Looking Outside, Inside, and in the Mirror – How Does a Company’s Legal Department Use and Deal With Artificial Intelligence and Machine Learning

Brent Timberlake – Capital One
Michal Cieplinski – LendingClub
Kristina Larese – Fifth Third
Robert Savoie – McGlinchey Stafford (Moderator)
Sketching Out the Panel

• What are artificial intelligence and machine learning? (“AI” and “ML”)
• Looking Outside – Using AI/ML/Tech to manage outside counsel
• Lending Inside – Handling company deployment of AI/ML
• Looking In the Mirror – Using AI/ML for Internal Legal Needs
What is Artificial Intelligence?

- The science and engineering of making intelligent machines, especially intelligent computer programs

- Intelligence is the computational part of the ability to achieve goals in the world.
What is Machine Learning?

- ML is a field of AI study intended to give computers the ability to learn without being expressly programmed
- ML automates analytical model building by allowing computers to learn and adapt through experience/data
- Example: The self-driving car
How About Deep Learning?

• Deep learning refers to a technique to implement machine learning in which the computers program themselves through processing huge amounts of data
  – This is a very common variant of ML

• Example: Deep Patient at Mount Sinai Hospital in New York
Let’s Conceptualize

Artificial Intelligence

Machine Learning

Deep Learning
Examples of AI/ML Applications in Financial Services

- Financial fraud detection (think credit cards)
- Credit underwriting
- Loss mitigation
- Data analysis (of course)
- Remote check deposit
- Targeted product solicitation
One Other Thing – Robotic Process Automation (RPA)

- Sophisticated mimicry of human actions by a tailored computer program including business rules
  - A more complex version of the interactive voice response (IVR) systems you run into when you call a major business

- RPA is designed to automate repeatable processes
Robotic Process Automation

• Difference between RPA and AI/ML?
  – RPA is process driven while AI/ML is data driven
  – RPA is designed to handle a specific set of circumstances with a specific set of business rules
  – AI/ML is designed to mimic human intelligence in solving specific problems
RPA Applications

- Customer service email, text, and chat
  - Example: payoff quote
- Mortgage loan processing
- Mortgage servicer loan onboarding
- Vendor billing reconciliation for mortgage lending
- Simple quality control
  - Example: SCRA call mining
Looking Outside
Looking Outside

• How do you use AI/ML/RPA to Manage Outside Counsel?
• How have you seen outside counsel use AI/ML/RPA?
• Do you have concerns about AI/ML/RPA replacing lawyers?
Looking Inside
Looking Inside

• What are some practical ways your companies are deploying, or publicly planning to deploy, AI/ML/RPA?
• What are the biggest challenges?
• How do you see technology changing the way you function as in-house counsel?
Looking In the Mirror
Looking In the Mirror

• How have you used AI/ML/RPA in managing your own demands?
• Where can technology provide assistance to in-house legal?
• What problem would you like to see AI/ML/RPA solve?
Take Aways

• How do you view AI/ML/RPA generally?
• Where do you see AI/ML/RPA going next?
• What laws would you like to see adjusted to account for increasing use of technology?
• Any other parting thoughts?
Questions?