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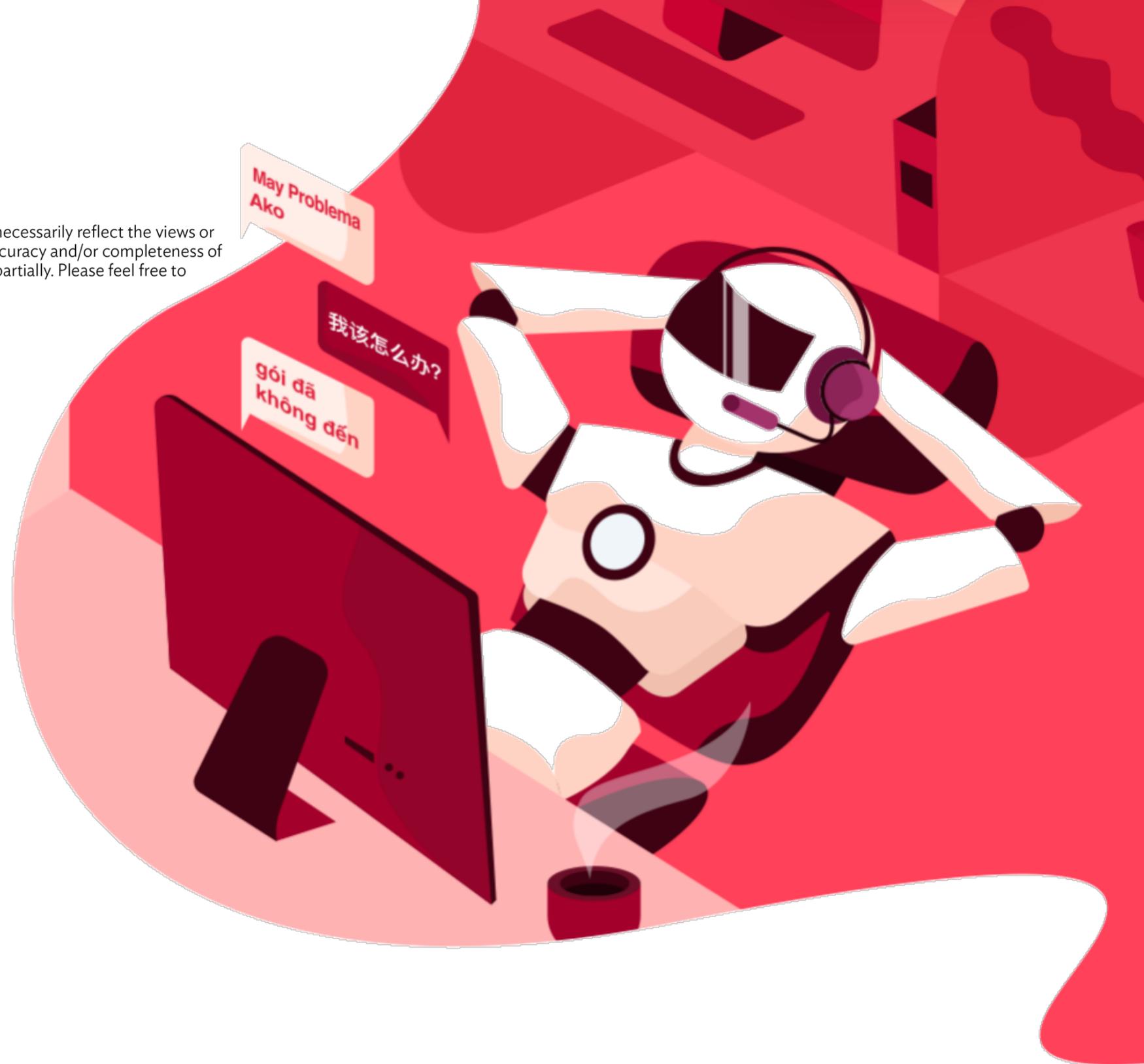
Artificial Intelligence for Financial Consumer Complaints Automation and Analysis in the Philippines



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FCPD Core Functions

Consumer Assistance

We provide an effective redress mechanism to financial consumers who feel have been aggrieved by a BSFI's conduct, products and services.

Financial Education

As a proactive element of consumer protection, we seek to enhance consumer welfare through financial education.

