

Corentis Shield

AI checkpoint for regulated workflows

Pilot sponsors and reviewers

Corentis Sample Pilot Report

A sample of the evidence a controlled AI checkpoint pilot could produce.

AI needs a checkpoint before it acts. Corentis provides it.

A polished sample of how checkpoint decisions, review routes and evidence outputs could be presented after a controlled pilot.

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For discussion and pilot exploration only

Overview

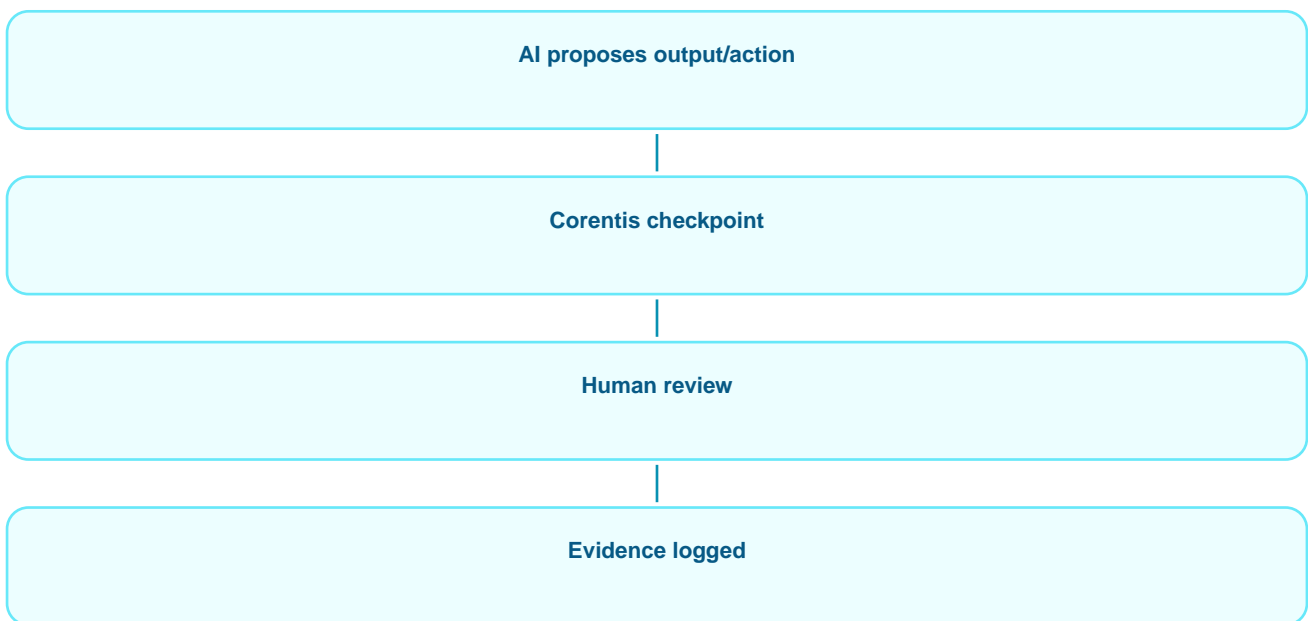
Core position

Corentis Shield is an AI checkpoint for regulated workflows.

AI needs a checkpoint before it acts. Corentis provides it. Corentis Shield is designed to help teams check AI outputs before they reach customers, teams or live systems.

VISUAL SUMMARY

Checkpoint flow



What this sample shows

This sample shows the kind of evidence Corentis is designed to produce from a controlled AI-assisted workflow pilot. The values are sample material, not live deployment data.

Example workflow

The sample workflow is an AI-assisted complaints and vulnerable-customer review process. AI drafts a proposed response or next step. Corentis checks the output before action, routes human review where needed and records evidence.

A human moment

Example context: a customer discloses job loss, missed payments and distress after repeated contact. An AI assistant drafts a standard response. Corentis Shield checks whether that output should pause, route to human review and record evidence before any customer communication proceeds.

Sample pilot dashboard

A pilot dashboard should make the workflow easy to understand at a glance.

- Scenarios tested: sample count across complaints and vulnerable-customer patterns.
- Actions paused: sample count of outputs stopped for review.
- Human reviews routed: sample count of escalations to a reviewer.
- Evidence gaps found: sample count of missing or weak evidence items.
- Residual learning points: sample areas to improve before wider testing.

