

CUSTOMER SUCCESS STORY

Launching an AI Agent for Customer Onboarding



Drew McMonigle

Chief Technology Officer, Lake City Bank



David Volin

Account Executive, Creatio

ABOUT COMPANY

Relationship-focused, **growth-driven community bank** fueling Indiana's business landscape.

700

EMPLOYEES

55

BRANCHES

1872

ESTABLISHED

\$7B

IN ASSETS



AI-NATIVE BANKING OPERATIONS

Purpose-built for intelligent business onboarding

AI Intake & Document Agent

Ingests, classifies, and extracts data from onboarding documents

Identity & KYC

Automated verification, beneficial ownership, and compliance checks

AI Workflow Orchestration

End-to-end onboarding from application to account setup

Data Intelligence Layer

Structures, validates, and reconciles data across documents

Compliance Automation

Continuously enforces regulatory requirements and audit trails

Operational Efficiency

Less manual work, faster onboarding, consistent outcomes



Thank you!