

## **Ally.ai Explainer Video FINAL Transcript**

The launch of ChatGPT in 2022 to uncover the transformative potential of generative AI.

In financial services technology specialists are exploring and testing commercially available generative AI and large language models.

Very few of them are building their own proprietary platforms that have the speed and functionality of known generative AI tools but with security protections and the human touch that inspires confidence, elevates productivity and reimagines the customer experience.

The launch of Ally.AI maps precisely to our One Ally technology strategy that will enable customers to have a truly personalized banking experience.

Ally's generative AI platform is fully hosted in our cloud environment to protect our data.

We've insured all Ally enterprise level security controls are in place to allow for safe exploration of this new capability.

We're in the process of enabling a few use cases leveraging this platform.

Our first use of this technology is in the customer care platform. Today, agents spend valuable minutes after each customer call manually summarizing the conversation. Here we see our Ally.AI platform taking raw audio from the customer call to generate a high-fidelity transcript along with a summary of the interaction. Topics are extracted and the summary is shown to the agent. The agent then has an opportunity to correct any mistakes or add more context. This shaves minutes off the agent's time per customer call while improving the accuracy of the call summary.

Using the platform, our customer care associates will be more productive and able to focus on meaningful engagement with customers. Ally's leadership in the exploration and real-world use of generative AI allows us to adapt to a rapidly changing environment and serve our customers even better.