



Responsible AI in Lending

From Compliance Burden to Competitive Edge



Caronne

DIGITAL FINANCE CONFERENCE 2025

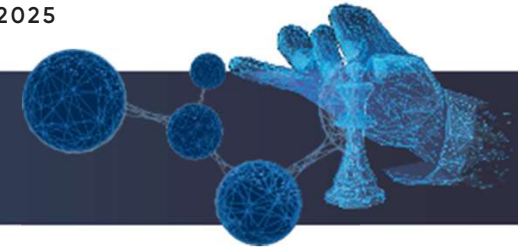
Jan Kamphuis

Agenda

1. Introduction
2. Responsible AI in Lending: The Use case
3. Impact Regulations on Lending Models
4. Data as the Foundation of Responsible Lending
5. Responsible AI as a performance accelerator
6. Q&A

Responsible AI in Lending

From Compliance Burden to
Competitive Edge



Introducing Caronne

Who we are

- Strategic AI solutions for finance
- Specialists in data-driven performance improvement
- Working with financial institutions, regulators & data teams
- Independent advisory + implementation – direction *and* delivery

CARONNE
Reveals the power of your data



Lending Is Evolving Faster Than the Rules Can Keep Up

Why This Topic Matters Now

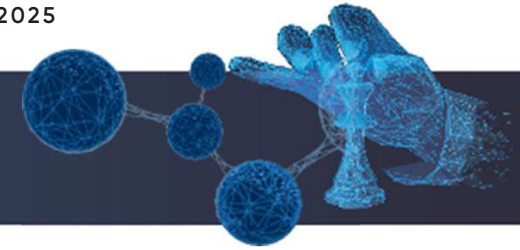
- Strong pressure to optimise underwriting & collections
- AI layered onto credit engines: microsignals, behaviour models, early-risk detection
- Rise of micro-term lending: BNPL, embedded finance, instant credit
- Growing regulatory expectations: AI Act, GDPR, audits, explainability
- Compliance is no longer back-office – it drives product design
- Model risk is increasing → institutions need clarity



Where Responsible AI Fits in the AI Landscape

What Responsible AI Really Means

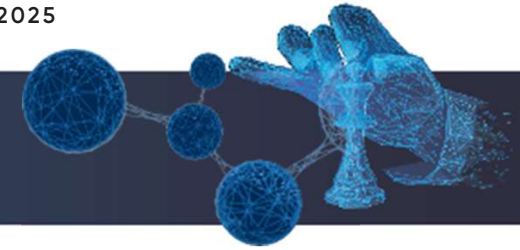
- GenAI → text, summaries, content (powerful, but not for underwriting)
- Agentic AI → workflow automation (useful in ops, not core to risk)
- AnaAI → analytical models: risk scoring, affordability, forecasting
- Responsible AI → the layer that ensures trustworthiness, governance
& fairness across them



The Regulatory Landscape for Lending Models

The Regulatory Framework Around AI & Data

- General Data Protection Regulation (GDPR)
 - Governs personal data and fairness, transparency, explainability
- Digital Operational Resilience Act (DORA)
 - Requires digital operational resilience & e2e ICT governance
- EU Artificial Intelligence Act (AI Act)
 - World's first AI law: risk-based controls, DQ demands, monitoring



The Practical Impact on Your Credit Models

What These Regulations Mean for Lending Models

- Credit scoring = high-risk AI (AI Act)
- Data must be demonstrably accurate (GDPR + AI Act + DORA)
- Explainability required at model-level and customer-level
- Full traceability & auditability (DORA + AI Act)
- Fairness & bias mitigation must be measurable
- Data lineage & governance determine whether AI can scale



Without Reliable Data... There Is No Responsible AI

The Hidden Core: Data Quality

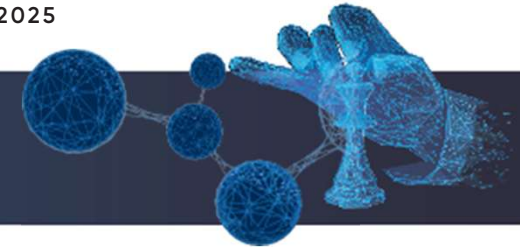
- Inconsistent datasets → incorrect risk estimates
- Outdated customer information → bias or wrongful rejections
- Manual work & Excel patches → no traceability
- Missing lineage → "Where does this number come from?"
- Poor orchestration → "Where is this calculated?"



Data Governance as the Foundation of Responsible Lending

The Role of Data Governance

- One clear customer & product view
- Defined ownership of data concepts
- Shared data standards for risk, pricing & compliance



From Black Box to Transparent Decisioning

Explainable AI: What It Looks Like

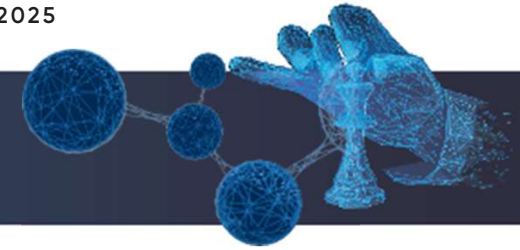
- Documenting model choices: features, logic, risk assumptions
- Explaining decisions at customer level: affordability, rejection reasons
- Explaining model behaviour: bias, drift, fairness



