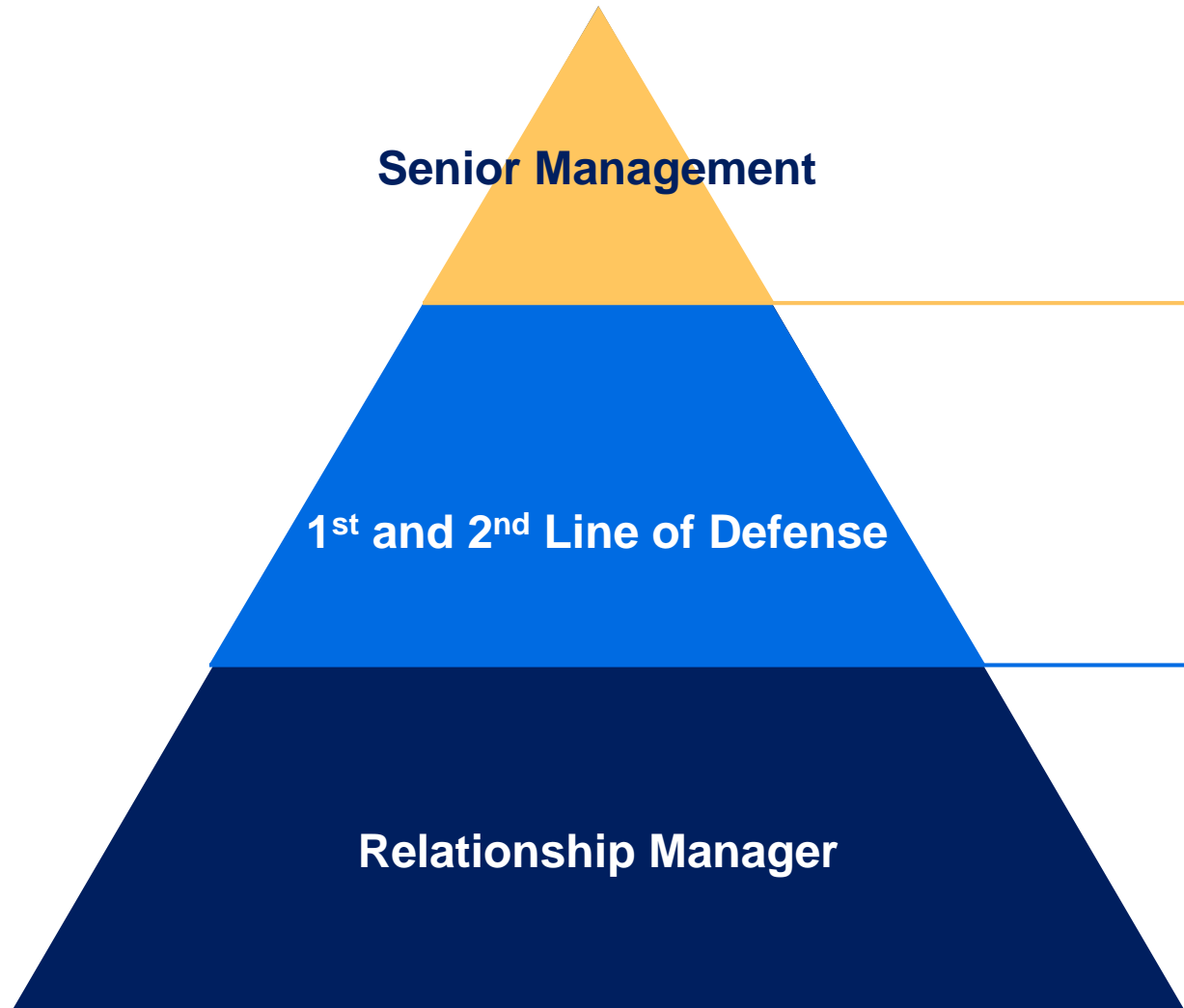




Callinter

The HKMA's Global Regtech Challenge
Winning Solution of Problem Statement 2:
Conduct & Customer Protection

