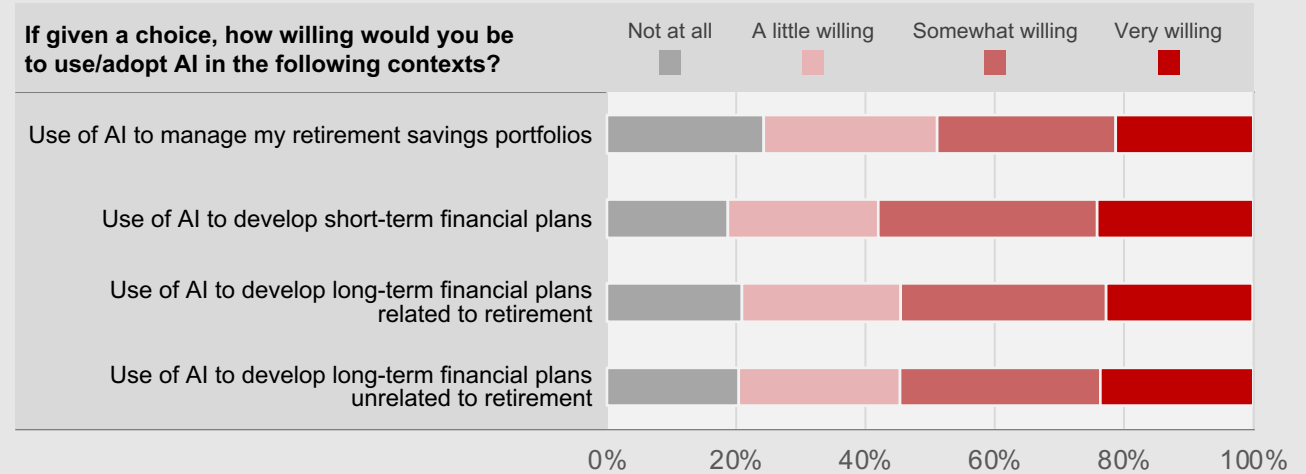*AI and longevity:*

Considering consumer attitudes amid a technological revolution

AI has the potential to transform many industries. New "generative" AI programs like ChatGPT, which can produce language, have the ability to perform tasks once thought to be exclusive to human knowledge workers – including financial advice.

However, less attention is being paid to the willingness of consumers to work with machines instead of humans in these new domains. The AgeLab asked people their attitudes about the use of AI in several areas– including finance.

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1. A divide in willingness to use AI

Across different financial applications, a split appeared in consumers' willingness to adopt or use AI. Slightly less than half of respondents said they were not at all willing or only a little willing to use AI for purposes like managing a retirement savings portfolio (which showed the highest rate of hesitancy among the four applications below) or to develop financial plans.

If given a choice, how willing would you be to use/adopt AI in the following contexts?

Legend: Not at all | A little willing | Somewhat willing | Very willing

- Use of AI to manage my retirement savings portfolios
- Use of AI to develop short-term financial plans
- Use of AI to develop long-term financial plans related to retirement
- Use of AI to develop long-term financial plans unrelated to retirement
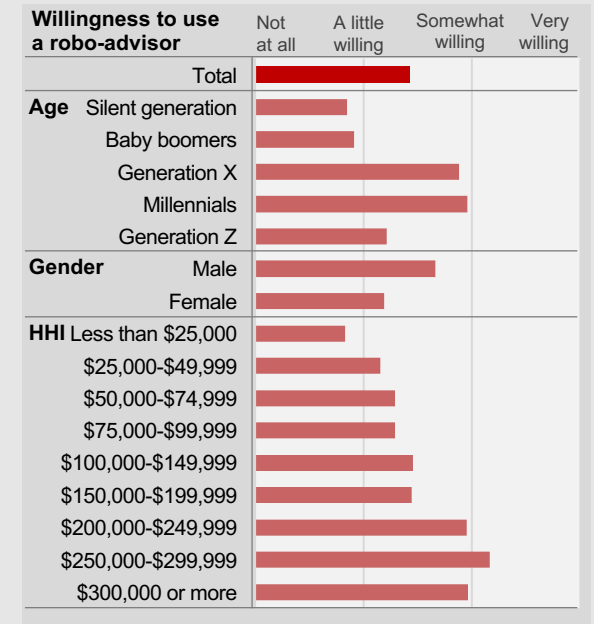
(0% – 20% – 40% – 60% – 80% – 100%)

Financial management is heavily predicated on trust. Machines tend to fare worse than humans when evaluated in terms of trustworthiness, regardless of their capabilities. The importance of trust and peace of mind in the domain of finance is one reason why humans may be difficult to dispense with even as machines become more sophisticated in performing financial tasks.

2. Demographic differences in attitudes

Differences in willingness to adopt AI arose based on factors such as generation, gender, and income. Older generations were significantly less willing to use a robo-advisor than younger ones – with Gen Z as an outlier among younger generations. Men were more willing to use a robo-advisor than women. People with higher incomes were typically more willing to use a robo-advisor.

What explains Gen Z's skepticism? Members of Gen Z tend to be highly proficient and frequent users of technology relative to older generations. But their high degree of proximity and familiarity with applications like social media may make them more cautious of the potential downsides of new technologies. Hence, their trust may be more difficult to earn when it comes to new tech.

Willingness to use a robo-advisor

		Not at all	A little willing	Somewhat willing	Very willing
	Total				
Age	Silent generation				
	Baby boomers				
	Generation X				
	Millennials				
	Generation Z				
Gender	Male				
	Female				
HHI	Less than $25,000				
	$25,000-$49,999				
	$50,000-$74,999				
	$75,000-$99,999				
	$100,000-$149,999				
	$150,000-$199,999				
	$200,000-$249,999				
	$250,000-$299,999				
	$300,000 or more				

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AI and longevity:

A glossary for AI

Are you interested in understanding more about AI, but confused or overwhelmed by all the technical jargon? With the world of AI evolving every day, it can be hard to keep up with the language.

Here are a few of the top terms in the new world of AI, broken down into simpler language.

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Artificial Intelligence (AI)

Technology that allows machines to think and learn like humans. Allows computers to do tasks that usually need human intelligence, like responding to natural language, recognizing objects, making decisions, and solving problems. Uses data and algorithms to improve its performance over time, making it smarter and more capable.

Neural Networks

A type of computational model inspired by the human brain, used in various AI applications to process and analyze large sets of data, recognize patterns, make predictions, and solve complex tasks.

Generative AI

A type of AI that can generate new content, such as text, images, or even music, from scratch or by completing existing examples. Designed to produce outputs based on patterns learned from large datasets.

Large Language Model (LLM)

Advanced AI systems leveraging neural networks trained on extensive text data to understand and generate human-like text.

Chatbot

Programs designed to simulate human conversation, typically through voice or text interactions, and provide automated responses and assistance to users. OpenAI's ChatGPT and Google's Bard are examples of chatbots powered by LLMs.

Robo-advisor

A digital platform that uses AI to provide financial advice or manage investment portfolios. For example, a robo-advisor might use user-provided information to create and maintain an investment portfolio aligned with the user's unique financial situation, goals, and risk tolerance.