A Roadmap That Delivers Compliance and Value

Roadmap: Responsible AI That Improves Performance

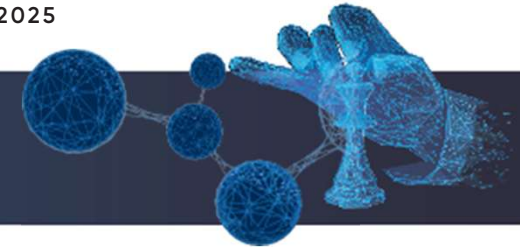
- Assess risks & data quality
 - Better decisions, fewer errors
- Strengthen data governance & definitions
 - Faster reporting, less rework
- Use explainability-first model design
 - Better scoring, less bias, higher acceptance
- Implement monitoring & feedback loops
 - Faster detection of drift, lower default
- Apply AI as a performance engine
 - Smarter pricing, stronger risk management, higher efficiency



What Responsible AI Can Deliver in Lending

Real-World Impact (Anonymised)

- Predictive risk scoring → 14% more accurate, fully explainable
- Data cleanup & governance → 22% fewer customer-record errors
- AI-driven early-warning signals → fewer defaults, better customer journeys



Three Quick Wins That Create Immediate Value

Three Actions You Can Start Tomorrow

- Map your data quality
 - instant clarity on hidden risks & leakage
- Define one unified data & model framework
 - less bias, fewer exceptions, clearer monitoring
- Run a small explainable-AI pilot in one lending process
 - faster, smarter, fully compliant decisions

Q&A

Curious what Responsible AI could deliver for your lending process? Visit us at our stand.

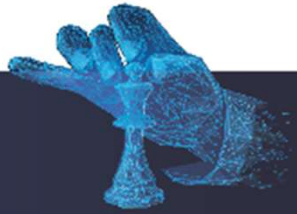


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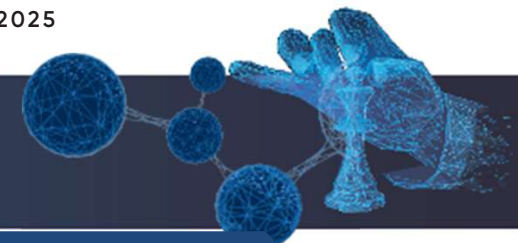
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Appendix

➤ Introduction Caronne



Caronne in a nutshell

INDEPENDENT

DATA X FINANCE

DIRECTION DECISIVE

RESULT DRIVEN

EXPERT DATA
ENGINEERING

DATA
WAREHOUSING

FINANCE
EXPERTISE

DATA
GOVERNANCE

DATA
INTEGRATION

CARONNE
REVEALS THE
POWER OF
YOUR DATA

DATA SCIENCE

INTELLIGENT
AUTOMATION

AGENTIC
PROCESS
AUTOMATION

WORKING DATA
DRIVEN

RESULT
IMPROVEMENT

BIG DATA

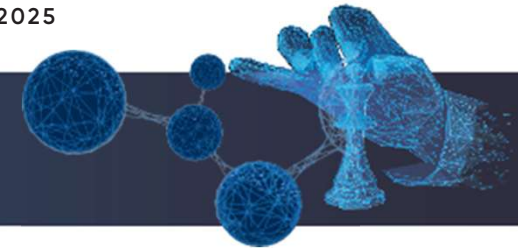
ARTIFICIAL
INTELLIGENCE

ADVANCED
ANALYTICS

DATA DRIVEN
STRATEGY

BUSINESS
INTELLIGENCE

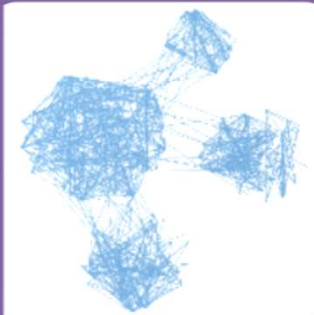
TOOL
SELECTION



Caronne Products & Services



AI4QS
AI Quick
Scan™



AIPI
AI for
Performance
Improvement



AI4DI
AI for Data
Integration



AI4S
AI for
Specialists



AI4T
AI for
Trainingen

scan™

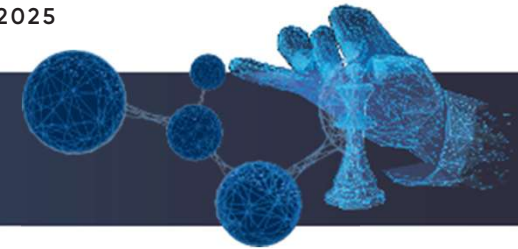
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Improvement
Performance

Integration
AI for Data

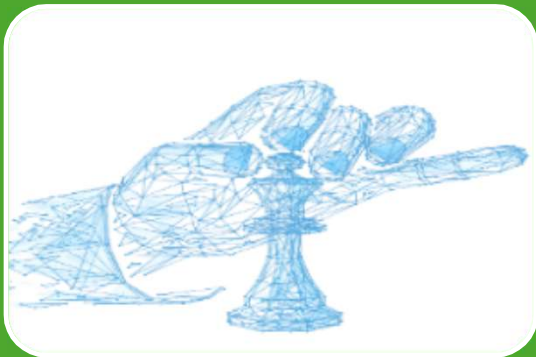
Specialists
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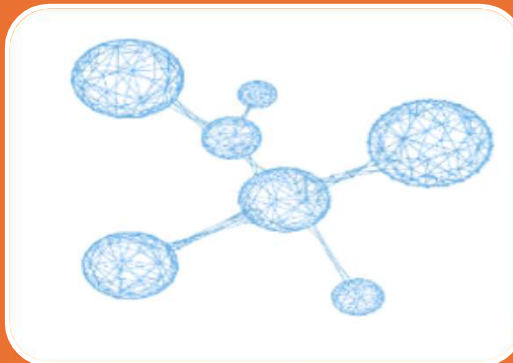
AI FOR PERFORMANCE IMPROVEMENT™

Step 1 Strategy



From challenge to opportunity

Step 2 Presentation



From idea to actionable plan

Step 3 Realization



From data to results