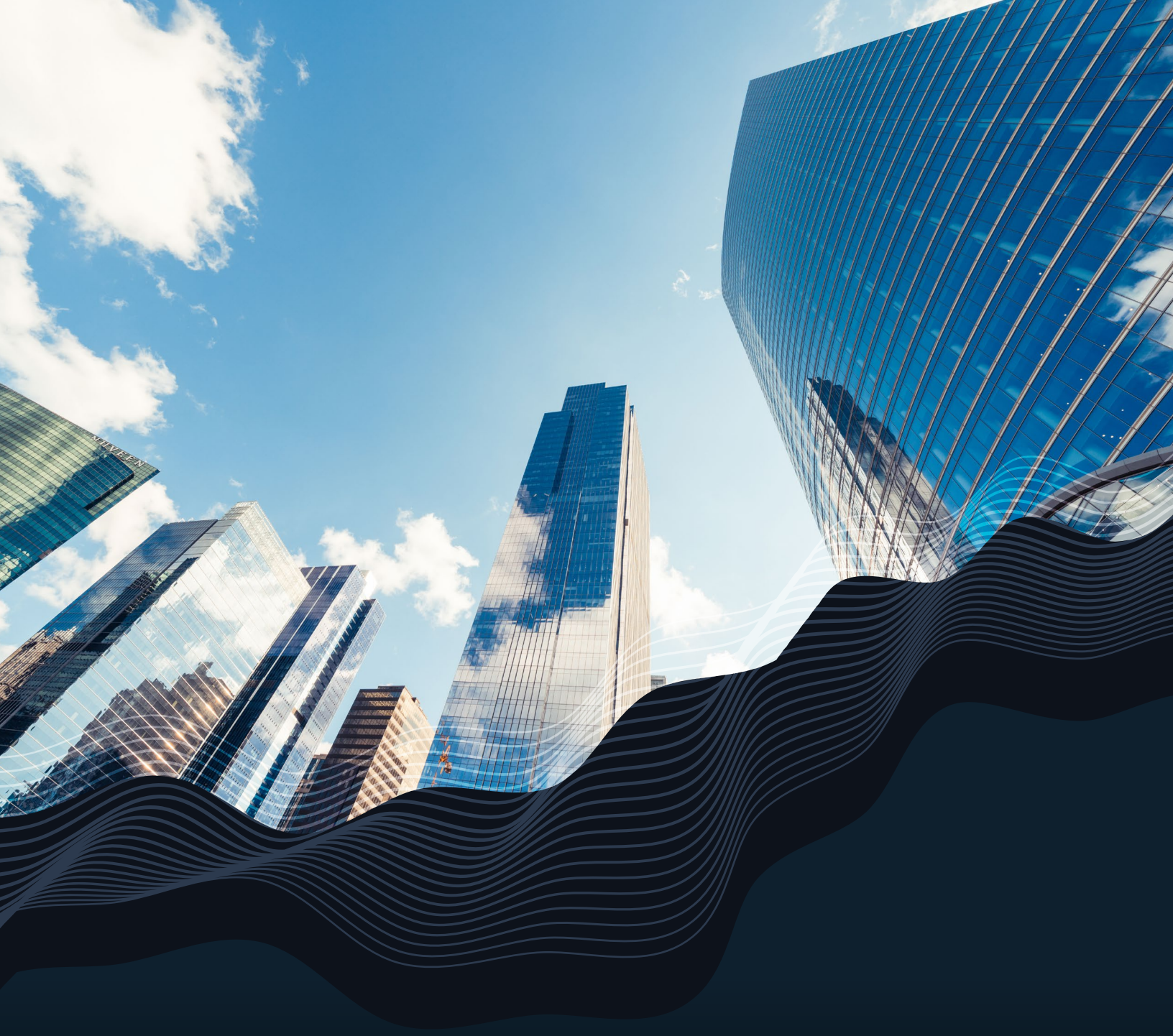

DataForce For Finance

Improve Efficiency and Expertise with Smarter AI

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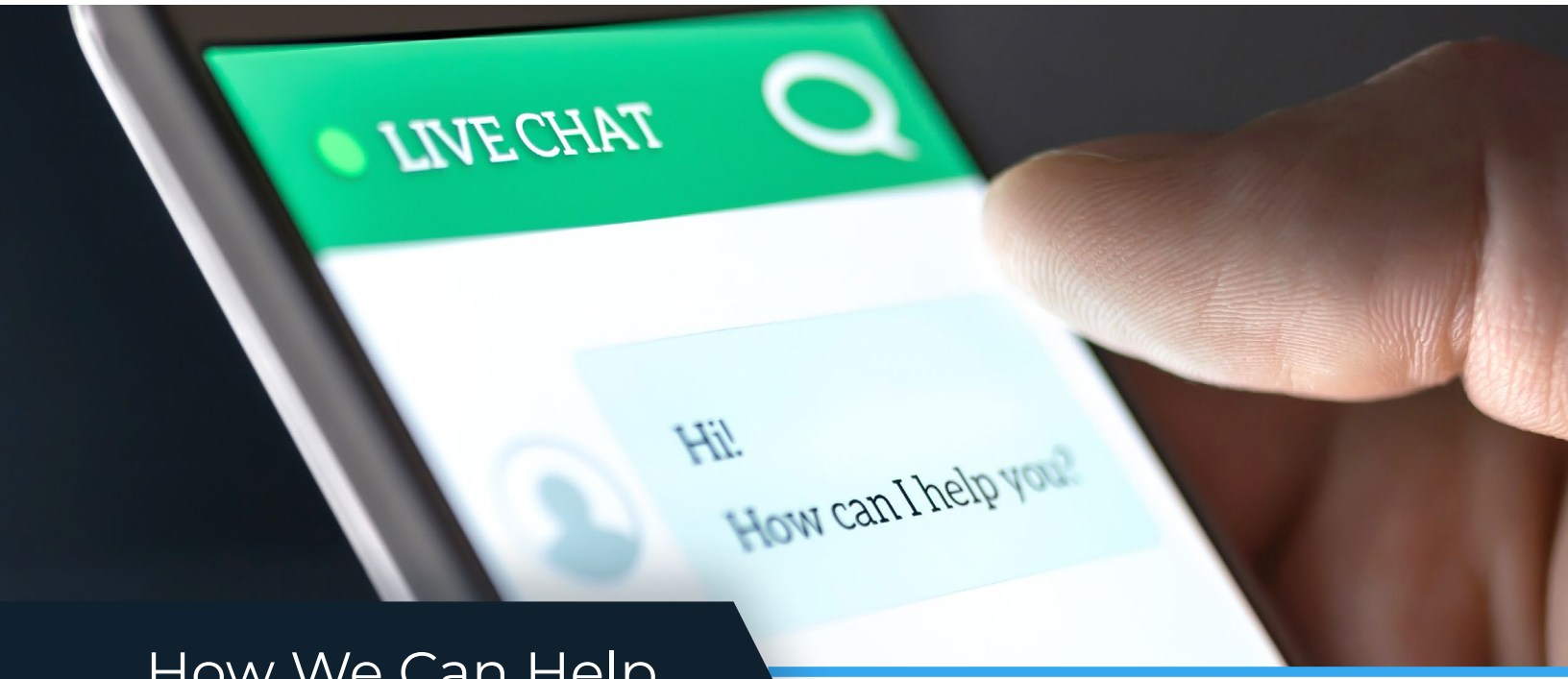
01

Customer Service and Chat—Across the Enterprise

Now, more than ever, financial services companies need accurate, responsive online customer interaction. At the same time, customers expect faster service in their preferred channel. Chatbots have become a widely used tool, providing 24/7, intelligent customer support that can quickly resolve ~80% of typical customer needs while significantly reducing support costs.