FANO 有光科技 Labs



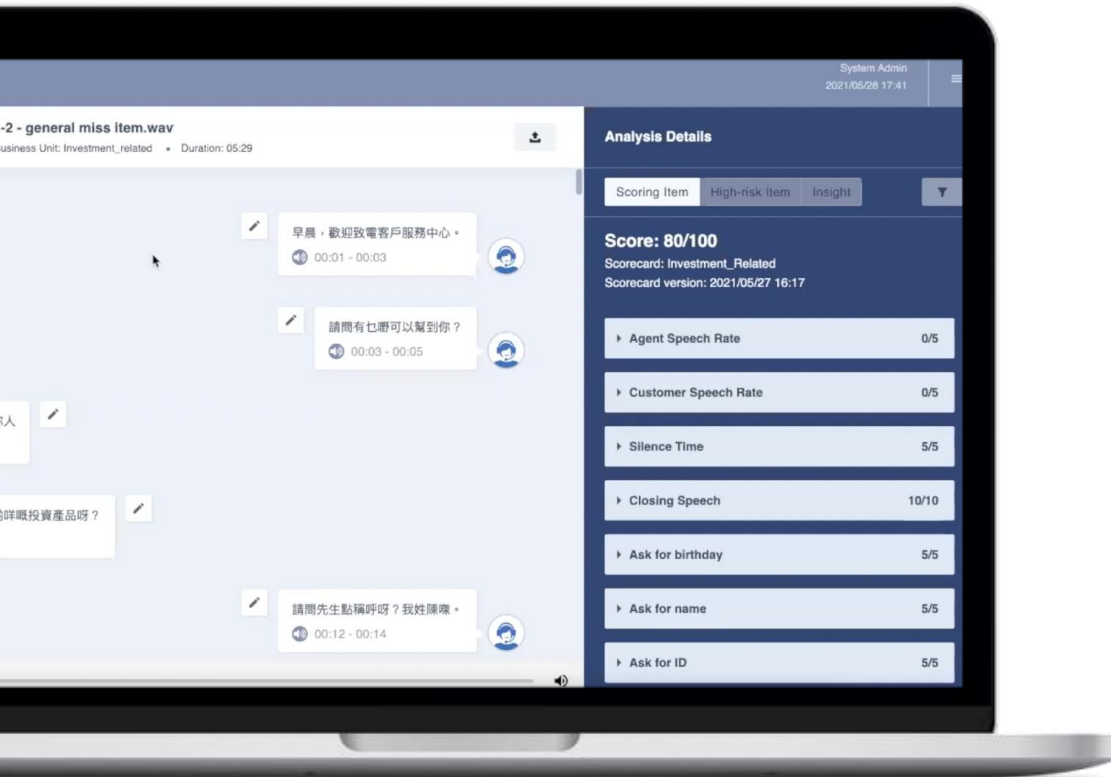
- No tone from the top.
- Failure to embrace technology to implement fit-for-purpose compliance framework and tools.
- Not adequate oversight of potential compliance breaches.
- Absence of appropriate intelligent filters leading to misplacement of valuable compliance resources.
- High labour costs for listening to sales recordings.
- Not enough sample checks for compliance breaches may cause regulatory penalties.
- Overly manual driven sales compliance procedure could be tedious, time-consuming and error-prone.
- Relationship managers spending time listening to their own recordings leads to resource waste.

