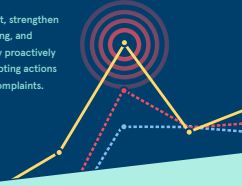


## Visibility into High-Risk customer interactions is key.

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.

