



**All-Party Parliamentary Group on
Artificial Intelligence**

AI in Professional Services

- A New Paradigm for the
Banking Sector**
- New Opportunities for the
Legal Sector**

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From left to right: Phillip Mind (UK Finance), Ian Jeffrey (The Law Society), Jaeger Glucina (Luminance), Stephen Metcalfe MP (APPG Co-Chair), Ben Allgrove (Baker McKenzie) and Shaun O'Callaghan (Santander UK)

INTRODUCTION

This document is a creative transcript with summary of an APPG AI meeting that took place on 26 March in the House of Lords Committee Room 4A, UK Parliament. The transcript exclusively contains crucial discussion elements; not all points are addressed.

This session aimed to explore the growing role of AI in professional services, including financial services and law, which are two key pillars of the digitally enabled knowledge economy.

DETAILS

- Evidence Session: AI in Professional Services:
 - A New Paradigm for the Banking Sector?
 - New Opportunities for the Legal Sector?
- Time 5:30 pm – 7:00 pm (GMT)
- Date: Tuesday 11th of March 2024
- Venue: Committee Room 4A in the House of Lords.

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SPEAKERS

1. **Shaun O'Callaghan**, Chief Information Officer, Homes, **Santander UK**
2. **Phillip Mind**, Director, Digital Technology & Innovation, **UK Finance**
3. **Jaeger Glucina**, Chief of Staff, **Luminance**
4. **Ian Jeffrey**, Chief Executive, **The Law Society**
5. **Ben Allgrove**, Chief Innovation Officer, **Baker McKenzie**

CHAIRS AND SECRETARIAT

The Meeting was chaired by **Stephen Metcalfe MP**

Stephen Metcalfe MP and **Lord Clement-Jones CBE** are Co-Chairs of the All-Party Parliamentary Group on Artificial Intelligence.

Secretariat and Rapporteur: **Professor Birgitte Andersen**, CEO Big Innovation Centre



From left to right: Jaeger Glucina (Luminance), Phillip Mind (UK Finance), Ian Jeffrey (The Law Society), Lord Cromwell, Ben Allgrove (Baker McKenzie) and Shaun O'Callaghan (Santander UK)

The aim of the Session was to discuss AI in Professional Services: A New Paradigm for the Banking Sector? New Opportunities for the Legal Sector?

The APPG AI investigated the expanding influence of AI within Professional Services, particularly within the domains of financial services and law, which stand as vital foundations within the digitally empowered knowledge economy.

Within this framework, we scrutinised several key points: identifying the most promising applications of AI within banking and legal services, strategising methods for firms to harness productivity enhancements amidst disruptive forces while fostering trust, and evaluating the necessity of establishing guardrails to ensure the responsible deployment of technologies.

Questions was raised to inspire the discussion:

Sector-specific questions that we explored more deeply were:

AI in Financial Services:

- What is the current state of adoption of AI in Financial Services?
- In what areas of finance (e.g., Corporate Finance, Accountancy, Loans) will AI have the greatest impact?
- How can we ensure that the use of AI in financial services benefits all the relevant stakeholders (i.e., firms, consumers & markets)?

AI in Law:

- How can AI be adopted successfully into the legal sector?
- What benefits can AI bring to legal practices in the UK? (e.g., efficiency and cost-saving benefits)
- Would customers be more likely to use a particular law firm if they are using AI in their work and routines?



Evidence Giver:
Shaun O'Callaghan



Evidence Giver:
Ian Jeffrey



Evidence Giver:
Jaeger Glucina



Evidence Giver:
Phillip Mind



Evidence Giver:
Ben Allgrove



APPG AI Chair:
Stephen Metcalfe MP



APPG AI Chair: Lord
Clement-Jones CBE



Secretariat & Rapporteur:
Professor Birgitte Andersen

FINDINGS

ACTION FIELDS FOR POLICY AND STAKEHOLDER GROUPS

ACTION FIELDS POLICY AND STAKEHOLDER GROUPS

The UK's policy responses to the integration of AI in professional services shall feature a **supportive regulatory framework** that focuses on empowering existing regulators to **regulate how AI is used rather than creating new ones to regulate the technology.**

Advocacy exists for **collaboration between regulators and AI experts**, with an emphasis on enhancing **coordination, flexibility and agility** to foster **innovation** while ensuring **responsible AI** adoption.

Key aspects include **distinguishing between specialist and generalist AI**, acknowledging the importance of **human oversight**, and prioritising **equitable access to AI benefits.**

The UK aims to maintain its **global prominence in legal, fintech, and financial services** while **navigating the challenges** posed by AI integration.

The evidence can be summarised in the following focus areas for action points (see below). They are described in further detail on the next page.

ACTION FIELDS POLICY AND STAKEHOLDER GROUPS:

- Empower Existing Regulators; - No Separate AI-technology Regulator
- Government Support for Expert Working-Groups and Public-Private Partnerships
- Establish Guardrails for AI Implementation
- Seize the Tech Opportunity for AI in Professional Services To Drive Success
- Ensure Leadership and Equity (Fairness, Impartiality, and Justice) in AI Integration
- Maintain UK's Aspirations as a Super Power in Both AI and Professional Services

ACTION FIELDS POLICY AND STAKEHOLDER GROUPS

Policy Responses for AI Integration in Professional Services: Regulatory Framework and Oversight:

Support for the UK's outcome-focused approach, empowering existing regulators:

- No support for a separate AI-technology regulator; focus on regulating underlying activity and associated risks.
- Recognition of effective regulators in key sectors like financial services, ICO (Information Commissioner's Office), and CMA (Competition and Markets Authority).
- Welcome of the government's response to the AI White Paper and funding for regulatory capacity.
- Advocacy for enhancing regulator coordination across UK regulatory domains and horizon scanning.
- Advocacy for enhancing regulator coordination internationally.

Expert Working-Groups and Public-Private Partnerships with Government Support:

- Emphasis on collaboration between regulators and AI experts for effective regulation.
- Form (or join existing) expert working groups to address challenges.
- Advocacy for public/private partnerships for safe AI innovation adoption, including regulatory authorities, to understand impacts and address novel questions. Examples include the FCA (Financial Conduct Authority)'s AI sandbox for safe deployment trials.

