Jeremy Black

GM, Banking at Float
2x fintech entrepreneur

Float



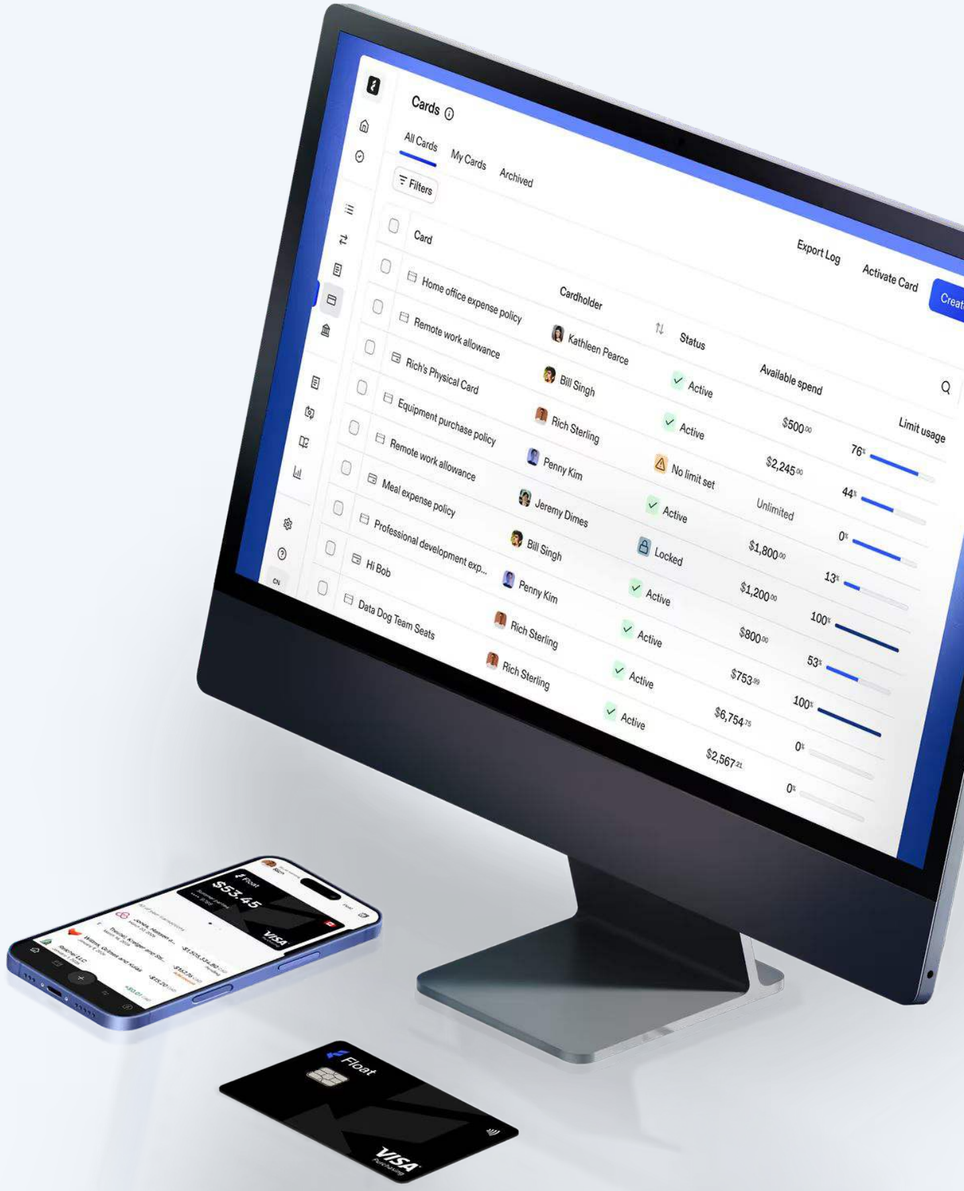
Float is the financial operating system behind Canada's fastest growing businesses.

Founded in 2020 and serving over 10,000 Canadian businesses across every province and territory.

Credit cards and spend management

Multi-currency accounts, payments, and FX

Read/write to accounting, HRIS, and your AI



AI spend acceleration within Float's customer base.

12×

More AI spend than two years ago (cohort n=2,644, Aug'24–Aug'26)

47%

Of businesses now pay for AI, up from 27% two years ago.