Voice Artificial Intelligence for Financial Regulatory Compliance:

Audio & Text Analytics System - Callinter



Automatically analyse recordings made between relationship managers and customers to identify potential compliance issues such as mis-selling, hence improving efficiency & effectiveness of banks' risk and control teams



All-rounded Insights of Every Customer Interaction

Banks' risk and control teams will be able to:

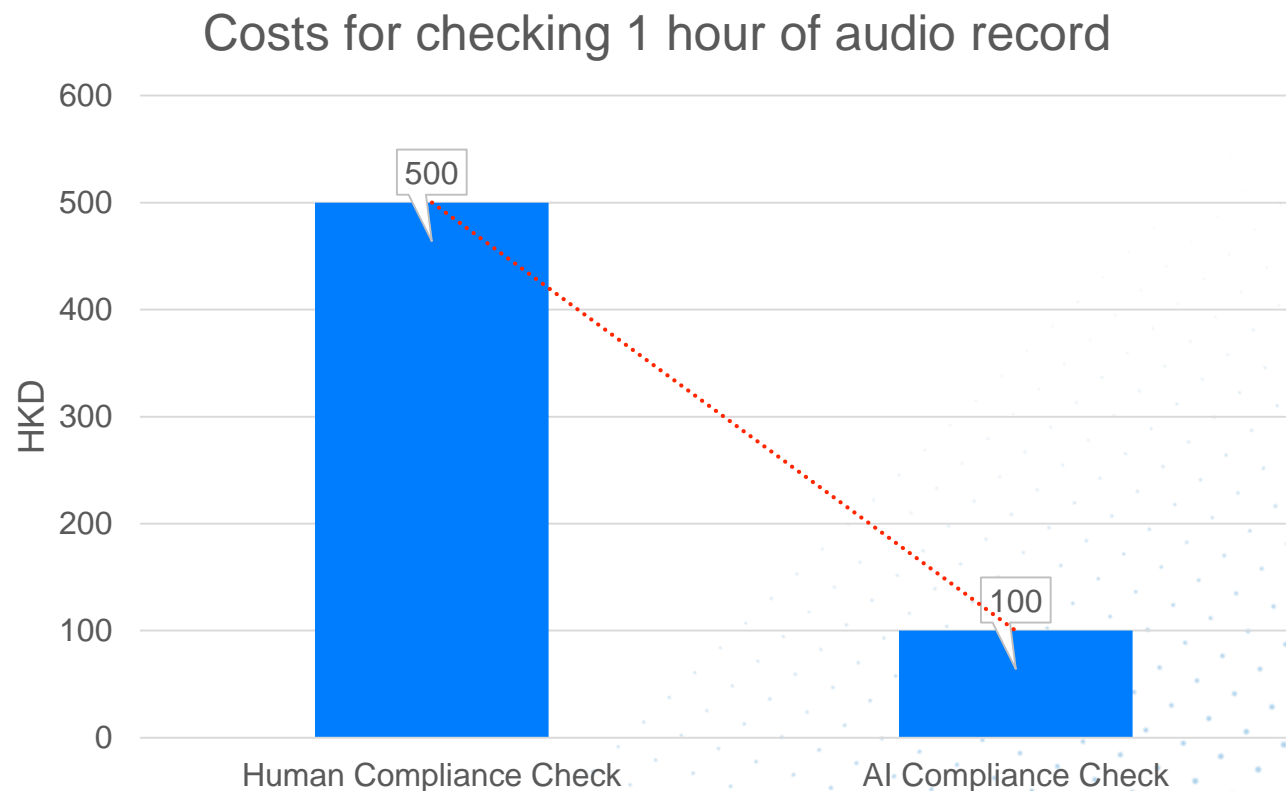
- View and search the transcriptions of the recordings
- Score the relationship managers' performance based on customisable parameters
- Automatically detect any high-risk item such as mis-selling practices or force selling
- Visualise all the data and provide holistic views to senior management



Callinter supports multilingual conversations and mixed languages with the **Auto Language Detection Capability**

Our Artificial Intelligence (AI) helps financial services institutes (FSIs) conduct self checks at lower costs

- We are working with a few international banks to automatically analyse their audio recordings and try spotting potential compliance issues.
- An FSI would spend 500 HKD to dispatch a compliance officer to manually analyse an hour of audio. With AI, the costs to analyse one hour of audio would be HKD 100 only, a 80% cost reduction.





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