

Lína — Iceland's Student Loan Fund Built an AI Chatbot That Learned to Speak Icelandic in Four Weeks

AI in the Public Sector · Good practice · Iceland

Quality score: 53/100

Evidence strength: Moderate

Summary

Facing its seasonal loan-application rush, Iceland's student loan agency built Lína, an Icelandic-language AI chatbot, in four weeks. By its 2021 annual report it was resolving about 90% of enquiries without staff help.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	2/3
Transparency, fairness & accountability	1/3
Transferability / demonstrated replication	2/3
Scalability beyond pilot	2/3
Governance, capability & sustainability	1/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-07-29

[Menntasjóður námsmanna \(Iceland's Student Loan Fund\), with Advania](#) — accessed 2026-07-29

[boost.ai: Nordic Public Sector Conversational AI Case Study](#) — accessed 2026-07-29

[boost.ai: How Advania conquered the Icelandic market with conversational AI](#) — accessed 2026-07-29

[Menntasjóður námsmanna — 2021 annual report](#) — accessed 2026-07-29

Cite this — Evidoria. *Lína — Iceland's Student Loan Fund Built an AI Chatbot That Learned to Speak Icelandic in Four Weeks*. Persistent ID: 6d313628-b09d-46a6-b45c-667d4baacd1c.