ebits

TECHNOLOGY SOLUTIONS

AI Is Reshaping Financial Services

How artificial intelligence is forcing every bank, fintech and financial institution to rethink how they operate, compete and serve customers.

$52B Global AI fintech market by 2029	**30.9%** Market CAGR 2025–2029	**$1.5B** JPMorgan annual value from AI alone	**200K** JPMorgan employees using AI tools daily

The Scale of the AI Shift in Finance

This is not a trend — it is an irreversible structural transformation

$217B	**32.8%**	**400**	**98.7%**
Banks invested in AI for middle-office alone	CAGR of AI in banking 2024–2028	AI use cases running at JPMorgan Chase today	Fraud reduction over 7 years at Yapı Kredi
FintechNews	*Business Research Co.*	*JPMorgan 2025*	*Mordor Intelligence*
2B+	**83%**	**$100B+**	**90%**
Interactions by BofA Erica chatbot by 2024	Reduction in research time at JPMorgan via AI	Combined annual tech spend at top 5 US banks	BofA employees using Erica AI assistant
Mordor Intelligence	*GoHighLevel 2025*	*Tearsheet 2025*	*Evident AI Index 2025*

Why AI Is Inevitable — Not Optional

Six forces making AI adoption compulsory for every financial institution

01 Volume Demands It

Global payment volumes exceeded $3 quadrillion in 2024. No human workforce can process, analyse and act on this scale of data. AI is the only viable infrastructure.

McKinsey Global Payments Report 2024

02 Fraud Is AI-Powered Too

Cybercriminals already use AI to generate synthetic identities, deepfakes and phishing at machine scale. Fighting AI fraud with human analysts is mathematically impossible.

Tearsheet AI Reality Check 2025

03 Speed Is Now a Baseline

Customers expect instant credit decisions, real-time payments and 24/7 support. AI delivers sub-second decisioning. Legacy processes cannot compete on this timeline.

World Economic Forum 2025

04 Cost Reduction Is Critical

AI automation reduces operational costs by 20–30% in banking. With margins compressed globally, institutions that do not automate cannot remain profitable.

McKinsey Banking Report 2024

05 Financial Inclusion Demands Scale

1.4 billion adults globally remain unbanked. AI enables profitable micro-lending, digital onboarding and low-cost accounts at a scale impossible with branch infrastructure.

World Bank Global Findex 2024

06 Regulation Is Catching Up

PSD3, Basel IV and global AML regulations require real-time monitoring at a level only AI can sustain. RegTech AI is no longer optional — it is a compliance requirement.

Mordor Intelligence 2025

What the World's Biggest Banks Are Doing

Global financial institutions are racing to embed AI at every level — right now

JPMorgan Chase

400 AI use cases · 200,000 employees with AI access · $1.5B annual value from AI

Deployed LLM Suite across divisions, cutting research time by 83%. $1.3B dedicated to AI in 2024 alone. Running AI for trading, compliance, customer service and credit risk.

Klover AI / Tearsheet 2025

Goldman Sachs

GS AI Assistant deployed to all knowledge workers · Multi-model strategy

Using OpenAI, Google Gemini and Meta Llama in a multi-model approach. Pioneering agentic AI for derivatives and execution trading. Rolling out to all 40,000+ employees.

CNBC / Goldman Sachs 2025

Bank of America

Erica: 2 billion interactions · Salesforce Agentforce for 1,000 advisers

AI chatbot Erica passed 2 billion interactions in 2024. Deployed Salesforce AgentForce to financial advisers. 90% of 213,000 employees use AI tools daily.

Mordor Intelligence / Banking Dive 2025

Morgan Stanley

40,000 employees with AI access · GS-style AI assistant rollout

AI assistant for wealth management advisers. Ask Merrill and Ask Private Bank tools generated 23M+ interactions in 2024. Jumped 5 places in Evident AI Index 2025.

