

AI Tools Workshop Setup Instructions and Sample Prompts

Presented by Redboard

ChatGPT Account Setup – Important

Prior to the webinar session, you should set up a ChatGPT account if you do not already have one. If you do not have an account, you can set one up at:

<https://chat.openai.com/auth/login>

Ideally you should be able to access ChatGPT on the same machine that you use to listen to the webinar. If you are unable to access ChatGPT from your work computer, then the next best option is to install the ChatGPT app from OpenAI on your iPhone or Android phone. Search for 'ChatGPT OpenAI' in the Apple App Store or Google Play Store. Verify that the publisher of the app is 'OpenAI.' There are imposters out there.

Prior to joining the webinar, open a ChatGPT session by using the URL included above, or have the app available on your phone.

If your credit union has granted you access to the Microsoft Copilot, you may use Copilot in place of ChatGPT. <https://copilot.microsoft.com/>

The following items are sample prompts that we will utilize and reference during the workshop portion of the webinar. Have this document accessible during the webinar.

Prompt: Credit Union Internal Auditor Marketing Profile

My customer avatar is internal audit and risk professionals who work at credit unions in the United States. The credit unions range in size from \$100,000,000 to \$5,000,000,000 in assets.

<wait for an answer>

What are my avatar's problems and challenges? What makes them angry or feel disrespected? Be as specific, tangible, and concrete as possible.

Prompt: Excel Formula 1

I have an Excel file. In cell C5 there is an email address. Write an Excel formula that will extract the domain from the email address.

Prompt: How can AI help?

I'm a <insert job role here> at a US credit union. What are some ways that AI tools can help me be more productive and efficient in my daily job duties?

Prompt: Fair Lending Audit Review

I am an internal auditor at a credit union. I'm currently working on an audit of our lending practices to verify compliance with fair lending laws, rules, and regulations. List out 10 items where credit unions or other financial institutions typically have problems with fair lending compliance.

<wait for an answer>

We have policies and procedures in place in lending operations that should ideally prevent any fair lending issues. What are 10 policies and procedures that would be the most important to implement in order to prevent our credit union from violating any fair lending practices?

<wait for an answer>

As an internal auditor, I execute audits that verify whether policies and procedures are working. What audit steps and testing should I execute as an internal auditor to determine whether those policies and procedures are working properly and to determine if any fair lending compliance problems exist in my organization?

Prompt: Excel Formula 2

I have an Excel file. In cell C5 there is a US based 10-digit phone number. The phone number should be 10 digits, but sometimes there is a data anomaly and digits are missing. The 10 digits can also appear in a variety of formats. Sometimes there are parentheses around the area code, and sometimes there are not. Sometimes there is a dash after the exchange and sometimes there is not. Write an Excel formula that does two things:

- 1) if there are not 10 numeric digits, then return an error
- 2) Strip all existing formatting and output the number in a consistent format as (xxx) xxx-xxxx, where x is a numeric digit

Prompt: Write an email about an overdue finding

I am an internal auditor at a credit union. One of my job responsibilities is to issue audit findings to individuals within the credit union when there is a problem in their business area. I call these individuals 'business owners.' Each finding will notate the problem found and ask that action be taken to remediate the finding. Most business owners will remediate their findings in a timely manner. However, some business owners will not complete their required actions. When that happens, I need to send them an email asking them to complete their work.

The challenge in writing this email is that I need to be direct, but at the same time respectful and professional.

Assume that I need to write such an email to a business owner named Bob who works in the Lending Department. Please draft three different versions of this email. With each version, provide a subject line for the email.

Prompt: Supervisory Committee Charter

I'm an internal auditor at a United States based credit union. The main oversight of the internal audit department is performed by the Supervisory Committee, which is appointed by the Board of Directors.

The members of the Supervisory Committee turn over on a regular basis. When this occurs, it adds extra work for the internal audit department because we must essentially train the new members how to do their jobs. Supervisory Committee members are often older retired individuals, and they serve as volunteers. Most of the time, they do not have any prior experience with internal audit or credit unions.

To help mitigate this problem we want to create a Supervisory Committee Charter that will document the key roles and responsibilities of a Supervisory Committee member. The charter should include any roles and responsibilities that are either required or recommended by the National Credit Union Administration.

Write a draft of such a charter.