Guardrails for AI Implementation: Regulatory Considerations:

- Advocacy for agility and flexibility to foster innovation.
- Caution against legislation solely for its sake.
- Prioritisation of legal and regulatory certainty and responsible AI adoption but without stifling innovation.
- Advocacy for a cautious approach to avoid unintended consequences.

Navigating AI in Professional Services: The Tech Opportunity

- Emphasis on distinguishing between specialist AI and generalist AI.
- Acknowledge the crucial role of specialist AI for accuracy and reliability in both legal or financial service contexts.
- Acknowledge the potential of AI in various domains such as court procedures, legal advice, and financial services, emphasising the crucial role of human oversight alongside AI implementation.

Leadership and Equity (Fairness, Impartiality, and Justice) in AI Integration:

- Policymakers must prioritise decisions that support continuous UK leadership in the global legal and financial markets.
- Ensure equitable access to AI benefits in the justice system.
- Ensure equitable access to AI benefits in the fin-tech and finance system.
- Highlight the importance of proactive decision-making to navigate AI complexities and capitalise on its transformative potential.

UK's Aspirations:

- Aspiration to become a tech superpower.
- Recognition of the UK's global prominence in legal, fintech, and financial services.
- Maintain status while addressing AI challenges.

THE TECH OPPORTUNITY

Examples of how AI is utilised in professional services, as demonstrated by the individuals providing evidence:

Finance - Predictive analytics and machine learning algorithms revolutionise the industry. AI can support by creating:

- Predictive models for financial markets, customer behaviour, and risk assessment.
- Trading algorithms for automated execution based on market data and predefined criteria.
- Risk assessment tools for evaluating credit, market, and operational risks.
- Fraud detection algorithms to identify suspicious patterns and anomalies in transactional data.

Legal - AI transforms traditional legal processes and workflows. AI can support by creating:

- Document review tools for analysing and categorising legal documents efficiently.
- Natural language processing (NLP) to extract information, identify clauses, and categorise documents.
- Legal research platforms for quick access to relevant case law, statutes, and regulations for informed decision-making.
- Due diligence solutions for analysing financial records and identifying potential risks in mergers, acquisitions, and real estate transactions.

AI is reshaping the finance and legal industries. It automates repetitive tasks, improves decision-making processes, and enhances efficiency and accuracy across various operations. From predictive analytics, fraud detection and algorithmic trading in finance to document review and contract management in law, the integration of AI technologies holds immense promise for driving innovation and competitiveness in these sectors. Its transformative impact is expected to continue to deepen and foster further sophistication and efficiency.



EVIDENCE

Shaun O'Callaghan, Chief Information Officer, Homes, Santander UK

1. Overview

There is a recurring sentiment that people often feel their era is experiencing an unparalleled pace of change when, in fact, such sentiments have been expressed consistently throughout history. The last 15 months have seen the impact of Generative AI, marking the publicly available ability to generate human-like text content from simple prompts. Last month, Sora was developed, allowing it to generate short, 60-second videos from text prompts. These developments, their impacts, and the questions they raise may invalidate the assumption that this is simply a normal pace of change. They present enormous opportunities for financial services, an industry that places customers at the centre of all that it does and raises many questions, the answers to which will guide their implementation.

2. AI in Financial Services

2.1. What is it?

Predictive AI and machine learning have revolutionised data analysis, decision-making, and risk management. Their use in real-time processing of vast quantities of information has improved the accuracy of predictive modelling, refined credit scoring, and enhanced the ways in which we can detect fraud. These interventions work in the interests of customers and the markets we serve. A new horizon emerges with Generative AI.

Generative AI creates new content, simulates human-like responses, and presents significant opportunities to enhance productivity, operations, and customer experiences. It also introduces new challenges and risks. These human-like responses are designed to give the appearance of knowledge but lack a sense of truth. Hallucinations are common, where incorrect answers and explanations are provided with confidence.



SUMMARY

Overview:

Recent developments in Generative AI and their impact on financial services.

- *Questions were raised regarding the pace of change and its implications.*
- *Enormous opportunities and challenges presented by AI in financial services.*

AI in Financial Services:

What is it?

- *Predictive AI and machine learning are revolutionising data analysis, decision-making, and risk management.*
- *The emergence of Generative AI has opportunities for productivity enhancement but also introduces challenges such as bias and ethical concerns.*

There is the potential for bias in algorithms, ethical concerns regarding AI-generated content, and the imperative of explainability, which require our attention. This uncertainty and creativity are by design rather than any inherent shortcomings within GenAI.

These are key issues which require resolution and go some way to explain why firms are treading carefully with proofs of concept in GenAI.

2.2. Where are the opportunities?

There are numerous places where GenAI can play a strong role within financial services.

Firstly, there is developer productivity. GenAI code assistants increase productivity by 50-55% and aid developers in writing cleaner, maintainable code more quickly.

Secondly, there are opportunities for GenAI and predictive AI to work together. GenAI tools can analyse large transaction datasets to support the development of new rules within predictive AI fraud detection systems. They can also synthesize realistic test data to support model tuning.

Finally, techniques such as RetrievalAugmented Generation provide the ability to query large corporate data stores, such as policy and compliance documentation, to answer questions and support decision-making quickly. This helps solve the challenge of GenAI hallucinations by augmenting the data used for an LLM with factual content, which can be referenced in the output.

These use cases demonstrate rapid time-to-value, which allows firms to assess the technology and manage the associated risks.

Where are the opportunities?

- *Developer productivity enhancement with GenAI code assistants.*
- *Collaboration between GenAI and predictive AI for fraud detection and model tuning.*
- *Techniques like Retrieval Augmented Generation aiding in quick decision-making by referencing factual content.*

What else is needed?

- *Existing regulatory frameworks (GDPR, DPA, FCA Consumer Duty) providing guidance, but need for clarity and re-use of frameworks instead of creating new ones.*

Core Argument

- *Predictive AI shaping financial services, Generative AI offering potential enhancements.*
- *Majority of GenAI use cases in proof-of-concept phase, requiring time for assessment and regulatory guidance.*
- *Cross-jurisdictional impact of EU AI Act to consider.*
- *Close engagement between stakeholders essential for consistency and unlocking potential of GenAI.*

2.3. What else is needed?

The regulatory landscape is already expansive, with GDPR (General Data Protection Regulation), DPA (Data Protection Act), and FCA (The Financial Conduct Authority) Consumer Duty (to name but three) providing clear guidance and expectations on several AI-related implementation themes. The UK Finance-led paper, 'The Impact of AI in Financial Services', in November 2023, outlined the industry-wide view that the UK wishes for principles and outcome-based guidance rather than centralised and prescriptive primary legislation.

