

FINANCE & ACCOUNTING | COURSE BROCHURE

Artificial Intelligence in Banking and Financial Services

5 days | Classroom training | English

SMART HORIZON

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Course content

Why attend

This course explores the application of artificial intelligence (AI) in banking and financial services, focusing on practical implementations, regulatory considerations, and risk management. Participants will gain insights into AI technologies that enhance decision-making, customer experience, and operational efficiency in the financial sector.

The integration of AI in banking and financial services introduces significant challenges, including compliance with evolving regulations and the management of risks associated with automated systems. Professionals must navigate these complexities to implement AI solutions that enhance operational efficiency while ensuring adherence to legal standards. Understanding the implications of AI technologies is crucial for roles such as compliance officers and risk managers, who must evaluate the impact of AI on customer trust and data privacy. This course equips participants with the skills to assess AI tools critically, ensuring they align with both business objectives and regulatory requirements.
Participants will develop practical skills in assessing AI technologies, designing AI-driven processes, and evaluating their impact on customer service and operational efficiency. Through hands-on exercises, attendees will engage in realistic scenarios that require them to make informed decisions regarding AI implementations. They will learn to construct data-driven models, justify technology choices, and develop risk management strategies tailored to AI applications. By the end of the course, participants will be equipped to contribute effectively to their organisations' AI strategies, enhancing customer experiences and optimising financial operations.

Professional Problems This Course Is Designed to Solve

- Difficulty translating subject knowledge into practical workplace decisions.
- Inconsistent approaches to the activities covered in the course outline.
- Lack of a structured plan for applying and reviewing new skills.

Course methodology

The course employs a blend of case studies, interactive workshops, and simulations to facilitate learning. Participants will engage in real-world scenarios that require them to analyse data, design AI solutions, and evaluate their effectiveness. For example, they will work on developing AI-driven customer service processes and risk management plans. Outputs include AI implementation plans, compliance assessment reports, and predictive models for credit scoring, ensuring practical application of knowledge gained. This hands-on approach fosters collaboration and critical thinking, enabling participants to apply theoretical concepts to practical challenges in the banking and financial services sector, ultimately enhancing their problem-solving capabilities and decision-making skills.



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Course objectives

By the end of this course, participants will be able to:
• Analyse the impact of AI technologies on banking operations and customer service.
• Design an AI-driven customer service process tailored for financial institutions.
• Evaluate regulatory frameworks governing AI in banking and financial services to ensure compliance.
• Assess risk management strategies associated with AI implementation in financial services.
• Construct a data-driven model for credit scoring using AI techniques and tools effectively.
• Justify the selection of specific AI tools for financial analytics and decision-making based on business needs.
• Develop a comprehensive compliance assessment for an AI project in finance, addressing potential risks.
• Evaluate the ethical implications of AI applications in financial decision-making and customer interactions.

Target audience

This course is suitable for:
• Banking professionals involved in technology implementation, focusing on AI solutions.
• Financial analysts seeking to leverage AI for data analysis and forecasting.
• Compliance officers responsible for ensuring AI systems meet regulatory standards.
• Customer experience managers aiming to enhance service delivery through AI.
• Risk management specialists evaluating AI-related risks in financial operations.

Target competencies

Participants will develop competencies in:
• Assessing AI technologies for banking applications.
• Designing customer-centric AI solutions in finance.
• Evaluating compliance with financial regulations regarding AI.
• Implementing risk management frameworks for AI systems.
• Constructing predictive models using AI in financial contexts.
• Justifying technology choices based on business needs and regulatory requirements.
• Developing comprehensive compliance assessments for AI projects.
• Evaluating ethical considerations in AI applications.

Course outline



Course content

Day 1: Introduction to AI in Banking and Financial Services

Applied activity: Participants will analyse a case study of a bank that successfully implemented AI for customer service. They will identify key factors that contributed to its success and potential pitfalls, considering regulatory and operational aspects, and present their findings to the group.
Output: A report summarising findings and recommendations for AI adoption in banking.

09:00–09:54	Overview of AI technologies relevant to banking and financial services.
09:54–10:48	Current trends in AI adoption within financial institutions and their implications.
10:48–11:00	Key benefits and challenges of AI integration in banking operations.
11:00–11:30	**Coffee break**
11:30–12:12	Key benefits and challenges of AI integration in banking operations. (continued)
12:12–13:06	Understanding customer expectations and behaviours in the AI era.
13:06–14:00	Regulatory landscape and compliance challenges for AI in finance.

Day 2: Designing AI-Driven Processes

Applied activity: Working in groups, participants will design an AI-driven customer service process for a fictional bank. They will consider technology, user experience, compliance, and operational efficiency, and prepare a presentation to share their design with the class.
Output: A detailed process design document outlining the AI solution and its expected impact.

