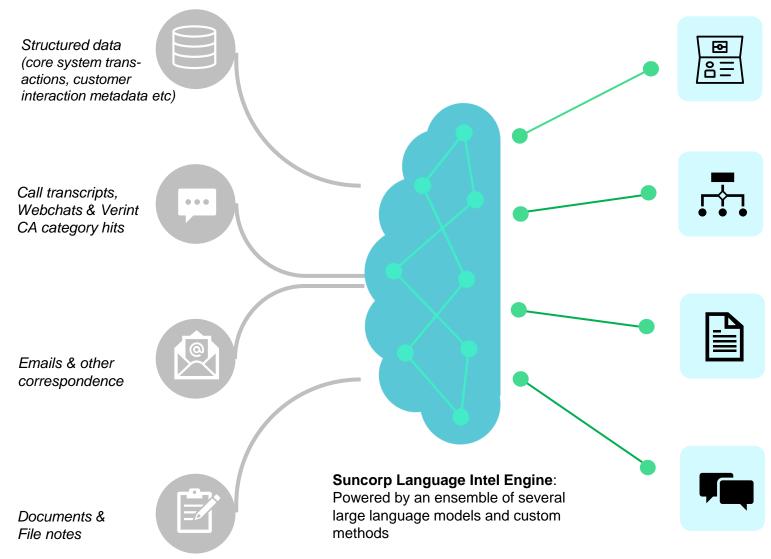


Accelerating Al Adoption...

Super charging processes and decision making



Language is the new oil.....



Bringing together structured and

unstructured information.

Information Extraction

Extract a specific piece of text from a document for insights generation or to feed into another process for decision making

e.g. Extracting ABN from an invoice or total sum insured from a broker quote

Classification

Making predictions such as classification of records or documents into different segments

e.g. Classifying call transcripts as complaints/ non complaints; Classifying documents into different types and subtypes.

Generation

Generate text based on user prompts

e.g. Summarizing the contents of a document to show information a claims handler would be interested in, Generating code, 1st draft of written reports, and eventually, automated chat responses to customers

Question Answering

Interactively ask complex questions about a document and get answers in real-time

e.g. Interact with AI by asking questions about a document and getting answers about the contents.

Where we have landed.....





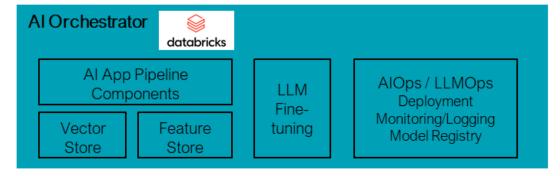




User Interface

Applications (core systems, webapps etc)

Al Orchestrator



Data Services

Model Suite

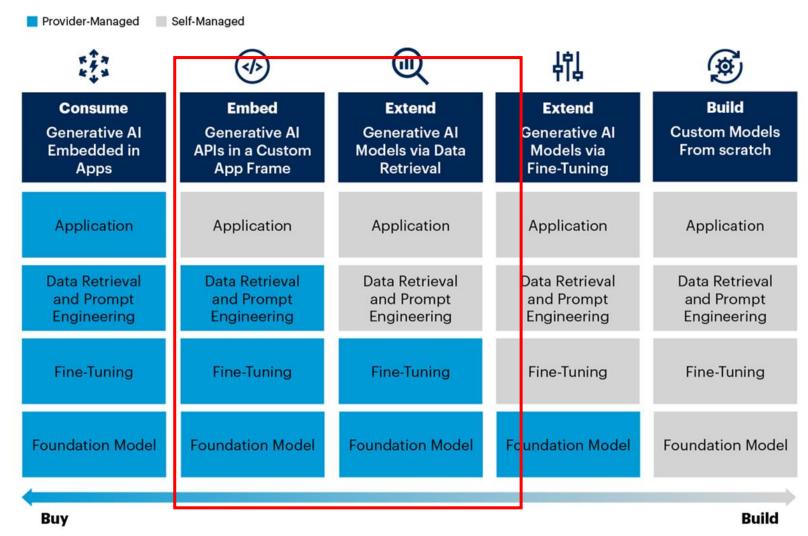




Cloud Services



But play to the strengths...