Policy Initiation

We initiate the adoption/ modification of policies on emerging financial consumer issues, which is aligned with prevailing globally-accepted consumer protection regulations and best practices.

Market Conduct Regulation

Comprises both on-site and off-site assessment of the compliance by BSFIs with financial consumer laws and regulations.





Consumer Assistance Mechanism

Complainants

Consumers can contact BSP if they have any complaint regarding a BSP-supervised financial institution (BSFI); Commercial Banks, Pawn shops, etc.

Financial Specialists

FPCD has a team of Financial Specialists who will review the complaint, ask for missing information, and then potentially forward the request to the concerned BSFI





Financial Inclusion



Email

Most complaints come in by e-mail. Consumers without Internet access have less opportunities to raise a complaint.



Geography

Most complaints come from Metro Manila, BSP has low visibility on issues affecting consumers in more rural areas.



Manual

Complaint processing is heavily manual, BSP has trouble keeping up with the increasing amount of complaints.

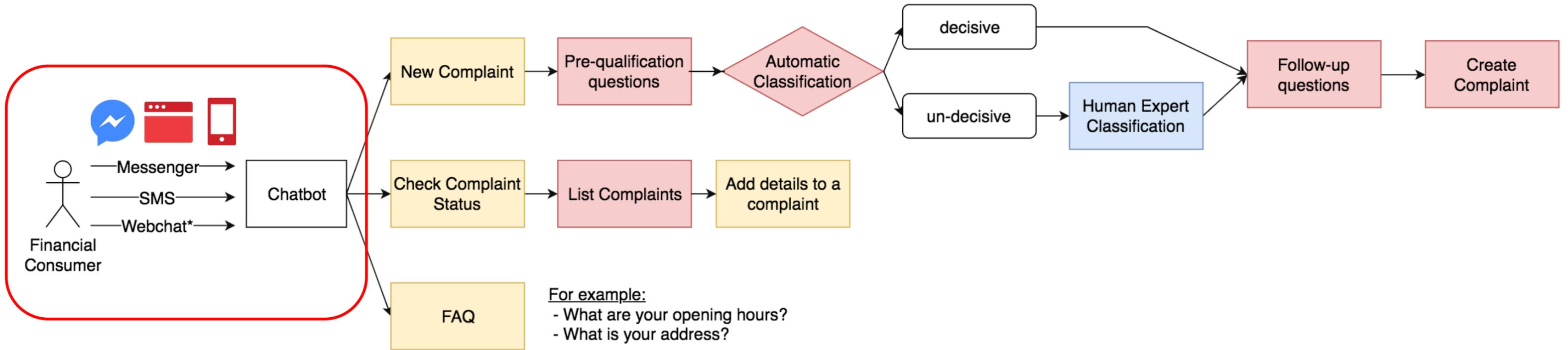


Trends

BSP is unable to extract significant insight from their complaint database. Trends in financial crime are only discovered after a long period.

