

Annex: Organisation Quotes

Mr Derrick Goh, Group Chief Operating Officer, DBS

"Since embarking on our AI journey in 2014, DBS has scaled our AI use across the bank with a focus on customer experience underpinned by the application of responsible AI practices. We are pleased to contribute to IMDA's Guidelines based on insights from our Gen AI initiatives such as our customer-facing innovations, DBS Joy and digibot. We welcome IMDA's pragmatic approach to balancing transparency with implementation flexibility that will help strengthen trust in AI across the ecosystem and advance Singapore's ambition to be a trusted AI financial hub."

Mr Wilson White, Vice President, Government Affairs & Public Policy, Google

"We're delighted to partner with Singapore's IMDA on their new AI transparency guidelines. A shared commitment to provide people with clear, accessible information is crucial for building trust and fostering responsible innovation. We look forward to continuing our close collaboration with the Singapore Government and the wider industry to cultivate a trusted and robust AI ecosystem in the region."

Mr Sarim Aziz, Director of Public Policy, Southeast Asia, Meta

"Meta continues to prioritise transparency, providing people with clear and accessible information about how our AI-powered products work and the ways they interact with them. We welcome Singapore's collaborative approach to developing guidelines that encourage responsible adoption of AI."

Mr Melvyn Low, Group Chief Strategy and Transformation Officer, OCBC

"We welcome IMDA's guidelines as a timely step in supporting the trusted adoption of AI-powered services. The emphasis on transparency, accountability and responsible deployment aligns closely with OCBC's established AI governance and risk management frameworks. This is particularly relevant as we continue to push the boundaries of customer experience innovation. As AI becomes increasingly embedded in financial services, clear industry guidance and close collaboration among financial institutions, regulators and government agencies will be key to advancing innovation in a way that is transparent, responsible and customer-centric."

Mr George Wang, Senior Vice President, Information Technology, SIA

"Singapore Airlines supports efforts to strengthen transparency in the use of AI, and to enable AI tools to be used safely and responsibly. As we expand our AI-enabled capabilities to enhance our customers' experience, we will continue to review and strengthen our governance and safeguards to maintain trust and accountability."