

Corentis Shield

AI checkpoint for regulated workflows

Financial-services pilot teams

Financial Services Pilot Vision

A controlled validation path for complaints and vulnerable-customer workflows.

AI needs a checkpoint before it acts. Corentis provides it.

A sector-specific pilot vision for using Corentis Shield in controlled complaints, customer-care and vulnerable-customer workflow validation.

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For discussion and pilot exploration only

Overview

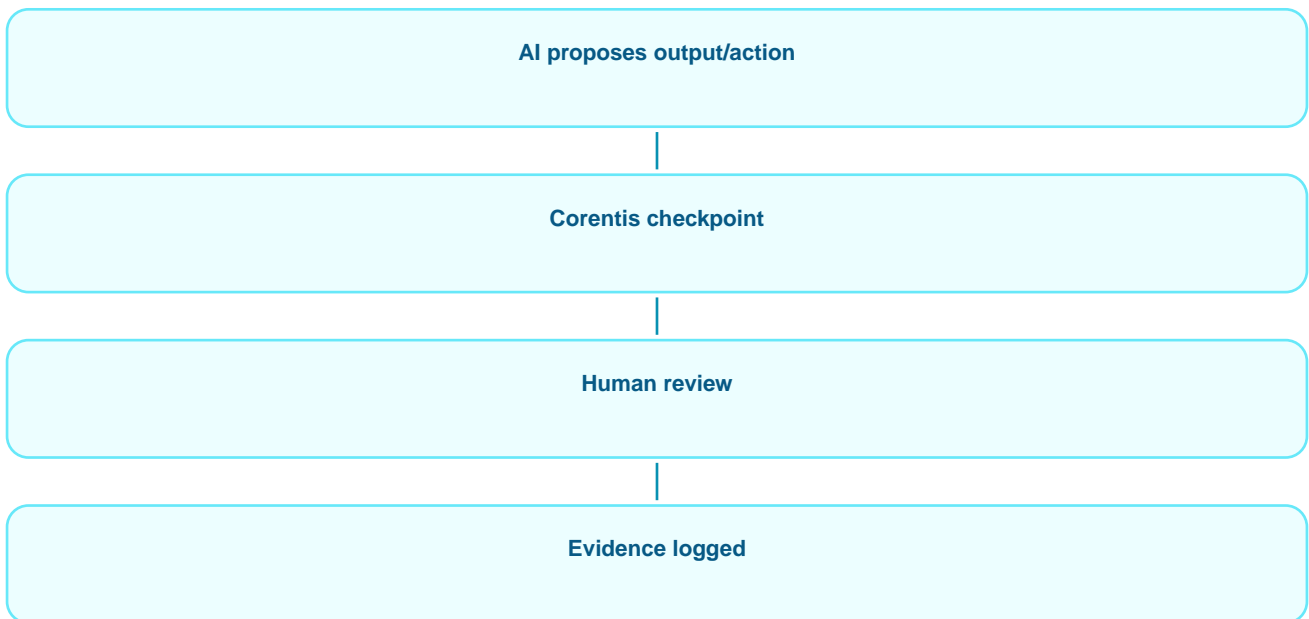
Core position

Corentis Shield is an AI checkpoint for regulated workflows.

AI needs a checkpoint before it acts. Corentis provides it. Corentis Shield is designed to help teams check AI outputs before they reach customers, teams or live systems.

VISUAL SUMMARY

Checkpoint flow



EVALUATION SHAPE

Baseline vs checkpoint

Baseline

AI proposes output or action without a runtime checkpoint. Review points and evidence gaps are assessed afterwards.

Checkpointed

AI proposes output or action. Corentis checks controls, pauses risky items, routes human review and records evidence before action.

Why financial services is the right first wedge

Financial services is a strong first wedge because complaints, vulnerability and customer-care workflows combine high volume, human sensitivity, regulatory pressure and a clear need for evidence.

Complaints and vulnerable customers

These workflows are not abstract process problems. They involve people who may be distressed, financially stretched or waiting for a fair resolution. AI assistance in this setting needs a checkpoint before sensitive action.

A human moment

Example context: a customer discloses job loss, missed payments and distress after repeated contact. An AI assistant drafts a standard response. Corentis Shield checks whether that output should pause, route to human review and record evidence before any customer communication proceeds.

The pilot vision

The pilot vision is a controlled, non-production validation project where AI-assisted outputs are checked by Corentis before they proceed. The goal is to learn which checkpoint decisions matter most and what evidence is needed for confident review.

How early validation stays focused

Early validation should stay narrow: one workflow boundary, a defined scenario set, no autonomous customer communication, human review before sensitive action and clear evidence capture.

What a safe early pilot can explore

A pilot can explore vulnerable signal escalation, unsupported closure blocking, sensitive message review, evidence capture, human-review routing and sample pilot report output.

What would be measured

A useful pilot measures evidence completeness, escalation accuracy, human-review routing quality, false positive and false negative balance, reviewer confidence and clarity of go/no-go decision.

Human review before sensitive customer action

Corentis is designed to make the human review point explicit. The system does not need to replace complaints or compliance teams; it gives them a clearer checkpoint before sensitive action.

Evidence outputs

Expected outputs include checkpoint decisions, blocked-action reasons, review queue history, policy version trail, scenario test log, evidence completeness score and sample pilot report.

What a successful pilot conversation unlocks

A strong pilot conversation can define the workflow boundary, agree useful scenarios, identify reviewer needs and create a realistic route to evidence-led validation.

Next conversation

If your organisation is exploring AI agents in regulated workflows, Corentis is ready for a focused conversation about validation, pilot design and strategic support.

SELECTED SIGNALS

Evidence context

FCA COMPLAINTS DATA

UK financial services firms received 1.85m complaints in 2025 H1.

Financial Conduct Authority, 23 October 2025

FCA FINANCIAL LIVES

26.4m UK adults had characteristics of vulnerability in May 2024.

Financial Conduct Authority, 16 May 2025

FCA FINANCIAL LIVES

7.3m UK adults were heavily burdened by domestic bills and/or credit commitments in May 2024.

Financial Conduct Authority, 16 May 2025

FCA FINANCIAL LIVES

In around 1 in 5 recent contact cases, consumers found it difficult or were not able to get through to someone at their financial services provider.

Financial Conduct Authority, 16 May 2025

FCA COMMUNICATIONS EXPECTATION

Firms must give consumers information they need, at the right time, presented in a way they can understand.

Financial Conduct Authority, 7 March 2025

Selected sources

Financial Conduct Authority: Aggregate complaints data: 2025 H1

Date/status: 23 October 2025. Source domain: fca.org.uk.
UK financial services complaints volume context.

Financial Conduct Authority: Financial Lives 2024: Key findings from the FCA's Financial Lives May 2024 survey

Date/status: 16 May 2025. Source domain: fca.org.uk.
UK vulnerability characteristics context.

Financial Conduct Authority: Financial Lives 2024: Key findings from the FCA's Financial Lives May 2024 survey

Date/status: 16 May 2025. Source domain: fca.org.uk.
UK financial difficulty and hardship context.

Financial Conduct Authority: Financial Lives 2024: Key findings from the FCA's Financial Lives May 2024 survey

Date/status: 16 May 2025. Source domain: fca.org.uk.
UK financial services contact difficulty context.

Financial Conduct Authority: Delivering good outcomes for customers in vulnerable circumstances

Date/status: 7 March 2025. Source domain: fca.org.uk.
FCA vulnerable-customer and communications good-practice context.

Company details and next step

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