



Navigating the Ethical and Compliance Landscape of Agentic AI

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THE POWER OF CONNECTION
bolttech.io



We are the most internationally-scaled tech-enabled embedded insurance ecosystem

Global

Most internationally scaled insurtech in the world focused on embedded insurance, with presence across 4 continents

Markets

37

Licensed jurisdictions

93

Scale

B2B2C enabler allowing companies to sell protection and insurance products to end-consumers fast, hassle-free, and with top notch service

Quoted premiums (annually)

\$60bn+

Active users

~25mn

Ecosystem

Creating the leading global tech-enabled insurance and protection ecosystem by connecting bolttech with distribution partners and product providers

Distribution partners

~700

Product providers

230+

Digital-native

Digital-native and data-driven solutions that allow any partner to use bolttech's API-led technology modules in any distribution channel

Micro-services globally

220+

Quotes per hour

~3000

Customer-centric

Providing customers the freedom to choose and access insurance however and wherever they want it – delivering a high-quality experience every step of the way

Product connections

6,500+

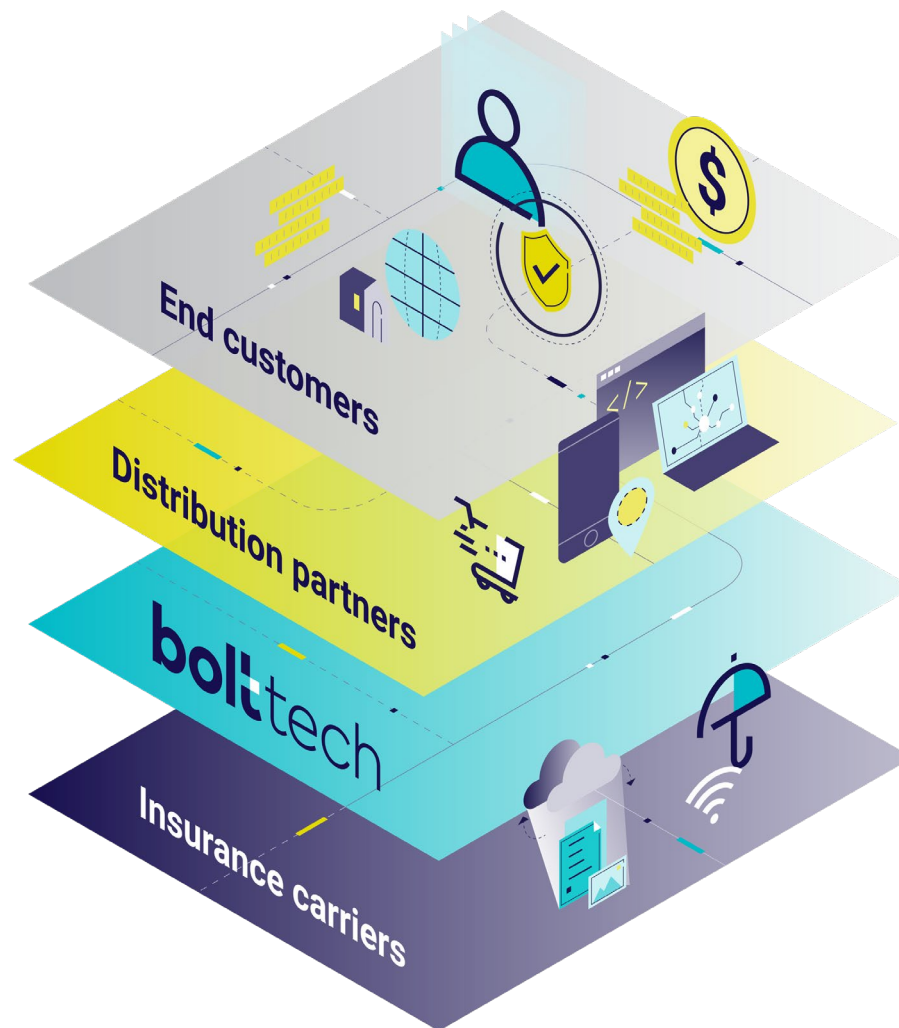
NPS

65+

Figures as of December 2024

We make insurance accessible and easy for everyone ...