09:00–09:54	Frameworks for designing effective AI solutions in banking contexts.
09:54–10:48	Identifying and prioritising use cases for AI in financial services.
10:48–11:00	Developing customer service chatbots and virtual assistants for banks.
11:00–11:30	**Coffee break**
11:30–12:12	Developing customer service chatbots and virtual assistants for banks. (continued)
12:12–13:06	Integrating AI with existing banking systems and processes.
13:06–14:00	Measuring the effectiveness and ROI of AI-driven processes.



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Day 3: Regulatory Compliance and Ethical Considerations

Applied activity: Participants will evaluate a hypothetical AI project against regulatory requirements and ethical standards. They will identify compliance gaps and risks while proposing solutions to mitigate them, culminating in a group discussion to share insights and recommendations.
Output: A compliance assessment report with detailed recommendations for ethical AI use.

09:00–09:54	Key regulations affecting AI in banking, such as GDPR, PSD2, and others.
09:54–10:48	Ethical implications of AI in financial decision-making and customer interactions.
10:48–11:00	Best practices for maintaining compliance in AI projects and operations.
11:00–11:30	**Coffee break**
11:30–12:12	Best practices for maintaining compliance in AI projects and operations. (continued)
12:12–13:06	Data privacy concerns, customer trust, and ethical AI use.
13:06–14:00	Developing an ethical framework for AI implementation in finance.

Day 4: Risk Management in AI Implementation

Applied activity: In teams, participants will create a comprehensive risk management plan for an AI implementation in a fictional financial institution. They will address potential risks, mitigation strategies, and compliance issues, and present their plan to the class for feedback.
Output: A detailed risk management plan document with actionable recommendations.

09:00–09:54	Understanding risks associated with AI in banking and financial services.
09:54–10:48	Frameworks for assessing and managing AI-related risks effectively.
10:48–11:00	Developing risk mitigation strategies for AI systems and processes.
11:00–11:30	**Coffee break**
11:30–12:12	Developing risk mitigation strategies for AI systems and processes. (continued)
12:12–13:06	Case studies of AI failures in financial services and lessons learned.
13:06–14:00	Creating a risk management plan for AI projects in banking.



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Day 5: Integrating AI into Financial Decision-Making

Applied activity: Participants will develop a predictive model for credit scoring using AI techniques. They will apply data analysis and machine learning principles learned throughout the course to assess creditworthiness, culminating in a presentation of their model's findings and implications.
Output: A functioning predictive model and a presentation of its findings, including insights and recommendations.

09:00–09:54	AI applications in credit scoring, risk assessment, and lending decisions.
09:54–10:48	Using AI for fraud detection and prevention in financial transactions.
10:48–11:00	Enhancing investment strategies and portfolio management with AI analytics.
11:00–11:30	**Coffee break**
11:30–12:12	Enhancing investment strategies and portfolio management with AI analytics. (continued)
12:12–13:06	Building predictive models for market analysis and customer behaviour.
13:06–14:00	Future trends in AI for banking and financial services and their implications.

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.

