sinitic

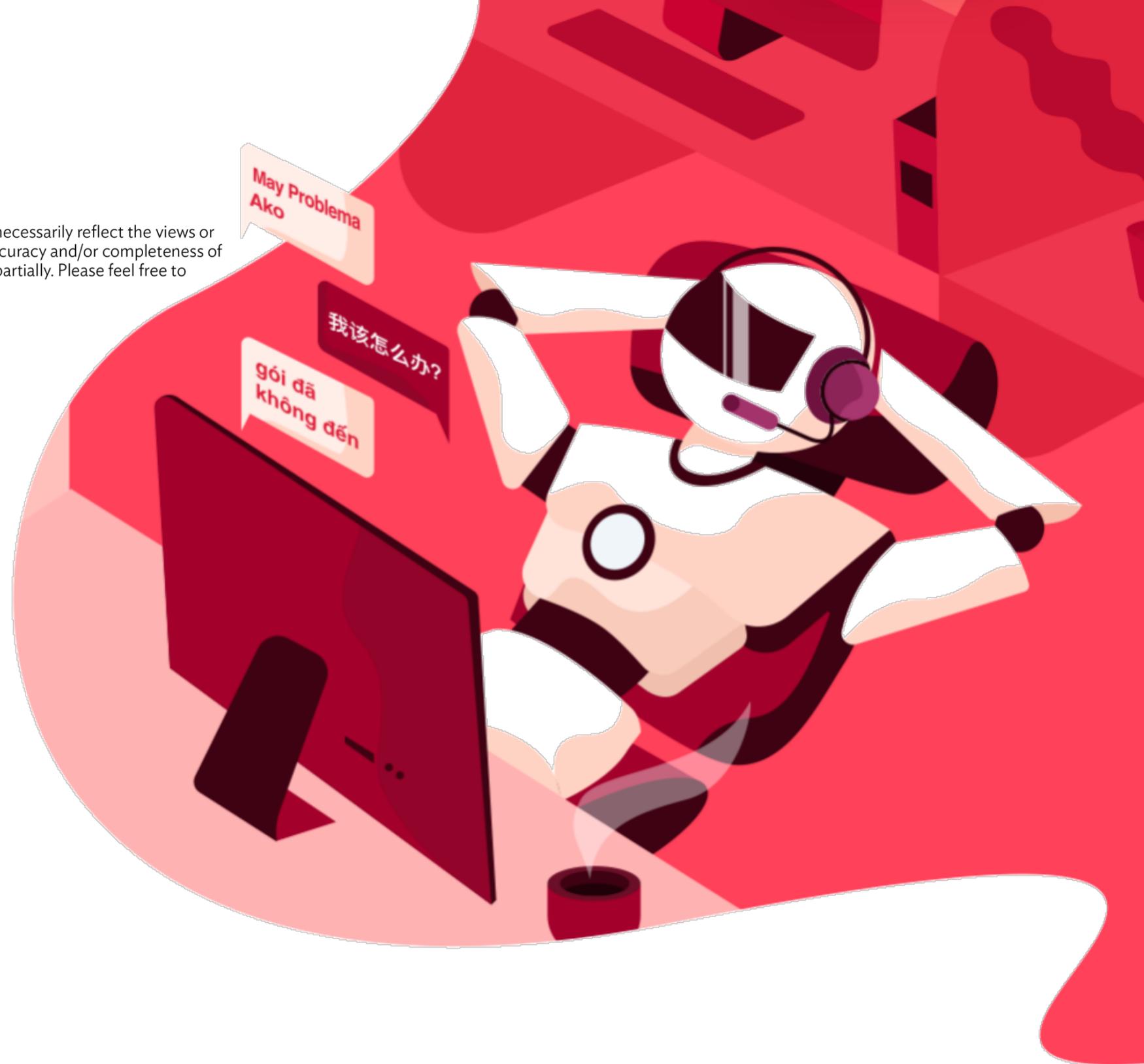# Artificial Intelligence for Financial Consumer Complaints Automation and Analysis in the Philippines

Presented by
Sami Boudrai, CTO
sami@sinitic.ai

Canada +1 226 505 1760   **Taiwan +886 0984 349 933**

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.

