



Overview

Sponsored by Fano Labs Limited, HKIB will host a seminar exploring the next generation of Voice AI in banking, focusing on moving beyond automation to the practical deployment of AI solutions within regulated environments. The event will examine key Voice AI applications, including customer service, transaction confirmation, call summarisation, compliance support, fraud prevention, and operational efficiency. By exploring agentic Voice AI, with a strong emphasis on trust and safety, participants will be able to move from experimentation to responsible deployment, enhancing customer experience and driving improved business outcomes.

Agenda

- Key Voice AI use cases in banking
- AI deployment in regulated environments
- Compliance, fraud prevention, and governance essentials
- Trust and safety in agentic AI
- Enhancing customer experience and efficiency
- Scaling AI to responsible deployment

Who Should Attend?

- Senior banking, technology, and operations leaders driving digital transformation, customer experience, and Voice AI adoption
- Risk, compliance, and governance professionals focused on regulatory alignment, fraud prevention, and responsible AI deployment

Speaker



Dr Miles WEN
Co-founder & CEO,
Fano Labs Limited

Miles is a Co-founder and CEO of Fano Labs Limited, a spin-off company from HKU, backed by leading investors, with expertise in ICT, big data, and AI. He is also an Adjunct Assistant Professor at HKU focused on technology transfer and AI. He contributes actively to the tech ecosystem through mentorship and advisory roles across industry organisations.

**Priority will be given to Professional Members and on a 'first come, first served' basis.*

Event Details

Date 15 July 2026 (Wednesday)
Time 12:00nn – 2:00pm
Registration from 11:30am
Format **Luncheon (Limited seats only)*:**
The Dragon Room 1 – 2
The Hong Kong Bankers Club
3/F, Nexus Building
41 Connaught Road Central
Hong Kong

Fees Exclusive FREE event for HKIB Members

Target Audience



**Priority to HKIB CB and ECF Fintech, Compliance, Operational Risk and Cybersecurity PQ holders and on a 'first-come-first-served' basis.*

Language Cantonese

CPD hour 1 Hour
HKIB CPD (Except AAMLPL and CAMLP holders) / SFC CPT / PWMA OPT

Enrolment Click [here](#) or scan the QR code



Enquiry (852) 2153 7800
meme@hkib.org