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# Exploring AI's Potential in Financial Services With John Sun of SpringLabs

## The Consumer Finance Podcast

### SPEAKERS

[Chris J. Willis](#) | [Mark J. Furletti](#)

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In this episode of *The Consumer Finance Podcast*, Chris Willis is joined by Troutman Pepper Partner Mark Furletti, and special guest John Sun, CEO and co-founder of SpringLabs. The discussion delves into the transformative possibilities of artificial intelligence (AI) in the financial services sector, and covers the basics of AI, its current applications, and future potential. The conversation highlights how AI, particularly generative pre-trained models, can revolutionize complaint management, enhance regulatory compliance, and improve operational efficiency. Tune in to understand how AI is reshaping the landscape of consumer financial services and what lies ahead.

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