Bangko Sentral ng Pilipinas
Financial Consumer Protection Department

sinitic

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
FCPD 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

Problems

sinitic

Financial Inclusion

Policy Generation

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.
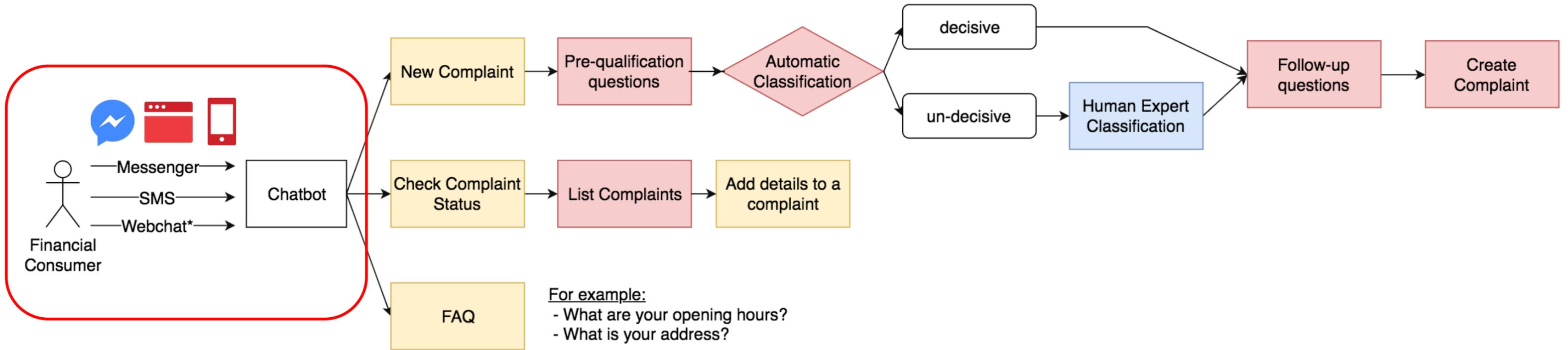
Trends

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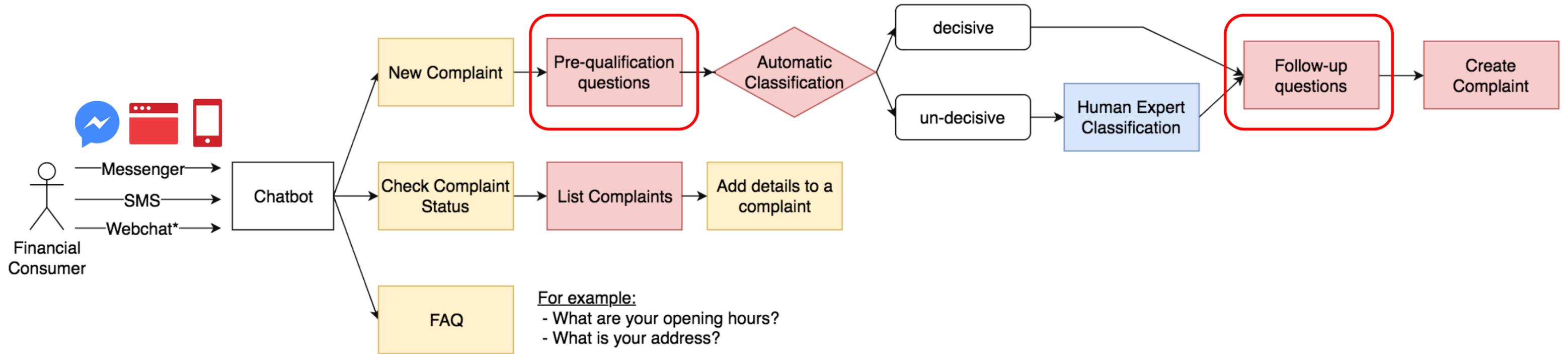
Solution

- 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.

