



**Volunteer  
Leadership  
Institute - Hawaii**

# **AN ARTIFICIAL INTELLIGENCE ROADMAP FOR CREDIT UNIONS**

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## **Learning Objectives**

1. Learn how credit unions can adapt to this trend.
2. Discover how AI can leverage various aspects of operations.
3. Review insights into technologies for future growth.

# An Artificial Intelligence Roadmap for Credit Unions

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Why “AI”?

# Generative AI (GenAI)



OpenAI  
ChatGPT  
Nov. 2022



Microsoft  
CoPilot  
Feb. 2023



Anthropic  
Claude  
Mar. 2023



Meta  
LLaMA  
Mar. 2023



Google  
Bard  
Mar. 2023

What Can You  
Generate with GenAI?

# Writing



Hello! I am an AI assistant trained by OpenAI. I am not a human, but rather a computer program designed to assist with tasks, answer questions, and provide information on a wide variety of topics. My knowledge is based on information that was available to me at the time of my training, which ended in 2021, and I do not have the ability to browse the internet or access new information. However, I can still provide useful information and assistance based on my existing knowledge. Please let me know if there is anything specific you would like to know or if you have any questions.



What do you see as the future of healthcare?



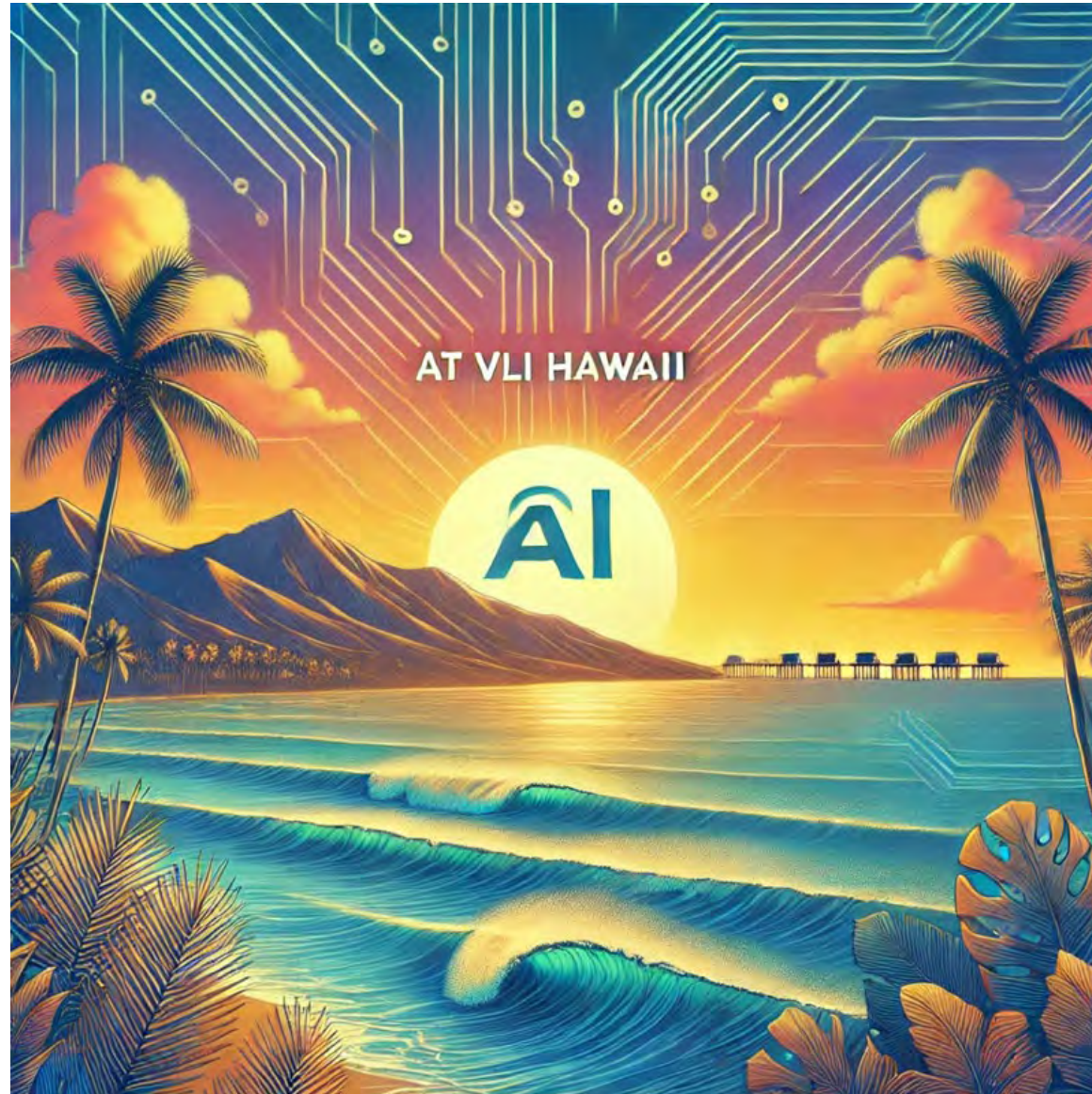
The future of healthcare is likely to involve a combination of advances in technology, changes in the way healthcare is delivered and paid for, and an increased focus on preventative care. Some specific areas that are likely to see significant developments in the future include:

1. **Telemedicine:** Telemedicine, or the use of electronic communication to

# Images



# Audio





# Video



How Do You  
Feel about AI?

Excitement > Fear

*Reality:*  
AI Is Here

1956  
Dartmouth Conference  
The birth of  
“Artificial Intelligence”





2025

70 years later

AI is in our lives

AI is in our business

# AI and Credit Unions



Your employees are aware of AI

Your members are aware of AI

How will AI change  
the future of work?

What about the future of  
**member experience?**

You Need an AI Roadmap

Innovation Begins with **People**

## **Leadership Team:**

**“What Can I Do with AI in My Area?”**

**Board:**

“Where Is This Headed?”

# Use Cases



AI Is the Evolution of **Analytics**:  
Derive Insights from Your Data

AI Is the Evolution of **Communication**:  
Personalized Member Experience

Next Steps

The **AI Journey** is  
one step at a time



The Future  
is Bright!

