LIST AND BIL LAUNCH AI CHATBOT EVALUATION PROJECT

The Luxembourg Institute of Science and Technology (LIST) and Banque Internationale à Luxembourg (BIL) have partnered on an innovation project to assess AI solutions for customer service. The collaboration aims to develop advanced tools and methods for evaluating agentic AI systems in banking, enhancing both user trust and industry accountability.

A strategic partnership for responsible AI

The joint initiative between LIST and BIL sets out to create a rigorous, science-based methodology and software platform for the assessment of AI agentic systems. Robust evaluation of AI solutions is essential to gain both user and customer trust, and to ensure that AI solutions in critical domains such as banking are not affected by shortfalls in generative AI, such as hallucinations and bias. The project will focus on key pillars such as robustness, fairness (i.e., lack of social bias), and human oversight — characteristics that are increasingly vital as AI technologies become more integrated into high-stakes sectors like finance.

"Generative AI is already transforming the banking industry" commented Olivier Gorin, Head of Digital Banking at BIL. "Thanks to our collaboration with the experts from the LIST, we will get invaluable insights on Gen AI technology. It will help us adapt future services to clients' needs and improve personalization in a secure and accurate way. This project is also a prime example of our commitment to a thriving Luxembourg innovation and financial ecosystem."

The project will make the most of the capabilities of the [LIST AI Sandbox](#) and further enhance its maturity and Technology Readiness Level, making it applicable to a broader range of real-world use cases.

"This collaboration is a significant step forward in the evolution of the LIST AI Sandbox," said Francesco Ferrero, Head of the Flagship Initiative on Artificial Intelligence at LIST. "It already serves as a platform for assessing the ethical, linguistic, and technical performance of AI systems. By integrating BIL's real-world use cases, we're enhancing the AI Sandbox's maturity and applicability in the financial sector—moving closer to a scalable and market-ready framework for trustworthy AI deployment in mission-critical applications and regulated industries."

This project marks the first milestone of a broader collaboration aimed at advancing the responsible adoption of AI at BIL and across the Luxembourg banking sector. It offers a replicable model for trustworthy AI assessment and deployment. The initiative reflects both institutions' commitment to putting trustworthy AI into practice—ensuring it delivers operational excellence, meets regulatory requirements, and safeguards customer interests.

About LIST

The Luxembourg Institute of Science and Technology (LIST) is a research and technology organization (RTO) under the supervision of the Ministry of Research and Higher Education, and its mission is to develop competitive and market-oriented prototypes of products and services for public and private stakeholders.

With more than 760 employees, 78% of whom are researchers or innovators from all over the world, LIST is active in the fields of information technology, materials, space resources and the environment, and works across the entire innovation chain, from basic and applied research to technology incubation and transfer.

By transforming scientific knowledge into intelligent technologies, data and tools, LIST:

- helps European citizens make informed choices
- helps public authorities make decisions
- encourages companies to develop

For more information about the Luxembourg Institute of Science and Technology, please visit: https://www.list.lu/

About Banque Internationale à Luxembourg (BIL):

Founded in 1856, Banque Internationale à Luxembourg (BIL) is the oldest multi-business bank in the Grand Duchy. It has always played an active role in the main stages of development of the Luxembourg economy. It currently operates in retail, private and corporate banking, as well as on financial markets. Employing more than 1,900 people, BIL is present in the financial centres of Luxembourg, Switzerland, and China.

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