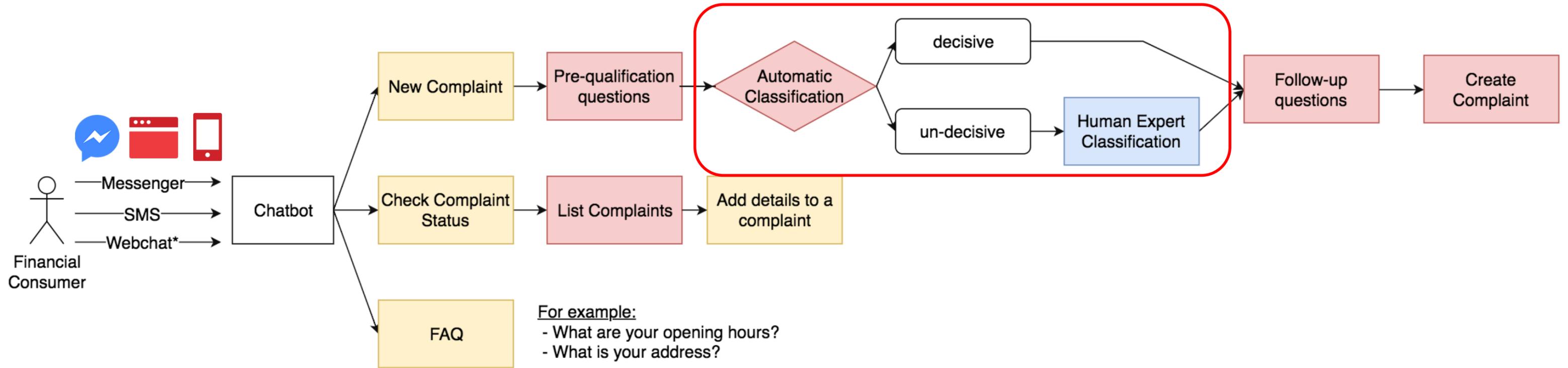✔ Better access for complainants across the Philippines and social classes.

Solution

- 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

Solution

- 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
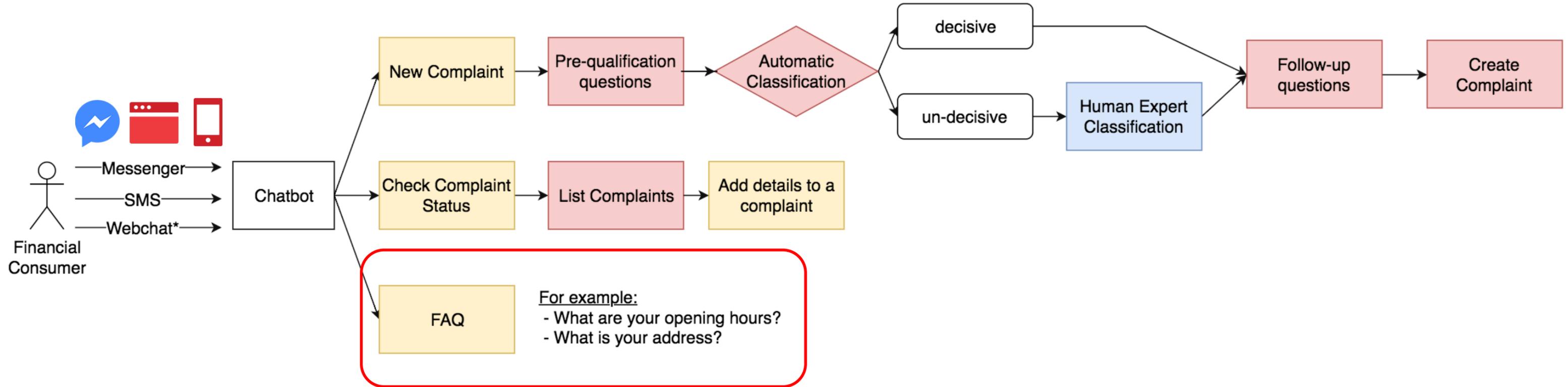
✓ Integrated training system to reduce "un-decisive" classifications over time

