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**Across AI solutions, does BFSI digital maturity align with consumer AI demands?**

- *Is there alignment between consumers and the enterprise to create, deliver, and iterate using rapid-cycle, innovations?*
- *How will decisions be tracked, made transparent, and able to be "recreated" against control standards and robust auditability?*
- *Across a highly regulated landscape, can BFSI AI implementations meet the expectations of changing consumer behaviors surrounding AI privacy and security?*
- *What models will be deployed to deliver AI-defined customer support, dispute resolution, ombudsman services, or complaint escalation (before regulatory actions)?*