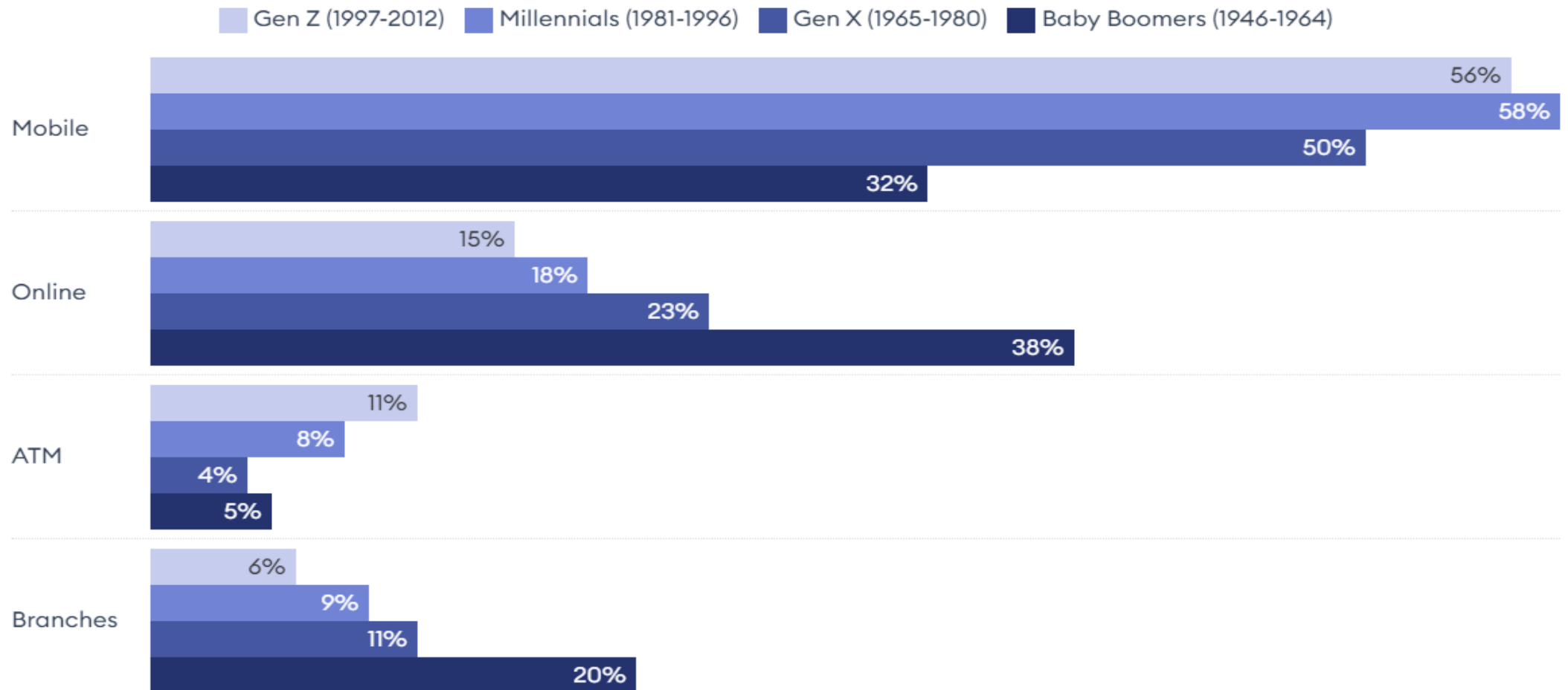
Population aged 65+

Sources: U.S. Census Bureau, American Community Survey (ACS) 2021

- ❖ The median age in California is 37.0, as per 2021 ACS 5-Year Estimates.
- ❖ As of 2022, 78% of adults in the U.S. prefer to bank via a mobile app or website.

How Are Different Generations Accessing Their Bank Accounts?