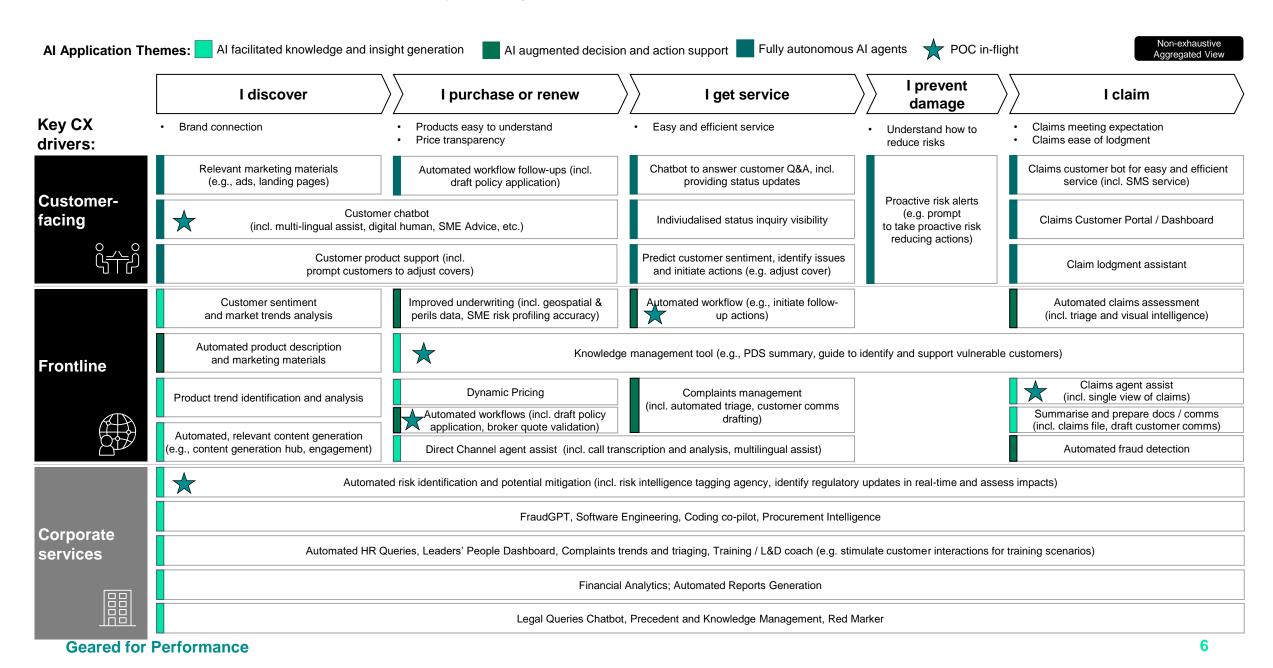


Geared for Performance Source: Gartner



So what are we actually doing......

Al use cases across the customer journey





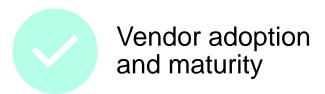
But what are you actually doing I hear you ask......

Analytics GenAl Help About Admin **TODAY** How do I book a third party hire car? Send **PREVIOUS WEEK** How Do I Book A Third Party Hire Car? PREVIOUS MONTH "To book a third-party hire car, you should follow the outlined procedure steps as provided in the relevant documents. Here's a summary based on the context provided: Io Was Parked In Car Park At Holiday Units. Io Car Was Hit By A Little Boys Scooter And Damaged. For The Third Party Details Do We Still Need 1. Determine the need for a hire car and proactively offer it if required. The Rego, Full Name And Address Of The Other Party To Waive The 2. Offer Hertz as a priority, but also consider Europear or SIXT if Hertz is not suitable or declined by the Third Party. Excess? 3. The standard hire car offering is for a compact automatic vehicle (Toyota Corolla or similar). If a larger vehicle is required, establish a genuine need before offering an upgrade. Can I Waive An Excess Without A Registration Number? 4. Contact the relevant hire car provider's Central Reservation Number to make the booking. Provide the reservation details and the relevant code for each brand when prompted. How Do I Book A Third Party Hire Car? 5. If Hertz is the provider and it's outside of business hours, use the Hertz Email Booking Tool. 6. If the Third Party requests a supplier that is not Hertz, Europear, or SIXT Australia, and a booking cannot be made with these How Do I Refund An Excess? providers, you may ask the Third Party to book and pay for their hire car and submit receipts for fair and reasonable ■ How Do I Book An Assessment? reimbursement by Recoveries and Settlements. 7. Ensure all actions taken are recorded in clear, concise, and accurate notes on each claim. **HISTORY** Specific contact numbers and codes for bookings: - Hertz: 1800 006 364 with code ITTP2 - Europear: 1300 555 242, Option 1 with Billing Number: 87718392 and Corporate Code: 50029875 - SIXT Australia: 1300 749 828 with codes Suncorp/GIO (T28356) and AAMI (4909284844) If you run into issues or the Third Party has special requirements, refer to the relevant documentation or contact the relevant department for further instructions. If you need to refer to specific documents or contact details for reimbursement requests, please do so as per the guidelines provided in your resources." Context/s applied: Insurance Claims, model-2, Motor Referenced Knowledge Article 1 Pafarancad Knowledge Article 2

Geared for Performance

Where are the challenges.....







If I had to pick three.....

- Do (or try to)...
 - Foster innovation and flearning
 - Experiment liberally
 - Increment solutions prototype, MVP
 - Be clear on the downsides/limitations
 - Don't forget it's not set and forget

- Try Hard not to....
 - Build for the current state
 - Assume the human process is flawless
 - Present AI as flawless
 - Accept resistance to experimentation
 - Try to deliver everything in one hit



Questions?