



ASSURANT®

Customer Experience

Revolution

in the AI Era





62 million
mobile devices



55 million
motor vehicles



103 million
appliances, home
improvement
products, electronics,
and household
valuables



We help our clients
support, connect, and service over
300 million
consumers around the world.



31 million
mortgages



3 million
rental units



59 million
travelers and
credit card holders;
credit protection

... and more

Data current as of September 30, 2023, Assurant InForce policy report



The key to unlocking customer experience revolution is to keep the human connection as the **FOUNDATION** of AI strategy



Why is it a business imperative to leverage AI in revolutionizing your experiences?



79%

of global companies expect
to realize substantial
transformation from AI within
their organizations over the
next three years



First Shift

The desire for choice & flexibility

We're providing our agents with AI
generated prompts, resulting in

2X productivity

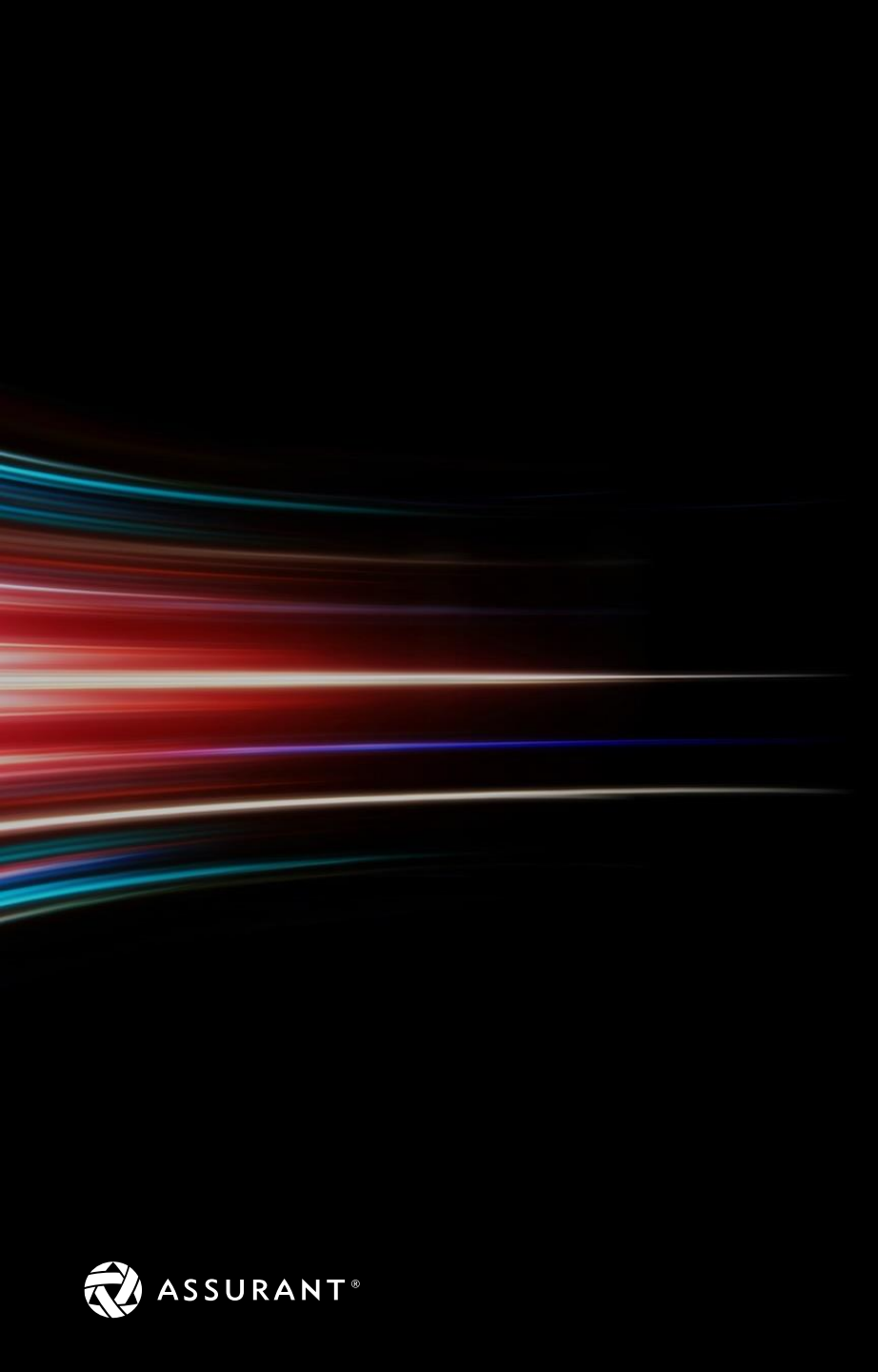
and

9-point CSAT lift



Second Shift

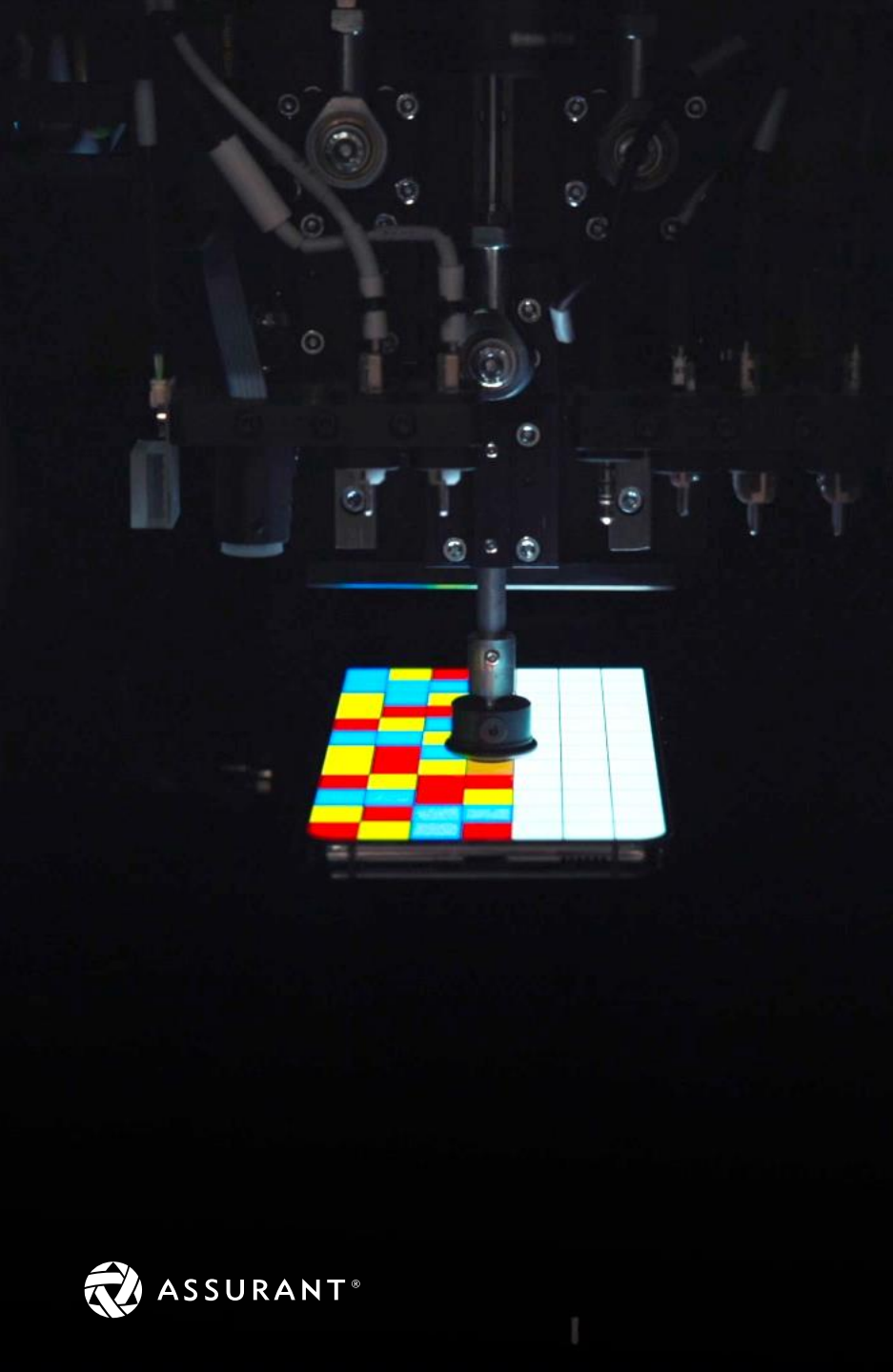
Rising expectations for quality



We're shifting experiences
from **Reactive**
to **Proactive**

which has sped our responsiveness to customers
from 48 hours to under 15 minutes

We're using Coaching AI
technology to go
from 1% to 100%
of calls reviewed



Third Shift

The need for efficiency

Lessons Learned

1. Break the work down into tasks
2. **HUMANIZE** your AI
3. Harness the power of data
4. Use AI Responsibly



Thank you!