

BankDirector.

Breakout 5:
**Creating a Digital-first,
Yet Relationship-based,
Strategy For Your
Institution**

Soren Bested

Agent IQ

Brianna Elsass

BMO Financial Group

#A0BA24



Agent IQ

Delivering digital relationship banking at scale

A case study with
BMO (\$265B, Chicago, IL)



Today's speakers



Brianna Elsass

VP & Head of U.S. Digital Servicing & Technology

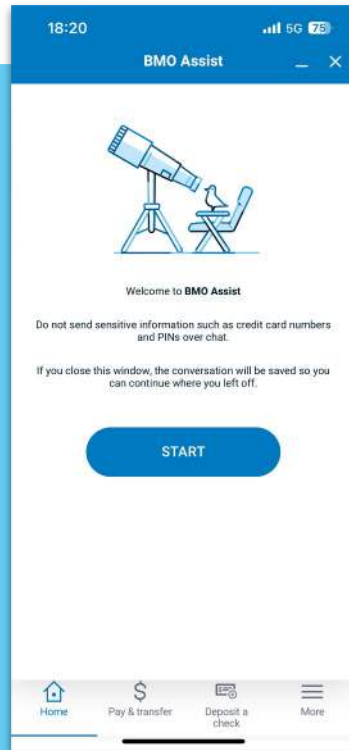


Soren Bested

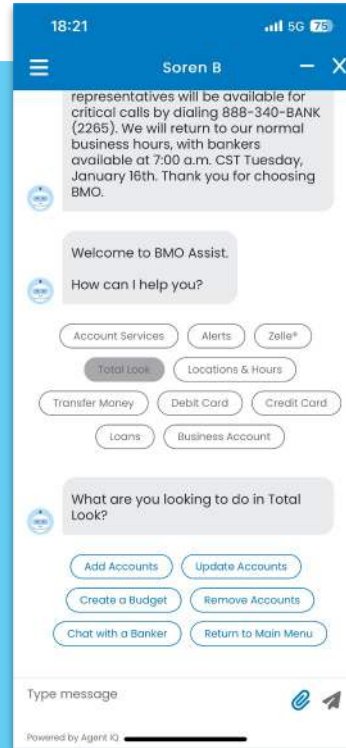
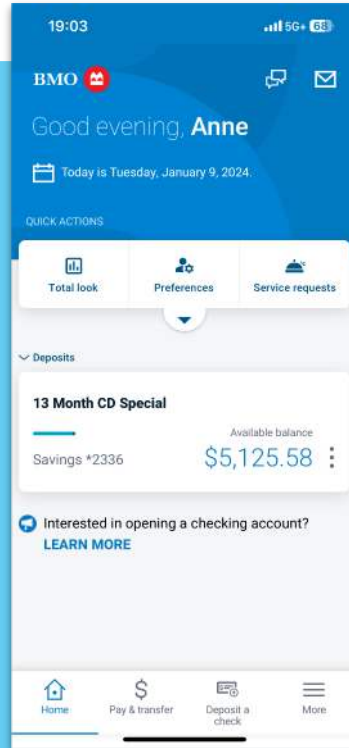
COO, Agent IQ



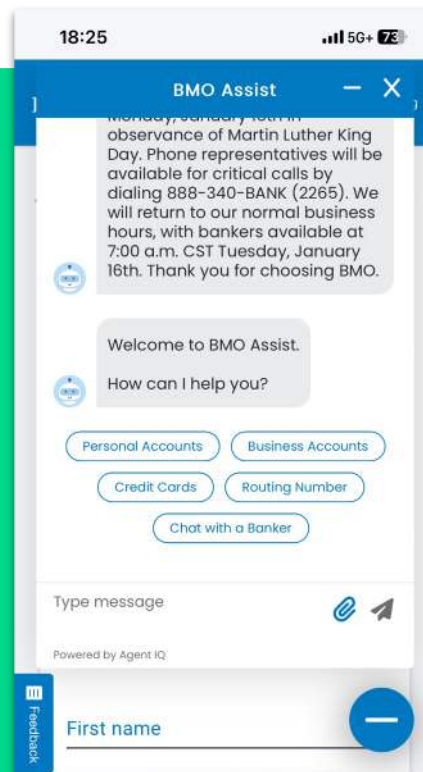
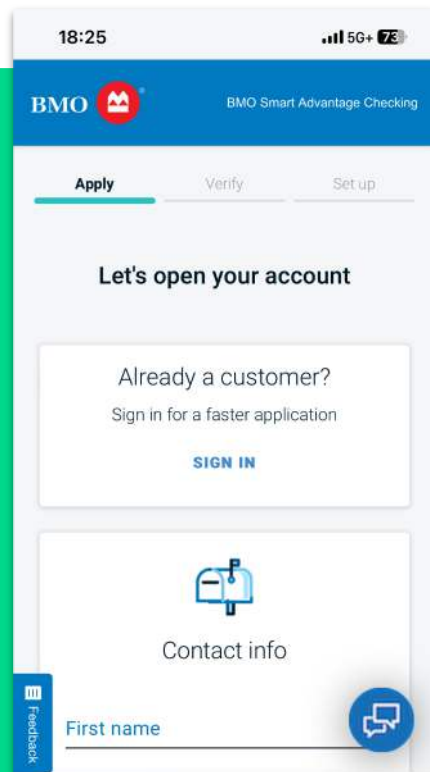
Unauthenticated chat



Authenticated chat



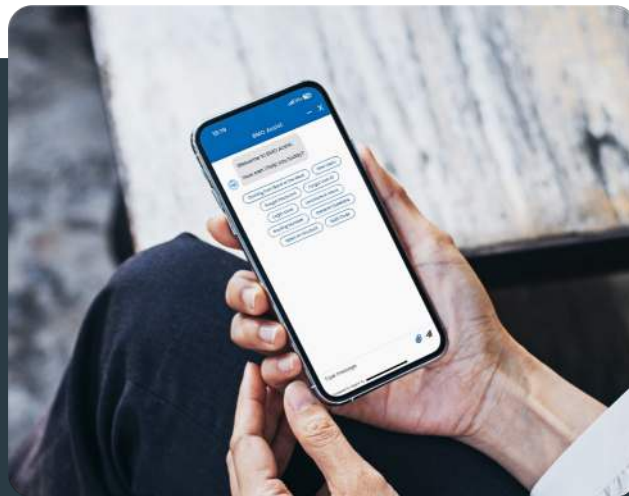
Digital account opening





We want to take the friction out of communicating to deliver a better customer experience.

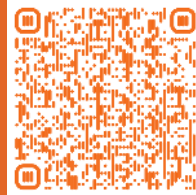
—Brianna Elsass, VP & Head of U.S. Digital Servicing & Technology



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Scan here to fill out
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this session.



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