

ORGANISATION AI INTELLIGENCE

Truist

Retail & commercial bank | North America | TFC

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VACANCIES ANALYSED

9

DISCLOSURE FINDINGS

1

RELATED NEWS ITEMS

TALENT	0 evidence-matched vacancies analysed.	EXECUTIVE EVIDENCE READOUT
DISCLOSURES	9 source-verified findings across 8 retained documents. Latest highlighted finding: AI defined within glossary of terms.	
RELATED INTELLIGENCE	1 retained items mention the organisation. Latest highlighted source: Bloomberg Technology, Truist Names Jefferies Veteran Mineard Co-Head of TMT.	

HIRING THEMES

Talent measurement is not configured for this organisation.

OFFICIAL AI DISCLOSURES

AI defined within glossary of terms

Truist defines the term AI in its glossary to encompass artificial intelligence, including machine learning and other types of artificial intelligence.

"AI Artificial intelligence, including machine learning and other types of artificial intelligence"

31 Jul 2026 | Inferred objective | Truist quarterly report filed 31 Jul 2026

[Open disclosure evidence ->](#)

Truist defines artificial intelligence in regulatory glossary

Truist has included a formal definition for artificial intelligence, encompassing machine learning, in its glossary of defined terms.

"AI Artificial intelligence, including machine learning"

17 Jul 2026 | Inferred objective | Truist results filing filed 17 Jul 2026

[Open disclosure evidence ->](#)

Personalised AI insights drive millions of client interactions

Since 2023, the Truist Insights platform has delivered 1.8 billion personalised insights, resulting in 231 million client interactions.

"Since 2023, Truist Insights delivered 1.8 billion personalized insights driving 231 million client interactions"

17 Apr 2026 | Inferred objective | Truist results filing filed 17 Apr 2026

[Open disclosure evidence ->](#)

Generative AI used to automate Call Center summaries

In the first quarter of 2026, generative AI was utilised to generate 3.4 million Care Center call summaries, completing the tasks in seconds to capture client insights and streamline work.

"GenAI generated 3.4 million Care Center call summaries in seconds in 1Q26, capturing client insights and streamlining work"

17 Apr 2026 | Inferred objective | Truist results filing filed 17 Apr 2026

[Open disclosure evidence ->](#)

AI chatbot handles over 12 million requests

Truist's AI chatbot, Truist Assist, has handled more than 12.5 million requests since 2023. Over 9 million of these requests were managed end-to-end by the AI.

"Truist Assist, our AI chatbot, handled over 12.5 million requests since 2023, with more than 9 million handled end-to-end by AI"

17 Apr 2026 | Inferred objective | Truist results filing filed 17 Apr 2026

[Open disclosure evidence ->](#)

Wholesale Banking deploys AI for underwriting and lead generation

Within its Wholesale Banking segment, Truist is deploying AI and machine learning to improve underwriting speed and precision, scale lead generation, and enhance advisor productivity through predictive analytics. The segment also features an AI/ML-enabled integrated receivables product.

"Enhancing underwriting speed and precision Scaling lead generation and improving conversion rates AI/ML enabled integrated receivables product Leveraging predictive analytics to improve advisor productivity"

17 Apr 2026 | Inferred objective | Truist results filing filed 17 Apr 2026

[Open disclosure evidence ->](#)

RELATED AI NEWS

Truist Names Jefferies Veteran Mineard Co-Head of TMT

Truist Financial Corp. appointed Jefferies veteran Craig Mineard as co-head of its Technology Media and Telecom (TMT) investment banking group.

Bloomberg Technology | 27 Jul 2026

[Open source ->](#)

SOURCES AND SCOPE

Hiring themes aggregate a point-in-time census of evidence-matched public vacancies; individual vacancies are intentionally excluded. Disclosures are extracted from official investor materials. Related news is retained reporting that names the organisation and is kept separate from company statements.

[Official investor relations ->](#)

[Official careers source ->](#)