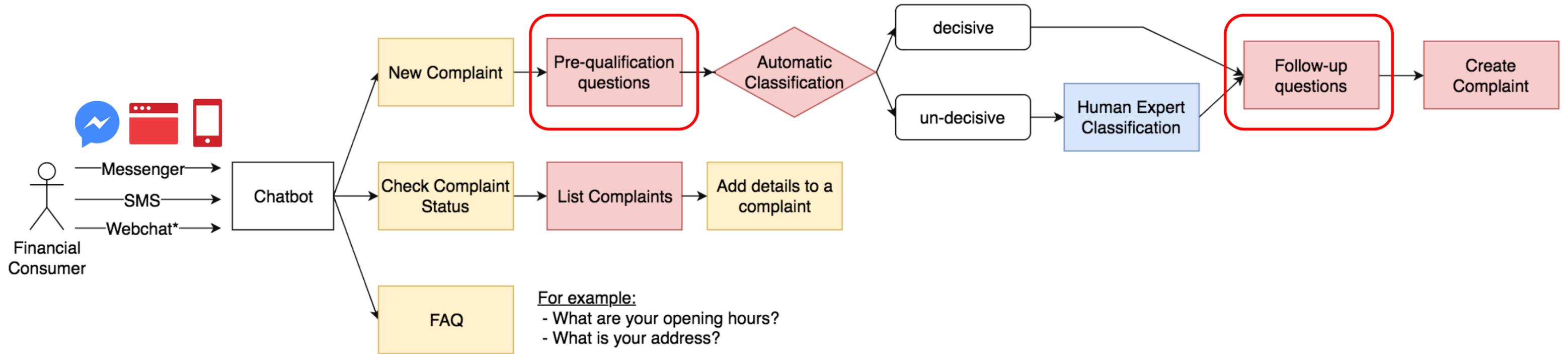


Policy Generation



- Consumers can file new complaints by SMS, without need for internet.
- More accessible channels will lead to an increase of complaints filed, that influx could not have been managed manually without the chatbot.

✓ Better access for complainants across the Philippines and social classes.



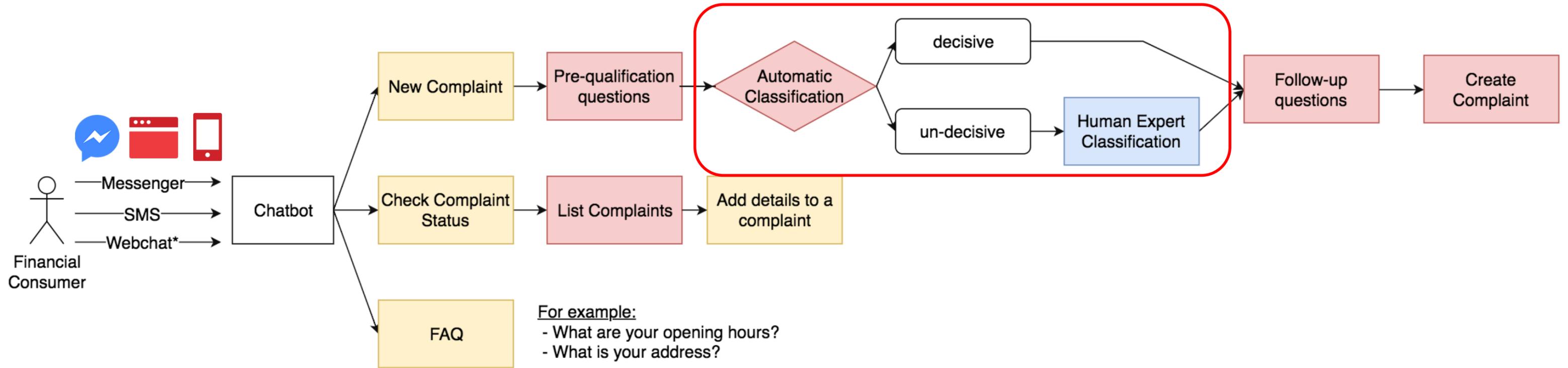
- The chatbot automatically asks all the right questions



No more missing info; complaints are standardized with the correct info



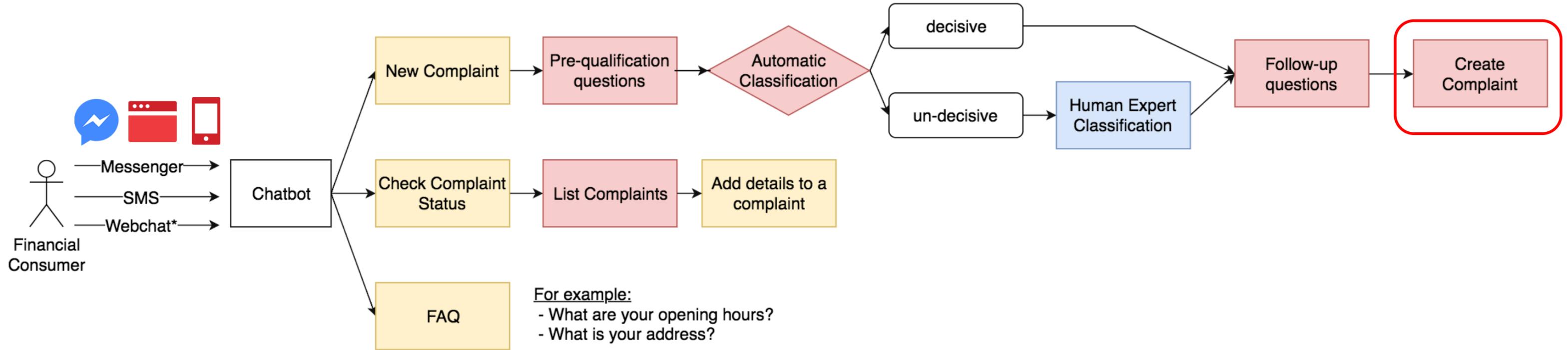
Financial specialists no longer waste time asking follow-up questions



