

# press release

## **Standard Chartered to enhance customers' experience with AI-powered chatbot**

**9 November 2017, Hong Kong** – Standard Chartered Bank (Hong Kong) Limited (“SCBHK”) plans to roll out a chatbot built with a conversational artificial intelligence (AI) platform which can interact with customers on Standard Chartered Hong Kong’s mobile app and website, to further enhance clients’ digital experience.

The chatbot will allow retail customers to get account information, make payments, transfer money, track expenses and analyse their spending via natural and human-like conversation. The service will roll out in phases and the first phase is expected to be available in the second quarter of 2018, subject to regulatory approval.

**Samir Subberwal, Regional Head of Retail Banking, Greater China and North Asia of Standard Chartered** said: “We are very excited about this new initiative and I am confident that this is just a first step to create an even better user experience over time. There is so much potential using AI and chatbot technology to better serve our clients. We will continue to innovate in these areas as technological advances will create new ways for clients to engage with our bank.”

**Vicky Kong, Head of Retail Banking of Standard Chartered Hong Kong** said: “Our online and mobile active clients have been growing steadily in recent years. Our priority is to provide cutting-edge technology to enhance our digital capability and to meet the growing needs from our clients. We anticipate that the chatbot will become a popular way for our customers to connect with us anytime, anywhere.”

Standard Chartered selected Kasisto's KAI Banking for its chatbot based on the platform's proven track record of delivering reliable intelligent conversations with customers of financial institutions. For example, KAI-powered bots can handle 82% of customer inquiries and requests without human intervention. This will help the bank reduce customer care costs.

Zor Gorelov, Chief Executive Officer and Co-Founder of Kasisto said: "The bot has the know-how to fulfill client requests, make actionable recommendations and solve problems – while providing banking services with a human touch. It can handle all of the unique ways people communicate and when there is a need to talk to a human, the bot can seamlessly hand-off to a live agent."

Standard Chartered will continue to evaluate additional ways to leverage the conversational AI platform and its chatbot to add new features that increase client engagement, boost sales with contextual offers, and improve clients' financial well-being with data-driven insights and recommendations.

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**For media enquiries, please contact:**

**Standard Chartered Bank (Hong Kong) Limited**

Corporate Affairs, Hong Kong

Gabriel Kwan/ Nicole Lo

[gabriel.kwan@sc.com](mailto:gabriel.kwan@sc.com) / [nicole.lo@sc.com](mailto:nicole.lo@sc.com)

+852 2820 3036 / +852 2820 3843

**Standard Chartered**

We are a leading international banking group, with around 84,000 employees and a 150-year history in some of the world's most dynamic markets. We bank the people and companies driving investment, trade and the creation of wealth across Asia, Africa and the Middle East. Our heritage and values are expressed in our brand promise, Here for good.

Standard Chartered PLC is listed on the London and Hong Kong Stock Exchanges as well as the Bombay and National Stock Exchanges in India.

The history of Standard Chartered in Hong Kong dates back to 1859. It is currently one of the Hong Kong SAR's three note-issuing banks. Standard Chartered incorporated its Hong Kong

business on 1 July 2004, and now operates as a licensed bank in Hong Kong under the name of Standard Chartered Bank (Hong Kong) Limited, a wholly owned subsidiary of Standard Chartered PLC.

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