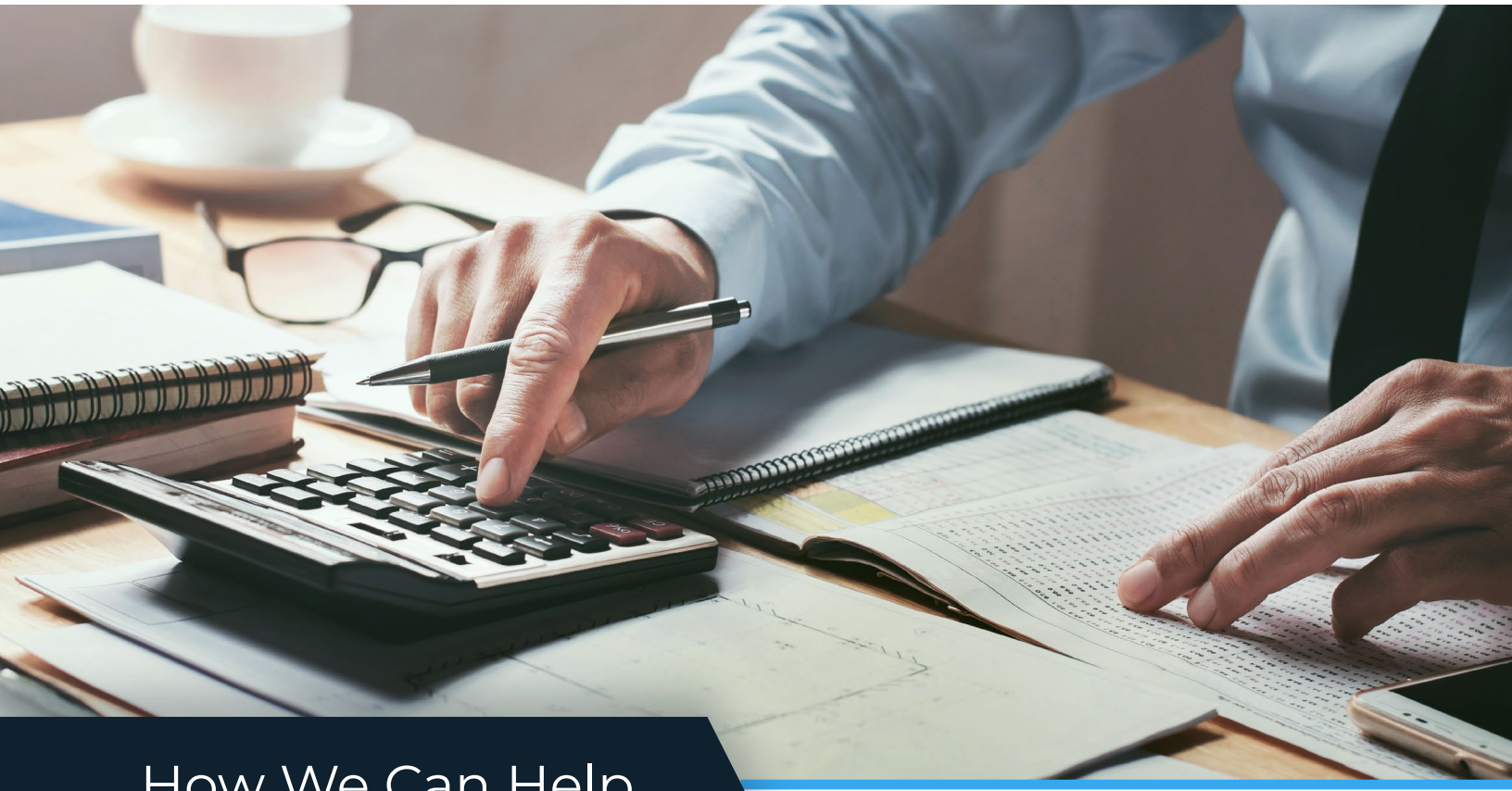
How We Can Help

DataForce delivers robust, multilingual chatbots and scale in over 200 languages for your diverse customer segments, giving you the ability to automate even more of your customer service interactions. Directed user studies capture customers' digital financial needs to increase communication functions and reduce cost in any language. DataForce has a global stationed, dedicated, and experienced team to improve the responsiveness of your technology and ultimately enhance your customers' happiness and overall satisfaction.

02

Personal Finance Management

Banks, insurance companies, and financial planners need a meaningful model to better address customer requirements among thousands of available features. Reducing the time that agents and advisors need to sift through mass data leads to faster, more relevant, and more highly personalized product offerings based on the customers' financial goals, spending habits, and risk tolerance.



How We Can Help

Improving financial data models requires in-depth analysis and classification of large amounts of data to provide relevance ranking. Drawing on its extended team of more than 1,000,000 collaborators, DataForce uses a "follow-the-sun" model with 24/7/365 support to deliver results quickly. Continuous improvement is actively incorporated into every DataForce project and assures that the quality and accuracy of outputs starts at a high level and continues to scale.

03

Credit and Loan Approvals

Traditional procedures for processing credit and loan applications have relied primarily on raw credit scores. AI has proven to increase the funnel of available creditworthy customers by analyzing additional factors beyond credit history. Machine learning has improved the ability to evaluate online behaviors for risk indications, resulting in improved due diligence processes, additional opportunity, and reduced cost.

