

**SCHOOL OF BANKING CONFERENCE 2021:
The Future of Banking in the Age of Artificial Intelligence**

Date: 24 September 2021

CALL FOR PAPERS

Just a few years ago, Artificial Intelligence (AI) was just the product of science fiction. However, since recent technological advances, AI has become one of the effective tools for the business development of all types of businesses. Indeed, AI enables businesses to reduce operating costs, mitigate human errors and increase the market share of a product, and especially better service their customers. It can be therefore said that the potential of AI to drive revenue and profit growth will be enormous.

In the banking industry, AI has been currently applied across different domains. In the front office, for example, banks utilize chatbots to automate customer interaction. In the middle office, banks employ AI for fraud detection and credit scoring. In the back office, AI supports the banking workforce with intelligent automation of processes. Although there have been signals of the growth potential of AI, the future of banking with AI is still unpredictable.

Therefore, the SOBC2021 conference "**The Future of Banking in the Age of Artificial Intelligence**" aims to bring together leading academic scientists, researchers, scholars, and experts to exchange and share their research results and experiences on all aspects of AI in banking. It also provides a premier platform for researchers and practitioners to present and discuss the most recent technological innovations, trends, and concerns in finance as well as challenges banks encounter in the era of AI.

Themes of the conference include, but are not limited to, the following:

- Banking efficiency and performance with AI applications
- Critical evaluation of AI applications in banking and financial services
- Challenges of AI in banking and finance
- Customer behavior and banking technology innovations

- AI and risk management in banking
- Banking and AI next generations
- Future Trends in AI-enabled banking
- AI and sustainable finance and banking
- Fraud Detection and Prevention with AI
- Role of AI and Robotic Automation Process (RPA) in transforming banking operations
- Big data analytics and decision-making process in banking
- Legal, regulatory and ethical issues for AI in banking and finance

TIMELINE AND PLACE OF ORGANIZATION

- **15 August 2021:** Submission Deadline (full papers/work-in-progress)
- **05 September 2021:** Notification of Acceptance/Rejection
- **24 September 2021:** Conference Date
- **Organizational venue:** HT-B1.101, Campus B, University of Economics Ho Chi Minh City, 279 Nguyen Tri Phuong, Ward 5, District 10, Ho Chi Minh City

GUIDELINES FOR PAPER SUBMISSION

- Papers should be between 5,000 and 10,000 words excluding references and appendices.
- Language: Vietnamese or English
- Papers must be included: (1) Title; (2) Name of author/author group, agency, and contact information; (3) Abstract; (4) Keywords; (5) Content of the article; (6) List of references. The methods section is voluntary and can be added to the research paper if necessary.
- Format: A4 page, Microsoft Word, Times New Roman, font size 13, line spacing 1.5.

CONFERENCE PROCEEDINGS

All submitted conference papers will be blind peer-reviewed by at least two competent reviewers. All accepted conference papers will be then published and indexed in the conference proceedings with the ISBN.

PUBLICATION OPPORTUNITY

Qualified conference papers will be selected for publishing in the **special issue: “Financial innovation, Banking and Cov-19”** of the Asian Journal of Economic and Business Research (JABES) of the University of Economics HCM city Vietnam.

Qualified conference papers will be selected for publishing in the regular issue of the Journal of Economics and Development (JED) of the University of National Economics Vietnam or the Journal of Science of the Can Tho University Vietnam (CTUJS).

CONFERENCE MANAGEMENT & CONTACT INFORMATION

School of Banking Conference 2021: The Future of Banking in the Age of Artificial Intelligence.

Email: sobc@ueh.edu.vn

Website: <https://sobc.ueh.edu.vn/>

Hoping that you will join the conference in Ho Chi Minh City.

Best regards,

SCHOOL OF BANKING - UEH