

What is Revolut's AI Chat Assistant?

AI Chat Assistant:

- is Revolut's automated chat support tool. It is a fully automated artificial intelligence service designed to provide you with quick and helpful responses to your questions.
- uses an algorithm that can recognise, summarise, predict and generate text and other content based on knowledge contained within datasets.

When you deal with AI Chat Assistant, your query is not being dealt with by a human. Instead, it is being dealt with by a fully automated service.

By using AI Chat Assistant, you confirm that you understand and accept the information provided in this document. If this is not the case, you should not use AI Chat Assistant.

What do you, as a customer, need to know about AI Chat Assistant?

1. You should read this document together with [Revolut's Customer Privacy Notice](#) which provides detailed information about how we collect, use and share your personal data.
2. **You do not have to use AI Chat Assistant. If you are uncomfortable with using AI Chat Assistant, for any reason, you can ask to speak with a live agent at any time by typing 'live agent' in your chat.**
3. Information provided to you through AI Chat Assistant is:
 - for informational purposes only. It is not investment, financial, tax or legal advice and you should not construe it as such.
 - not based on any assessment by Revolut about your financial knowledge, experience or situation.
4. AI Chat Assistant may sometimes have limitations that you should be aware of. For example, AI Chat Assistant may:
 - not always provide you with 100% accurate, complete or relevant answers to your questions. AI Chat Assistant can sometimes get things wrong. If something does not seem right with the response you get from AI Chat Assistant, please seek confirmation of the answer you've received from a live agent. You can also check:

(a) your legal agreement with Revolut (available [here](#)); or (b) the FAQs section of our website (available [here](#)).

- sometimes be unintentionally biased given AI Chat Assistant has generally been trained on limited datasets to-date.

5. You should only use AI Chat Assistant to discuss your Revolut account, services provided by Revolut group entities, or any questions you have about Revolut. You should not use AI Chat Assistant to discuss topics that are not related to your use of Revolut products or services.

6. If you wish to discuss topics that require you to share detailed information about yourself and your transactions, please chat to a live agent instead.