$92

Median AI spend per employee per year (top 1% spend ~$3,054)

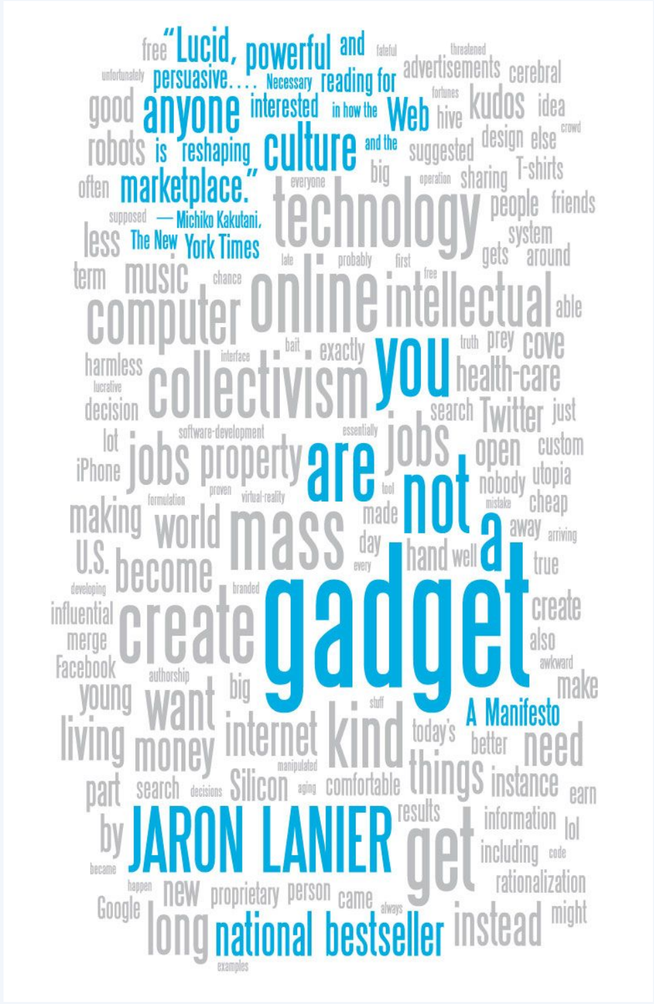
98%

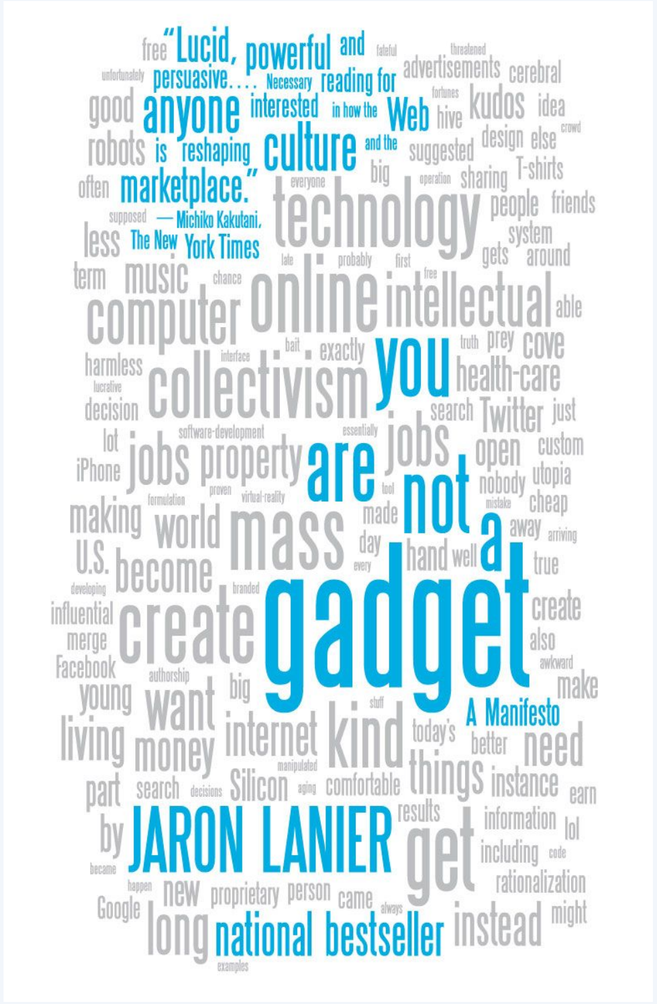
Of spend growth now comes from existing users scaling up

