

Sent by email



Services Board
The Rookery
2 Dyott Street
London WC1A 1DE

www.legalservicesboard.org.uk

FoI request (Ref: 20201221-01)

Thank you for your request for information that the LSB holds about 'AI & Digital Transformation.' I can confirm that the LSB holds information relevant to your request. Specifically:

1. *Do you currently have any AI enabled chatbots engaging with Citizens directly? If not, do you intend to introduce this in the next 12 months?*
No.
2. *Do you currently have a live webchat to engage with Citizens live on your website? If not, do you intend to introduce this in the next 12 months?*
No.

If you are dissatisfied with this response to your request for information, you have the right to ask for an internal review / to submit a complaint (see [LSB's Freedom of information – Complaints procedure](#)).

If you are dissatisfied with the outcome of your complaint, you may refer the matter to the Information Commissioner for a decision. Please be aware that the Commissioner will be unlikely to make a decision until you have been through our internal complaints procedure first. You can write to the Commissioner at:

FOI/EIR Complaints Resolution
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

The reference for your request, which should be quoted in all correspondence, is: 20201221-01.

Yours sincerely