



Unlocking insights from unstructured data with Box AI for financial services



Today, 91% of financial services organizations are either using artificial intelligence (AI) or evaluating its impact.¹ These companies see the endless opportunities AI is creating for retail banking, insurance, wealth management, investment banking, and private equity. Industry leaders such as Jamie Dimon, President and CEO of JPMorgan Chase, recognize its power: “Over time, we anticipate that our use of AI has the potential to augment virtually every job.”²

But to extract the full value from AI, financial services organizations must find new ways to manage and synthesize their unstructured data, also known as content. This includes a wide range of file types that are difficult to organize and analyze, such as:



Banking and capital markets

Account opening forms, know your customer (KYC) documentation, research reports, loan application forms, transaction records, trade confirmations, and risk assessment reports



Wealth management

Client engagement letters, financial questionnaires, financial planning reports, investment policy statements, client portfolio summaries, and prospectus documents



Insurance

Actuarial reports, risk engineering reports, credit reports, sales agreements, claim forms, policy endorsements, evidence of loss documentation, and regulatory documents

57%

of financial services CEOs say the best AI tools will give them a competitive advantage.³

7,000+

financial services firms trust Box.

Now, AI is helping financial services organizations turn all this unstructured data into actionable intelligence, empowering them to make more informed decisions and quickly identify emerging trends and investment opportunities. In this white paper, we'll explore how leading firms are using Box AI to automate workflows, boost compliance, enhance the client experience, and gain a competitive advantage.

Leverage AI to get more from your content

With Box AI, your firm can unlock the full potential of its unstructured data. Box AI is core to the Intelligent Content Management and drives every aspect of content management, including collaboration, categorization, and process automation.

Box amplifies the value of your organization's data by leveraging the best of breakthrough AI — elevating your staff's collective productivity and intelligence — while maintaining the same enterprise-grade security, compliance, and privacy standards that 7,000+ financial services customers trust us with today.

With Box AI, your firm can:

- **Boost compliance and security:** Box AI strengthens firms' compliance posture by analyzing contracts, client correspondence, and other documents containing personally identifiable information (PII). It also keeps sensitive data safe, secure, and compliant with strict privacy standards.
- **Enhance the client experience:** Firms can accelerate client onboarding processes by analyzing financial statements and identity verification documents, allowing for faster client research and education while providing accurate answers to client queries.
- **Streamline workflows and increase productivity:** By capturing key information from unstructured data sources through metadata extraction, Box AI enables faster downstream processing, intelligent routing, and analysis while eliminating human error.

¹ NVIDIA, [State of AI in Financial Services Report](#), January 2024.

² JPMorganChase, ["Chairman and CEO Letter to Shareholders,"](#) April 8, 2024.

³ IBM, ["IBM Study: Banking and Financial Markets CEOs are Betting on Generative AI to Stay Competitive,"](#) June 5, 2024.



Control the way your firm uses AI

Box AI gives your organization full control. You can decide which features to enable or disable, and you can assign permissions only to users who need access — and restrict those who don't. Additionally, Box will never train Box AI models on customer data without customer authorization.

Powerful use cases across financial services

Box fully integrates with most firms' core systems. Additionally, we're developing integrations with Microsoft Copilot, along with platform tools that can help customers extend Box and infuse AI across their enterprises. Explore the current and future use cases your organization can implement with Box AI.



Simplify complex client documents

Summarize complex content like wills, trusts, and estate documents. Surface key details such as assets within a trust and any special instructions.



Extract metadata for approval automation

Leverage extracted metadata from loan and insurance documents to automate approvals, streamline submissions, and efficiently generate documents, such as loan applications and policy declaration pages.



Boost compliance

Strengthen your firm's compliance posture and meet privacy regulations and Financial Industry Regulatory Authority (FINRA) and Securities and Exchange Commission (SEC) requirements for electronic client correspondence by monitoring, analyzing, and archiving documents containing sensitive data like PII.