Dates, venues and fees

Current published course plans. Fees are per participant in EUR, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (EUR)
Kuala Lumpur Confirmed dates	16 Nov 2026	20 Nov 2026	**€1,450.-**
Online Confirmed dates	16 Nov 2026	20 Nov 2026	**€1,250.-**
Cape Town Confirmed dates	23 Nov 2026	27 Nov 2026	**€1,890.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	23 Nov 2026	27 Nov 2026	**€1,250.-**
Paris Confirmed dates	7 Dec 2026	11 Dec 2026	**€2,860.-**
Online Confirmed dates	7 Dec 2026	11 Dec 2026	**€1,250.-**
Istanbul Confirmed dates	14 Dec 2026	18 Dec 2026	**€2,650.-**
Online Confirmed dates	14 Dec 2026	18 Dec 2026	**€1,250.-**
Amsterdam Confirmed dates	4 Jan 2027	8 Jan 2027	**€2,540.-**
Online Confirmed dates	4 Jan 2027	8 Jan 2027	**€1,250.-**
Singapore Confirmed dates	18 Jan 2027	22 Jan 2027	**€2,820.-**
Online Confirmed dates	18 Jan 2027	22 Jan 2027	**€1,250.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
London Confirmed dates	1 Feb 2027	5 Feb 2027	**€2,450.–**
Online Confirmed dates	1 Feb 2027	5 Feb 2027	**€1,250.–**
Vienna Confirmed dates	8 Feb 2027	12 Feb 2027	**€2,940.–**
Online Confirmed dates	8 Feb 2027	12 Feb 2027	**€1,250.–**
Dubai Confirmed dates	15 Feb 2027	19 Feb 2027	**€3,150.–**
Online Confirmed dates	15 Feb 2027	19 Feb 2027	**€1,250.–**
Frankfurt Confirmed dates	1 Mar 2027	5 Mar 2027	**€2,650.–**
Online Confirmed dates	1 Mar 2027	5 Mar 2027	**€1,250.–**
Kuala Lumpur Confirmed dates	15 Mar 2027	19 Mar 2027	**€1,450.–**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	15 Mar 2027	19 Mar 2027	**€1,250.-**
Paris Confirmed dates	5 Apr 2027	9 Apr 2027	**€2,860.-**
Online Confirmed dates	5 Apr 2027	9 Apr 2027	**€1,250.-**
Rome Confirmed dates	12 Apr 2027	16 Apr 2027	**€2,450.-**
Online Confirmed dates	12 Apr 2027	16 Apr 2027	**€1,250.-**
Istanbul Confirmed dates	19 Apr 2027	23 Apr 2027	**€2,650.-**
Online Confirmed dates	19 Apr 2027	23 Apr 2027	**€1,250.-**
Amsterdam Confirmed dates	3 May 2027	7 May 2027	**€2,540.-**
Online Confirmed dates	3 May 2027	7 May 2027	**€1,250.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Singapore Confirmed dates	17 May 2027	21 May 2027	**€2,820.–**
Online Confirmed dates	17 May 2027	21 May 2027	**€1,250.–**
London Confirmed dates	7 Jun 2027	11 Jun 2027	**€2,450.–**
Online Confirmed dates	7 Jun 2027	11 Jun 2027	**€1,250.–**
Cape Town Confirmed dates	14 Jun 2027	18 Jun 2027	**€1,890.–**
Online Confirmed dates	14 Jun 2027	18 Jun 2027	**€1,250.–**
Dubai Confirmed dates	21 Jun 2027	25 Jun 2027	**€3,150.–**
Online Confirmed dates	21 Jun 2027	25 Jun 2027	**€1,250.–**
Frankfurt Confirmed dates	5 Jul 2027	9 Jul 2027	**€2,650.–**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	5 Jul 2027	9 Jul 2027	**€1,250.-**
Kuala Lumpur Confirmed dates	19 Jul 2027	23 Jul 2027	**€1,450.-**
Online Confirmed dates	19 Jul 2027	23 Jul 2027	**€1,250.-**
Paris Confirmed dates	2 Aug 2027	6 Aug 2027	**€2,860.-**
Online Confirmed dates	2 Aug 2027	6 Aug 2027	**€1,250.-**
Istanbul Confirmed dates	16 Aug 2027	20 Aug 2027	**€2,650.-**
Online Confirmed dates	16 Aug 2027	20 Aug 2027	**€1,250.-**
Rome Confirmed dates	23 Aug 2027	27 Aug 2027	**€2,450.-**
Online Confirmed dates	23 Aug 2027	27 Aug 2027	**€1,250.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Amsterdam Confirmed dates	6 Sept 2027	10 Sept 2027	**€2,540.-**
Online Confirmed dates	6 Sept 2027	10 Sept 2027	**€1,250.-**
Singapore Confirmed dates	20 Sept 2027	24 Sept 2027	**€2,820.-**
Online Confirmed dates	20 Sept 2027	24 Sept 2027	**€1,250.-**
London Confirmed dates	4 Oct 2027	8 Oct 2027	**€2,450.-**
Online Confirmed dates	4 Oct 2027	8 Oct 2027	**€1,250.-**
Dubai Confirmed dates	18 Oct 2027	22 Oct 2027	**€3,150.-**
Online Confirmed dates	18 Oct 2027	22 Oct 2027	**€1,250.-**
Barcelona Confirmed dates	25 Oct 2027	29 Oct 2027	**€2,840.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	25 Oct 2027	29 Oct 2027	**€1,250.–**
Frankfurt Confirmed dates	1 Nov 2027	5 Nov 2027	**€2,650.–**
Online Confirmed dates	1 Nov 2027	5 Nov 2027	**€1,250.–**
Kuala Lumpur Confirmed dates	15 Nov 2027	19 Nov 2027	**€1,450.–**
Online Confirmed dates	15 Nov 2027	19 Nov 2027	**€1,250.–**
Paris Confirmed dates	6 Dec 2027	10 Dec 2027	**€2,860.–**
Online Confirmed dates	6 Dec 2027	10 Dec 2027	**€1,250.–**
Istanbul Confirmed dates	13 Dec 2027	17 Dec 2027	**€2,650.–**
Online Confirmed dates	13 Dec 2027	17 Dec 2027	**€1,250.–**



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Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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