CVISION INTERNATIONAL

AGENDA

Redefining Customer Conversations: Generative AI in Financial Services

Journey to GenAI: Executive Dinner

SPEAKERS

Fox Ahmed
Global Head of Cybersecurity & Technology and Data Protection Regulatory Risk
BNP Paribas

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Senior AI/ML Specialist
AWS

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REDEFINING CUSTOMER CONVERSATIONS: GENERATIVE AI IN FINANCIAL SERVICES

January 20, 2026
6:00 PM-9:30 PM

United Kingdom Time

The financial services sector is entering a new era of customer interaction. Generative AI is transforming how banks and insurers engage customers, making conversations more intuitive, personalised, and compliant. Join us for an exclusive evening in London to explore how leading financial institutions are deploying AI-driven voice assistants to deliver seamless, secure, and human-like customer experiences.

We'll discuss the practicalities of scaling conversational AI in regulated environments, balancing innovation with compliance, and ensuring the customer voice remains at the centre of digital transformation.