Make customized recommendations

Analyze client preferences, historical interactions, and financial goals. Then, create personalized recommendations, including suggested articles, investment opportunities, or relevant financial updates.



Streamline meeting summaries and action items

Upload an interview or meeting transcript and ask Box AI to provide a summary and action items.



Understand client sentiment

Gain context into client attitudes and concerns. Ask Box AI to analyze the sentiment of client communications, including emails, chat transcripts, and social media interactions.



Leverage real-time market intelligence

Use deeper insights from your unstructured data to make more strategic decisions and stay competitive.



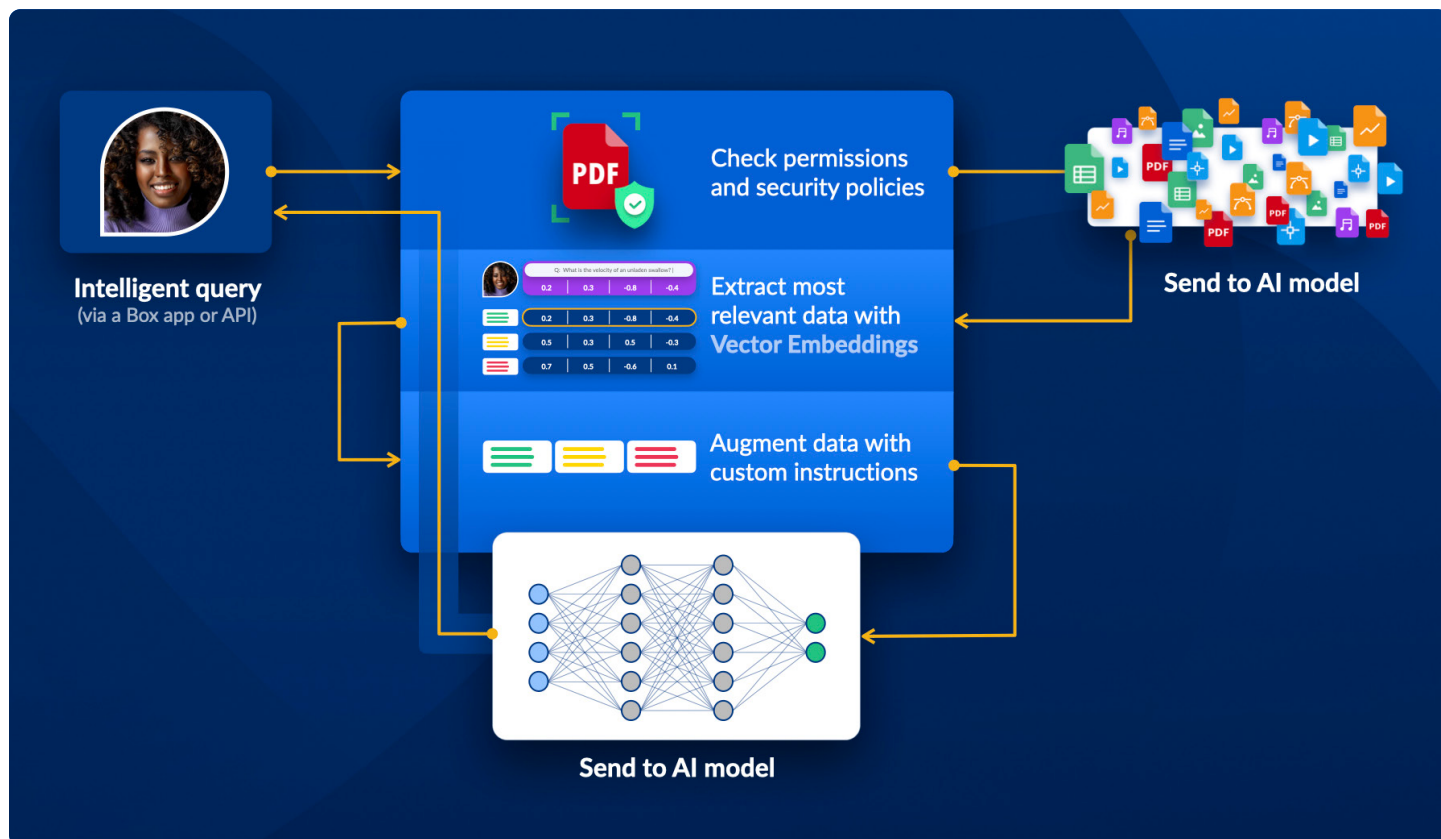
Find accurate answers in no time

Assist clients and advisors in answering queries, providing general information, and even assisting with basic financial planning.

Streamline and save with Box Sign

Financial services firms rely on client signatures for nearly every process. So why keep paying for e-signatures by the document or user? With Box Sign, you and your clients can securely and seamlessly sign documents electronically, right where your content lives. Everyone in your company can configure and send any document for e-signature from anywhere — all at no additional cost to Box Enterprise customers.

Box AI platform architecture



How Box AI works

Box AI brings AI to your organization's content through seamless integration into your existing systems or Box environments. When you make a query, that query is sent to the AI model, which processes the query by gathering relevant data from your files. Simultaneously, PII and other sensitive data are redacted, keeping them protected from the AI models that Box uses.

For example, if you ask a question about a document, the model will evaluate the query and assess only the non-redacted content from the file. Once the evaluation is complete, the model will generate a response and send it back to you. Box AI will also enrich your content with metadata, and then use that information to classify and execute the appropriate retention policies, automating compliance.

Harness AI safely and securely

Your firm's content always stays secure and confidential with Box AI. We use strong security protocols, best practices, encryption, and other advanced measures. Plus, we enforce strict permissions throughout the entire content workflow. Your employees can set two levels of permissions, the first to enable access to a document and the second to enable access to Box AI. This ensures users will only see the information they're permitted to access, and AI will only be used on documents you permit.