- The chatbot automatically classifies the complaints based on training data
- If the chatbot cannot classify the complaint, a notification is sent to the Financial Specialist for assistance; the Machine Learning Classifier learns from the Specialist's correct classification



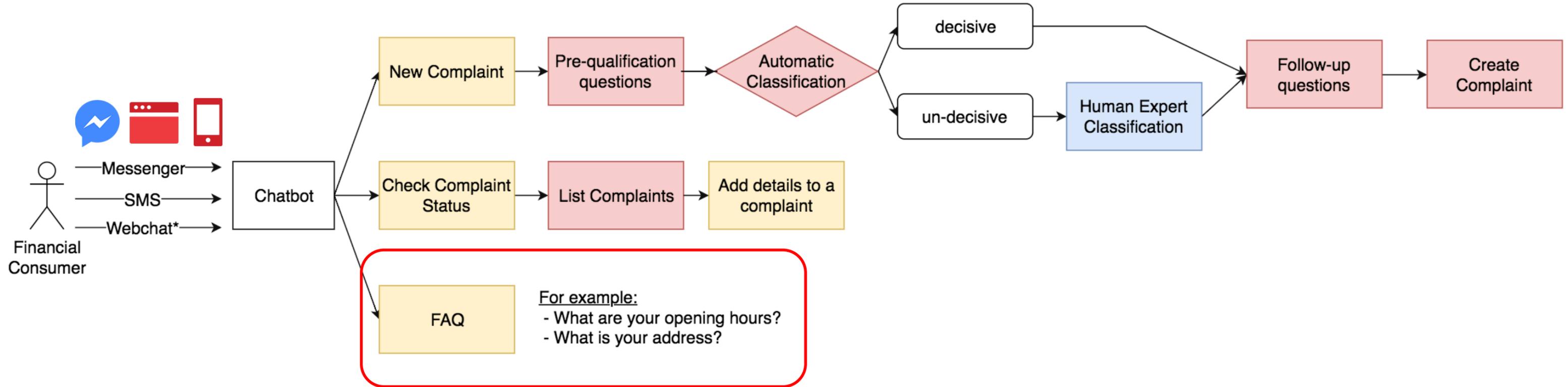
Integrated training system to reduce “un-decisive” classifications over time



- The complaint is transferred to the concerned BSFI
- The systems keep track of the BSFI's response time



Financial specialists can now spend more time focusing on the most complex cases



- Answer basic financial consumer questions
- Promote BSP events and financial safety advice



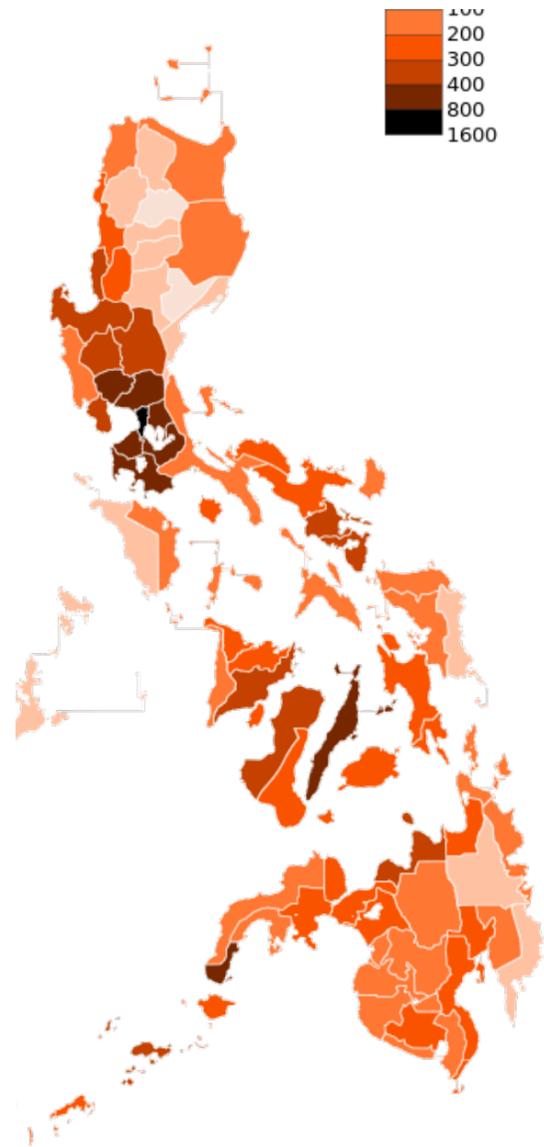
Solution can be extended to other mandates