Solution
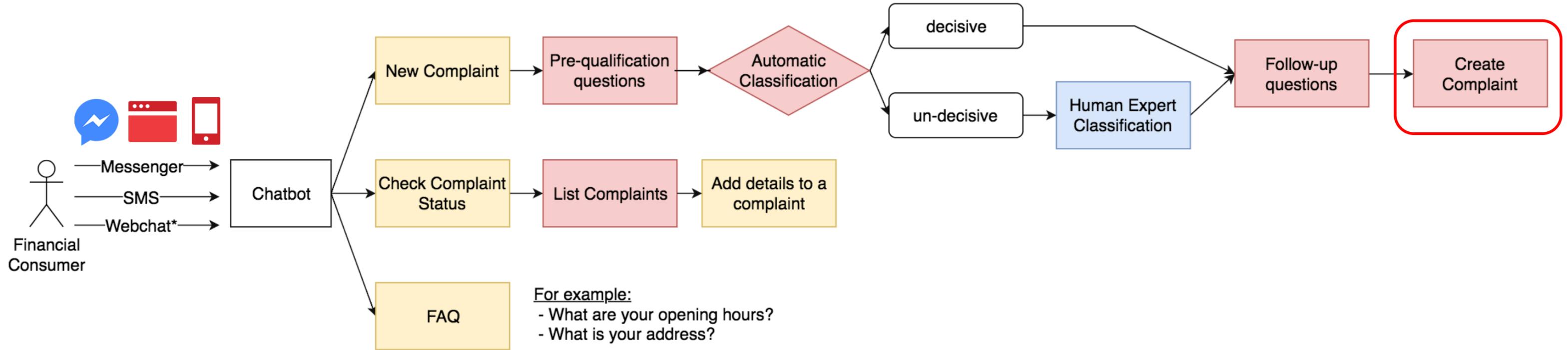
- The complaint is transferred to the concerned BSFI

- The systems keep track of the BSFI's response time

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

Solution

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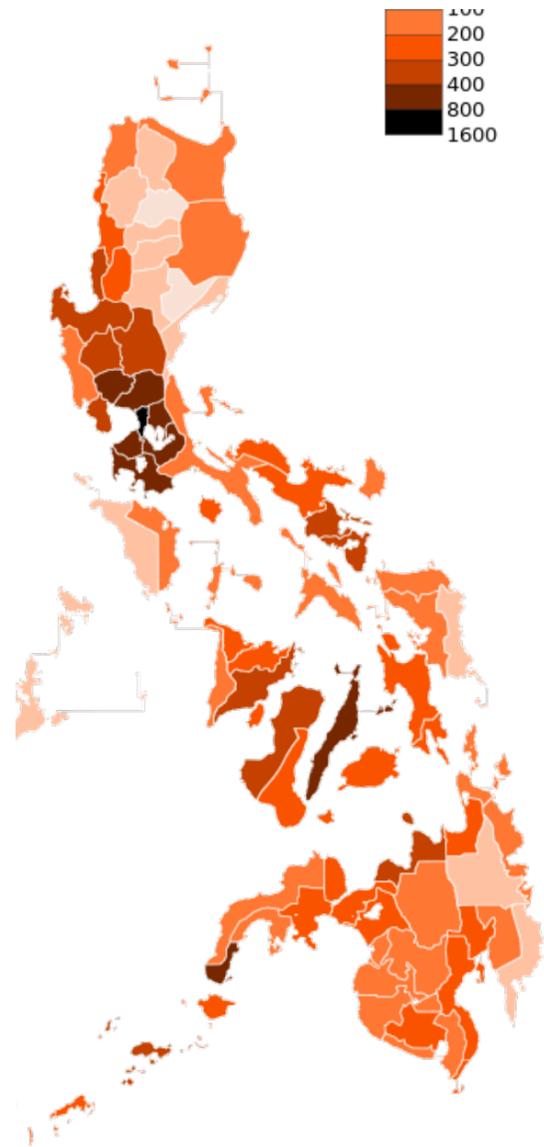
- Promote BSP events and financial safety advice

