



## Leading Government Agency Partners with Xiao-I Corporation to Enhance Customer Service with AI Chatbot

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SHANGHAI, June 25, 2024 /PRNewswire/ -- Xiao-I Corporation (NASDAQ: AIXI) ("Xiao-I" or the "Company"), a leading AI company, announced today that the Company signed a partnership agreement with a major government agency (the "Agency") in Hong Kong to implement advanced AI Chatbot solution (the "Partnership"). This strategic collaboration aims to transform the agency's customer service operations, addressing key challenges such as complex policy explanations, multilingual communication needs, high service demand, and personalized service delivery.

The Partnership addresses a critical need for enhanced customer service capabilities within the Agency. The AI Chatbot will streamline communication processes, particularly in explaining complex policies and regulations, managing high service demand, and providing multilingual support. These improvements are expected to significantly boost efficiency and service quality.

Xiao-I's AI chatbot will enhance the Agency's clients' understanding of policies and regulations, by delivering clear, accurate responses to complex questions. Its multilingual capabilities will ensure effective communication across all language barriers. The chatbot's scalability will allow it to handle a high volume of inquiries, thereby reducing the pressure on human customer service representatives and improving response times. Additionally, the AI Chatbot uses advanced algorithms to offer personalized responses, catering to the specific needs of different businesses.

By integrating Xiao-I Corporation's AI Chatbot, the Agency will enhance service efficiency, provide 24/7 support, and gain valuable insights into client needs. This solution will reduce operational costs, ensure consistent communication, and allow human staff to focus on complex issues, ultimately improving overall customer satisfaction and service quality. Xiao-I Corporation is excited about the potential of this Partnership which is expected to set a new standard in the Agency's customer service, showcasing the transformative power of AI in public sector operations.

### About Xiao-I Corporation

Xiao-I Corporation is a leading cognitive intelligence enterprise in China that offers a diverse range of business solutions and services in artificial intelligence, covering natural language processing, voice and image recognition, machine learning, and affective computing. Since its inception in 2001, the Company has developed an extensive portfolio of cognitive intelligence technologies that are highly suitable and have been applied to a wide variety of business cases. Xiao-I powers its cognitive intelligence products and services with its cutting-edge, proprietary AI technologies to enable and promote industrial digitization, intelligent upgrading, and transformation. For more information, please visit: [www.xiaoi.com](http://www.xiaoi.com).

### Forward-Looking Statements

This press release contains forward-looking statements as defined by the Private Securities Litigation Reform Act of 1995. Forward-looking statements include statements concerning plans, objectives, goals, strategies, future events or performance, and underlying assumptions and other statements that are other than statements of historical facts. When the Company uses words such as "may," "will," "intend," "should," "believe," "expect," "anticipate," "project," "estimate" or similar expressions that do not relate solely to historical matters, it is making forward-looking statements. Forward-looking statements are not guarantees of future performance and involve risks and uncertainties that may cause the actual results to differ materially from the Company's expectations discussed in the forward-looking statements. These statements are subject to uncertainties and risks including, but not limited to, the following: the Company's ability to achieve its goals and strategies, the Company's future business development and plans for future business development, including its financial conditions and results of operations, product and service demand and acceptance, reputation and brand, the impact of competition and pricing, changes in technology, government regulations, fluctuations in general economic and business conditions in China, and assumptions underlying or related to any of the foregoing and other risks contained in reports filed by the Company with the U.S. Securities and Exchange Commission ("SEC"). For these reasons, among others, investors are cautioned not to place undue reliance upon any forward-looking statements in this press release. Additional factors are discussed in the Company's filings with the SEC, including under the section entitled "Risk Factors" in its annual report on Form 20-F filed with the SEC on April 30, 2024, as well as its current reports on Form 6-K and other filings, all of which are available for review at [www.sec.gov](http://www.sec.gov). The Company undertakes no obligation to publicly revise these forward-looking statements to reflect events or circumstances that arise after the date hereof.

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