

1. Company Name and the Problem Faced

JPMorgan Chase & Co. faced a massive operational bottleneck in its legal department. Every year, lawyers and loan officers spent over 360,000 hours manually reviewing 12,000 commercial credit agreements. This manual process was slow, expensive, and delayed the bank's ability to finalize deals for customers.

2. What the Agent Does and How Humans Stay in Control

The bank developed the **COiN (Contract Intelligence)** agent. This agent uses unsupervised machine learning to scan legal documents, extract critical data points (like expiration dates and financial obligations), and turn unstructured text into a searchable format in **seconds**.

Human Oversight: Humans are not replaced; they are "in the loop." Experienced lawyers review the agent's work for accuracy and handle any complex "edge cases" or high-risk clauses that the agent flags as uncertain. The humans also provide feedback to the system to improve its learning over time.

3. Measurable Results

The implementation of the COiN agent led to dramatic improvements:

- **Time Efficiency:** A task that took humans **360,000 hours** is now completed in **seconds**.
- **Accuracy:** The agent has a significantly lower error rate compared to human reviewers who suffer from fatigue.
- **Cost Reduction:** The bank saved millions of dollars in labor costs while increasing the speed of business transactions.

4. Why This Matters

This use case matters because it shows that Agentic AI is most effective when applied to **repetitive, high-volume, and data-heavy tasks**. By delegating the "drudge work" to an AI agent, JPMorgan allows its highly-skilled human employees to focus on high-level legal strategy and client relationships rather than paperwork.

5. Sources

- **Article:** [JPMorgan's COiN Platform - Product Monk Case Study](#)
- **Video:** [JPMorgan Chase & Co: COIN Implementation](#)