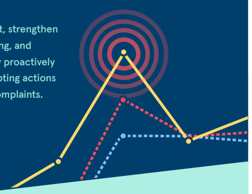
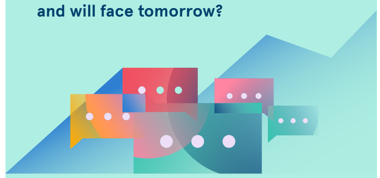
PositivityTech®
The Science of Transforming Negatives To Positives®

Visibility into High-Risk customer interactions is key.

Reduce their impact, strengthen regulatory monitoring, and increase revenue by proactively identifying and adopting actions to prevent future complaints.



What are the regulatory challenges that financial institutions face today — and will face tomorrow?



When customer complaints are approached as strategic assets, pinpointing and preventing systemic problems is possible.

- In 2023, there was a 69% YOY increase in penalties imposed by US regulators.
- Those penalties reached over $5 billion.

The PositivityTech® Platform Difference

We find the hidden opportunities in your customers' complaints.

Combining AI-powered predictive insights and human expertise, the PositivityTech Platform uses customer narrative data and identifies and resolves company policies and practices that lead to high-risk complaints.

The PositivityTech Platform pinpoints:

- Customers' friction points
- Fast-growing risks
- Growth-stopping conditions
- Industry benchmarking
- High-priority business actions

Reveal early indicators of regulatory, environmental, and franchise risk to drive preemptive management actions.

- Flag "High-Risk Interactions" and identify early warnings of customer complaints
- Strengthen regulatory monitoring and prevent regulatory pitfalls
- Strengthen your relationship with customers and improve customer retention
- Increase revenue and expand business development

PositivityTech offerings include:

- A subscription to the platform with public and first-party data
- Benchmark reports with curated intelligence sessions
- Proprietary algorithms including our Severity Score, Categorization, Triggers, and Bias Index
- Consulting Services to maximize business impact

The PositivityTech Platform Difference

Your customer's voice is your most valuable asset. Transform negatives into positives with PositivityTech, and ensure that complaints become a critical part of your success.

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REQUEST A DEMO

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