

26 September 2024



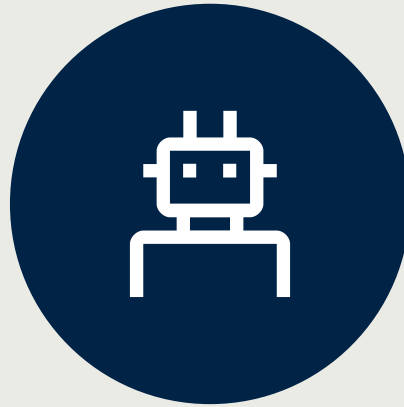
# Copenhagen Fintech

Danske Bank

# Agenda



Danske Bank's  
Forward '28 strategy  
**The bank we want to be**



**Leveraging GenAI** to  
evolve how we do and  
deliver banking



Evolving how we work  
with **Fintechs** to  
accelerate

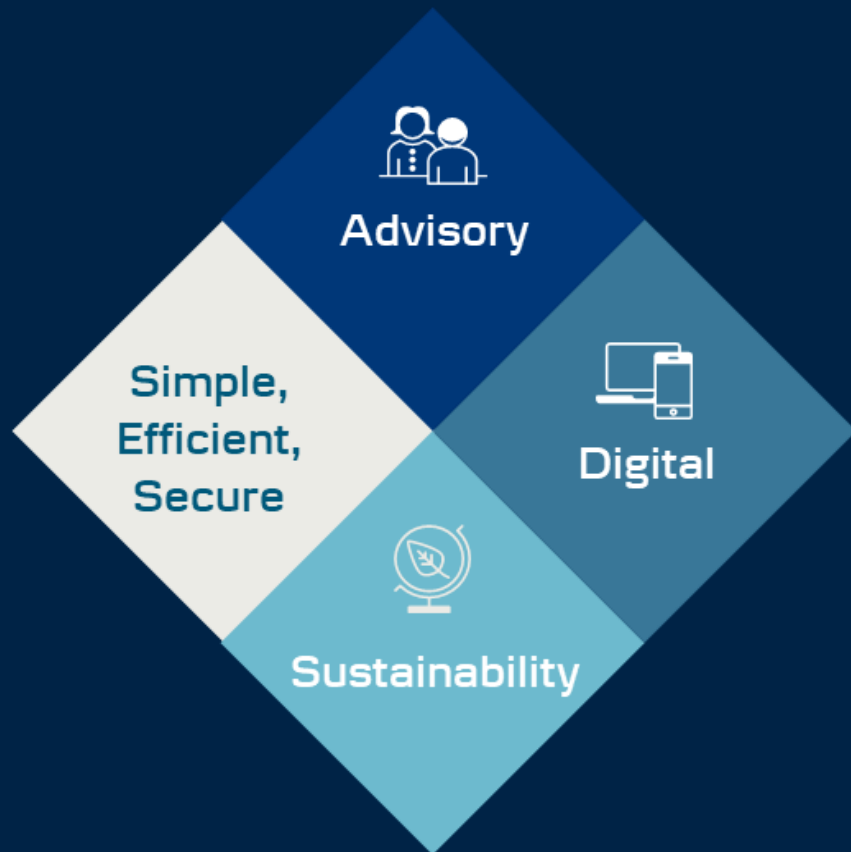


# Years of experience combined with the needs of evolving Scandinavian societies





Our Forward '28 strategy sets a clear ambition for the bank we want to be



...with the key ingredients to meet the needs of the modern household





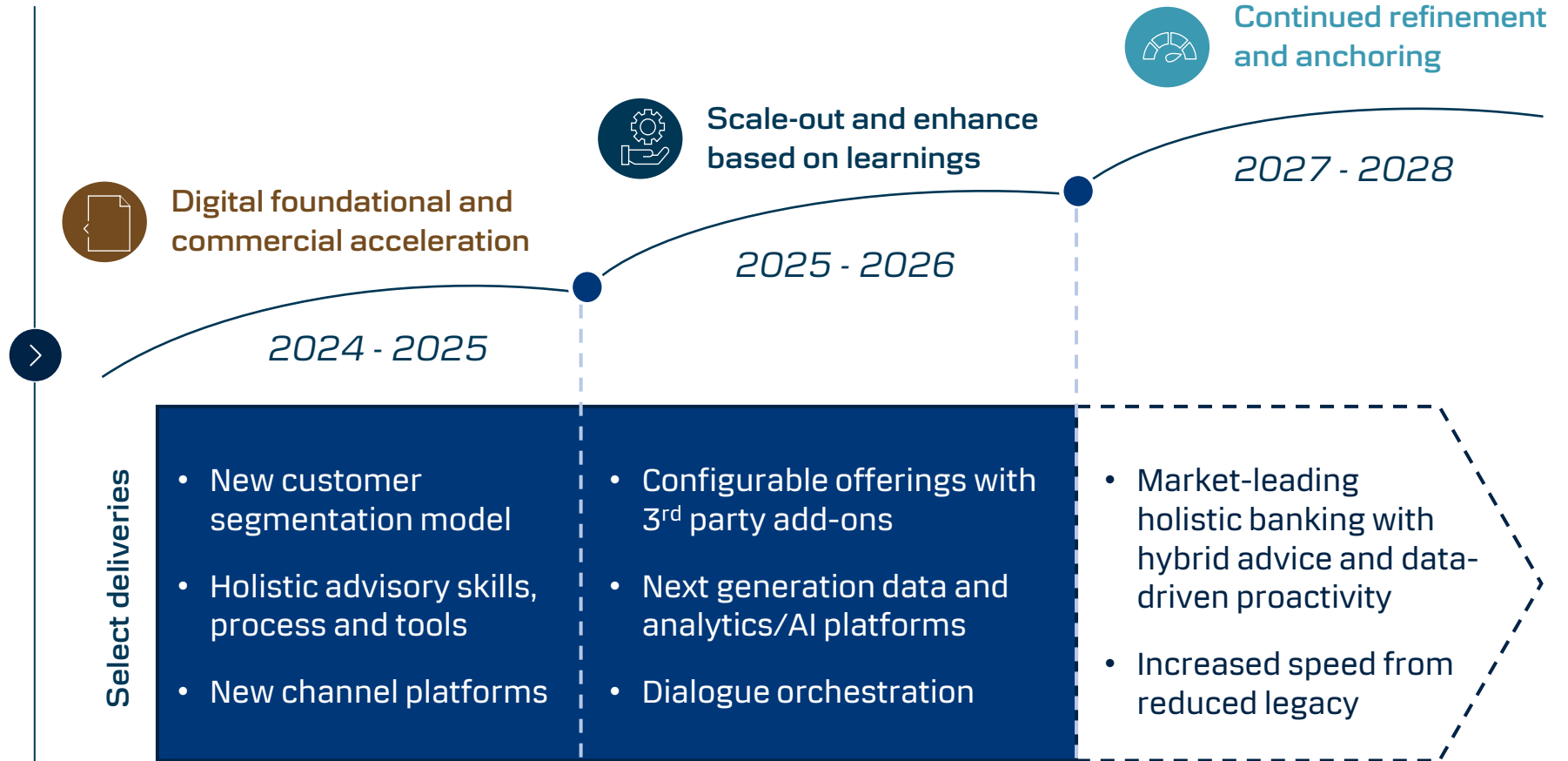
# The effects of Forward '28 will come in distinct phases, lifting future capabilities

