



Bank of Zambia

OFFICE OF THE DEPUTY GOVERNOR - OPERATIONS

BOZ/EXEC/DGO/nbfis/bp

June 26, 2023

CB Circular No. : 15/2023

To : Heads of Financial Service Providers and Payment Service Providers

DEPLOYMENT OF ARTIFICIAL INTELLIGENCE IN FINANCIAL COMPLAINT HANDLING – REFRESHER TRAINING IN USER ACCEPTANCE TESTING

Reference is made to CB Circular No. 04/2022, on the above subject.

The Bank of Zambia (BoZ) in collaboration with the Competition and Consumer Protection Commission, with financial sponsorship from the African Development Bank, is finalising a Project that will deploy Artificial Intelligence (AI) in Financial Consumer Complaint Management. The BoZ has made progress in finalising the chatbot integration with websites, Facebook, WhatsApp and SMS channels. The chatbot is now expected to go live before end of July, 2023.

Based on the foregoing, the BoZ, together with Proto (the system developer), have organised a virtual User Acceptance Testing Refresher Training to be held on June 28, 2023. The main objective of the refresher training is to remind your institution's nominated staff who attended the initial training held on February 24 and 25, 2022 on how to navigate and use the system when it is operationalised. Kindly note that this is the last training before system operationalisation and all institutions are requested to participate.

In this regard, your institution should nominate two (2) officers that deal with financial complaints and preferably those that participated in the initial training, to attend the refresher training scheduled for June 28, 2023. Kindly send the list of nominees to the following emails: mmusantu@boz.zm; lmukelebai@boz.zm; smudenda@boz.zm, and david@proto.cx, by close of business on June 27, 2023.

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DEPUTY GOVERNOR – OPERATIONS

cc Governor
Deputy Governor – Operations
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Director – Bank Supervision
Director – Payment System
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