



# Meet your new Digital Workforce

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DIGITAL WORKER

# Ilana

## Insurance Underwriter

The Insurance Underwriter is a critical position for driving profitable growth, ensuring the most effective pricing structure while quickly and efficiently processing claims.

The Insurance Underwriter's responsibility for new submission applications is to review incoming emails to determine appetite fit, analyze attached documentation, research further information, and input this data into internal systems to produce a policy quote.

### KPIs

100%

AUTOMATION FOR  
40% OF INCOMING  
SUBMISSIONS

70%

REDUCTION OF  
MANUAL WORK FOR  
THE UNDERWRITING  
TEAM

4X

FASTER  
TURNAROUND TIME

### Responsibilities

- Collect, review, and analyze Commercial General Liability, Commercial Property, and Commercial Umbrella new business applications
- Qualify accounts according to company guidelines
- Obtain additional applicant information to determine coverage needs
- Enter quotes in quoting and rating system
- Collaborate with other underwriting, operations, claims, marketing, and home office management as necessary
- Implement and manage effective pricing and rate strategies for profitability, book growth, and to maintain successful producer relations

### Skills

- Convert unstructured raw data (e.g., emails, ACORD forms, etc.) into structured, usable information
- Read and interpret information from Statement of Values (SOVs), loss run reports and ACORD forms
- Handle exceptions with human-in-the-loop capability, working side-by-side with traditional team members



DIGITAL WORKER

# Casey

Customer Service Coordinator

The Customer Service Coordinator creates a superior customer experience by ensuring every customer inquiry, whether through email or a web portal, is resolved promptly and with the highest service standards.

Casey works across multiple departments, re-routing and helping resolve complex inquiries.

## KPIs

90%

OF EMAILS TRIAGED WITHIN 15 MINUTES, REDUCING AVERAGE HANDLING TIME TO 2 MINUTES PER CASE

PROVEN CAPACITY FOR PROCESSING NEARLY

300K

EMAILS PER MONTH

## Optional add-ons

- Consolidate all messages from inboxes
- Determine if additional information is required to classify message/ attachments
- Connect to internal customer system to enrich data

## Responsibilities

- Review all incoming customer inquiries
- Ensure customer SLAs are met
- Quickly resolve problems and make sound decisions
- Proactively contact customers to deepen relationships through needs-based conversations
- Perform broad range of tasks of varying complexity and scope
- Accurately re-route inquiries in accordance with organization's policies and procedures

## Skills

- Interact with up to 20 inboxes in Outlook
- Ingest messages and convert to PDF for classification
- Download email attachments
- Classify language, message and attachments
- Serve as configuration/rules engine for setting classification logic, deciding next action, then completing next action based on email classification
- Handle exceptions with human-in-the-loop capability, working side-by-side with traditional team members



DIGITAL WORKER

# Darryl

## Customer Due Diligence Program Analyst

The Customer Due Diligence Program Analyst's primary mission is to protect the organization from risky client relationships by collecting information and documentation to conduct due diligence on customer relationships.

Darryl collects, indexes, validates, extracts, and inputs information regarding the entity being onboarded or refreshed.

### KPIs

80%

REDUCTION IN  
MANUAL WORK TO  
PROCESS LEGAL  
STRUCTURE/  
FORMATION AND  
OWNERSHIP  
DOCUMENTS

2,000+

CASES HANDLED  
PER YEAR, ENABLING  
INCREASE IN  
CUSTOMER BASE

### Responsibilities

- Analyze client documents to determine fulfillment of outstanding requirements
- Ensure quick and accurate completion of all due diligence requirements for customer onboarding or periodic review
- Review documentation (e.g., trust agreements, Ultimate Beneficial Owner forms) to identify relevant individuals (e.g., beneficial owners, authorized signers) for due diligence process
- Ensure CDD policy is consistently applied in front office by requesting missing information

### Skills

- Capture full legal names from ownership structure documents
- Reconcile information against customer records and other documentation
- Detect signatures on legal documents
- Handle exceptions with human-in-the-loop capability, working side-by-side with traditional team members



DIGITAL WORKER

# Tara

## Transaction Screening Analyst

The Transaction Screening Analyst reviews sanctions alerts in real time to protect organizations from processing payments from sanctioned organizations and individuals.