Learn more about how your organization can capitalize on the benefits of AI without compromising the integrity of your proprietary data or operations.

Protect customer data with Box Shield and Box Governance



Ensure the security and compliance of your valuable data, such as employee and customer information, company financials, and more.



Mitigate financial, legal, and reputational risks associated with data breaches by implementing robust security measures.



Safeguard proprietary files through advanced features like auto-classification for different file types.



Enhance protection against ransomware attacks with granular access permissions and threat detection mechanisms.

How every segment turns unstructured data into actionable insights

With Box AI, your organization can leverage insights from unstructured data to enhance sales efficiency, improve customer retention, accelerate deal time, reduce exposure, and increase revenue.



Banking and capital markets

Accelerate client onboarding

- Streamline up-front analysis for your clients — including account setup, KYC documentation, and anti-money laundering compliance documentation — by extracting metadata from key documents.

Enhance due diligence

- Identify risks and opportunities quickly by extracting critical data from financial statements, contracts, and operational metrics.

Speed up deal cycles

- Use Box AI to automate the Q&A process, summarize key risks for due diligence, and identify patterns across thousands of documents.

Simplify lending and credit approval

- Build more powerful workflows for mortgage, home improvement, or real estate development loan origination through secure external collaboration and e-signature processes.
- Accelerate loan approvals and enhance efficiency by extracting metadata and automating workflows, reducing processing times and improving customer satisfaction.



Insurance

Revolutionize underwriting

- Accelerate risk assessments and boost underwriting accuracy with accurate summaries of property details and improved insights from credit reports, legal documents, and financial documents.

Accelerate claims adjudication

- Process claims efficiently by quickly routing claim forms, supporting documentation, and evidence submissions to the right people.
- Automate claims adjudication using metadata extraction to reduce processing times and increase accuracy.

Streamline records management

- Enrich your key documents with metadata to ensure a smooth customer experience throughout the entire policy lifecycle.
- Automate workflows to accelerate processes, minimize manual errors, and enhance operational efficiency — delivering greater value to your customers and boosting your bottom line.



