

AGENDA

Redefining Customer Conversations: Generative AI in Financial Services

Journey to GenAI: Executive Dinner

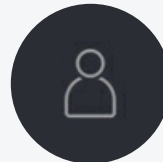
SPEAKERS



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



**Daniel
Harrisson**
Senior AI/ML
Specialist
AWS



Jeremy Slater
VP of Sales
PolyAI

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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.

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