



ACCENTURE-BANKING- TOP-10-TRENDS-2025

VIDEO TRANSCRIPT

THE FUTURE IS BACK TRENDS SHAPING THE BANKING INDUSTRY IN 2025 AND BEYOND

00:02

Banks today face a paradox.

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Digitization has transformed banking—making it faster, simpler, and more convenient than ever before. But at what cost?

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In the relentless pursuit of efficiency, something vital has been lost: the human connection.

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Disconnected. Overwhelmed by generic services. Customers see no difference between financial brands... and no reason to stay loyal.

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To move forward, banks must go back—to what made them trusted in the first place.

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AI holds the key to resolving the paradox.

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While digitization made banking efficient but impersonal, AI will restore recognition, understanding, and trust.

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It's not just about technology—it's about a mindset shift. From "Why can't we?" to "How might we?"

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This transformation will reshape banks into trusted financial partners—building deeper connections and creating value for all.

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Sometimes, the best way forward... is to bring the past into the future.

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Read the top 10 trends shaping banking in 2025 and beyond.

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Banking: The future is back

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