Wealth management

Improve client onboarding

- Enhance client onboarding and education by analyzing corporate financial documents like company 10Ks, strategic outlines, wills, and trusts.

Ensure FINRA compliance

- Monitor, analyze, and archive client correspondence and other sensitive documents to meet strict FINRA and SEC regulations and avoid fines.

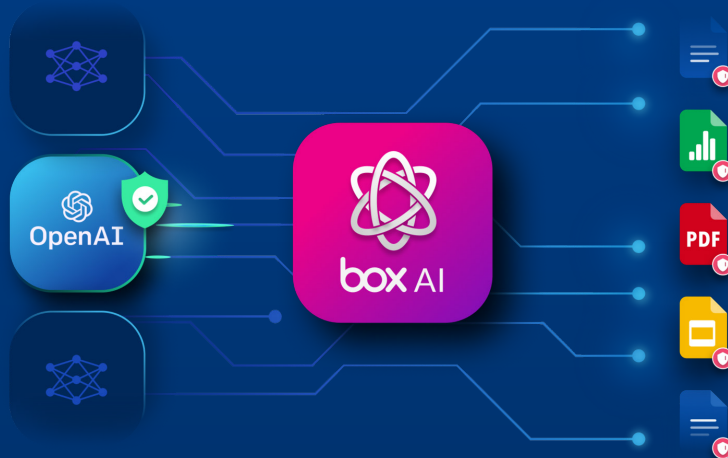
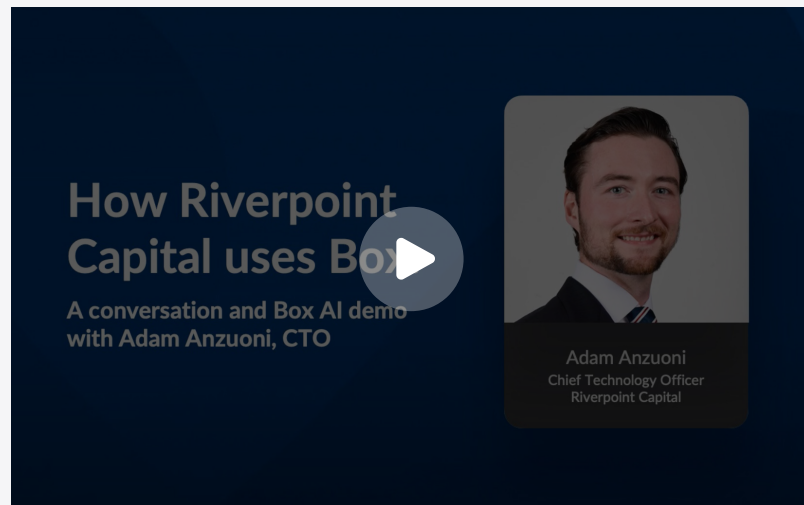
Share confidently with a secure client portal

- Collaborate with clients in an encrypted document-sharing portal. Then, accelerate financial planning, workflows, account aggregation, and portfolio tracking with AI-driven metadata extraction (coming soon).

Box AI in action: Fundwell by Riverpoint Capital

Fundwell by Riverpoint Capital sought to streamline the loan origination process. To make that happen, they turned to intelligent content management from Box. Today, clients applying for short-term financing upload documents to Box through Salesforce. Box AI then processes the document, notifies Salesforce that the application is complete, and automatically assigns it to an underwriter.

[Watch their story](#)



Tap into the full potential of your content with Box AI

AI holds the power to streamline nearly every task — from deal sourcing and due diligence to corporate strategy and client acquisition — but only for financial services organizations that can extract valuable insights from unstructured data. With Box AI, your firm can tap into your content to unlock actionable intelligence, strengthen compliance, improve the client experience, and send productivity to new heights. Backed by enterprise-grade security, strict compliance, and world-class privacy, Box AI empowers your firm to engage with AI confidently and responsibly, driving innovation without compromise.

[Learn more](#)

