

Corentis Shield

AI checkpoint for regulated workflows

Assurance and operations
reviewers

Corentis Control Matrix Example

A practical map from policy intent to runtime checkpoint evidence.

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

An operational example of how sensitive workflow risks can map to runtime checks, human review triggers and evidence outputs.

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For discussion and pilot exploration only

Overview

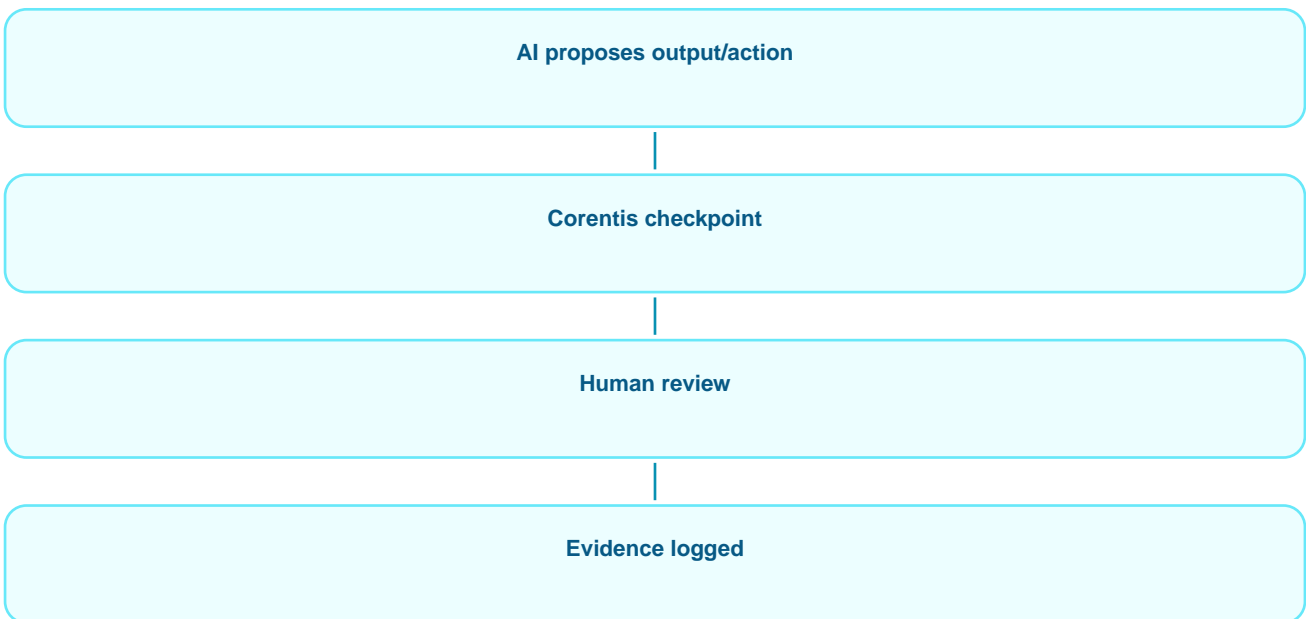
Core position

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



How to read the matrix

The matrix shows how a policy intention can become an operational checkpoint. Each row links a risk area to a runtime check, human review trigger, evidence output and success signal.

Why policy needs operational controls

Policy alone does not stop an AI output from moving forward. Corentis is designed to place a control point at the moment the output is about to matter.

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.

What this unlocks

A good control matrix helps product, operations, assurance and leadership teams discuss the same workflow in the same language. It turns abstract AI governance into visible decisions and review evidence.

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.

ILLUSTRATIVE OPERATIONAL MAPPING

Control matrix

Vulnerable customer disclosure

Policy intent

Sensitive disclosure should be recognised before a standard response is sent.

Runtime checkpoint

Detect vulnerability, distress or hardship signals in the proposed interaction.

Human review trigger

Any vulnerable-customer signal paired with a standard or automated response.

Evidence captured

Signal detected, policy rule triggered, proposed output, review decision and final action.

Owner / reviewer

Customer-care or complaints reviewer.

Success measure

Sensitive disclosures are routed with clear evidence before communication proceeds.

Financial difficulty signal

Policy intent

Customers in financial difficulty should receive appropriate handling and escalation.

Runtime checkpoint

Check for missed payments, job loss, hardship or affordability signals.

Human review trigger

Financial difficulty signal appears without appropriate support wording or review route.

Evidence captured

Signal, checkpoint decision, reviewer note and response version.

Owner / reviewer

Complaints or vulnerability lead.

Success measure

Financial difficulty signals produce visible review decisions.

Unsupported complaint closure

Policy intent

A complaint should not close without required investigation evidence.

Runtime checkpoint

Check whether required evidence exists before closure wording moves forward.

Human review trigger

Closure proposed with missing investigation steps or weak evidence trail.

Evidence captured

Missing evidence items, blocked-action reason and reviewer decision.

Owner / reviewer

Complaints handler.

Success measure

Closure decisions are supported by inspectable evidence.

Sensitive compensation wording

Policy intent

Compensation language should be accurate, supported and reviewed when sensitive.

Runtime checkpoint

Identify compensation, liability or redress wording before customer communication.

Human review trigger

High-confidence compensation wording appears without support or review.

Evidence captured

Original wording, triggered control, review route and approved wording.

Owner / reviewer

Complaints reviewer.

Success measure

Sensitive wording is reviewed before it reaches the customer.

Missing investigation evidence

Policy intent

Case decisions should be backed by enough evidence for review.

Runtime checkpoint

Score evidence completeness before a proposed action proceeds.

Human review trigger

Evidence completeness score falls below agreed threshold.

Evidence captured

Completeness score, missing fields and reviewer resolution.

Owner / reviewer

Operational reviewer.

Success measure

Evidence gaps are visible before action.

Unclear customer communication

Policy intent

Customer communication should be clear, appropriate and aligned with policy.

Runtime checkpoint

Check tone, clarity and policy fit before response is sent.

Human review trigger

Ambiguous, overly firm or poorly evidenced wording appears in a sensitive workflow.

Evidence captured

Draft response, triggered language control and final reviewer-approved version.

Owner / reviewer

Customer operations reviewer.

Success measure

Sensitive messages are clearer and easier to evidence.

SELECTED SIGNALS

Evidence context

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 TSB £10.9m for failing to ensure customers in arrears were treated fairly.

Financial Conduct Authority, 10 October 2024

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: 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 TSB £10.9m over treatment of customers in financial difficulty

Date/status: 10 October 2024. Source domain: fca.org.uk.
Financial difficulty treatment and control-failure example.

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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