

10 Leadership lessons for a challenging world

Insights from General George W. Casey Jr. (Ret.), U.S. Army

BY ERIC WISCHMAN

Gain insights from General George W. Casey Jr. on navigating the volatility, uncertainty, complexity, and ambiguity (VUCA) of today's world. Learn practical strategies for fostering resilience, embracing uncertainty, and adopting an offensive mindset to lead effectively in risk management and beyond.



20 Keeping pace with AI: Third-party risk management

BY KRIS STEWART, J.D., CRCM AND JON SELLEYS, J.D., CRCM

Explore how financial institutions are leveraging artificial intelligence, particularly generative AI, for compliance, fraud detection, customer service, and cybersecurity. This article highlights key AI concepts, potential risks, emerging regulations, and strategies for managing third-party AI capabilities to ensure compliance and transparency.



26 Insights on strategy, risk, and regulation in bank-fintech partnerships:

A close-up with ABA's Krista Shonk and Brooke Ybarra

BY LAINE CROSBY

Explore the evolving dynamics of bank-fintech partnerships with insights from ABA experts Krista Shonk and Brooke Ybarra. This in-depth interview delves into the strategic goals of fintech collaborations, heightened regulatory scrutiny, and key considerations such as data privacy, oversight, and AI integration. Gain practical guidance for navigating the complexities and opportunities of these essential partnerships.



34 Fair servicing in focus: Navigating regulatory expectations and managing fair lending risks

BY LYNN WOOSLEY, CRCM AND JESSE TAYLOR

Explore the critical role of fair servicing in financial products, emphasizing compliance with fair lending and housing laws. This article outlines strategies for building robust servicing frameworks, ensuring equitable borrower treatment, and mitigating risks through data-driven insights. Key topics include effective communication practices, navigating regulatory scrutiny, and fostering transparency and trust in servicing operations.



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