

Press Release

For Immediate Release

Shanghai Commercial Bank showcases “Multi-agent AI Knowledge Hub for Relationship Managers” At HKMA Finance+A.I. Forum

Empower Relationship Managers to Deliver More Precise, Holistic Corporate and Retail Strategies for Clients

Hong Kong, 16 October 2026 — Shanghai Commercial Bank (“Shacom Bank”) has been actively leveraging innovative financial technology to enhance customer experience. Last year, Shacom Bank was successfully selected as one of the participating banks in the second cohort of the "Generative Artificial Intelligence (GenA.I.) Sandbox" Programme (“Program”), jointly organized by the Hong Kong Monetary Authority (“HKMA”) and Hong Kong Cyberport Management Company Limited (“Cyberport”). Shacom Bank was also invited to showcase its innovative A.I. use case, the "Multi-agent AI Knowledge Hub for Relationship Managers" at the HKMA’s Finance+A.I. Forum. The Program aims to promote the exploration of innovative A.I. applications among financial institutions within a risk-controlled sandbox environment.

To assist RMs understand clients' core needs more efficiently and tailor more precise, personalized corporate and retail strategies, Shacom Bank’s innovative solution is built around a "Multi-Agent Architecture," leveraging A.I. to advance the intelligent management of customer services.

Acting as a virtual financial assistant for RMs through utilization of an A.I. Knowledge Hub, this solution integrates market intelligence, customer logs and profiles with product knowledge bases. It automatically analyzes interaction data to generate useful insights covering relevant market developments and industry trends — empowering RMs to enhance service efficiency and formulate strategies with greater precision.

Mr. Ryan Fung, Deputy Chief Executive and Chief of Retail & Digital Strategy of Shanghai Commercial Bank, said: “Shanghai Commercial Bank is committed to leveraging Fintech to enhance customer experience for both individuals and SME customers by progressively integrating artificial intelligence into our operations. Our top priority is to blend technology with a human touch to deliver a more efficient and comprehensive wealth management experience for individuals while providing tailored financial solutions that support the growth and success of SMEs. We serve as a trusted banking partner to our customers and reinforcing Hong Kong’s position as a digital finance hub.”

To ensure regulatory compliance, Shacom Bank will strictly adhere to the relevant guidelines under the HKMA’s Program and implement appropriate governance measures to guarantee the accuracy and traceability of generated information. This initiative is expected to significantly boost the productivity of relationship managers, sharpen the identification of customer needs through real-time insights, and lay a solid technological transformation foundation in wealth management and cross-border finance.

About Shanghai Commercial Bank

Incorporated in Hong Kong in 1950 and recognized as one of the city's most distinguished local Chinese banks, Shanghai Commercial Bank has built on its strengths in serving corporations, small and medium-sized enterprises (SMEs), and high-net-worth individuals. Tracing its roots to The Shanghai Commercial & Savings Bank, Ltd. founded by Mr. CHEN Kwang-pu in 1915, the Bank is dedicated to serving the community with tailor-made services through an international network of nearly 50 branches and offices in Hong Kong, New York, San Francisco, Los Angeles, London, Shanghai and Shenzhen. With "Serving the Community" as motto and "For Personalized Service" as principle, the Bank offers a comprehensive range of banking products and services, including loans, deposits, trade finance, remittances, securities trading, wealth management, insurance, treasury, foreign exchange, credit cards, and digital banking solutions to meet customers' needs.

In 2000, the Bank formed a strategic alliance with Bank of Shanghai* in Chinese Mainland and The Shanghai Commercial & Savings Bank, Ltd.^ in Taiwan, creating the Tribank branding with a combined network of more than 400 outlets spanning China, Southeast Asia, the United Kingdom and the United States.

* Bank of Shanghai Company Limited is a registered banking institution in Chinese Mainland, and does not hold a banking license in Hong Kong, and hence is not under the supervision of the Hong Kong Monetary Authority, but holds a wholly-owned subsidiary - Bank of Shanghai (Hong Kong) in Hong Kong.

^ The Shanghai Commercial & Savings Bank Limited is a banking institution registered in Taiwan, which has branch presence in Hong Kong.

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