TEMPLATE GENERATIVE AI POLICY

Introduction

The increasing use of artificial intelligence (AI) generative models has brought new opportunities to the financial industry, allowing banks like Bank Name ("Bank") to improve their operations, enhance customer experience, and stay ahead of the competition. However, as with any new technology, the use of AI generative models also raises new ethical, legal, and social implications. This AI Generative Model Policy is designed to provide guidance on the responsible use of AI generative models and to ensure that the Bank uses these tools in a manner that is consistent with its values, legal obligations, and best practices.

Interchangeable Terms Used

For the purposes of this policy, the terms ChatGPT, AI Generative Models, generative artificial intelligence, and similar terms can be used interchangeably and refer to all AI Generative Models including ChatGPT, Google’s Bard, etc. as well as all large language models which are capable of generating human-like text or other output based on input prompts.

Policy

This policy establishes guidelines for the responsible and ethical use of generative artificial intelligence, including large language models and solutions similar to ChatGPT and Google’s Bard, by authorized bank employees. It is the responsibility of all bank employees to ensure compliance with this policy.

Purpose

The purpose of this policy is to provide clear guidelines for the appropriate and ethical use of generative artificial intelligence, including large language models and ChatGPT, by authorized bank employees. The policy aims to ensure that the use of these technologies is compliant with all applicable laws and regulations and does not compromise the confidentiality or security of sensitive customer or bank information. It also establishes consequences for non-compliance with the policy.

Board of Directors Responsibility

The board of directors is responsible for ensuring that the bank has appropriate policies and procedures in place for the use of generative AI, including large language models similar to ChatGPT, and for monitoring compliance with these policies. Specifically, the board of directors shall:

1. Review and approve this policy and any updates or changes as necessary.
2. Ensure that bank management has established appropriate controls and safeguards for the use of generative AI, including large language models similar to ChatGPT.

Scope

This policy applies to all Bank employees, officers, and board members (collectively “employees”), as well as contractors acting on behalf of Bank. A Bank employee who works with a contractor has the obligation of ensuring the contractor’s compliance with these guidelines.

This Policy is intended to supplement all existing Bank policies, including but not limited to policies relating to employee conduct and IT acceptable use. Employees are expected to abide by all Bank policies whenever participating in Bank business, including but not limited to engagement in AI generative models.

This policy applies to all generative AI technologies, including ChatGPT, that are used by bank employees for legitimate business purposes.

Definitions

Generative artificial intelligence (generative AI): Any artificial intelligence technology that is capable of generating original content, such as text, images, or audio, based on a set of input parameters or prompts.

Large language model: A type of generative AI that uses machine learning algorithms to generate human-like text based on input prompts.

ChatGPT: A specific large language model developed by OpenAI, capable of generating human-like text based on input prompts. Another example would be Google’s Bard.

Bank employees: All employees, including officers, directors, and contractors, who have access to the bank's systems and data.

Generative AI Acceptable Use

1. Access to generative AI technologies, including ChatGPT, is only permitted to authorized employees who have a legitimate business need for such access.
2. Use of generative AI technologies must be in compliance with all applicable laws, regulations, and bank policies.
3. Employees must not use generative AI technologies for any illegal, unethical, or fraudulent activities.
4. Employees must not disclose any confidential or sensitive information to generative AI technologies, and must ensure that such information is protected at all times.
5. Employees must not use generative AI technologies to conduct transactions or make decisions on behalf of the bank, unless specifically authorized to do so.
6. Employees must report any suspicious activity or misuse of generative AI technologies to their supervisor or the bank's security team.
7. The bank reserves the right to monitor and review employee use of generative AI technologies, including ChatGPT, and to take appropriate action in case of any violation of bank policies or applicable laws.
8. Employees must not input any sensitive customer or bank information into generative AI technologies, including ChatGPT. Examples of sensitive information include, but are not limited to, account numbers, Social Security numbers, passwords, and credit card information.
9. When using generative AI technologies, including ChatGPT, employees should only use generic or non-sensitive content that does not reveal any identifiable customer or bank information.
10. Employees must take all necessary precautions to ensure that generative AI technologies, including ChatGPT, are not used to share, disclose, or transmit any confidential or sensitive information, whether intentionally or unintentionally.
11. If an employee accidentally inputs sensitive information into a generative AI technology, including ChatGPT, they must immediately report it to their supervisor or the bank's security team, and take appropriate measures to mitigate any potential risks or damages.

Violations of Policy

Employees who engage in activities on generative AI which either violate applicable company conduct policies or this policy are subject to corrective action, up to and including discharge.

Attestation

I have received, read, and agree to the Bank Generative AI Policy and its terms, and understand my role and responsibilities regarding the policy.

Print name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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