The screenshot displays the ChatCentre™ interface for a complaint. On the left, a sidebar lists three complaints: Janet Napolis-Lim (Card Cancellation), Dorothy Cordova (ATM fraud, in processing by Miguel), and Ralph Peña (ATM fraud, in processing by Joelle). The main area shows the 'History of all communications' for Dorothy Cordova, with tabs for Communications, Documents, and UCP. The history includes three entries: an SMS from 2016/06/21 with messages 'My card is no longer working' and 'I've created complaint #123'; an email from 2016/06/21 stating 'Bot sent template email [Wire Transfer] to BDO at complaints@bdo.com.ph'; and another email from 2016/06/21 stating 'BDO replied.'. On the right, a summary panel shows the complaint status as 'In processing' by Miguel, the category as 'Credit Card', and detailed personal information including name, gender, address, and contact details. At the bottom, there are buttons for 'Send chat' and 'Send email'.

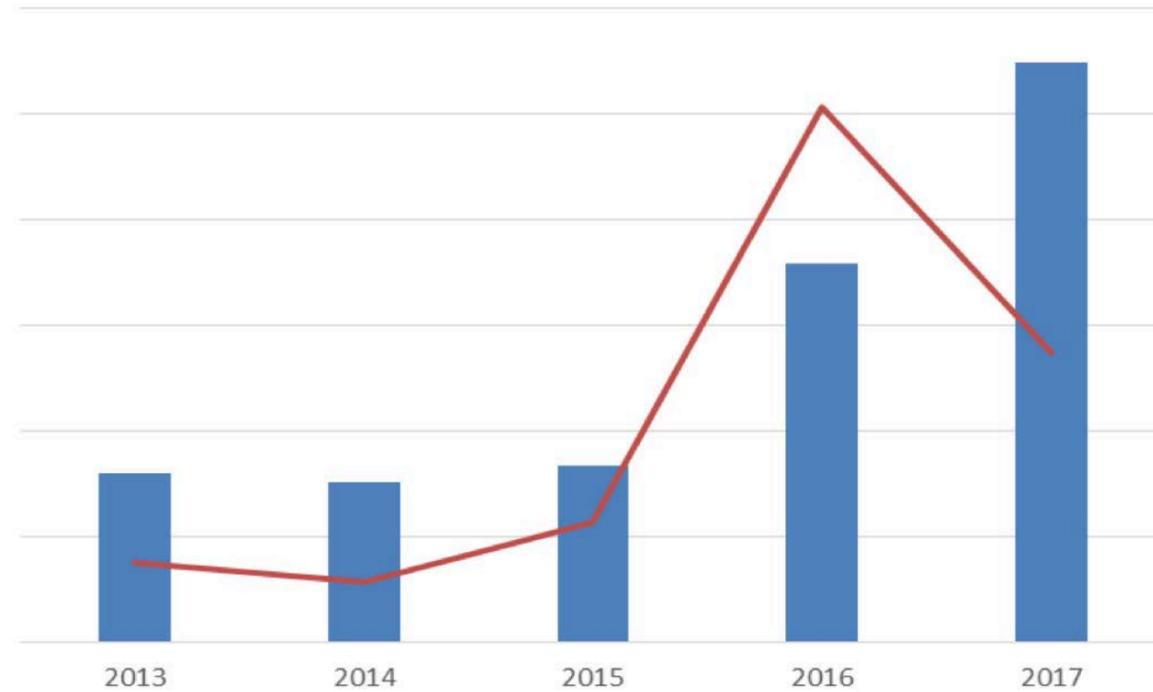
ChatCentre™

Point 1
text

Point 2
text



complaints per region



complaints per year

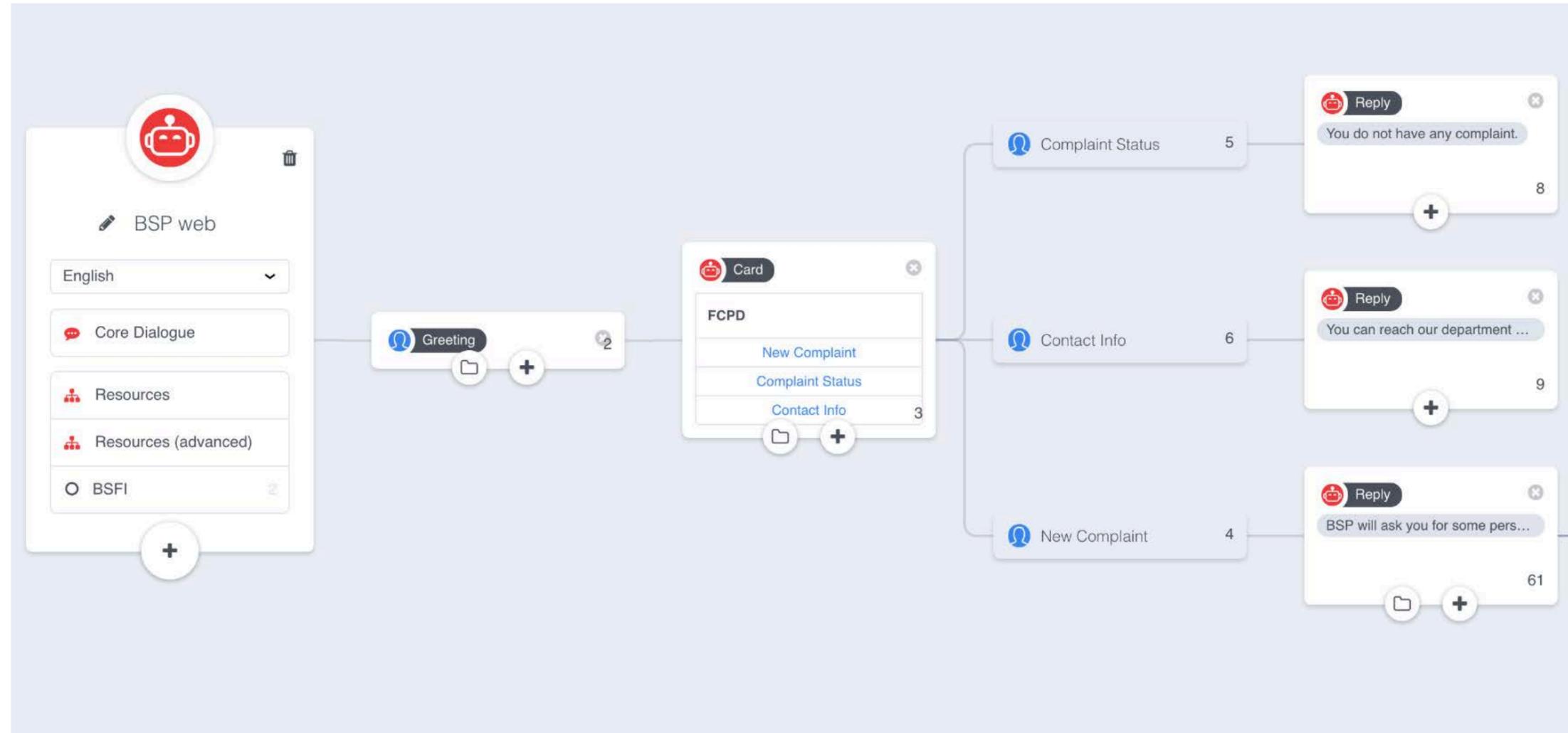
Analytics

Dashboard

All complaints are centralized in a customized analytics dashboard with rich policy generation possibilities.

Market Conduct Regulation

Real-time view of BSFI conduct and performance allows BSP to fulfill its government mandated Market Conduct Regulation.



Type a message