Our ambition is to accelerate access to quality insurance, providing **tailored, affordable, accessible and convenient** insurance products to consumers via partner platforms



Bespoke products & solutions

Seamlessly embed into any customer journey

Plug and play integration

Partner and channel agnostic

Modular tech components

Provide agility and customization

Expand customer access at low cost

More insurance sales at low acquisition cost

Agenda

01 What makes agentic AI different?

How agentic AI is different and why it matters

02 Core principles for ethical AI

What foundational principles can we look to as we discuss new ethical challenges?

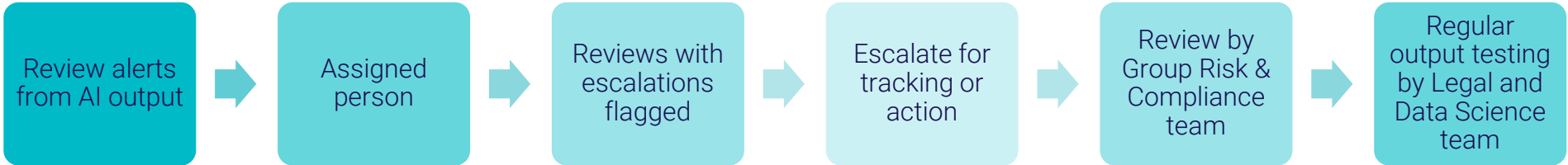
03 Practical steps to managing risks

Leveraging existing practices to manage risks and compliance considerations that emerge with the use of agentic AI

04 Questions?

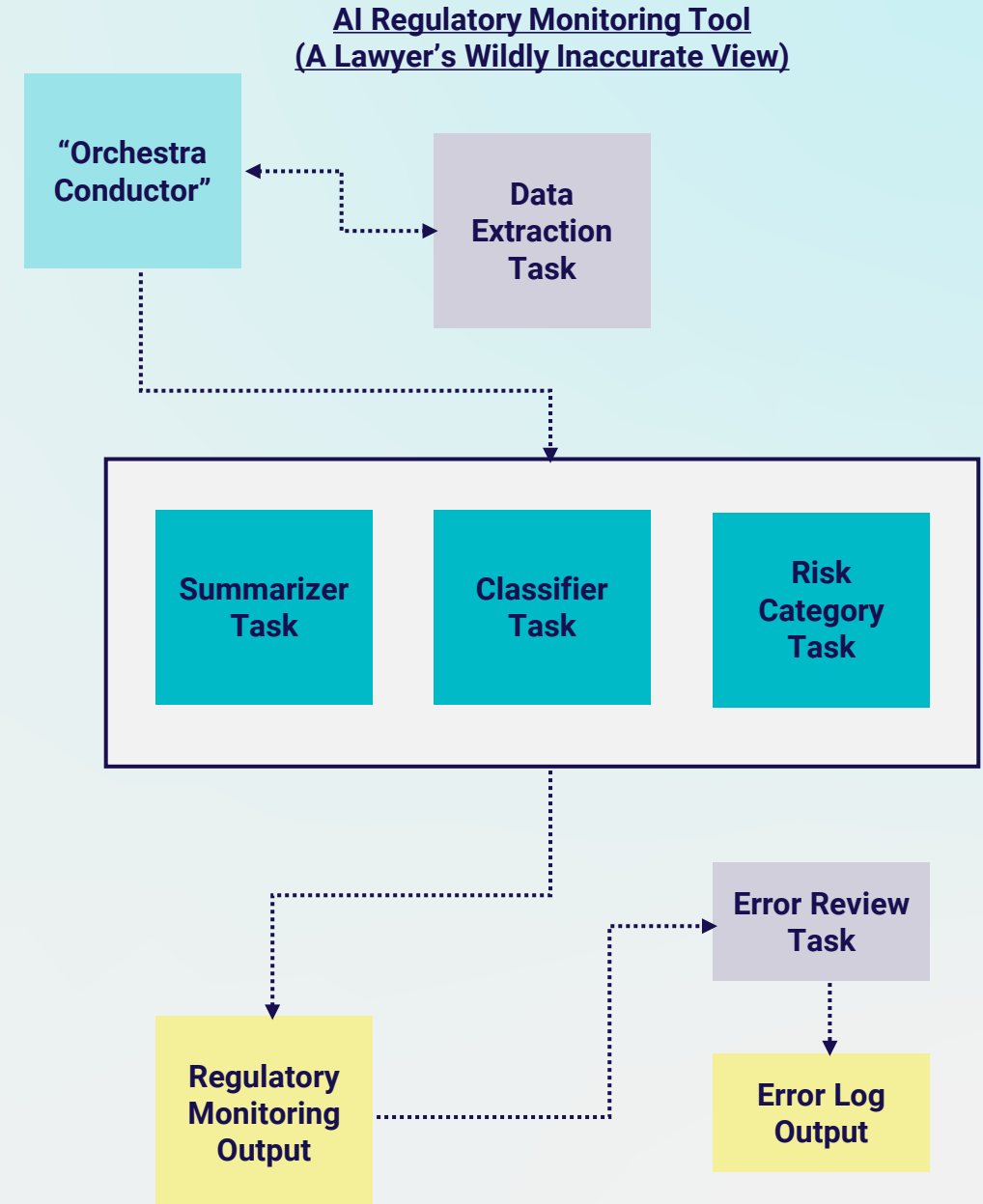
boltttech AI Regulatory Scanner | Monitor regulatory changes worldwide by letting a GenAI agent aggregate and summarise relevant streams

