Team Meeting

23 APRIL 2022 / 04:00 PM / CONFERENCE ROOM

# Attendees

James (CEO)

Olivia (CFO)

Daniel (CTO)

John (Strategy Director)

Alex (Marketing Director)

# Agenda

1. Risk Management: The potential risks faced by FinNest in the current fintech environment were discussed.
2. Cybersecurity Measures: A thorough conversation on the necessary enhancements in the cybersecurity infrastructure to protect user data and instill trust.
3. Data Breach Response: Addressing the recent data breaches in the fintech industry and strategizing a prompt response.
4. Customer Support Enhancement: Recognizing and discussing avenues to improve our customer support services.
5. Investment Offerings: Evaluating user feedback to expand our investment options.

# Decisions

Cybersecurity Strengthening: The board agreed to strengthen our cybersecurity measures. This includes collaborating with a top-tier cybersecurity firm for regular audits and assessments.

Data Breach Protocol: The board greenlighted the creation of a detailed data breach response protocol to act swiftly in the event of a breach, safeguarding our users and brand reputation.

Customer Support Improvement: We will introduce an AI-powered chatbot for efficient issue resolution and invest more in our customer support team for enhanced user interactions.

Expanded Investment Options: In alignment with the demands of our millennial and Gen Z users, the board opted to expand investment offerings to cover socially responsible investing options.

# Notes

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# Action Items

1. Cybersecurity Audit: Daniel and Sarah (Tech Team) are to liaise with the cybersecurity firm for a comprehensive vulnerability assessment and subsequent recommendations.
2. Data Breach Response Protocol: Emily (Legal) and John (Strategy) will work together to devise a protocol that meets legal standards and best practices in the fintech industry.
3. Chatbot Implementation: Daniel (Tech) and Michael (Customer Support) are assigned to research, choose, and implement an AI-driven chatbot solution for improved customer service.
4. Research on Investment Options: John (Strategy) will explore and identify socially responsible investment choices appealing to our primary user base.

# Next Meeting Agenda

N/A