Evident AI Index 2025

Source: Tearsheet AI Reality Check Q1 2025 · Evident AI Index 2025 · CNBC · Klover.ai JPMorgan AI Strategy Report

AI Tools Now Embedded in Financial Services

The platforms leading institutions are deploying at scale — and what they deliver

Microsoft Azure OpenAI Service

Compliance monitoring, document analysis, customer support automation

30–40% reduction in compliance reporting time

HSBC, Deutsche Bank, Nasdaq use Azure OpenAI for regulatory and trading workflows

Google Vertex AI / Gemini

Fraud detection, credit scoring, anti-money laundering pattern recognition

$15B in fraud prevented annually across Visa's AI network

Deutsche Bank, BBVA, Standard Chartered leverage Google AI for risk models

Salesforce Einstein / AgentForce

Customer relationship AI, adviser support, personalised product recommendations

23 million AI-assisted client interactions generated at Morgan Stanley in 2024

Bank of America deployed AgentForce to 1,000+ financial advisers in 2024

IBM watsonx for Financial Services

Regulatory intelligence, AML transaction monitoring, ESG reporting

98.7% fraud reduction documented over 7 years at Yapı Kredi

Thousands of regulated institutions rely on IBM for explainable AI in compliance

OpenAI GPT-4o / ChatGPT Enterprise

Research automation, deal memos, financial analysis, code generation

JPMorgan's LLM Suite cuts research drafting time by 83%

Wall Street firms use GPT-4o for equity research, M&A analysis and risk summaries

Amazon Bedrock / AWS AI Services

Core banking AI infrastructure, data lakes, model deployment at scale

Cloud-based AI fintech segment projected to reach $45.7B by 2035

Fintechs and banks globally build on AWS AI for fraud, lending and payments AI

AI for Consumers: The New Banking Standard

Customers no longer want a bank that holds money — they want one that manages it

Banking That Thinks For You

AI analyses income cycles, spending patterns and financial goals to proactively manage money — anticipating needs before the customer articulates them.

78% of consumers want AI to help manage finances (Salesforce State of the Connected Customer 2024)

Dynamic Budget Intelligence

ML builds and adapts budgets in real time from actual behaviour — not static templates. Learns from history, adjusts to life changes, and surfaces opportunities to save.

AI-powered budgeting reduces consumer overspend by 23% on average (Plaid Consumer Report 2024)

Payments Made on Your Behalf

Automated payment scheduling and execution based on bill history, calendar events and available balance — eliminating late payments and their associated fees entirely.

$3 quadrillion in global payments processed annually — AI is the only way to manage this volume

Predictive Financial Insights

30, 60 and 90-day cashflow forecasting turns hindsight into foresight. Customers can see a crisis coming and take action — not discover it on their bank statement.

Customers using predictive banking tools save 31% more than those using standard apps (Deloitte 2024)

Proactive Debt & Risk Alerts

AI notifies customers of upcoming bills, overdue amounts and credit risks before impact — with actionable steps built into the notification. Not reactive — anticipatory.

40% of personal bankruptcies are linked to financial events customers could see coming (CFPB 2024)

AI Fraud Shield

Real-time ML anomaly detection flags unusual patterns, pauses suspicious transactions and alerts the customer instantly — before money leaves the account.

AI-powered fraud detection saves the global economy $11B annually (PwC Financial Crime Report 2024)

AI Is No Longer Just for Fintechs

Every bank, credit union and financial institution must become an AI-enabled institution

The narrative has shifted. AI started in challenger banks. Now it is the mandate for every financial institution — regardless of size, geography or charter type.

Tier-1 Global Banks

At scale: AI for trading, compliance, customer ops, risk management

Already spending $1–10B/yr on AI — the question is deployment speed

AI: GPT-4 for research · Gemini for fraud · LangChain for compliance

Regional & Mid-Tier Banks

Compete on service quality without hiring 10,000 staff

AI levels the playing field — a 200-branch bank can deliver digital-first UX

AI: AI credit scoring · chatbot support · automated regulatory reporting

Neobanks & Digital Lenders

Born digital but needing AI-native core banking infrastructure

AI enables product velocity — launch new financial products in weeks

AI: AI underwriting · behavioural analytics · personalised nudges

Credit Unions & Co-ops

Serve underserved communities affordably at scale

AI micro-lending and automated financial advice reaches the unbanked

AI: AI member insights · smart savings nudges · automated onboarding

Telcos & Non-Banks

Expand into financial services using existing customer relationships

AI enables mobile money, BNPL and micro-insurance at telco scale

AI: Embedded finance AI · wallet intelligence · risk scoring on usage data

Development Finance

Deploy capital in emerging markets with limited credit infrastructure

AI alternative credit scoring opens lending to 1.4B unbanked adults

AI: AI satellite data scoring · mobile phone behaviour analytics · AgriFinance AI

AI Enables Scale That Was Previously Impossible

Volume, speed and support — the three dimensions that AI unlocks for financial services