We should seek to re-use the existing frameworks that are in place rather than invent new ones, with an effort focused on providing guidance in areas of ambiguity.



3. Core Argument

Predictive AI has helped shape how financial services firms operate in recent decades. Generative AI presents significant opportunities to enhance the services provided to all stakeholders within financial services. The perspectives put forward by UK Finance in their paper provide a consistent picture across the industry: most generative AI use cases are still in the proof-of-concept phase.

From an inward perspective, time is needed to assess the viability of these proofs of concept, learn from their outcomes, and make the appropriate changes to existing risk management frameworks to provide confidence to scale. Externally, additional guidance from regulators and the central government is expected because of the various consultation exercises.

More broadly, we must consider the cross-jurisdictional impact of the EU AI Act. Questions of significant importance are wrapped within all these areas, and they require time to understand.

The answers to these questions are key to unlocking the power and potential of GenAI use cases, at scale. It is clear to see from the above that this is a complex landscape which is actively developing. What is needed is a continuation of close engagement between all parties, across financial services, to ensure consistency of approach.

Phillip Mind, Director of Digital Technology & Innovation, UK Finance

I'm Phillip Mind, Director of Digital Technology and Innovation at UK Finance.

UK Finance is the collective voice for the banking and finance industry. Representing more than 300 firms, we act to enhance competitiveness, support customers and facilitate innovation.

My role covers digital transformation in banking and finance, including AI but also open banking, smart data, digital identity and new forms of digital money.

How AI is being deployed.

Predictive AI is not a new technology and has been widely deployed in banking and finance. It is used to identify outliers in data, produce scores and make predictions by analysing past patterns. The most prominent and widespread use case is transaction monitoring to identify potential fraud and financial crime for case managers to review.

Generative AI is a new technology, and firms are experimenting with how to use it. Generative AI is not, therefore, a proven technology. There are three main novel issues – the underlying models are even more difficult to explain than predictive AI models, they are typically built and trained by third parties and there are concerns about accuracy, such as hallucination risks. For some use cases, inadvertent IP or privacy infringements are also a concern.

Potential applications in FS are diverse and depend on the extent to which the generative AI is integrated with other systems. Examples include enabling employees to rapidly obtain a summary of key information on a customer (a digital assistant), more helpful customer chatbots, faster production of code, and producing drafts of documents like reports, contracts or marketing material.



SUMMARY

- *Phillip Mind, Director of Digital Technology and Innovation at UK Finance.*
- *UK Finance, representing over 300 firms, advocates for competitiveness, customer support, and innovation.*

On the Guardrails:

- *Firms have robust risk and control frameworks for new technology deployment.*
- *Financial services industry is highly regulated (e.g., Senior Managers and Certification Regime, Consumer Duty).*
- *Practices include upskilling, creating Centres of Excellence, updating procurement and risk management processes, establishing Data Ethics Boards, careful selection of training data, and testing under governance.*
- *Support for government initiatives on AI safety due to risks from bad actors, like facilitating cyber-attacks and fraud through AI.*

On the guardrails.

Firms have well-developed risk and control frameworks on the deployment of new technology. The financial services industry is also highly regulated (for example, the Senior Managers and Certification Regime covers executive accountability and the Consumer Duty covers the way customers are treated).

In practice, firms are:

- upskilling and creating Centres of Excellence
- updating procurement and risk management processes
- creating Data Ethics Boards to review potential use cases
- carefully selecting training data to ensure this is representative and mitigates the risk of bias
- carefully testing under robust governance

We support the government's steps on AI safety. There is a risk from the use of AI by bad actors to facilitate cyber-attacks and fraud. For example, enabling fraudsters to more easily create believable phishing messages or to deceive customers with deepfake material.

On the role of government and regulators.

Our members support the UK's approach of focusing on outcomes and services and aiming to empower existing regulators, who are best able to make regulatory judgments relating to their industry.

To be clear, we don't support a separate AI regulator or regulation of the technology itself at this time; rather, we support regulating the underlying activity with respect to the risk it gives rise to.

We already have effective regulators for key sectors like financial services, as well as in key horizontal domains, such as the ICO and CMA.

We support enhancing the existing ways regulators coordinate and horizon scan.

Finally, there is a great opportunity to improve productivity, products, and services. We are seeing strong public/private partnerships in other jurisdictions. An example in the UK is the FCA's commitment to create an AI sandbox—this will help the industry trial deployments and experimentation in a safe way.

On the Role of Government and Regulators:

- *Support for UK's outcome-focused approach empowering existing regulators.*
- *No support for a separate AI regulator; focus on regulating underlying activity and associated risks.*
- *Effective regulators exist for key sectors (e.g., financial services, ICO, CMA).*
- *Support for enhancing regulator coordination and horizon scanning.*
- *Opportunity for productivity improvement and innovation through public/private partnerships, exemplified by initiatives like the FCA's AI sandbox for safe deployment trials.*



Jaeger Glucina, Chief of Staff, Luminance

Embracing AI in the Legal Sector: A Journey with Jaeger Glucina

I'm Jaeger Glucina. I'm the MD and Chief of Staff at Luminance. As I represent an AI company on this panel today. So, I bring a slightly different perspective.

I started my professional career as a barrister and solicitor in New Zealand, working in the field of insurance litigation, representing earthquake victims against insurance companies. So, there's been a bit of a transition into the tax base. I joined Luminance 7 years ago, and in doing so, I've witnessed the transition of AI within the legal sector, going from a fringe technology, almost feared, to one embraced by one of the oldest and most traditional professions in the world.

Transitioning from Law to AI

Today, even the most conservative lawyer would find it hard to argue against AI being both inevitable and vital to the way that legal services are conducted. Now, to tell you about Luminance and why we're here today. We were founded by Cambridge mathematicians and computer vision experts in 2015, and we were one of the first companies in the world to apply AI in the legal space beyond pure e-discovery solutions. Our founders did something quite special at the time, and it's become even more important today – they developed a specialist legal language model to both automate and augment a spectrum of legal matters.

