

Preliminary Agenda

All times are to be considered Central European Summer Time (CEST)

Wednesday, 17 June 2026

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| 08:30-09:00 | <p>Connection & testing of the online platform (MS Teams)
 Registered virtual participants will be able to connect before the event starts and test the functionality of MS Teams.</p> |
| 09:00-09:30 | <p>Opening Ceremony
 <i>Location: Grand Ballroom</i></p> <p>Opening remarks and keynote addresses from the high-ranking officials of Hungary. This session will also frame the GA2026 theme: The role of AI and Behavioural Insights in modern tax administration.</p> <ul style="list-style-type: none"> ▶ Opening remarks ▶ Welcome and Introduction |
| 09:30-10:30 | <p>Session 1: The Rise of AI in Tax Administration
 <i>Location: Grand Ballroom</i></p> <p>This session will explore how artificial intelligence is transforming the way tax administrations operate, offering new levels of accuracy, efficiency, and proactive compliance management. As tax authorities face increasing complexity and growing volumes of data, AI technologies—such as machine learning and natural language processing—are reshaping core functions, including customer service, risk detection, and fraud prevention. The session will also address the opportunities and challenges of integrating AI into tax systems, setting the stage for discussions on how administrations can harness these tools responsibly to strengthen compliance and enhance taxpayer engagement.</p> <p>Keynote Addresses</p> <ul style="list-style-type: none"> ▶ Evolution of AI in government services ▶ AI impact on tax compliance efficiency and accuracy |
| 10:30-10:45 | <p>Commemorative Photograph
 <i>Location: Staircase of the Hotel's Lobby</i></p> |
| 10:45-11:15 | <p>Networking and Refreshment Break
 <i>Location: Grand Ballroom Foyer</i></p> |
| 11:00-12:00 | <p>Session 2: Exhibition Opening “Artificial Intelligence and Behavioural Insights in Tax Compliance”
 <i>Location: Grand Ballroom Foyer</i></p> |

This exhibition will introduce participants to cutting-edge innovations at the intersection of artificial intelligence and behavioural science in modern tax administration. Through interactive displays and case examples, attendees will gain a first-hand look at how these two fields complement each other to shape smarter, more responsive, and more effective tax systems.

Guided walk-through of AI technologies and BI-based compliance solutions

12:00-13:30

Lunch Break / Networking Lunch

13:30-14:45

Session 3: AI-Driven Tax Compliance

Location: Grand Ballroom

This session will showcase advanced AI-driven tools that enable tax administrations to modernise their operations, detect fraud, improve compliance and deliver better services to taxpayers. Presenters will explore how machine learning models analyse large volumes of tax data to identify patterns, anomalies, and behaviours that may signal fraud or emerging compliance risks. By automating risk scoring and enhancing the selection process for audits, these AI tools help tax authorities prioritise cases more effectively and respond proactively to potential issues. The session will also highlight practical examples of how AI is reshaping the way tax administrations interact with taxpayers, dramatically/significantly improving responsiveness, consistency, and service quality.

Technical Presentations on:

- ▶ **AI-powered intelligent virtual assistants**
- ▶ **Machine learning for immediate anomaly detection and audit prioritisation**
- ▶ **AI models highlighting patterns suggesting fraud or non-compliance**
- ▶ **Leveraging AI to streamline dispute and appeals processes**

Q&A / Open Discussion

14:45-15:45

Session 4: Governance, Ethics & Risks in Automated Decision-Making

Location: Grand Ballroom

This session will bring together experts to examine the ethical, operational, and governance challenges that arise when tax administrations integrate AI into decision-making processes. As automated systems increasingly support tasks such as fraud detection, anomaly identification, and taxpayer risk assessment, it becomes essential to address issues of transparency, accountability, and potential bias. Panellists will explore the risks associated with relying on AI-driven models, including unintended consequences in automated decisions, data quality concerns, and the need for responsible oversight frameworks. The discussion will highlight how tax authorities can balance innovation with safeguards to ensure that AI-enabled processes remain fair, trustworthy, and aligned with fundamental principles of good administration.

Expert Panel:

- ▶ **Risks and limitations of AI in tax administration**
- ▶ **Bias, transparency, accountability**
- ▶ **Regulatory and oversight challenges**

Q&A / Open Discussion

Networking and Refreshment Break

Location: Grand Ballroom Foyer

16:05-17:00

Session 5: Behavioural Insights for Good Governance

Location: Grand Ballroom

This session will explore how tax administration could refine the internal processes and the taxpayer services using behavioural knowledge. Good governance implies policy-making and solutions design that are centred on taxpayers, facilitating their compliance and targeting non-compliance. Behavioural insights could provide the necessary tools that support decision makers to develop the architecture for tax compliance in a precisely targeted manner, assessing taxpayer needs, the behavioural patterns, eliminating administrative barriers and using digitalisation to support behavioural change.

Key Presentation: The Behavioural Shift in Tax Administration

Panel Discussion:

- ▶ The Behavioural Insights Toolbox
- ▶ AI-Powered Behavioural Interventions
- ▶ Bias, transparency, accountability

Q&A / Open Discussion

18:00-22:00

Gala Dinner

Location: Royal Riding Hall, Buda Castle

Thursday, 18 June 2026

08:30-09:00

Connection & testing of the online platform (MS Teams)

Registered virtual participants will be able to connect before the event starts and test the functionality of MS Teams.