Proprietary & Anonymized Float Data

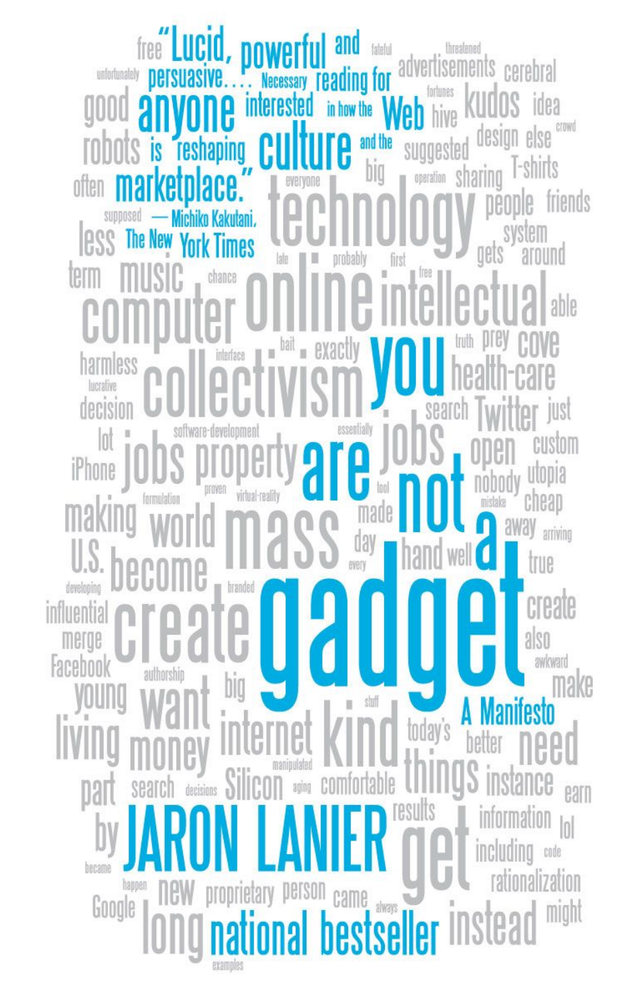
Agents do the work.

Agents do the work.
Who owns the outcome?


"Lucid, powerful and
persuasive…. Necessary reading for
anyone interested in how the Web
culture and the
marketplace."
— Michiko Kakutani,
The New York Times
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A Manifesto
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examples


NTB





"Clever computer outputs—such as the chess triumphs of Deep Blue—are actually the cleverness and intent of their human designers, yet we credit the machine itself."

- JARON LANIER

Agents do the work.

Who owns the outcome?

Agents do the work.
We own the outcome.

Three levels of agentic workflow adoption

Experiment

Give the team room to experiment, learn and iterate.

Operate

Operationalize the experiments that produce dependable workflows

Distribute

Enabled your agentic workflows in your customer’s intelligence.

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The experiments

TWO STEPS FORWARD

ONE STEP BACK

The experiments

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Prototype faster

ONE STEP BACK

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Lose sight of the bigger picture

The experiments

TWO STEPS FORWARD

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Write code faster

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PR review bottleneck

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Bad comms coordination

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The dependable workflow: credit underwriting

How can we underwrite lower-limit credit applications
faster without increasing our risk exposure?

Before

ANALYST JOB

- Extract application data
- Research the business
- Gather third-party data
- Prepare evidence pack
- Recommend a decision

Now

ANALYST JOB

Review a one page recommendation and the evidence behind it.

AGENTS JOB

- Extract application data
- Flag missing information
- Send RFI’s to the customer
- Research the business
- Gather third-party data
- Prepare evidence pack
- Highlight inconsistencies
- Recommendation

What we learned

Remove the busy work and compound automations

Put everything in one place, stack agentic tasks and maintain focus

Fully automate decisions that don’t need analyst judgement.

Continuous monitoring catches drift and keeps us moving fast

Outcomes

50%

of our lower-limit portfolio is monitored entirely by AI

1 day

Underwriting decision dropped from 4 days to 1

98%

decision accuracy in forward testing

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Distributed intelligence: Float MCP

How should we integrate financial services with a customer’s owned-intelligence?

Our approach

Focus on power users

No identifying information about the business or person

No payment initiation or money movement

Administrator only, because write access makes it useful.

What users can do

READS

- Receipt retrieval
- Bill review
- Card portfolio review
- Financial Q&A and reporting

WRITES

- Receipt matching
- Bill creation and approval
- Card creation /management

What you can do next week

01 Identify a workflow that requires reasoning but not human judgement. Can agents can deliver the outcome start to finish, the vast majority of the time?

02 Define the boundaries of access, probability, evidence review, and decision authority. Then build the thing!

03 Test every prior decision against the next version of your agentic workflow. This is how you monitor for drift, stay confident, and keep accelerating

Thank you.

If you are investing ahead of your needs and want a financial services partner that is doing the same, please reach out.

jeremy.black@floatfinancial.com

Scan to access Canada's AI Spending Report here