Tara exercises conservative judgement when making decisions, erring on the side of caution while laser-focused on accuracy. While preventing sanctioned transactions is of utmost importance, fast and accurate processing of all transactions is also important in order to provide a high standard of customer service.

### KPIs

70%+

REDUCTION IN FALSE-  
POSITIVE ALERTS

1M+

PAYMENT ALERTS  
REVIEWED ANNUALLY

### Responsibilities

- Review and analyze alerted payment messages (e.g., SWIFT messages) to decide whether alert is valid or a false positive
- If transaction is not determined to be a false positive, escalate to analyst for further review
- Continuously provide written explanations for each decision
- Consult additional third-party sources to research organizations/individuals and support decision

### Skills

- Continuously review alert messages (payment transaction messages) and hits to make decisions
- Screening alert review and disposition
- Provide standardized justifications for decisions
- Utilize and enrich approved sanction list(s)
- When needed, cross-reference message with third-party tools (e.g., Google, OpenCorporates.com) for more context and confidence in decision
- Tune system to improve automation rate
- Handle exceptions with human-in-the-loop capability, working side-by-side with traditional team members



DIGITAL WORKER

# Kendrick

## Customer Identity Program Analyst

The Customer Identity Program Analyst's primary mission is to protect the organization from inappropriate client relationships by verifying the identity of individuals behind personal or corporate accounts.

Kendrick collects, indexes, validates, extracts, and inputs information regarding identities of individuals that are relevant to the entity being onboarded or refreshed.

### KPIs

90%

REDUCTION IN  
ID VERIFICATION  
PROCESSING TIME

90%+

OF CASES HANDLED  
INDEPENDENTLY

### Responsibilities

- Analyze client documents and CIP information to determine satisfaction of outstanding requirements
- For corporate accounts, identify relevant individuals such as beneficial owners, authorized signers, etc. required to have their identifying information captured
- Ensure KYC policy is consistently applied in front office by requesting missing information
- Ensure client vetting data and document processing comply with regulations, guidelines, standards, and bank policies for all accounts
- Maintain subject matter expertise of applicable anti-money laundering laws and regulations; support front office by providing guidance on KYC compliance requirements

### Skills

- Capture and index valid ID documents, including passports, driver's license and other national IDs
- Capture ID numbers and other information from ID documents
- Handle exceptions with human-in-the-loop capability, working side-by-side with traditional team members



DIGITAL WORKER

# Evelyn

## Sanctions & Adverse Media Screening Analyst

The Sanctions & Adverse Media Screening Analyst's primary mission is to protect the organization from sanctioned or risky client relationships by reviewing alerts for screened organizations and associated individuals.

Evelyn's expertise includes but is not limited to: PEP & Sanction Screening, Negative News/Adverse Media screening.

### KPIs

80%+

REDUCTION IN FALSE-  
POSITIVE SANCTIONS  
ALERTS

80%+

REDUCTION IN  
MANUAL REVIEW TIME  
FOR ADVERSE MEDIA  
ALERTS

1M+

ALERTS REVIEWED  
ANNUALLY

### Responsibilities

- Review and disposition adverse media and customer sanctions alerts as part of KYC or periodic refresh process
- Make decisions about escalation/closure of cases
- Conduct searches, gather data, and record evidence from internal systems, the internet, and commercial databases; where needed, make inquiries with business or compliance contacts within the organization
- Enforce internal strategies, policies, procedures, and processes related to monitoring and escalating sanctions alerts and regulatory requirements
- Capture and summarize alerts analysis with supporting documentation in adverse media and screening systems
- Ensure all alerts analysis and investigations are performed within timeframe provided in policy and stipulated in SLAs; maintain thorough audit trails

### Skills

- Disposition false-positive alerts based on multiple factors and escalate appropriate cases
- Integrate with adverse media, sanctions screening systems, case management and CLM systems to retrieve entity information (e.g., Salesforce, Pega)
- Create screening report with all analysis results captured
- Manage exceptions with human-in-the-loop capability, working side-by-side with traditional team members