

inicio.AI



Welcome to our Summer Update

Summer has arrived, and so has plenty of exciting news from Inicio AI.

Over the last few months we've continued to prove that an Income & Expenditure assessment is far more than just a form. It's an opportunity to better understand customers, improve affordability conversations and create better outcomes for everyone involved.

Inside this edition you'll find:

- 🏆 Celebrating two Credit Strategy Award wins
- 🏠 Welcoming Tandem Bank as a new client
- 🧠 Our latest insights on AI, empathy and regulated innovation
- 📈 Customer stories showing conversational AI making a real difference

Whether you're heading off on holiday or simply catching up over a coffee, we hope

you enjoy this roundup of everything that's been happening at Inicio.

Have a fantastic summer!

🏆 Celebrating Double Success

Inicio win at Credit Awards

We're delighted to have won **two Credit Strategy Awards 2026**, recognising the impact conversational AI is making across affordability and customer engagement:

- **Best Technology Provider – Applied AI**
- **Best Outsourcing & Partnership Initiative** (with BPO Collections Ltd)



These awards recognise the work our team and clients have done to demonstrate that conversational AI can transform affordability assessments, delivering better customer experiences, stronger data and more sustainable repayment outcomes.

👋 Welcoming Tandem Bank

We're very happy to welcome **Tandem Bank**, the latest organisation to choose Inicio to support its affordability assessment capability.

By guiding customers through a conversational Income & Expenditure journey, Inicio helps deliver consistent, evidence-based affordability assessments while creating a simpler experience for both customers and agents.



We're excited to be working together and look forward to supporting Tandem's continued growth.

👉 [Read more](#)

🚀 Featured Insight - The Barrier to Demo is Dead

Building an AI demo has never been easier.

Launching AI successfully in a regulated environment is another matter entirely.

In our latest insight we explore why governance, deployment, oversight and operational confidence have become the real competitive advantage as AI adoption accelerates.

👉 [Read the insight paper](#)

📱 Client Case Studies - Affordability that customers actually want to complete

From debt advice organisations to regulated lenders and collections specialists, Inicio AI continues to demonstrate how conversational Income & Expenditure journeys improve engagement, increase consistency and support better customer outcomes.

See how organisations like **ACI** and **Christians Against Poverty** are using Inicio AI to transform affordability conversations.

👉 [Explore our case studies](#)

Thank you for being part of the Inicio community.

We hope you have a fantastic summer and look forward to sharing more product updates, customer success stories and industry insights in the months ahead.

The Inicio AI Team



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