✓ Solution can be extended to other mandates
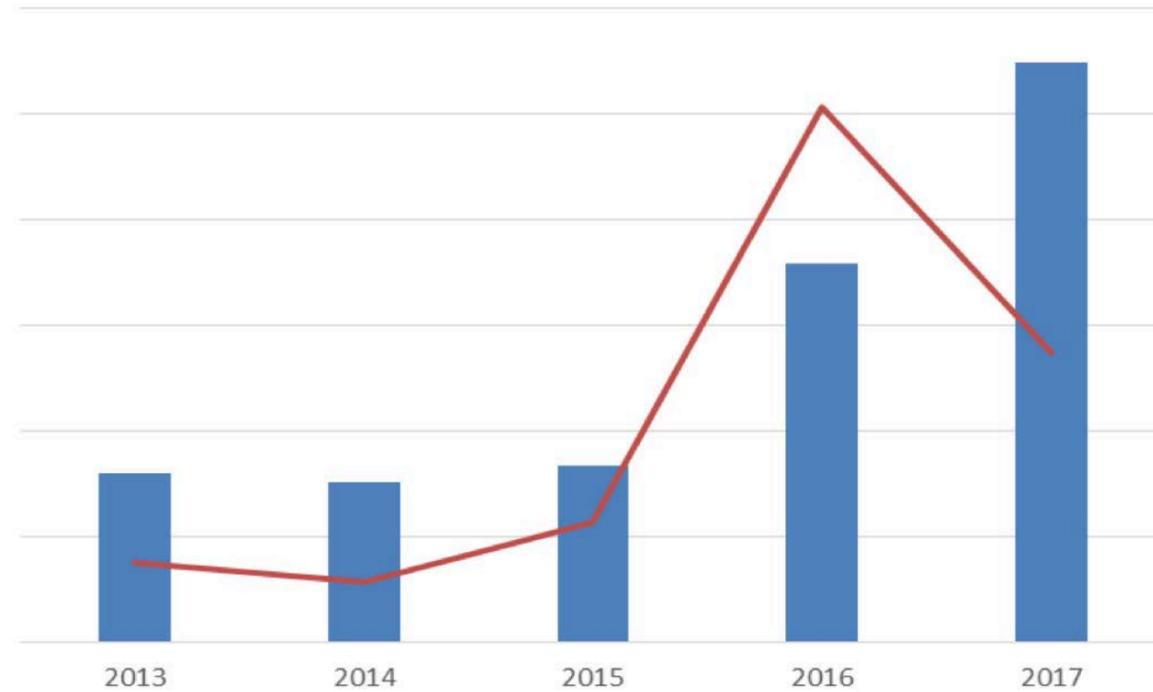
Solution