Volume: Processing at Machine Scale

- $3 quadrillion in global payments annually — only AI can monitor this
- 700M fraud attempts detected daily by Mastercard AI systems alone
- JPMorgan processes 6 billion data points daily through AI models

Mastercard AI Report 2024 · McKinsey

Speed: Real-Time Decisions

- Visa AI makes fraud decisions in under 5 milliseconds per transaction
- AI credit scoring delivers lending decisions in 3 seconds vs 3 days
- AI chatbots handle 80% of routine banking queries with zero human wait

Visa Technology Report 2024 · Deloitte Banking AI 2024

Support: 24/7 at No Marginal Cost

- BofA's Erica handles 1.5M customer interactions per day autonomously
- AI virtual assistants reduce support cost by 30–50% per interaction
- Chatbot and virtual assistant CAGR: 34.8% — fastest AI fintech segment

Mordor Intelligence 2025 · Tearsheet 2025

The Agentic AI Era Has Arrived

AI that doesn't just answer — it acts, executes and orchestrates across financial systems

"AI will be capable of completing tasks autonomously that previously required human decision-making, executing multi-step financial processes without intervention."

— Goldman Sachs AI Strategy Memo 2025 | CNBC

Generation 1

Reactive AI

Answers questions when asked. Rule-based chatbots, basic fraud alerts, simple categorisation.

Generation 2

Analytical AI

Provides insights proactively. Budgeting intelligence, risk scoring, predictive cashflow analysis.

Generation 3

Agentic AI

Acts autonomously on your behalf. Pays bills, rebalances portfolios, negotiates rates, files claims.

2026+ Horizon

Orchestrating AI

Coordinates multiple AI agents across banks, insurance, investments — a complete financial autopilot.

We are currently transitioning from Generation 2 to Generation 3. Institutions that wait for this shift to play out will be left behind.

Africa: The World's Largest AI Banking Opportunity

Where the need is greatest — and where AI creates the most transformative impact

1.4B

Adults globally unbanked

World Bank 2024

57%

Sub-Saharan Africa financially excluded

World Bank Findex

$65B

African digital banking market by 2030

McKinsey Africa

22%

MENA fintech CAGR growth

IMF 2024

Mobile-First Infrastructure

60%+ of Africans are mobile-first internet users. AI banking via mobile is not a product add-on — it is the primary channel. No branch infrastructure required.

Mobile money transactions in Africa: $836B in 2023 (GSMA State of Mobile 2024)

AI Solves the Profitability Problem

Traditional banks cannot profitably serve low-income customers at branch cost structures. AI reduces the cost-to-serve by 70–80%, making financial inclusion economically viable.

AI micro-lending platforms serve 10× more customers per banker than traditional models (CGD 2024)

Leapfrogging Legacy Infrastructure

Africa has an advantage: no legacy IT debt. New institutions can deploy AI-native banking from day one — building directly on cloud, API and AI without costly migration.

Kenya's M-Pesa: 30M+ users · AI-powered credit for 5M+ customers without a credit bureau

Local Language AI Matters

Africa has 2,000+ languages. AI systems trained on Swahili, Zulu, Amharic, Arabic and Hausa can serve populations that English-only systems have ignored entirely.

Meta's MMS AI model now supports 1,100 languages — enabling financial AI for all of Africa

PayHub: Enabling AI-First Banking

The platform that gives every institution access to the AI capabilities the world's top banks are building in-house

JPMorgan spent $1.3B to build their AI layer. Goldman deployed OpenAI, Gemini and LLaMA teams across their organisation. Most institutions cannot do this. PayHub brings these capabilities as a ready-to-deploy module.

AI Banking Assistant

Natural language banking, auto-pay scheduling, proactive alerts — the capabilities JPMorgan and BofA built internally, available as a module.

Budget Intelligence Engine

ML-trained budget builder from real transaction history. Learns spending behaviour and adapts dynamically — no manual setup required.

Predictive Analytics

30/60/90-day cashflow forecasting, product propensity scoring, churn prediction — enabling banks to be proactive, not reactive.

Fraud AI & Risk Scoring

Real-time ML anomaly detection and transaction risk scoring. Equivalent to tools banks are spending hundreds of millions to build.

RegTech & Compliance AI

KYC automation, AML monitoring, OFAC/PEP screening and regulatory reporting — AI-powered, audit-ready, and updated as rules change.