09:00-10:30

Session 6: Intersection of Behavioural Science and Artificial Intelligence as a Transformative Force in Modern Tax Administration (Parallel Sessions)

Three parallel sessions will focus on practical examples that demonstrate the fusion of behavioural science and AI, targeting 3 most potent areas where the predictive power of machine learning combined with psychological principles can enable tax authorities to move from generic enforcement to highly personalised, real-time interventions that foster voluntary compliance and reduce administrative burdens:

- ▶ Enhanced Compliance through Hyper-Personalised "Nudges"
- ▶ Predictive Risk and Behavioural Profiling
- ▶ Proactive Compliance and Service Delivery

Each parallel session will include two presentations. Then, participants will be asked to formulate their questions and remarks, and the moderators will gather the information and select, in each parallel session, four items for further discussion in the open space format setting. The open space format creates the possibility of having open discussions regarding questions and remarks coming from the previous presentations. Participants can move freely between the small groups and participate in each discussion.

09:00-10:30

Parallel Session 6A: Enhanced Compliance through Hyper-Personalised "Nudges"

Location: Petőfi-Mikszáth room

This session explores how AI models can segment taxpayers based on behavioural profiles (e.g., filing history, risk levels, and demographic data). Drawing on natural field experiments and proven behavioural strategies, the presentations will highlight how tax authorities can deploy tailored communication, such as specific "deterrence" or "social norm" messages, delivered through AI-powered chatbots or e-mailers to the individuals most likely to respond.

09:00-10:30

Parallel Session 6B: Predictive Risk and Behavioural Profiling

Location: Jókai-Déry room

This session will demonstrate how advanced algorithms can analyse vast datasets to identify non-compliance patterns and assign "risk scores". AI-assisted early warning systems cross-reference financial records with behavioural data to flag high-risk cases for targeted audits while maintaining softer "service-oriented" approaches for compliant groups. These approaches reduce operational pressure while helping taxpayers meet their obligations more easily.

09:00-10:30

Parallel Session 6C: Proactive Compliance and Service Delivery

Location: Krúdy-Arany room

This session will showcase how Generative AI and Natural Language Processing (NLP) enable 24/7 virtual assistants that guide taxpayers through complex filings in plain language, reducing friction and unintentional errors. AI can facilitate pre-filled returns, appearing automatically in draft filings to signal a cooperative, transparent relationship between the state and the citizen. Behavioural insights provide tax administrations with innovative, low-cost solutions for strengthening compliance and increasing revenue without large-scale structural reforms. By understanding how individuals make decisions and designing processes that align with behavioural tendencies, tax authorities can assess how their internal processes are meeting the taxpayer needs, and implement interventions that deliver high impact at minimal cost—ultimately enhancing government revenues while improving the taxpayer experience.

10:30-10:50

Networking and Refreshment Break

Location: Grand Ballroom Foyer

10:30-11:00

Networking and Refreshment Break

Location: Grand Ballroom Foyer

11:00-12:00

Session 7: Where BI meets AI for Smarter Compliance

Location: Grand Ballroom

This panel will explore how combining behavioural insights with artificial intelligence can unlock a new generation of smart, responsive, and citizen-centred tax compliance solutions. While AI enhances the capacity of tax administrations to process large datasets, automate tax processes, identify anomalies, and flag potential compliance risks, behavioural insights reveal empirical evidence about why taxpayers act the way they do and how small changes in communication or process design can meaningfully influence compliance behaviour. Together, these approaches enable tax authorities to unlock the potential of behavioural science and implement proactive, personalised interventions—such as AI-driven early warning systems/predictive analytics paired with behaviourally informed prompts—that guide taxpayers toward timely and accurate compliance. Panellists will discuss emerging models, practical use cases, and the strategic opportunities offered by integrating data-driven intelligence with human-centred design.

Joint Innovation Panel

- ▶ How AI systems can incorporate behavioural triggers/diagnostic
- ▶ Data-driven design of compliant behaviour
- ▶ Predicting risks before they crystallise using AI + behavioural insights

Q&A / Open Discussion

12:00-13:00

Session 8: Tax Administration in 2030: Where Are AI and BI Leading Us?

Location: Grand Ballroom

This session will look ahead to the future of tax administration, examining how the accelerating development of artificial intelligence and behavioural insights will shape compliance strategies by 2030. As AI tools become increasingly sophisticated—capable of detecting patterns and anomalies, assessing risks, and automating routine interactions—the role of tax officials is expected to shift toward high-value, expert-driven tasks. At the same time, behavioural insights will continue to inform smarter, more citizen-centred approaches that encourage voluntary compliance and make it easier for taxpayers to meet their obligations. Together, these two fields will influence how tax systems evolve, enabling administrations to anticipate compliance risks earlier, design policies and services around human behaviour, and deploy interventions that are both efficient and empathetic. This session will explore emerging possibilities, challenges, and strategic directions for building resilient, intelligent, and trusted tax administration of the future by using behavioural data science.

Panel Discussion:

- ▶ Behavioural science in policymaking
- ▶ Future compliance models
- ▶ Workforce transformation
- ▶ Citizen-centric digital services design

Q&A / Open Discussion

13:00-13:15

Session 9: Closing Ceremony

Location: Grand Ballroom

This plenary session will include concluding statements on the issues examined and discussed at the Technical Session. The Assembly’s Communiqué will be presented and approved. This plenary session will then offer the closing remarks by the outgoing President of IOTA.

13:15

Exhibition Closing “Artificial Intelligence and Behavioural Insights in Tax Compliance”

Location: Grand Ballroom Foyer

Guided walk-through of AI technologies and BI-based compliance solutions

13:15-14:30

Lunch Break / Networking Lunch

Location: Brasserie & Atrium

16:00-22:00

Farewell Event

16:00-18:00

Visit to Korda Film Park

18:00-22:00

Farewell Dinner at the pavilion of the Etyek Kúria Winery