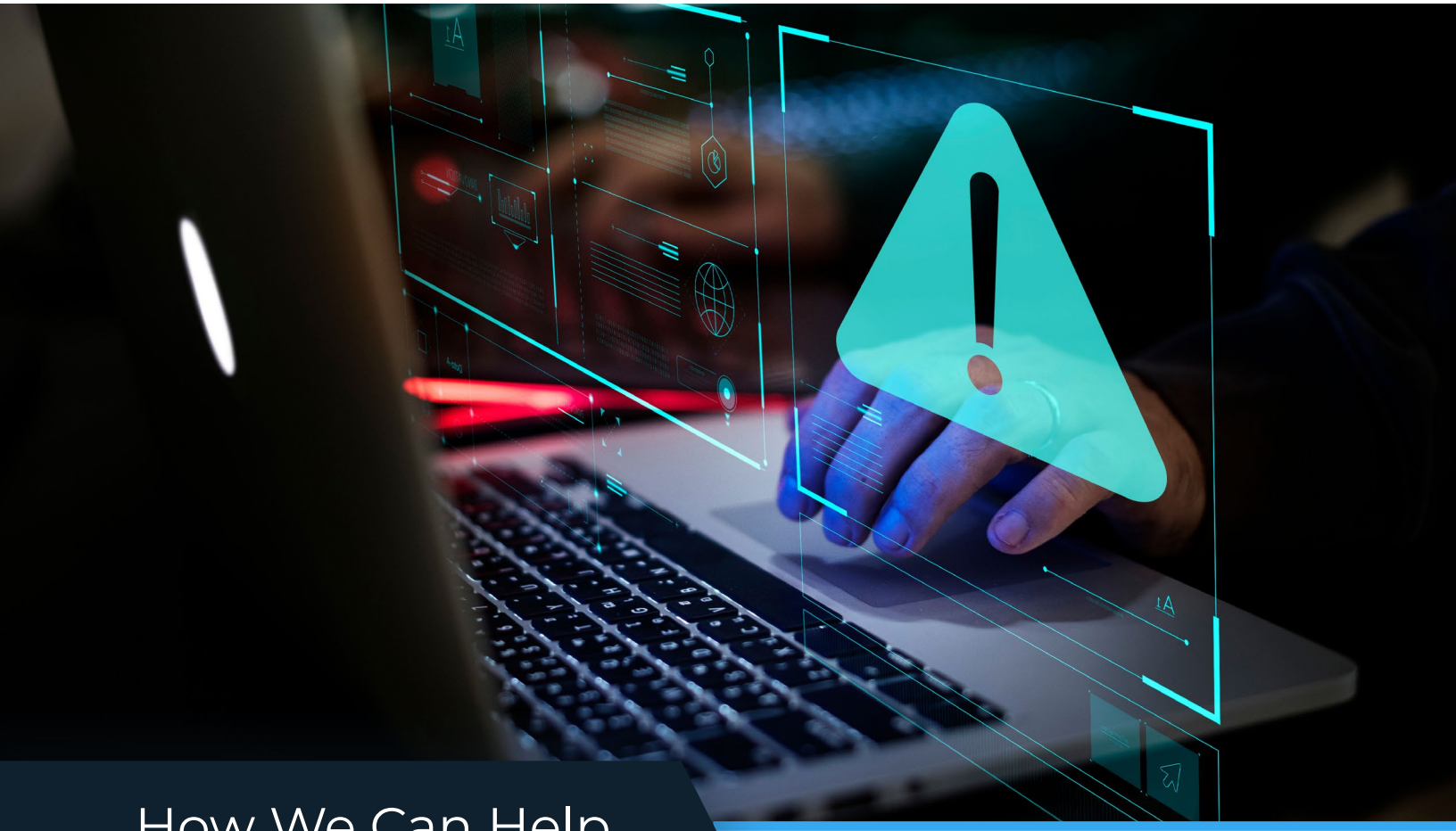
How We Can Help

DataForce employs transcription and natural language processing expertise that can help companies analyze and categorize social media posts and website content to improve an engine's ability to rate a customer's tendency toward responsibility or risky behavior.

With collaborators in more than 200 languages, DataForce is positioned to help financial companies both locally and internationally.

04 Fraud Detection—AML/KYC

The use of AI in fraud detection requires parsing through vast amounts of data to identify unusual patterns in customers' behavior, purchasing habits, and transaction locations. As fraud schemes operate more quickly and become more advanced, AI models need to keep pace for anti-fraud efforts to remain effective.



How We Can Help

Financial companies are accelerating the development of their machine learning models to be more accurate in identifying predictive customer behaviors. Additionally, the scale and reach of online fraud seems to be without boundaries. The global capacity of DataForce annotation and data classification resources helps companies recalibrate and quickly identify data patterns and anomalies that may point to unwanted activity.