## Capabilities to uplift

- Structured assessment of capabilities to up-lift
- Market scans across life events for potential partnerships:



## Our roadmap and select deliveries





# Generative AI has been incorporated as a key enabler for our strategy

## Approach

- **Leveraging many years of experience** with AI
- **Dedicated GenAI team and shared platforms** to accelerate learning and adoption
- **Significant investments** as part of Forward '28
- **Internal GPT solution** for all employees (Danske GPT)
- **GenAI Week** for training, experimentation, and experience sharing

## Platforms & Partners

- **Dual platform strategy:**
  1. Danske GPT platform (own development)
  2. Embedded in 3<sup>rd</sup> party (SaaS/PaaS) Solutions
- **Platform partnerships:**




## Use Cases

- Large number of use cases identified and anchored
- Use cases cover productivity gains, revenue uplift, and risk reduction
- Scaling in Retail banking:
  - **Auto-reply**
  - **Danske Assist**
  - **GenAI enhanced chat bots**
  - **Automation of tasks before and after advisor meetings**



# While we see great potential from using GenAI, we are also aware of associated operational risks and ethical dilemmas that require experience and dialogue


## NON-EXHAUSTIVE




**Deepfakes & misinformation**



**Intellectual Property**



**Bias**



**Hallucination**



## Unpredictable consequences

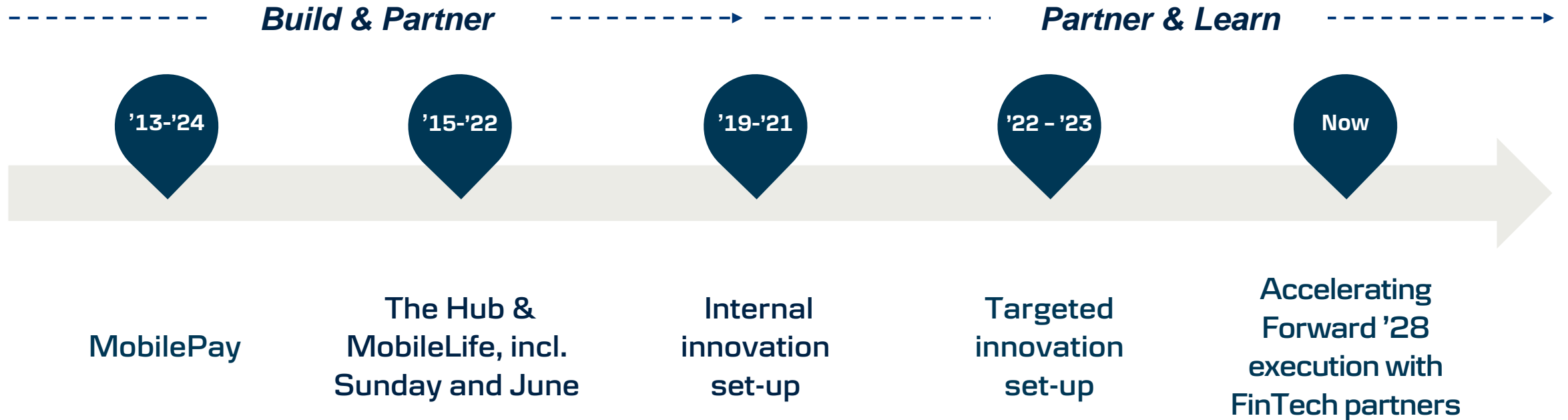
**Training a single AI model can emit as much carbon as five cars in their lifetimes**





# FinTech partnership model has evolved during the last decade with key learnings

## Our Journey







# Fintech partnerships are key for us to deliver on our Forward '28 strategy

## How partnerships contribute to our strategic ambitions



Enhancing and broadening our offering



Enabling capabilities



Access to tech & infrastructure



Faster time to market

## Examples of current FinTech partnerships

monthio



Z ZENEgy



TESTAVIVA

Backbase





*Let us evolve banking - together*