Finn AI

Our Mission

To improve the financial lives of 100 million people by 2025

About Us

- Founded in 2014, Finn AI is the world's leading AI-powered conversational banking technology provider, working with top financial institutions around the world

- The award-winning Finn AI platform provides a truly personalized digital-first experience—while delivering the operational efficiencies and cost savings of conversational AI

- Our team consists of about 60 data scientists, software developers, and bank industry experts in Canada and the USA

Our Technology

We've worked with banks around the world to identify key use cases for Conversational AI that are aligned with specific lines of business within a bank.

Using proprietary natural language understanding and machine learning technologies, we've developed an extensive library of banking-specific utterances and intents. The Finn AI platform includes multi-lingual support, context and turn-based (two-way) conversational models, and a natural language engine that signals when new features and functionality are required based on user interactions.
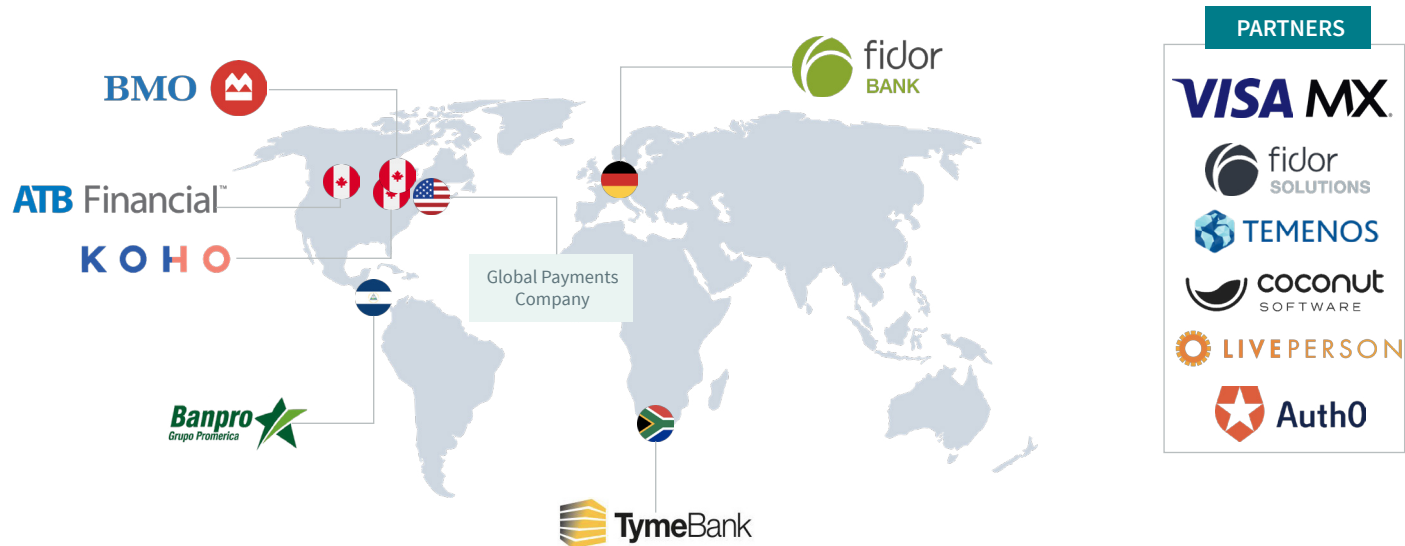
Use Cases That Drive P&L Results

By building models that focus on core banking use cases, our customers can increase cost savings and easily quantify the value of their Finn AI deployment via NPS scores, lead conversion rates, reduction of repetitive calls to call centers, and other measures.

USE CASES	CUSTOMER EXPERIENCE	VALUE TO YOUR BANK
Customer Acquisition	Frictionless onboarding	• Increase number of new customers • Reduce cost of acquisition
Digital Self-Service (Customer Care)	Easier self-service 24/7	• Increase customer satisfaction • Reduce cost to serve
Smarter Money Management*	Build financial wellness	• Grow deposits and wallet share • Reduce delinquencies
Loss Prevention*	Avoid negative experiences	• Lower write-offs • Reduce operational costs

*Future expanded capabilities

Customers, Partners & Ecosystems

BMO
ATB Financial
KOHO
Banpro Grupo Promerica
fidor BANK
Global Payments Company
TymeBank

Experts in AI, Technology & Banking

Board Members

Eric Bukovinsky
Board Chair
Partner, Yaletown Partners

Frank Chang
Board Member
Partner, Flying Fish Partners, 20 years in software industry; Former exec roles at Amazon & Microsoft

Carrie Russell
Board Member
Former SVP, Head of Retail Products at TD Bank, CMO D+H/ Finastra
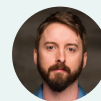
Founders

Jake Tyler
CEO & Co-founder
MBA; Double Degree (Bachelor) Commerce (International Business), Social Science (International Politics)

Nat Cartwright
COO & Co-founder
Masters of Business Administration; Masters of Public Health, Global Health; The Global Fund (Geneva SUI)

Leadership Team

Dr. Ken Conroy
VP of Data Science
PhD Computer Science; MSc,; Computer SW Engineering; NLP; machine learning

Stephen Menon
VP of Product
15+ years in banking & product management with TD Bank, Bank of America, MBNA

Steve Zhu
VP of Technology
Software solutions architect leader enterprise organizations including Boeing, Ritchie Bros, CA Technologies

Visit www.finn.ai or contact sales@finn.ai