

Adoption cycles of AI technologies in lending

Exploring how lenders are moving from early experimentation to widespread adoption across different AI technologies.

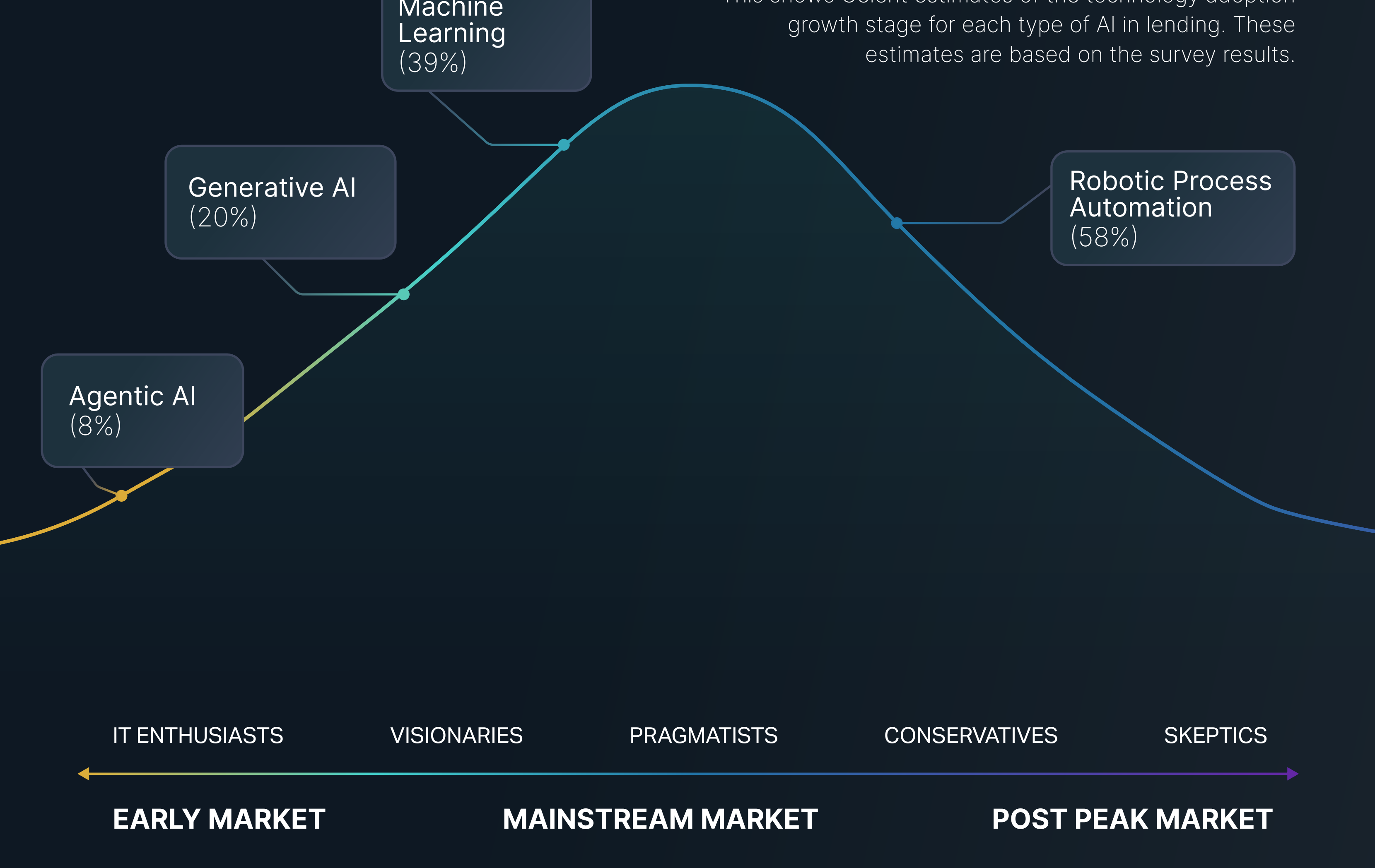
Breaking old habits is tough—don't fall into this trap

Currently **still** relying on spreadsheets

67%

While **67%** of people still rely on spreadsheets (and 22% plan to build even more), integrating AI offers a **faster, more accurate** way to handle reporting.

AI technology adoption in lending: illustrative view of growth stages



Definitions

IT ENTHUSIASTS

First to experiment; comfortable with risk

VISIONARIES

Sees strategic advantage; moves quickly

PRAGMATISTS

Adopts once proven

CONSERVATIVES

Wait until it's the standard

SKEPTICS

Adopt only out of necessity

Generative AI is growing quickly, with 2/3 of lenders in **production** or **development**



Generative AI (GenAI)

/ˌjɛn(ə)rədɪv ˈɑːˌjɛnəˈrɑːdɪv ˈɑː/ noun

A type of AI that creates **new content**—like text, images, or audio—based on patterns it has learned from data and language (including prompts provided by a human).

STRONG EARLY TRACTION

28% USING IN BUSINESS INTELLIGENCE

EXPECTED TO **ACCELERATE QUICKLY**

AI/ML (Machine Learning)

A combination of AI and its subset ML, where ML refers to systems that learn from data without being explicitly programmed.

- ML IS A **CORE AI TECHNOLOGY** IN LENDING
- 39% USING FOR CONSUMER LOAN ORIGINATION
- MATURE USE CASES, **STRONG ROI**

AI/ML anywhere in retail banking

44% IN PRODUCTION

35% IN DEVELOPMENT

AI/ML anywhere in consumer loan origination

36% IN PRODUCTION

39% IN DEVELOPMENT

Agentic AI

Agentic AI anywhere in consumer loan origination

28% IN DEVELOPMENT

8% IN PRODUCTION

AI systems that can operate autonomously with goals, long-term memory, and decision-making capabilities with minimal human input. Agentic AI takes proactive, multistep actions to complete tasks.

- NEWEST** AI CAPABILITY
- 8% ALREADY USING IT IN PRODUCTION
- 28% IN DEVELOPMENT

Robotic Process Automation

Document imaging extraction

58% IN PRODUCTION

34% IN DEVELOPMENT

Optical character recognition (OCR), RPA, or automatic content recognition (ACR) in loan document processing refers to the use of technology to automatically identify and extract information from documents.

- 58% ALREADY USING RPA, OCR, OR ACR
- 34% DEVELOPING/IMPLEMENTING
- EVOLVING INTO **INTELLIGENT AUTOMATION** THROUGH AI INTEGRATION

Only **11%** of lenders see GenAI as an advantage. **Strategy** is the difference.

GenAI in consumer lending isn't just an opportunity—it's becoming a **competitive necessity**. But early movers don't automatically become winners, and financial institutions must be incredibly educated about their choices.

The difference between GenAI success and failure often comes down to selecting solutions that **integrate seamlessly**, are **purpose-built** for the specific operational needs of lenders, **address real business challenges**, and **scale effectively**.

The time for "wait and see" is over, but the time for careful evaluation and strategic implementation **has never been more critical**.

Connect with us to discover how we can help you accelerate with AI.