AI MASTER CLASS- AI FOR BANKING (FSI)

Overview

This program is designed to introduce banking and financial services professionals to practical applications of Artificial Intelligence (AI) in the banking industry. Participants will explore how AI is currently used to enhance operational efficiency, risk management, compliance, customer experience, and decision-making. The program is non-technical and focuses on real-world use cases, responsible adoption, and hands-on application of generative AI tools in daily banking work.

Course Objectives

By the end of this program, participants will be able to:

1. Understand key AI concepts relevant to banking
2. Identify AI use cases across banking functions
3. Apply generative AI tools safely in daily banking work
4. Evaluate risks, governance, and ethical considerations
5. Design simple AI use cases for their departments.

Duration

2 Days

Who Should Attend

1. Banking & financial services professionals
2. Operations, risk, compliance, finance, credit, product, and customer service teams
3. Relationship managers, analysts, supervisors, and managers
4. Professionals interested in AI-driven transformation in banking

PEOPLElogy Skill Sdn Bhd 1033523-D
Kuala Lumpur | Penang | Johor Bahru
+603 2287 1829 +603 2287 2819 www.transform-skill.com

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Prerequisites

1. Basic understanding of banking operations and workflows
2. General digital literacy (e.g. using office productivity tools)
3. No programming or data science knowledge required.

Training Methodology

1. Virtual or Physical Delivery
2. Interactive lectures
3. Case study discussions
4. Hands-on exercises
5. Group activities & role-play

Tools & Resources Needed

1. Generative AI tools (e.g. ChatGPT / Microsoft Copilot)
2. AI-powered document and content assistants
3. Spreadsheet or reporting tools (Excel or equivalent)
4. Internet-enabled laptop for hands-on exercises

Accelerate Your Talent with Skill

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PROGRAM OUTLINE

No	Module	Topics Covered
1	**AI Fundamentals for Banking**	AI vs Automation vs Analytics How AI is used in modern banks (global & regional examples) Types of AI: ML, NLP, GenAI
2	**AI Use Cases Across Banking Functions**	Retail & Corporate Banking Credit Scoring & Risk Assessment Fraud Detection & AML Customer Service (Chatbots, Virtual Assistants)
3	**Hands-on: AI for Banking Productivity**	AI for report writing & summaries AI for policy interpretation AI for email & customer communication
4	**AI Data Awareness for Bankers**	Structured vs unstructured data Data privacy & PDPA awareness What data *should not* be shared with AI
5	**Generative AI for Banking Operations**	AI for SOP creation AI for process improvement AI for compliance documentation
6	**AI for Insights & Decision Support**	AI-assisted financial analysis Trend detection & scenario simulation Management reporting with AI
7	**AI Risk, Governance & Ethics**	Model risk management Bias & explainability Regulatory considerations
8	**Mini Capstone: Banking AI Use Case**	Identify a banking problem Propose an AI solution Group presentation & feedback