05

Compliance

Regulatory compliance in the financial industry can be made smarter and more efficient with the use of AI. Replacing repetitive, manual processes such as data scanning and analysis with intelligent, AI-driven tools improves accuracy and reduces the significant human resources cost burden of expanding compliance requirements.

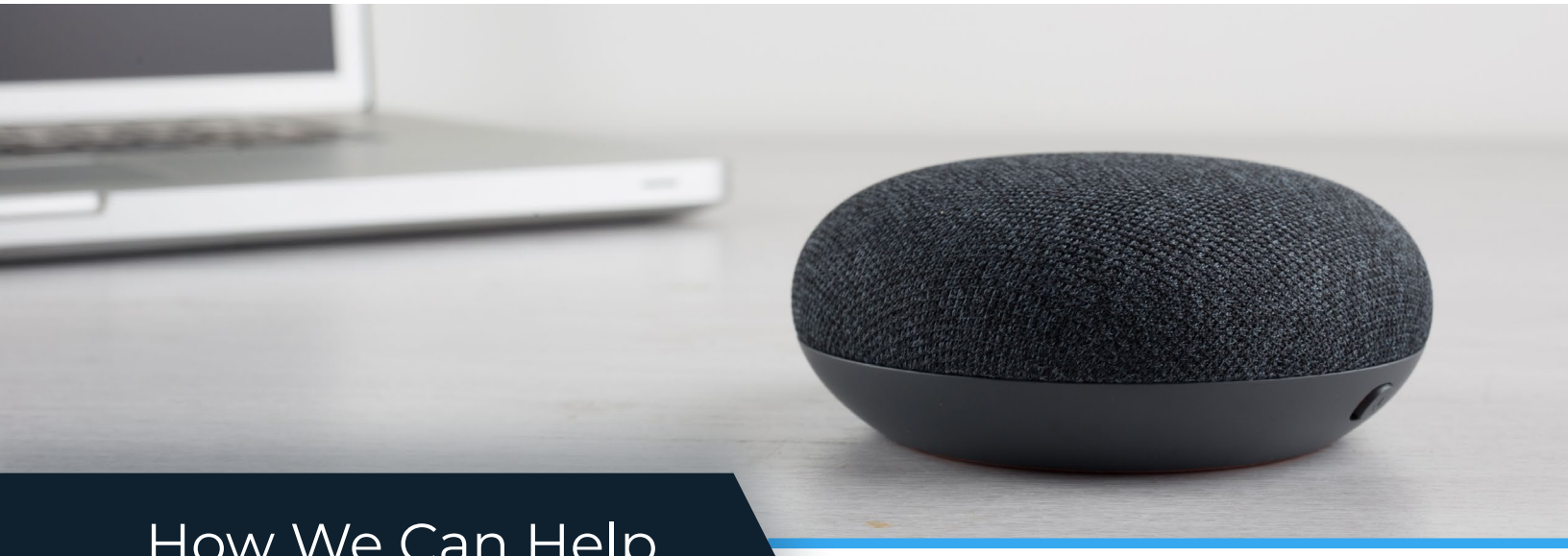
How We Can Help

Drawing from experience in executing a broad range of customized machine-learning projects, DataForce provides immediate input into increasing an AI engine's ability to identify patterns and extract relevant data from contracts, forms, applications, etc., via labeling. Improving the AI model with newly labeled data, DataForce then verifies the accuracy of the updated model by identifying mislabeled or unlabeled data.

06

Virtual Assistants

In the financial services space, data shows that customers prefer voice-controlled assistants that are trained to help customers check balances, get stock quotes and rate information, schedule payment reminders, and complete various tasks. An obvious application with high return on investment is increasing the complexity of the type of transactions customers can execute with a simple voice request.



How We Can Help

Targeted data collection improves a virtual assistant's understanding of customers' requests. DataForce has a dedicated team to design, schedule, and organize data collection in any number of countries, languages, and voice-assisted technologies. Our highly experienced data collection proctors ensure that the data meets integrity standards and project goals so that it can immediately be used to train the virtual assistant.

Moderated user studies can collect information on how customers use AI technology and how successfully the technology responds. They are executed in a controlled environment to reduce unwanted, unintentional variables that skew data, and they are overseen by proctors trained to ensure that the goals of the study are met and data is captured safely. DataForce has conducted user studies on several AI technologies in over 10 countries and in multiple languages. Thanks to our work, voice assistants understand more accents while computer vision applications reduce discrimination based on ethnicity or other characteristics.