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BOCHK and BOC Life selected for GenA.I. Sandbox++
Deepening GenA.I. applications through innovations in BoC Pay+ intelligent consumption and insurance training

Bank of China (Hong Kong) ("BOCHK") and BOC Group Life Assurance Company Limited ("BOC Life") jointly announced that their proposed use cases have been selected for the GenA.I. Sandbox++. Proof-of-concept projects on Agentic AI will be conducted in two key areas, namely enhancing the BoC Pay+ consumer spending experience and frontline training for the life insurance business, driving the integration of fintech with diverse industries.

The GenA.I. Sandbox++ is a joint initiative of the Hong Kong Monetary Authority, the Securities and Futures Commission, the Insurance Authority, the Mandatory Provident Fund Schemes Authority and the Hong Kong Cyberport Management Company Limited ("Cyberport"). It aims to foster A.I. innovation in financial services and promote the responsible adoption of A.I. technologies across the industry.

In the intelligent consumption use case, BOCHK will explore integrating its mobile payment application, BoC Pay+, with the service platforms from cross-sector partners, including Visa Intelligent Commerce, telecommunications operator China Mobile Hong Kong, and dining platform OpenRice. The proof-of-concept testing will cover personalised credit card management, spending recommendations, and intelligent payment services, providing customers with a more seamless and convenient consumer experience.

To strengthen frontline staff training, BOCHK will collaborate with BOC Life to explore the potential of intelligent training solutions. The initiative will pilot an AI-powered simulation training platform and intelligent training assistant designed for customer service teams, covering scenarios such as customer needs analysis to help enhance frontline service capabilities.

Stephen Chan, Deputy Chief Executive of BOCHK, said, "BOCHK is honoured to have been selected for the GenA.I. Sandbox for the third consecutive time and to further explore advanced applications of A.I. in the Sandbox++ phase. Through in-depth exchanges with financial regulators on AI governance and by leveraging Cyberport's computing resources, the Bank is committed to fostering deeper integration of A.I. and financial services, while supporting the national ‘AI+’ initiative.

“Building on the successful outcomes of the first two cohorts of the Sandbox programme, BOCHK will undertake a six-month proof-of-concept in collaboration with BOC Life and partners across different sectors to validate the feasibility and security of Agentic A.I. in enhancing consumer experiences and frontline training. We aim to harness technology to drive financial innovation, enhance customer experience and operational efficiency, and support the continued development of intelligent finance.”

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Bank of China (Hong Kong) Limited
Bank of China (Hong Kong) Limited (“BOCHK”) is dedicated to promoting sustainable development, fully implementing a financial culture with Chinese characteristics, and actively advancing high-quality financial development. As one of the three note-issuing banks and the sole clearing bank for RMB business in Hong Kong, BOCHK has strong market positions in all our major businesses. We continue to deepen our presence in the Hong Kong market, capture business opportunities in the Greater Bay Area and actively expand our footprint in Southeast Asia.

As a leading commercial and regional bank with deep roots in Hong Kong for over a century, we are committed to serving the real economy. Guided by a customer-centric philosophy, we enhance the service experience with new technology and promote green and sustainable development, while delivering comprehensive, professional and high-quality services. Through close cooperation with our parent bank BOC, we serve the “Going Global” needs of Chinese enterprises and provide integrated cross-border service solutions to multinationals and financial institutions across various regions.

BOC Hong Kong (Holdings) Limited, the holding company of BOCHK, is one of the largest listed companies on the Main Board of the Stock Exchange of Hong Kong. Its stock codes are “2388” (HKD counter) and “82388” (RMB counter), and its ADR OTC Symbol is “BHKLY”.

Please visit www.bochk.com for more information.

About BOC Life

BOC Group Life Assurance Company Limited (BOC Life) was founded in Hong Kong and has served the local market for decades. We have grown to be one of the top life insurance companies in Hong Kong, with a commitment to offering comprehensive services in life insurance, wealth management and retirement protection. BOC Life is owned by BOC Hong Kong (Holdings) Limited and Bank of China Group Insurance Company Limited. In addition to the channels of tied agency, brokerage and eChannel, BOC Life distributes its life insurance products in Hong Kong via professional relationship managers at various branches of Bank of China (Hong Kong) Limited and Chiyu Banking Corporation Limited. We strive to provide our customers with tailored insurance and financial planning services that meet their personal needs and targets.

BOC Life's solid financial strength has been affirmed by international rating agencies, including the financial strength ratings of “A” by Standard & Poor's and “A1” by Moody’s.