Challenge	Solution
How do we effectively monitor and evidence review of regulatory change across 35+ diverse markets?	AI Regulatory Scanner, a cutting-edge solution to streamline and centralize regulatory updates, creating a stronger control environment aligned with the regulatory change process



What makes agentic AI different?

- Not rule-based in the traditional sense
- Autonomy and independent action
- Tasks are dynamically assigned based on the optimal path and internal prioritization
- Specialized agents perform complex tasks more efficiently, often in discrete parts
- Upgrade to the latest models continuously, leveraging those best suited to a task
- Can refine performance through self-learning



Core principles for ethical AI

Core principle

Fairness

- Ensuring outcomes of algorithmic decisions are not biased
- Reviewing and cleaning datasets to avoid underlying bias
- Lends itself to retrospective evaluation

Transparency

- Documenting decision-making processes through testing or model cards
- Even in a “black box” model decisions can be traced to a specific point
- Parameters are fixed and identifiable

Accountability

- Humans can be put in the loop when unexpected outcomes are returned
- Can directly attribute errors or unexpected outcomes to a particular algorithm
- Rules are enforced on a static system

Resilience & Reliability

- Testing can accurately simulate live outcomes
- Can create safety rails to mitigate reasonably anticipated scenarios
- Behavior should remain consistent

Agentic AI Challenge

Non-static

- Systems may self-modify and create new biases
- In a dynamic environment, initial safeguards may be bypassed or ineffective
- Static fairness metrics may be ineffective

Dynamic decisions

- By design, self-managing tools will be even more difficult to trace
- Real-time review of decisions is increasingly complicated

Unforeseen interactions

- Responsibilities between humans and systems are blurred
- Greater difficulty faced when seeking to attribute errors
- System behaviors may diverge from original human intent

Move moving parts

- Behavior can be unpredictable given new or adverse (hostile) conditions
- Model adaptations may occur faster than safety rails can be identified or employed

Practical steps to managing agentic AI risks

- Remember that you are already operating within a regulated framework – privacy laws, AI-specific laws, sector-specific laws
- Know what applies to you, and consider your plans for geographic expansion
- Your desired outcomes are the same regardless of how AI is used (whether no AI, predictive AI, gen AI, agentic AI)
- **Fundamentally, it all comes down to trust**



01 Build ethics and compliance safeguards into your development cycle. Expand on existing mechanisms like privacy by design or data impact assessments. Ensure cross-function collaboration.

02 Invest time and effort into developing guardrails. Only you know what is important to your business (and brand!). Set the rules of the road early and revisit them often, review output for violations.

03 Enhance explainability. Strike a balance between autonomy and explainability. Consider running “digital twins” to replicate problematic behavior.

04 Never forget your humans! Human-in-the-loop for consequential decisions. Set aside a percentage for human-only review. Ensure your people truly understand the risks, the tools, and what a problem looks like.



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