Today, I'm going to discuss the profound opportunities and benefits that AI is already producing for the legal profession, as well as its potential. I'll also speak to the importance of guardrails and an understanding of the difference between how specialist and generalist AI should be applied in business.



SUMMARY

AI's Impact on Legal Workflows:

- *The legal sector faces strain due to expanding data volume.*
- *AI's role is crucial in transforming manual processes, like document handling.*

AI in Private Practice:

- *Top law firms utilize AI for e-discovery, M&A and due diligence.*
- *AI enhances service quality without affecting the firm's bottom line.*

AI Empowering In-House Legal Teams:

- *AI aids in-house teams across industries, improving decision-making.*
- *Examples include logistics, retail, and multinational corporations.*

AI in the Courtroom:

- *AI, like Luminance's, aids in legal proceedings, saving time and costs.*
- *Human judgment is still essential in interpreting AI-generated insights.*

AI's Impact on Legal Workflows

First, let me emphasise that lawyers and legal services are under an unprecedented amount of strain. This is mostly due to the expanding volume of data and documentation that businesses produce, creating an impossible task for those charged with understanding the implications buried in the details of those documents.

This is not an industry that's been revolutionised in the way that manufacturing has, for example. Almost everything is still manual, and the first rudimentary steps away from things like paper, highlighters, wet signatures, and even hand-serving court documents only happened fairly recently. I know this because I was personally walking court documents around to companies we were suing only about 7 years ago. So, AI still has a significant role to play in the transformation of this ancient profession.

AI in Private Practice

So, let's turn to some examples of where it already has. Firstly, in private practice. Many of the world's top law firms today, including Slaughter and May, Burnham Bird, Cravath, and Baker McKenzie, are already using AI for things like e-discovery in litigation and M&A due diligence. AI is powerful enough to automatically identify and categorise most of the important information in documents and objectively identify statistical trends and outliers. This means it can effectively assist lawyers, bringing things to the forefront that they didn't even know they were looking for. The result is a much better quality of service and advice for clients without impacting the bottom line for a law firm.

AI Empowering In-House Legal Teams

Now, let's turn to in-house legal teams. It's important to remember that when we talk about the legal profession, it's much broader than just law firms. Every single company in the world makes daily decisions with legal ramifications. At Luminance, we work with all types of organisations in every vertical because AI creates huge time and quality gains wherever documentation exists.

Navigating AI's Role in Legal Services:

- Importance of distinguishing between specialist and generalist AI.
- Specialist AI is crucial for accuracy and reliability in legal contexts.

Guardrails for AI Implementation:

- Need for regulation to ensure responsible AI adoption without stifling innovation.
- Collaboration between regulators and AI experts is crucial for effective regulation.

AI's Role in UK's Productivity and Growth:

- AI is essential for driving productivity and addressing court backlog.
- Digital transformation and AI are crucial for the UK's future growth and competitiveness.



For example, logistic providers like DHL use AI for better insight into their supply chain in a fraction of the time that humans were previously completing the tasks. Tesco uses AI to manage data subject access requests off the back of GDPR, scanning for the presence of personally identifiable information across all content. Multinationals like Avianca Airlines, Yokogawa and Hitachi use AI to better understand their contracts, automating repetitive low-value work like NDA review or tracking dates, obligations, and revenues. By automating this type of work, companies are saving on hiring new personnel, getting more from the people they have, and gaining better and more accurate access to data, enabling objective decision-making.

AI in the Courtroom

We can't forget the application of AI in the courtroom. You might have read about the 36 Group, a barristers chambers in the UK, using Luminance's AI as part of a murder trial a couple of years ago. This was the first recorded use of AI at the Old Bailey. Instead of manually reviewing every word on every page of potentially relevant evidence, they tasked the AI with doing that, saving the defence team about four weeks of human work and £50,000. They still use human legal judgment to interpret and apply the findings, but they didn't need those humans to read every word in every document.

Navigating AI's Role in Legal Services

So, how do we expand the use of AI in this profession without introducing risk when it comes to providing legal services? Similar to financial services, decisions, guidance, and answers must be right and explainable. It's critical that humans remain in control. Most of the AI that makes the news today tends to be in the field of generative AI, and we are having a moment for generative AI, and that's fine. GPT-3 is the most famous example. However, this type of AI is a generalist. Generalist large language models have ingested data from far and wide, often the whole internet. They're designed to know something about everything and generate an answer at a cost. The reality is that they are definitely not foolproof. They still hallucinate, making things up, just like the example of the New York lawyer citing non-existing case law in court. In other words, while generalist technologies have an extremely exciting future and purpose, they should be treated with caution in specialist fields like law.

We all know the repercussions for our own reputations, our clients, our firms, and the justice system if we were to rely on incorrect generative responses from AI. This is why specialist AI exists, and it's really important to make this distinction because it is critical for specialist industries and applications. What we've done purposefully at Luminance is built a specialist legal language model trained on over 150 million legally verified documents by lawyers and is smart enough to know when it doesn't know the answer. And that last part is key.

Specialist and generalist AI each have their place, but the place of generalist AI is not in law.

Guardrails for AI Implementation

In conclusion, as we look towards the future of AI, implementing guardrails across the AI sector is a key component of ensuring the technology's longevity. However, we must be careful that regulation does not stifle innovation. Collaboration between regulators and AI experts will be crucial in creating effective, pro-innovation regulation that allows the UK to not only keep pace but also surpass the EU and the US in becoming the world's tech superpower.

AI's Role in UK's Productivity and Growth

AI must also be a central component of the UK's plans for productivity and growth. Calls for driving productivity, whether in the private or public sector, should be underpinned by digital transformation and AI. The push to reduce the UK courts backlog would greatly benefit from digitalisation efforts in AI. After all, AI has been waiting patiently in the wings for many years, ready to have a transformative effect on the way we all work today.

Thank you.



Ian Jeffery, Chief Executive, The Law Society

Navigating the Integration of AI in Legal Services:
Perspectives from The Law Society of England and Wales

Introduction:

I am the chief executive of The Law Society of England and Wales, and as many of you will know, that's the representative body for around 200,000 solicitors across England and Wales. And before I took that role on around 18 months ago, I had a 30-year career in private practice as an information technology and intellectual property lawyer, including a spell as managing partner at a large commercial firm.