Inclusive Credit Scoring

Alternative data credit scoring using mobile behaviour, transaction history and social signals — enabling lending to the previously unscorable.

eBits & PayHub in Africa

Headquartered in the market we serve — not serving Africa remotely from a Western HQ

In-Region HQ — Not Remote

eBits is headquartered in Johannesburg, South Africa with offices in Dubai, UAE. We understand African regulatory environments, infrastructure constraints and market dynamics — because we operate in them daily.

16 Years of African Fintech Experience

Built on 16 years of serving African banks, fintechs and development finance institutions. We have navigated the complexity of African financial markets through multiple technology cycles.

SaaS Without the Capital Barrier

No upfront costs. Pay-per-active-account monthly pricing. African institutions should not need $5M upfront to access world-class AI banking. PayHub removes that barrier.

8-Week AI Banking Deployment

Where Oracle and Temenos take 18-24 months to deploy, PayHub goes live in 8 weeks. In fast-moving African markets, speed of deployment is a competitive survival requirement.

COUNTRIES SERVED

ZA	**South Africa**	Global HQ
BW	**Botswana**	Core banking
EG	**Egypt**	Neobank & fintech
ZM	**Zambia**	Community banking
SS	**South Sudan**	Financial inclusion
AE	**UAE / Dubai**	MENA hub

The Future of AI in Financial Services

Where the industry is heading — and what institutions need to prepare for now

2025

AI as Standard Infrastructure

Every major financial institution deploys AI for fraud, compliance and customer support. No longer experimental — it is table stakes for survival in competitive banking.

Tearsheet AI Reality Check · Mordor Intelligence 2025

2026

Agentic Banking Goes Mainstream

AI agents autonomously manage payments, investments and insurance on behalf of consumers. The bank that acts for you — not just holds your money — becomes the dominant model.

Goldman Sachs AI Strategy · McKinsey Fintech 2026

2027

AI Achieves Financial Inclusion

Alternative data AI brings 500M previously unbanked adults into formal financial systems. Micro-lending at scale, digital identity and mobile-first savings products transform emerging economies.

World Bank · IFC Financial Inclusion Report

2028+

AI Financial Autopilot

The fully agentic financial system: AI negotiates your mortgage rate, rebalances your portfolio, optimises your tax position and ensures every financial decision is data-driven and personalised.

McKinsey Global Banking Report · WEF Future of Finance 2028

The institutions that act now will define the financial services landscape of 2030.

Sources & References

Research and publications underpinning this presentation

Market Research

Research and Markets — AI in Fintech Market Report 2025: Market to reach $52.19B by 2029 at 30.9% CAGR

Market Research Future — AI in Fintech: $72.96B by 2035 at 16.9% CAGR

Mordor Intelligence — AI in Fintech 2025–2031: Chatbot segment CAGR 34.8%; fraud & risk 30.55% of revenues

Business Research Company — AI in Banking: $37.15B by 2028 at 32.8% CAGR

Grand View Research — AI in Fintech: $41.16B by 2030 at 16.5% CAGR

Industry Reports

McKinsey — The Next Age of Fintech: AI, Digital Assets (April 2026): Fintech $650B revenues, 21% YoY growth

Tearsheet — AI Reality Check Q1 2025: JPMorgan $1.5B value from AI; $100B+ combined tech spend

Evident AI Index 2025: JPMorgan, Capital One, RBC top 3; BofA 90% employee AI adoption

Klover.ai — JPMorgan AI Dominance: 400 use cases, 200K employees, $1.3B AI spend in 2024

GSMA State of Mobile 2024: Africa mobile money $836B transactions in 2023

Company Sources

CNBC — Goldman Sachs launches AI assistant across all knowledge workers (January 2025)

Banking Dive — BofA deploys Salesforce AgentForce to 1,000 financial advisers (December 2025)

Goldman Sachs AI Strategy Memo 2025: Multi-model (OpenAI, Gemini, LLaMA) agentic banking

JPMorgan Chase — LLM Suite: 50,000 employees at launch; 83% research time reduction

World Bank Global Findex 2024: 1.4 billion adults globally remain unbanked

TECHNOLOGY SOLUTIONS

The institutions that embrace AI today will serve the world of tomorrow.

PayHub brings enterprise-grade AI banking capabilities to every institution — regardless of size, location or budget. Built for Africa and the Middle East. Ready for the world.

🎯 **Request a Demo**
See PayHub AI in 30 mins

📧 **Contact eBits**
partner@ebits.ae

🌐 **Learn More**
www.ebits.ae