AI in Finance Training

BILGINC IT Academy
info@bilginc.com
bilginc.com

Duration: **2 Day**

Artificial intelligence (AI) is transforming the way financial organisations approach **lending, fraud detection, customer service and risk management**. **AI in Finance Training** provides finance professionals with a practical understanding of how AI is used throughout the financial value chain, the outcomes it can deliver and the requirements for implementing it securely within a regulated environment.

During this **two-day programme**, participants explore realistic scenarios from **retail and corporate banking, payments, insurance and financial operations**. The training examines both the opportunities and the necessary controls associated with AI. Each application is evaluated in terms of its **data requirements**, potential **risks** and the **governance standards** expected by regulatory authorities.

Key Benefits

- Develop a systematic understanding of **AI applications across the financial services value chain**.
- Understand how **AI models** contribute to credit, fraud, risk and customer-related decisions.
- Apply **generative AI** effectively and securely in everyday finance activities.
- Evaluate **AI project proposals and vendor solutions** using appropriate assessment criteria.
- Become familiar with **regulatory requirements and model risk management expectations** in financial services.
- Create an **AI implementation roadmap** for a relevant use case within your organisation.

Prerequisites

- A fundamental understanding of **banking, insurance or corporate finance operations**.
- Previous **programming or data science experience** is not necessary.
- Familiarity with **spreadsheets and common office applications** will be beneficial.

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Who Should Attend

- Professionals working in business or operational functions within **banking, insurance and payment services**.
- **Credit, risk, fraud prevention and compliance teams**.
- Specialists in **finance, treasury and financial planning**.
- **Product managers and digital banking professionals**.
- **Internal audit and control teams** responsible for reviewing AI-supported activities.
- **IT and data professionals** collaborating with financial business units.

What You Will Learn

- Fundamental **AI concepts** and their applications in financial data analysis and decision-making.
- How AI enhances **credit scoring, underwriting, collections and portfolio monitoring**.
- How **machine learning** contributes to fraud detection and **anti-money-laundering (AML)** controls.
- The role of AI in **personalising customer experiences** and supporting financial advisory services.
- How finance teams use AI for **forecasting, reporting and process automation**.
- How to establish responsible AI governance covering **model risk, explainability, bias, data protection and regulatory compliance**.

Training Outline

Day 1: AI Across the Financial Value Chain

Module 1: AI Fundamentals for Financial Services

Core Concepts

- Understanding **machine learning, generative AI and AI agents** in the context of financial services.
- How AI models **learn from financial data** and the circumstances in which their predictions may be inaccurate.

Industry Overview

- Key areas attracting **AI investment across financial institutions**.

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- **AI maturity stages**, from initial experimentation to organisation-wide implementation.

Module 2: Data as the Foundation of AI

Financial Data

- Exploring **transaction, customer, market and document data**.
- Understanding **data quality, data lineage and data ownership**.

Turning Data into Decisions

- **Descriptive, predictive and prescriptive analytics** approaches.
- Interpreting model results, including **scores, decision thresholds and confidence levels**.

Module 3: AI in Credit and Lending

Credit Origination and Assessment

- **Machine learning-based credit scoring** using traditional and alternative data.
- **Automated underwriting** and decision engines.

Credit Portfolio Management

- **Early-warning indicators** and optimising collections activities.
- **Model explainability** and fair lending considerations.

Module 4: Fraud Detection and Financial Crime Prevention

Fraud Detection

- **Real-time transaction monitoring** and anomaly identification.
- Fraud patterns involving **cards, payments and account takeovers**.
- Balancing fraud-related losses against **false-positive alerts**.

Financial Crime Prevention

- Applying AI to **Know Your Customer (KYC)** and customer due diligence processes.
- Reducing unnecessary alerts in **anti-money-laundering (AML) monitoring**.

Case Exercise: Participants examine the results of a **fraud detection model** and determine an appropriate **decision threshold** based on its performance.

Day 2: Applying and Governing AI in Finance

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Module 5: Customer Experience and Advisory Services

Personalisation

- **Customer segmentation** and next-best-action recommendations.
- **Customer churn prediction** and retention strategies.

Customer Service and Advice

- **Conversational AI assistants** in digital banking.
- **Robo-advisory solutions** and AI-supported relationship managers.

Module 6: Risk, Treasury and Finance Operations

Forecasting and Risk Management

- **Cash-flow, liquidity and demand forecasting**.
- **Market and operational risk analytics**.

Financial Operations

- **Intelligent document processing** for invoices and contracts.
- **Automated reconciliations** and financial period-end closing activities.
- **Regulatory and management reporting**.

Module 7: Generative AI and AI Agents for Finance Teams

Everyday Productivity

- Effective **prompting techniques** for analysis, summarisation and reporting.
- Working with **spreadsheets, organisational policies and financial statements** using AI tools.

Safe and Responsible Use

- Protecting **confidential information**, recognising AI hallucinations and developing reliable verification practices.
- Identifying suitable applications for **AI agents within financial workflows**.

Hands-on Lab: Participants use a **generative AI assistant** to examine a sample financial report and prepare a draft **management summary**.

Module 8: Regulation, Model Risk and Responsible AI

Regulatory Framework

- The **EU AI Act** and **high-risk AI applications**, including creditworthiness assessments.

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- Requirements relating to **data protection, operational resilience and outsourcing**.

Model Risk Management

- **Model validation, ongoing monitoring and model drift**.
- **Algorithmic bias, explainability and human oversight**.
- **Documentation requirements** and audit readiness.

Module 9: Implementing AI in a Financial Institution

Implementation Roadmap Workshop

- Selecting and prioritising **AI use cases**.
- Evaluating **build, buy or partner** approaches and potential vendors.
- Identifying required **skills, responsibilities and operating models**.
- Preparing an **implementation roadmap** and defining success measures.

Customisation: Training scenarios may be adapted to **retail banking, corporate banking, insurance, payment services** or the **finance departments of organisations outside the financial sector**.