So today I'll talk about the opportunities that AI offers in legal services, what the Law Society is doing to assist this sector, what the government should do to navigate the challenges, and to discuss what the sector needs from Parliament in order to promote AI innovation and unlock the opportunities within this field.

Current Landscape and Challenges:

As the Law Society, we are working closely with our membership to help them understand how they are utilising AI, what the risks and opportunities are. The potential, of course, is huge.

I'm conscious only having voices on the AI subject (integration of AI in legal services) from the larger and better-resourced firms and providers, but of course, the structure of the industry has many, many smaller firms and smaller practices who will find it harder to engage with these kinds of technologies.

Opportunities in Legal Operations:

AI technology is seamlessly integrated at every stage of the fundamental process of meeting client needs, encompassing tasks such as client onboarding, initial needs assessment, meticulous analysis of facts and documents, comprehensive legal research, and the generation of high-quality work products, among others.



SUMMARY

Introduction:

- *Speaker: Chief executive of The Law Society of England and Wales.*
- *Purpose: To discuss AI opportunities in legal services and actions needed from government and Parliament.*

Current Landscape and Challenges:

- *The Law Society actively collaborates with members to comprehend AI utilisation.*
- *They acknowledge the varied industry structure, including smaller firms.*
- *They emphasise the significant potential benefits of AI.*

Opportunities in Legal Operations:

- *There exists an opportunity for seamless integration of AI across client-related processes.*
- *AI enhances capacity to manage broader caseloads and streamline business operations.*
- *There are diverse applications, including mass claims and trademark infringement.*

Additionally, there is opportunity to handle a broader caseload or, in large commercial organisations, to efficiently manage the entirety of legal matters through AI integration. AI technology is also leveraged to streamline business operations within law firms, facilitating tasks such as content generation for marketing purposes and enhanced analysis of financial information.

Moreover, a wide range of specialised applications exists, covering areas such as mass claims and trademark infringement cases. This variety of use cases offers significant benefits for many law firms employing AI. With automation handling routine tasks, lawyers can devote more time to creative and client-facing responsibilities, thereby increasing productivity and service quality.

Regulatory Considerations:

Crucially, there are substantial potential advantages or benefits for the broader legal system. From the perspective of the society, it's imperative to proceed cautiously to avoid unintended consequences. However, there's a possibility for AI to improve court procedures and streamline administrative tasks.

Last year, an appeal court judge mentioned using ChatGPT to generate a portion of his own judgment. He did so with extreme caution. There may be a role for AI in helping to bridge the justice gap or providing initial legal advice, but it's crucial to emphasise that this will require close human oversight.

Part of our approach is ensuring that that the UK's regulatory framework strikes the right balance between providing certainty and supporting innovation. However, we acknowledge that the regulatory landscape is not uniform. As I mentioned, there is a wide range of firms, from the smallest to the largest, and many of the largest firms operate internationally, dealing with varying levels and approaches to regulation worldwide.

Regulatory Considerations:

- *The Law Society advocates a cautious approach to avoid unintended consequences.*
- *AI holds potential for court procedures and legal advice, but with human oversight.*
- *They highlight the importance of balancing regulatory certainty and innovation.*

Government Support and Conclusion:

- *The Law Society has convened an expert working group to address challenges.*
- *They welcome the government's response to the AI White Paper and funding for regulatory capacity.*
- *They collaborate with regulatory authorities to understand the impact and address novel questions.*

Sector Needs from Parliament:

- *The Law Society prioritises legal and regulatory certainty.*
- *They stress the importance of agility and flexibility for innovation.*
- *They advocate against legislation solely for its sake.*

UK's Aspirations:

- *The UK aspires to become a tech superpower.*
- *The UK already holds significant global prominence in legal services.*
- *The Law Society emphasises maintaining status while addressing AI challenges.*

Government Support and Conclusion:

One of the things we've done is convened an expert working group in order to draw out some of those challenges. We welcomed the government's recent response to the AI White Paper, particularly the funding that's come through to increase capacity and capability of regulators in our own field.

We collaborate closely with the Solicitors Regulation Authority and the Legal Services Board to gain insight into the impact of these new technologies and how clarity can be achieved, particularly concerning Intellectual Property Right regulation regarding the use of large AI-based language models. I'm sure we'll delve deeper into these topics, as they present novel questions which we need to answer.

Let me conclude by outlining what we believe the sector requires from Parliament. Primarily, it necessitates legal and regulatory certainty. Regardless of the regulatory path chosen, it's crucial that law firms, large corporations, and solicitors have the agility and flexibility to innovate and adapt AI technologies, ensuring that we're not, as perhaps some jurisdictions are doing, legislating for the sake of legislating.

The UK aspires to become a tech superpower. We are already a significant superpower in legal services, boasting the world's second-largest legal services industry. As many are aware, English law is trusted and valued globally. Therefore, it's imperative to maintain this status while addressing novel AI challenges.



Ben Allgrove, Chief Innovation Officer, Baker McKenzie

Introduction

My name is Ben Allgrove [Reference 1]. I am a partner and technology lawyer at a global law firm called Baker McKenzie [Reference 2]. Baker McKenzie is one of the world's largest law firms. We operate in 46 countries and employ over 13,000 people, about half of which are lawyers. We have a long history in the UK, having opened our London office in 1961, followed by our Belfast office in 2014. We employ over 1000 people in the UK, including 400 in Belfast.

In addition to my practice, I also serve as Baker McKenzie's global Chief Innovation Officer. In that capacity I am charged with engaging with our clients and partners about how the legal market is changing and advising firm leadership on how that will impact our business. In 2017, working with our Chief Operating Officer and Chief Technology Officer and others, I drafted Baker McKenzie's first AI strategy. In 2021, I led the setting up of BakerML, a specialist team combining legal, AI and data science skills to solve legal challenges. And I am currently working with our technology, knowledge and client leads to roll out generative AI tools across our business.

The impact of AI on the law is a long-term interest of mine. Prior to joining Baker McKenzie in 2004, I wrote a thesis entitled: Legal Personality for Artificial Intellec[t]s: Science fiction or pragmatic solution?

