Is your advice firm ready for AI?

Twenty quick checks. Tick what's true today. It takes five minutes, and it shows where to start and what to fix before anyone puts client data into an AI tool.

1. Data and confidentiality

- [ ] We know which AI tools staff are using today, including free ones on phones
- [ ] Approved tools are on business plans that don't train on our inputs
- [ ] We've written down what client data must never go into AI
- [ ] Our privacy notice and client agreement cover AI-assisted work, including recorded meetings
- [ ] Access is through work accounts we can switch off when someone leaves

2. Policy and supervision

- [ ] We have a written AI use policy (two pages is enough)
- [ ] An adviser checks every AI draft before it reaches a client or the file
- [ ] We know what to do if something goes wrong, and who to tell
- [ ] Our PI insurer's position on AI use has been checked, and AI sits in our Consumer Duty evidence
- [ ] One named person owns AI in the firm (often the compliance lead)

3. Where the time goes

- [ ] We know our top five repetitive jobs and roughly how long each takes
- [ ] Fact-find and annual review prep is a mapped process, not left to memory
- [ ] Templates exist for suitability report sections and review letters
- [ ] File notes follow a consistent format that shows who checked what
- [ ] We've picked one job to automate first, with a time-saved target

4. Tools and team

- [ ] We've checked what our current software (back office, platforms, Microsoft or Google) can already do
- [ ] Client files live in the back office, not scattered across inboxes
- [ ] Staff have had at least an hour's practical training
- [ ] We review what's working every quarter
- [ ] Nobody's buying AI tools before deciding which job they'll do

Your score

Count your ticks out of 20.