The scenario outcomes below show how a sample report can turn checkpoint activity into clear review evidence.

STRUCTURED DETAIL

Scenario outcome table

Scenario: hardship disclosure. Checkpoint outcome: pause and escalate. Human review route: vulnerability specialist or complaints lead. Evidence captured: signal, policy rule, reason for pause and reviewer decision. Learning: sensitive disclosures need a clear route before response. Residual learning: tune escalation thresholds.

Scenario: repeated contact after vulnerability disclosure. Checkpoint outcome: pause direct action. Human review route: customer-care review. Evidence captured: contact pattern, vulnerability flag and recommended next step. Learning: repeated contact can change the risk profile. Residual learning: improve scenario coverage.

Scenario: overconfident compensation wording. Checkpoint outcome: route to review. Human review route: complaints reviewer. Evidence captured: unsupported statement, policy reference and amended wording. Learning: high-confidence language needs evidence support. Residual learning: refine wording controls.

Scenario: unsupported complaint closure. Checkpoint outcome: block closure pending evidence. Human review route: complaint handler. Evidence captured: missing investigation steps and reason for block. Learning: closure decisions need complete case evidence. Residual learning: strengthen evidence checklist.

Scenario: urgent support request. Checkpoint outcome: escalate. Human review route: urgent support team. Evidence captured: urgency signal, escalation reason and response trail. Learning: urgent need should override standard response flow. Residual learning: confirm handoff timing.

Checkpoint decisions

A useful pilot report should show what proceeded, what paused, what escalated and why. The point is not to overclaim impact. It is to show whether the checkpoint makes decision quality and evidence easier to inspect.

Evidence captured

Evidence can include scenario ID, proposed output, checkpoint decision, triggered control, human-review route, reviewer decision, policy version and evidence completeness score.

What the pilot would teach

The pilot would show whether the checkpoint pattern is understandable to reviewers, where controls need refinement and whether the evidence pack helps leaders make a clearer go/no-go decision.

Go/no-go learning

A useful outcome is a practical decision: continue to a larger controlled pilot, refine scenarios and controls, or pause until workflow inputs and evidence needs are clearer.

Next conversation

If your organisation is exploring AI agents in regulated workflows, Corentis is ready for a focused conversation about validation, pilot design and strategic support.

SELECTED SIGNALS

Evidence context

FCA COMPLAINTS DATA

UK financial services firms received 1.85m complaints in 2025 H1.

Financial Conduct Authority, 23 October 2025

FCA FINANCIAL LIVES

26.4m UK adults had characteristics of vulnerability in May 2024.

Financial Conduct Authority, 16 May 2025

FCA FINANCIAL LIVES

7.3m UK adults were heavily burdened by domestic bills and/or credit commitments in May 2024.

Financial Conduct Authority, 16 May 2025

FCA COMMUNICATIONS EXPECTATION

Firms must give consumers information they need, at the right time, presented in a way they can understand.

Financial Conduct Authority, 7 March 2025

FCA ENFORCEMENT EXAMPLE

FCA fined Volkswagen Finance £5.4m for failing to treat customers in financial difficulty fairly.

Financial Conduct Authority, 21 October 2024

Selected sources

Financial Conduct Authority: Aggregate complaints data: 2025 H1

Date/status: 23 October 2025. Source domain: fca.org.uk.
UK financial services complaints volume context.

Financial Conduct Authority: Financial Lives 2024: Key findings from the FCA's Financial Lives May 2024 survey

Date/status: 16 May 2025. Source domain: fca.org.uk.
UK vulnerability characteristics context.

Financial Conduct Authority: Financial Lives 2024: Key findings from the FCA's Financial Lives May 2024 survey

Date/status: 16 May 2025. Source domain: fca.org.uk.
UK financial difficulty and hardship context.

Financial Conduct Authority: Delivering good outcomes for customers in vulnerable circumstances

Date/status: 7 March 2025. Source domain: fca.org.uk.
FCA vulnerable-customer and communications good-practice context.

Financial Conduct Authority: FCA fines Volkswagen Finance £5.4m over treatment of customers in financial difficulty

Date/status: 21 October 2024. Source domain: fca.org.uk.
Financial difficulty treatment and control-failure example.

Company details and next step

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