I propose to cover three issues today:



SUMMARY

Introduction to AI at Baker McKenzie:

- *Baker McKenzie, a global law firm operating in 46 countries, has a longstanding presence in the UK, with offices in London since 1961 and Belfast since 2014.*
- *The firm has strategically positioned itself at the forefront of technological innovation, particularly in the realm of artificial intelligence (AI).*
- *In 2017, the firm formulated its first AI strategy, demonstrating a proactive approach to integrating AI into its practices.*
- *Subsequently, Baker McKenzie established BakerML in 2021, a specialised team focused on leveraging AI and data science to address legal challenges.*
- *Currently, the firm is actively deploying generative AI tools across its business operations, showcasing a commitment to embracing cutting-edge technologies.*

Issue 1. This is not new

First, I would like to dispel a common myth: the use of AI is not new to law firms. The potential and use of AI has been on the agenda for progressive legal businesses for years now. AI, and in particular machine learning, tools and techniques are already commonplace, and indeed best practice, in key areas of practice, including litigation, investigations, M&A and intellectual property. Our BakerML team showed their potential to have social impact as far back as 2021, (i) using them on Project Liberty [Reference 3], a pro bono project looking at the intersectional harms caused by child detention and (ii) working with companies like Google, Microsoft, Disney and Meta on ADAPT, a project to improve diversity at the patent bar [Reference 4].

Even before ChatGPT burst into the public's consciousness, the potential for generative AI, and in particular large language models, to impact the practice of law was clear to those who were paying attention. While prior deep learning techniques had pioneered the ability to identify similarity and patterns and so be useful in analysing large volumes of information, the fluency and coherence of LLMs, offers exciting opportunities to change the way that lawyers, clients and the wider public access and engage with the law and legal services. While we are definitely still at the top of the hype cycle when it comes to AI in the law, it is clear that the opportunity is real; and it is big.

To give you just one data point to back that up: Baker recently just won a major RFP in the employment space for one of our largest clients. Core to our winning offering was the use by BakerML of generative AI to automate a layer of the services being provided to the client. This enabled us to reduce the price to the client by over 30%, saving the client millions per year, while at the same time increasing the speed at which we will be able to deliver that legal advice to the client. We have heard a lot about the need to tread carefully; but the APPG needs to understand that this is here now.

Interest in AI and its Applications in Law:

- *Baker McKenzie's engagement with AI is not merely recent; it has been a key focus for progressive legal businesses for years.*
- *AI technologies, particularly in areas like litigation, investigations, M&A, and intellectual property, have become commonplace and are considered best practices.*
- *Examples of AI's practical applications include its use in social impact projects and collaborations with major companies, demonstrating its versatility and value in legal practice.*

The Benefits of AI Integration in Legal Services:

- *AI adoption in legal services offers significant productivity and quality improvements.*
- *Generative AI tools, akin to the transformative impact of email in the 1990s, have the potential to revolutionise legal workflows and client service delivery.*
- *Studies have shown substantial productivity gains and higher quality output with AI tools, providing empirical evidence of their effectiveness in enhancing legal practice.*

Maintaining Leadership in AI and Law:

- *To ensure continued leadership in AI and law, key enablers must be addressed.*
- *These enablers include a supportive legal framework that facilitates AI investment, adaptation of the court system to embrace new technologies, and evolution of legal education to equip future lawyers with necessary AI skills.*

Issue 2. The benefits outweigh the risks

Second, while there is definitely a series of very real risks that flow from the use of AI in legal services, it is already clear that the benefits will outweigh those risks. As such, any risk assessment must also ask: what is the risk of not using AI?

The initial, scaled opportunity in the legal profession is productivity. We are of the view that the introduction of generative AI tools in particular will be akin (at a minimum) to the introduction of email into the legal profession in the 90s. Various studies, which are consistent with our internal analysis, show that in some areas of practice 30-40% of tasks can productively be augmented by generative AI. AI will increasingly enable us to do more. It will enable us to do it faster. Drafting, summarising, and data extraction are all skill sets where the technology is showing real productivity promise.

But the much, much bigger opportunity is improvement to quality. A recent joint study by Harvard / MIT / Wharton business skills showed that the use of generative AI resulted in the professionals in that study completing 12.2% more tasks on average and completed those tasks 25.1% quicker. [Reference 5] So far, so predictable. But, the more interesting finding from that study is that the quality of their output was 40% higher. This is reflected in studies of legal students too, where early studies show students who embrace AI tools are not only 11-25% quicker, but show increased satisfaction. [Reference 6] They are happier lawyers. Given that, it is both a business imperative and a professional obligation for law firms to explore and deploy AI in the provisions of legal services.

Conclusion:

- *Policymakers are urged to prioritise decisions that support leadership in the global legal market and ensure equitable access to AI benefits in the justice system.*
- *Proactive decision-making is essential to navigate the complexities of AI integration in the legal profession and capitalise on its transformative potential.*

Issue 3. Keeping the UK at the cutting edge

This brings me to my third point: how does the UK maintain its position as a global leader? There are – in turn – three key enablers:

First, English law needs to facilitate investment in AI by delivering early certainty as to how English courts will determine the allocation of risk, both (i) along B2B supply chains and (ii) on the balance between IP and innovation when training AI models. English law is already a preferred choice of law for commercial contracting. We need to actively work to be the preferred choice of law for businesses contracting to introduce AI into their supply chains. That includes developing clear and predictable outcomes to the challenges that arise when you have autonomous systems and actors operating in our economy. Given the pace of technology, the Common Law will need some help to deliver that certainty in a timeline that preserves the UK's current advantages as a legal venue.

The UK court system has a role to play in this too. The courts need to embrace the fact that documents can, and should, be drafted using new technologies. In a world of ever-stretched budgets, the access to justice opportunities are huge. Yes, we need to be considered and smart about how we do that, and yes, the right to be heard is an important part of our judicial system, but it is trite to state that justice delayed is justice denied. How much better positioned will a litigant in person be if they have access at least to some form of automated assistance? How much better would court resources be allocated if likely unmeritorious or hopeless claims were flagged to the claimant before they even enter the legal process? The UK can and should be the world leader in deploying this new technology in our justice system.

Equally, when assessing costs, the courts need to understand that while these technologies improve efficiency, they are expensive. We estimate that our technology costs are going to double (if not more) in the next five years. Courts need to allow successful litigants (and the lawyers) to recover AI-driven technology costs (where appropriate), not just expect efficiency and time spent on the billable hour to go down, ignoring the total cost of delivery.



