

PROJECT SUMMARY

Ref No.: MRIC/SISM-FI-2302	Title: Improving access to financial products through an AI-powered multilingual virtual assistant
Local Company: Finance Club Ltd	
Collaborating Institution: University of Technology, Mauritius	
Project Leader	
Mr Dhan Toocaram	Finance Club Ltd
Research Collaborator	
Name	Organisation
Dr Kumar Dookhitram	University of Technology, Mauritius
TECHNICAL ABSTRACT To improve access to our financial products & services, we propose the creation and implementation of an AI-powered multilingual chatbot for our peer to peer lending platform, FinClub.mu. The chatbot, based on Large Language Models and also utilizing natural language processing (NLP), will serve as an assistant to help users of the platform navigate the platform, understand our processes and related financial procedures in Mauritius as well as answer any queries related to FinTech in Kreol Morisien, French and English languages. The chatbot, designed to respond quickly and accurately to customer inquiries in the users preferred language, shall allow FinClub to provide personalised service, handle multiple customer queries simultaneously and thus provide faster responses 24/7 whenever customers need it. This will be useful for customers who need urgent help outside regular business hours and on the other hand, help FinClub drive lower costs for financial inclusion. The project, spanning over 8 months, will entail a total estimated cost of MUR 1,304,600 comprising of research & development, testing. Implementation and maintenance. Besides, to improve access across the industry, FinClub envisages to provide the chatbot on a SaaS model.	
Key Words: Financial products and services, AI-powered multilingual chatbot, peer to peer, natural language processing, fintech, SAAS Model	