Data source: American Bankers Association



Field of AI Research Founded in 1956

1956

Big Data – Frenzy Peak 2016 (NY Times)

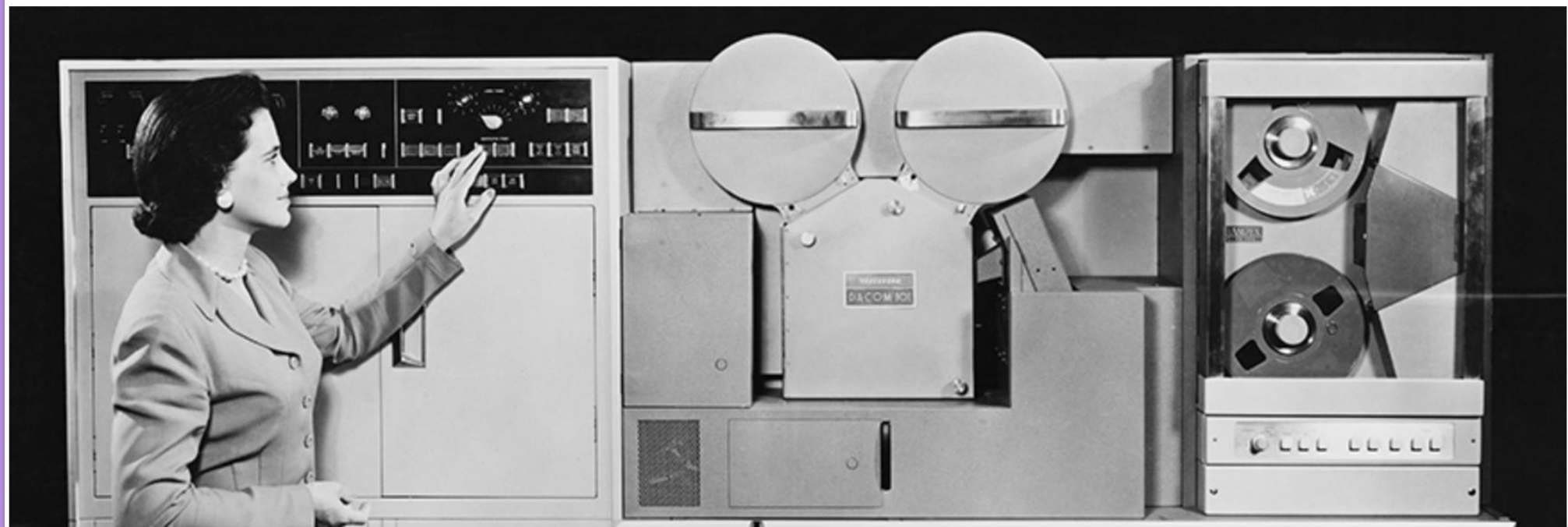
- Deep Learning, Large Language Models

2016

2022

Natural Language Processing – STUDENT
1964

ChatGPT



Advances in the last year



- Feb 2023
- 100 TRILLION parameters
 - GPT-3: 175 BILLION parameters
- Natural-language based
- API and LLM ecosystem
 - Search engines
 - Chatbots
 - Educational software



- The first public multi-modal generational AI model
- First model to outperform human experts in
 - Math
 - Physics
 - History
 - Law
 - Medicine



- Productivity enhancing AI-powered collaboration
- Embedded in Google workspace
 - Slides
 - Sheets
 - Docs
 - Gmail
- Task-oriented

Trends within Banking

- Risk Management
 - Fraud detection
 - Risk detection and underwriting
- Payments and SMB
 - Smart routing
 - Cost-based
 - Customer segmentation
- Backoffice
 - Chatbots
 - Employee experience
 - Marketing
 - CRM tools
- Consumer Experience (CX)

56%

AI usage within their FIs

87%

Using AI to improve CX

77%

Believe the ability to use AI means success or failure

Thank You