Second, we need clarity as to what a regulated legal service entails in this new world. As part of a proud profession, the ethical and professional duties that come with being a solicitor, barrister or law firm matter. It's not just a job. But, we are now facing a new raft of competitors who will increasingly be able to use AI to offer functional equivalents to the services currently offered by the regulated profession. I have told my leadership already that the "what is the law?" part of our business is already on life support. But those competitors do not face the same AML, conflicts, insurance, compliance or fiduciary duties that we do. We welcome competition. But we do ask for a level playing field. It is here in particular that Parliament has a role to play. The regulatory regime should evolve to allow lawyers flexibility to offer unregulated, technology-driven services alongside regulated legal services, even when those technology driven services start to become functionally equivalent to what lawyers have traditionally provided. Clients can then choose. Do they want the added benefits of privilege, conflicts protection and fiduciary duties that a regulated professional service offers, or are they content to buy an unregulated service, either from that same law firm or from an alternative service provider?

The third enabler is the UK legal education system. Our law schools need to understand quickly (as some already do) that the apprenticeship training model that has served us so well in the profession is under extreme strain. As employers, we are going to need new lawyers who come ready baked with the necessary skills to use these new technologies to provide legal services. Most importantly that skill set needs to include a heavy dose of professional scepticism – thereby providing the layer of legal judgment that will continue to differentiate the regulated legal profession from a wider array of legal services that clients will be able to access from a wider variety of sources.

Conclusion

Policymakers have a key role to play in ensuring both (i) that the UK remains at the forefront of the global legal market and (ii) that UK citizens can access the benefits that AI might bring to our justice system. We accept that the issues are complex, and the balances to be drawn are nuanced, but the challenge we submit to policymakers, regulators and the justice system alike is to seize the nettle and make the necessary choices earlier rather than later.

- [1] [Ben Allgrove | People | Baker McKenzie](#)
- [2] www.bakermckenzie.com
- [3] Key facts: Pro bono client – Terre des Hommes. AI used to allow analysis of 400bn web pages, 100m+ scientific publications, 10m Wikipedia pages, 100k+ news, clinical trials and government data sources. Identified 125 separate and distinct paths evidencing the negative effects of child detention.
- [4] [Baker McKenzie Launches Machine Learning Partnership to Advance Diversity Across Patent Landscape | Newsroom | Baker McKenzie](#)
- [5] Dell'Acqua, Fabrizio and McFowland, Edward and Mollick, Ethan R. and Lifshitz-Assaf, Hila and Kellogg, Katherine and Rajendran, Saran and Kraymer, Lisa and Candelon, François and Lakhani, Karim R., Navigating the Jagged Technological Frontier: Field Experimental Evidence of the Effects of AI on Knowledge Worker Productivity and Quality (September 15, 2023). Harvard Business School Technology & Operations Mgt. Unit Working Paper No. 24-013, Available at SSRN: <https://ssrn.com/abstract=4573321> or <http://dx.doi.org/10.2139/ssrn.4573321>.
- [6] Choi, J, Monhanan, A and Schwarcz D, "Lawyering in the Age of Artificial Intelligence", University of Minnesota Law School available at <https://ssrn.com/abstract=4626276>



BIOs of Evidence Givers

Shaun O'Callaghan, Chief Information Officer - Homes, Santander

Shaun is an experienced executive and CIO within banking and financial services. He focuses on leading teams to deliver ambitious transformation initiatives which deliver commercial growth and complex regulatory change. He has extensive experience within retail banking, and has held strategy, risk, and technology leadership roles at large banks within the UK.

He has deep technology experience from almost 20 years of working for some of the world's largest organisations; helping them solve complex problems and deliver enduring, resilient technology solutions, as both a consultant and senior leader within financial services firms.

Summary

- *Experienced executive and CIO in banking and financial services.*
- *Specialises in leading teams for ambitious transformation initiatives, driving commercial growth and managing complex regulatory change.*
- *Extensive background in retail banking, with leadership roles in strategy, risk, and technology at major UK banks.*
- *Nearly 20 years of deep technology experience, working for world-leading organisations.*
- *Successfully addresses complex problems and delivers enduring, resilient technology solutions.*
- *Served as both a consultant and senior leader within financial services firms.*

Phillip Mind, Director of Digital Technology & Innovation, UK Finance

Phillip is Director of Digital Technology and Innovation at UK Finance. His portfolio extends across the technology change in banking and finance and includes digital identity, AI, payments innovation, new digital money and open banking and data. Before that, Phillip worked at UK Finance (and Payments UK) on payments strategy and payment industry change programmes. He has a public policy background – at the Local Government Association leading on local government finance and public service reform and at HM Treasury in a variety of policy roles, including leading policy reviews (the Independent Commission on Local Government Finance and the Russell Commission on Youth Volunteering) and as the Budget Project Manager. On secondment from the Treasury, he was CEO of the Giving Campaign, a national partnership between government and the voluntary sector to encourage charitable giving. Phillip has a degree in Economics from the London School of Economics and a Master's degree from Loughborough University.

Summary

- *Director of Digital Technology and Innovation at UK Finance, overseeing banking and finance technology change.*
- *Manages a portfolio covering digital identity, AI, payments innovation, digital money, open banking, and data.*
- *Previous roles at UK Finance and Payments UK focused on payments strategy and industry change programs.*
- *Background in public policy, including roles at the Local Government Association and HM Treasury.*
- *Led policy reviews, such as the Independent Commission on Local Government Finance and the Russell Commission on Youth Volunteering.*
- *Served as Budget Project Manager at HM Treasury.*
- *Former CEO of the Giving Campaign, a national partnership promoting charitable giving.*
- *Holds degrees in Economics from the London School of Economics and Loughborough University.*

Jaeger Glucina, Chief of Staff, Luminance

Jaeger is MD and Chief of Staff at Luminance, where she is responsible for client development and management, overseeing sales to more than 600 customers and advising on key relationships with Global Top 100 law firms and multinational organisations. As a passionate advocate for the application of AI in the legal sector, she is regularly invited to speak at industry-leading events around the world such as The Economist General Counsel Summit, and has featured in outlets including the BBC, Sky News, CNBC and the Financial Times. Jaeger is a qualified Barrister and Solicitor of the High Court of New Zealand with extensive experience in insurance litigation.