ChatCentre™

Point 1
text

Point 2
text

Solution

complaints per region
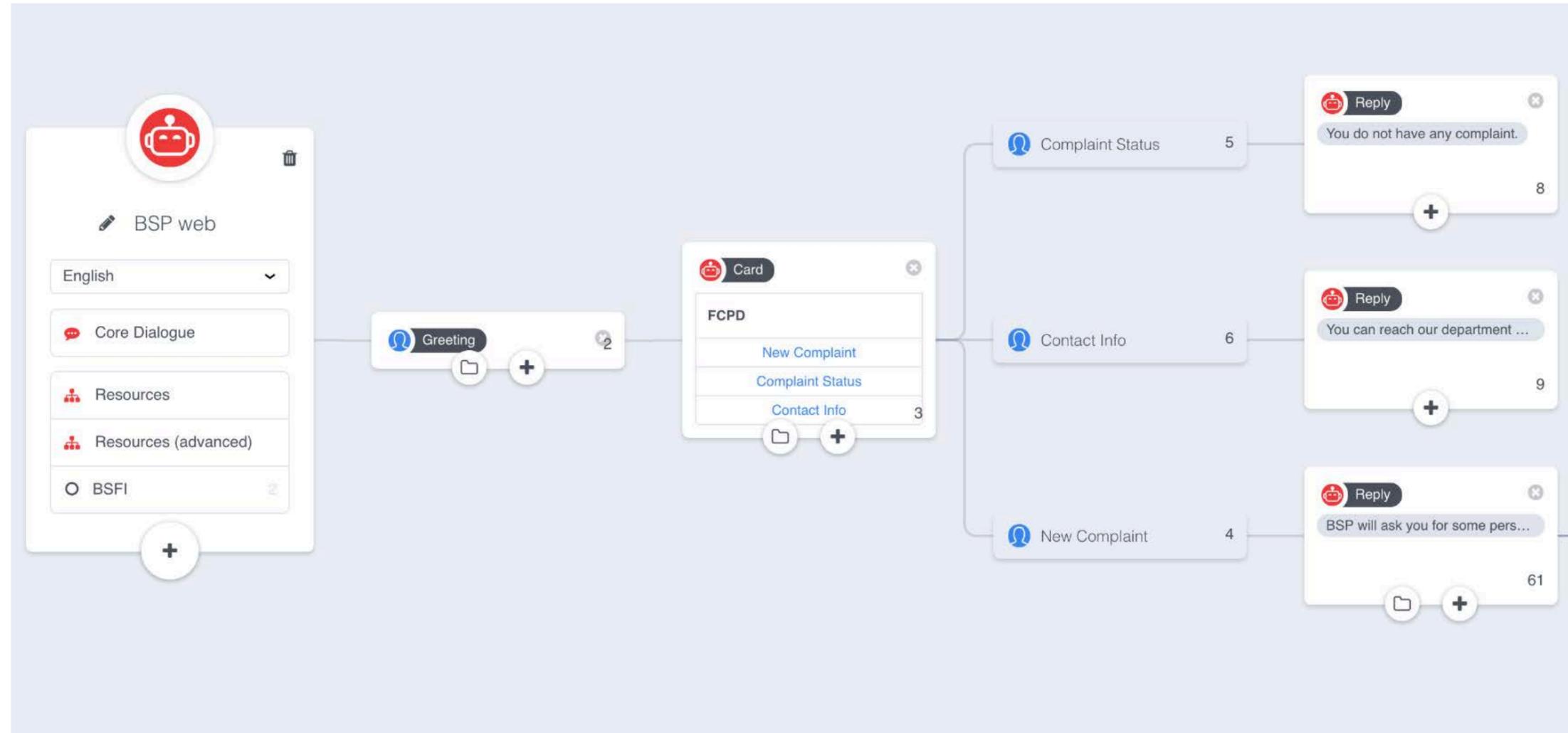

complaints per year

Analytics

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

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

sinitic

BSP web

English

💬 Core Dialogue

Resources

Resources (advanced)

○ BSFI   2

Greeting   2

Card

FCPD

New Complaint

Complaint Status

Contact Info   3

Complaint Status   5

Reply
You do not have any complaint.
8

Contact Info   6

Reply
You can reach our department …
9

New Complaint   4

Reply
BSP will ask you for some pers…
61

Type a message