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Finn AI Launches Personal Banking Chatbot with BMO

Vancouver, BC, March 15, 2018 — [Finn AI](http://finn.ai), the award-winning, conversational banking technology innovator, today announced it has partnered with The Bank of Montreal (BMO) to create a personal banking chatbot for their customers. This is the first ever public launch of a chatbot with a national, tier one, Canadian bank.



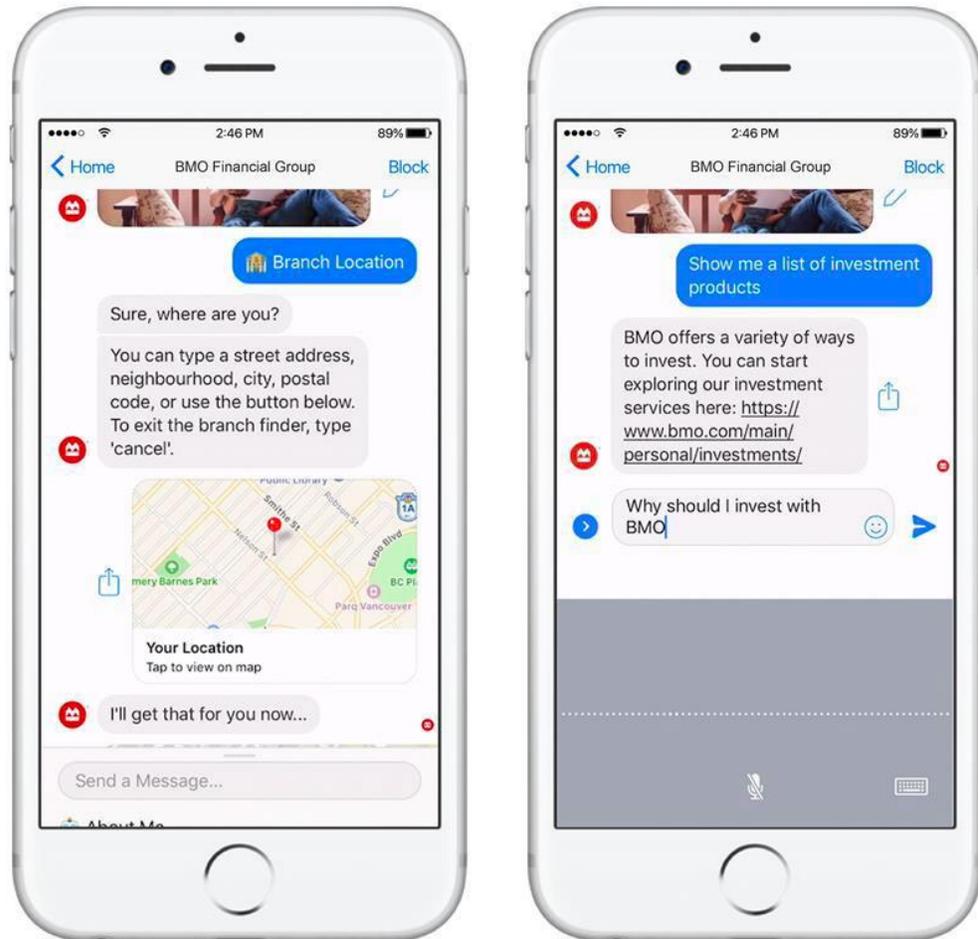
This latest launch by Finn AI reaffirms the company's commitment to help evolve how financial institutions interact with their customers. "By leveraging artificial intelligence and the deepest banking domain expertise in the industry, Finn AI provides people with a simple, easy-to-use conversational banking platform so they can learn from their money and improve their financial literacy," said Jake Tyler, CEO, Finn AI. "This product

release is another example of the work Finn AI is doing with tier one banks from around the world to deliver superb, digital experiences to their customers."

The virtual assistant will allow BMO to engage with their customers via natural language conversations, directly within their channel of choice – Canada's top instant messaging platform, Facebook Messenger¹. In Canada, 84 percent of the population uses a smartphone to access Facebook², with 38 percent performing mobile banking tasks from these devices.

"Our goal is to provide an exceptional customer experience and meet our customers where they are, and digital is increasingly becoming the preferred way for our customers to engage with us on a daily basis," said Brett Pitts, Chief Digital Officer, BMO Financial Group. "The launch of this chatbot, and the integration of AI into our

customer-facing technology provides an opportunity to build upon the relationships we have with our digitally active customers and create more convenient and personalized experiences through both self-service and assisted service channels.”



The content-rich virtual assistant, named BMO Bolt, is capable of answering 250 common inbound questions such as information on BMO products, foreign exchange rates, as well as branch locations and ATMs – with instant, 24/7 access to the personal banking chatbot.

The chatbot will learn to answer additional questions each time it interacts with a BMO customer, allowing the technology to continually evolve. For more complex queries or whenever the assistant is unable to help, BMO customers will be able to connect to a live social care associate during business hours. This transition will happen seamlessly within Facebook Messenger.

Customers can access BMO Bolt via [BMO Facebook messenger](#) on the BMO Financial Group [Facebook](#) page.

The partnership with BMO comes on the heels of a production launch with [Banpro Grupo Promerica](#) in Nicaragua and with the Canadian bank [ATB Financial](#) in late 2017. Finn AI also works with Commonwealth Bank of Australia and recently [announced the hire of former Twitter executive Stephen Morse](#) as Head of Global Strategic Accounts.

¹[Digital in 2018 Report](#): We Are Social & Hootsuite

²[Digital in 2018 Report](#): We Are Social & Hootsuite

Access BMO Bolt: @BMOcommunity (in Facebook Messenger) or from facebook.com/BMOcommunity

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About BMO Financial Group

Serving customers for 200 years and counting, BMO is a highly diversified financial services provider – the 8th largest bank, by assets, in North America. With total assets of \$728 billion as of January 31, 2018, and a team of diverse and highly engaged employees, BMO provides a broad range of personal and commercial banking, wealth management and investment banking products and services to more than 12 million customers and conducts business through three operating groups: Personal and Commercial Banking, BMO Wealth Management and BMO Capital Markets.

About Finn AI

Founded in 2014, Finn AI is the world’s leading AI-powered conversational banking technology provider, working with top financial institutions including: ATB Financial, Bank of Montreal (BMO), Banpro Grupo Promerica, Fidor Bank, and TymeBank, as well as partnerships with Visa Canada, Auth0, and Temenos. Banks use the award-winning Finn AI platform to transform and deepen customer engagement--providing a truly personalized digital-first experience--while delivering the operational efficiencies and cost savings of conversational AI.

Finn AI is venture-backed with investments by Yaletown Partners, Flying Fish Partners, BDC Capital, and 1843 Capital. The company is headquartered in Vancouver, British Columbia. For more information, go to www.finn.ai or follow us on [Twitter](#) or [LinkedIn](#).