Summary

- *MD and Chief of Staff at Luminance, focusing on client development and management.*
- *Oversees sales to over 600 customers and advises on key relationships with Global Top 100 law firms and multinational organisations.*
- *A passionate advocate for AI in the legal sector, frequently invited to speak at global industry events, including The Economist General Counsel Summit.*
- *Featured in prominent media outlets such as the BBC, Sky News, CNBC, and the Financial Times.*
- *Qualified Barrister and Solicitor of the High Court of New Zealand with extensive experience in insurance litigation.*

Ian Jeffery, Chief Executive, Law Society

Ian Jeffery joined the Law Society as chief executive in September 2022. He was previously the Managing Partner and CEO of Lewis Silkin. Ian joined Lewis Silkin in 1990 and qualified as a solicitor in 1992. He has extensive experience in information technology and intellectual property law and rose through the ranks quickly, becoming a Partner in 1998 and eventually Managing Partner at the age of 37 in 2005. He led Lewis Silkin as Managing Partner and CEO for 15 years. During this time, he drove the growth of the firm both domestically and internationally, helping establish a reputation for being one of the most innovative large law firms. Ian has also acted as an independent consultant to law firms, professional services organisations and businesses in the legal tech space. In addition, he has sat on boards across different industry sectors.

Summary

- *Chief Executive of the Law Society since September 2022.*
- *Former Managing Partner and CEO of Lewis Silkin, joining in 1990 and qualifying as a solicitor in 1992.*
- *Specialises in information technology and intellectual property law.*
- *Rapid career progression at Lewis Silkin, becoming a Partner in 1998 and Managing Partner at age 37 in 2005.*
- *Led Lewis Silkin for 15 years, driving domestic and international growth and establishing a reputation for innovation.*
- *Independent consultant to law firms, professional services organisations, and legal tech businesses.*
- *Experience sitting on boards across various industry sectors.*

Ben Allgrove, Chief Innovation Officer, Baker McKenzie


Ben leads Baker McKenzie's Intellectual Property, Data and Technology practice in London and is the Firm's first Chief Innovation Officer (CIO). In his capacity as CIO, he leads Baker McKenzie's Reinvent innovation arm, and acts as executive sponsor of the Baker Machine Learning Practice.

His legal practice includes a mix of contentious and non-contentious work with a heavy technology focus, acting on major IP disputes and advising technology companies and users on their regulatory obligations, such as product counselling for market-leading technology companies, advising on cutting edge technology regulation issues, content and digital commerce, and acting in major digital and consumer disputes and regulatory investigations.. Ben is also a qualified Solicitor Advocate, having appeared in the Copyright Tribunal, High Court and County Court on behalf of his clients and is active in the technology and safety debate in the UK and Europe.

Ben has a particular interest in the legal and ethical implications of artificial intelligence, both generally and in particular its application to the law, advising [clients] [large technology companies] on possible ethical frameworks for the deployment of artificial intelligence. As CIO Ben leads the formulation of Baker McKenzie's responsible AI approach and is involved in the development and implementation of AI and Machine Learning tools within the firm. Ben has also conducted advanced academic research on the application of legal personality to artificial intellects.

Summary

- *Leads Baker McKenzie's Intellectual Property, Data, and Technology practice in London and serves as the Firm's Chief Innovation Officer (CIO).*
- *Heads Baker McKenzie's Reinvent innovation arm and serves as executive sponsor of the Baker Machine Learning Practice.*
- *Manages a legal practice with a technology focus, handling major IP disputes and advising technology companies on regulatory obligations.*
- *Qualified Solicitor Advocate, actively involved in the technology and safety debate in the UK and Europe.*
- *Particularly interested in the legal and ethical aspects of artificial intelligence, advising large technology clients on ethical frameworks for AI deployment.*
- *As CIO, leads the development and implementation of AI and Machine Learning tools within Baker McKenzie.*
- *Conducted advanced academic research on the application of legal personality to artificial intellects.*



ABOUT APPG AI

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The Secretariat is responsible for delivering the programme for the APPG AI, organising the outputs, advocacy and outreach, and managing stakeholder relationships and partnerships.

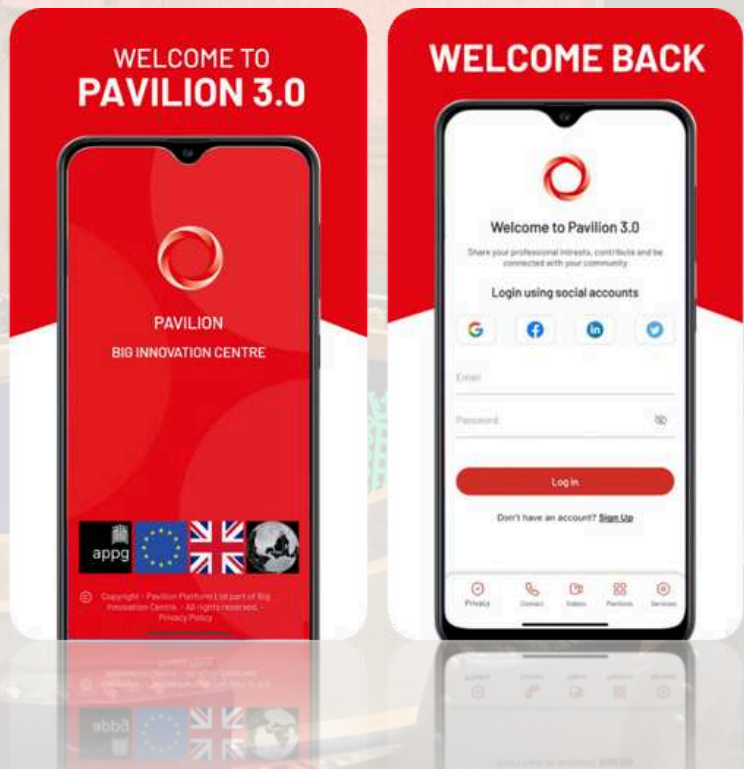
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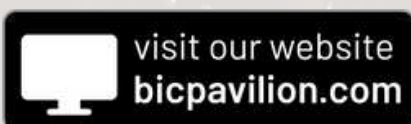
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