

AI in the Fiduciary Field: Friend or Foe?

A perspective
by Chris
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“Robots don’t sleep. They don’t eat. But they also don’t know how to pronounce ‘usufruct’.”

Presentation Overview

- Introduction
- What is AI & RPA in context?
- Opportunities in fiduciary services
- Risks & real-world challenges
- Role of human judgment
- The future: coexistence, not competition
- Q&A

AI & RPA in a Nutshell

- AI: Simulates human intelligence
- RPA: Bots for repetitive tasks
- Together: The muscle + the mind

- 💡 'Think of RPA bots like that junior administrator who never takes coffee breaks and never argues about the office aircon.'

Where AI & RPA Are Already Adding Value

- **RPA:**
- Auto-filling forms
- Document indexing
- Compliance checks

- **AI:**
- Drafting standard wills
- Risk/exposure scanning
- Anomaly detection

The Pros (Benefits)

- Consistency
- Time Saving
- Compliance
- Cost Reduction
- 24/7 Availability

The Cons (Risks)

- Contextual Ignorance

- Over-Automation

- Human Disconnection

- Privacy & Security

- Implementation cost

What Can't Be Replaced?

- Empathy

- Complex structuring

- Fairness judgment

- Understanding intent

- Ethical oversight

Use Case – Deceased Estate Admin

Steps:

1. Receive Death
Certificate and
Will

2. Bot logs portal

3. Pulls template

4. Fills L&D form

5. Flags gaps

6. Notifies
stakeholders

 Time cut: 3
hrs → 20 min

Return on Investment "ROI" Considerations

Setup vs. Savings

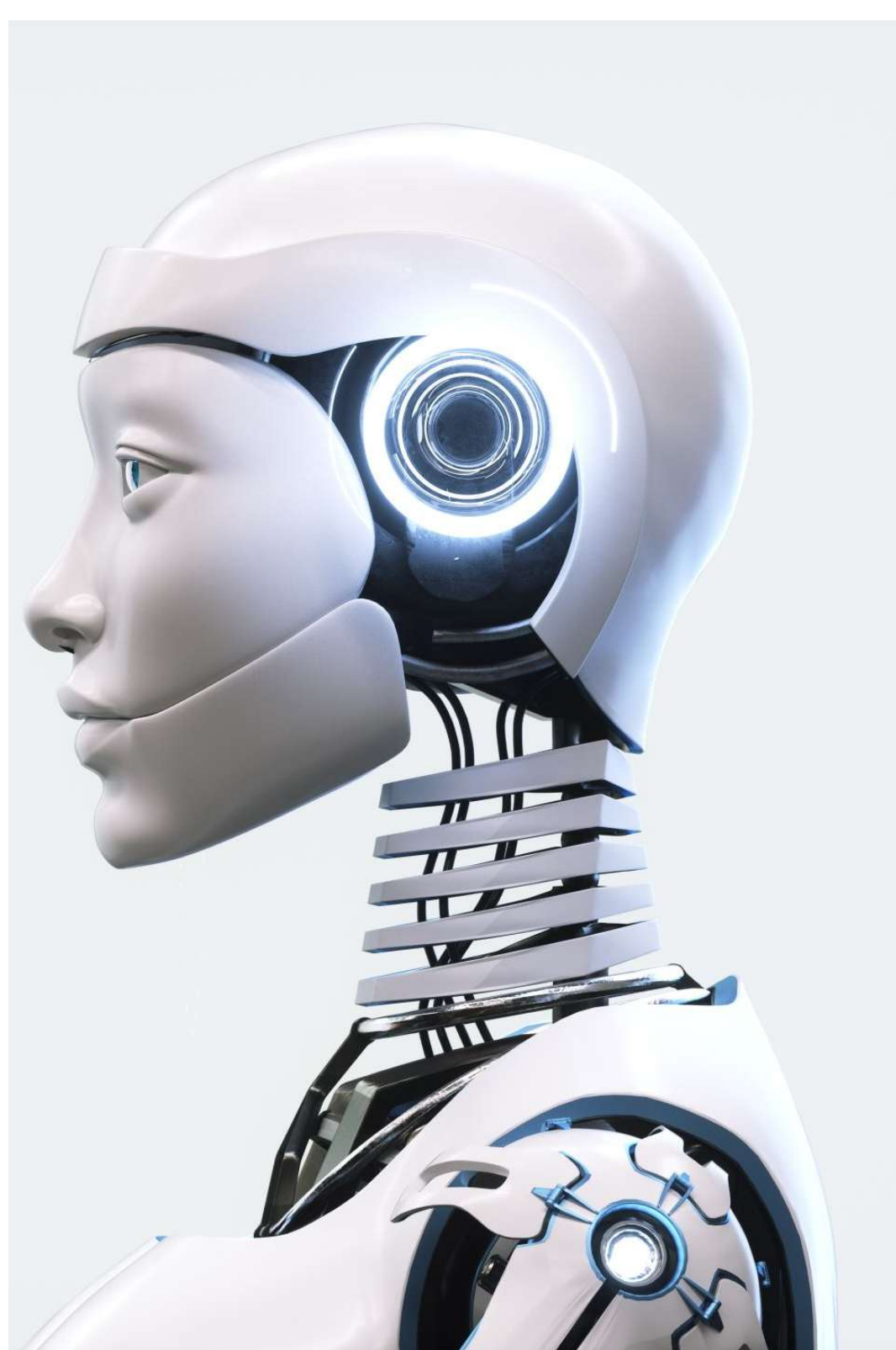
Licensing vs. Custom

Time to value: 6–12
months

Key: Process clarity, data
quality, change
management

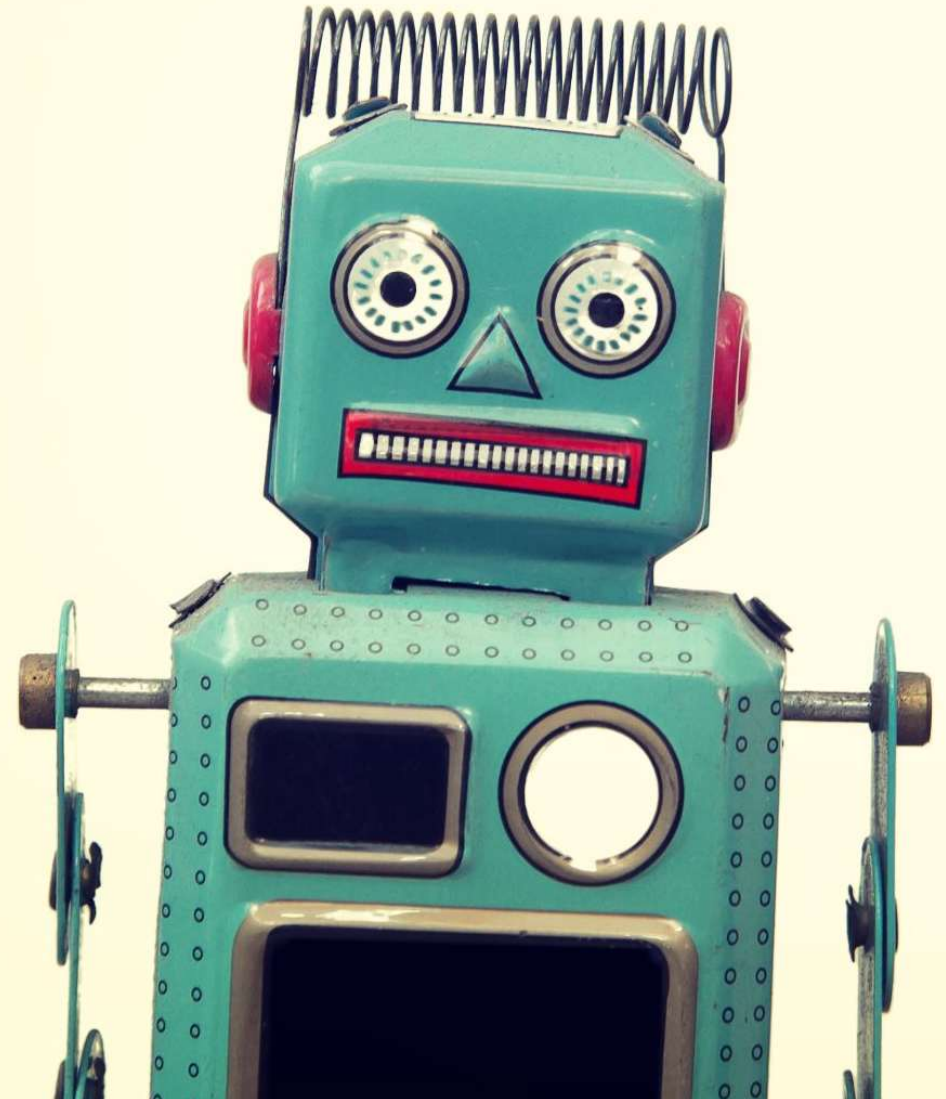
Human + AI Partnership

- **Human** **AI**
- Judgment Speed
- Empathy Scale
- Strategy Automation
- Communication Consistency



A Joke to Lighten It Up

- “Why did the estate planner get into a fight with the robot?”
- Because the robot tried to assign the ex-wife as the “**sole**” heir... based on the fact that she was slippery and always acted fishy”



What the Future Holds

Hybrid teams

NLP (Natural language processing)+ Secure Docs

AI estate reports

Client portals with AI FAQ bots

Should You Use AI in Fiduciary Work?

- Yes, but intentionally

- Start small

- Human-in-the-loop

- Ensure data & ethics

- Reinvest time into
client engagement

Final Thoughts

AI is a tool, not a silver bullet

RPA is today's helper

Tech should make us more human

Q&A Time

- “What do you think could never be automated in your role?”