"Responsible Use of AI in Financial Services"

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Abstract

Financial services organizations are increasingly using AI and ML to make decisions that affect customers and society in a material way. However, it has become widely known that these methods may cause risks to the organization and harms to customers. Industry participants, regulators and civil society groups are all looking into what it means to deploy AI/ML in a way that is responsible. This talk provides an overview of Microsoft's own journey towards Responsible AI and how financial services organizations are advancing their own principals, practices, control frameworks and tools.

Biography

Nick Lewins leads Microsoft Research for the financial services vertical. In this role he works with customers, researchers and product engineering teams to tackle key industry problems. His current areas of focus are:

1) End-to-end protection of sensitive data in cloud-based big data systems
2) Trustworthy & explainable AI for financial services
3) Natural Language Processing / Understanding for financial services

Prior to joining Microsoft, Nick was CIO for Data & Analytics and CTO at Commonwealth Bank of Australia (CBA). CBA is the world's 14th largest bank by market capitalization, and in 2018/2019 won global awards from Cloudera and from Pegasystems for achieving outstanding business impact with their software.

Nick career spans 18 years as a banking CTO/chief architect, and 8 years in similar roles in the defense and intelligence sector. Nick holds a PhD in Machine Learning and a BSc in Computer Science from the University of Western Australia.

Nick lives in Seattle, Washington with his wife and enjoys travel, visiting his two adult children in Australia, and racing sailboats.