

CITY AI PLATFORM

FI Intelligence

An AI that knows your institution — and nothing it shouldn't.

LIVE PLATFORM · DEMO AVAILABLE

FI Intelligence puts a branded AI assistant on your institution's site that answers only from knowledge you've verified — hours, products, rates, policies, community programs — with citations on every answer and a hard rule against improvising. Questions that need a banker route to one. Each institution runs in its own isolated tenant with its own knowledge base, under your name and your domain. Built on the City AI platform, tuned for the one industry where a made-up answer is a compliance event.

WHAT IT DOES

Answers only from verified knowledge

The assistant is retrieval-grounded: it answers from the knowledge base your team approved, and when the answer isn't there, it says so instead of inventing one.

Citations on every answer

Every response shows where it came from — customers can check the source, and your team can trace any answer back to the exact entry behind it.

Escalation to humans

Questions that need judgment — disputes, account specifics, anything sensitive — route to your people. The AI handles the routine; bankers handle banking.

Your brand, your domain

The assistant lives on your site, in your colors, under your name. Customers experience your institution being helpful — not a third-party widget.

Tenant-isolated by design

Each institution runs in its own isolated tenant with its own database and knowledge base — your content never trains, informs, or leaks into anyone else's assistant.

Live in days

Load the knowledge, review the answers, flip the subdomain — a working assistant in days, with your team in control of every entry it can cite.

WHY FI INTELLIGENCE

Grounded is the whole point

In banking, a confidently wrong answer about rates or terms isn't a UX flaw — it's a problem. Retrieval-grounding with citations makes the assistant checkable, and checkable is what your industry requires.

Deflect the routine, keep the relationship

Hours, holiday schedules, product basics — the questions that fill your phone queue get answered instantly, and the conversations that matter still reach a person.

A vendor that speaks bank

Built by a house with community-banking DNA across its whole line — the audit discipline, the data custody instincts, and the examiner awareness come standard.

WHO IT'S FOR

COMMUNITY BANKS

Answer the after-hours questions your lobby answers by day — accurately, in your voice.

CREDIT UNIONS

Serve members around the clock with answers your team verified, not a chatbot's best guess.

BANK MARKETING & OPS TEAMS

One knowledge base to maintain, one assistant that never goes off script.

Put a banker's discipline behind an AI's availability.

Request a demo and ask a live assistant real questions — then watch it cite its sources and hand the hard ones to a human.

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