

BANKING, INSURANCE, AND CAPITAL MARKETS

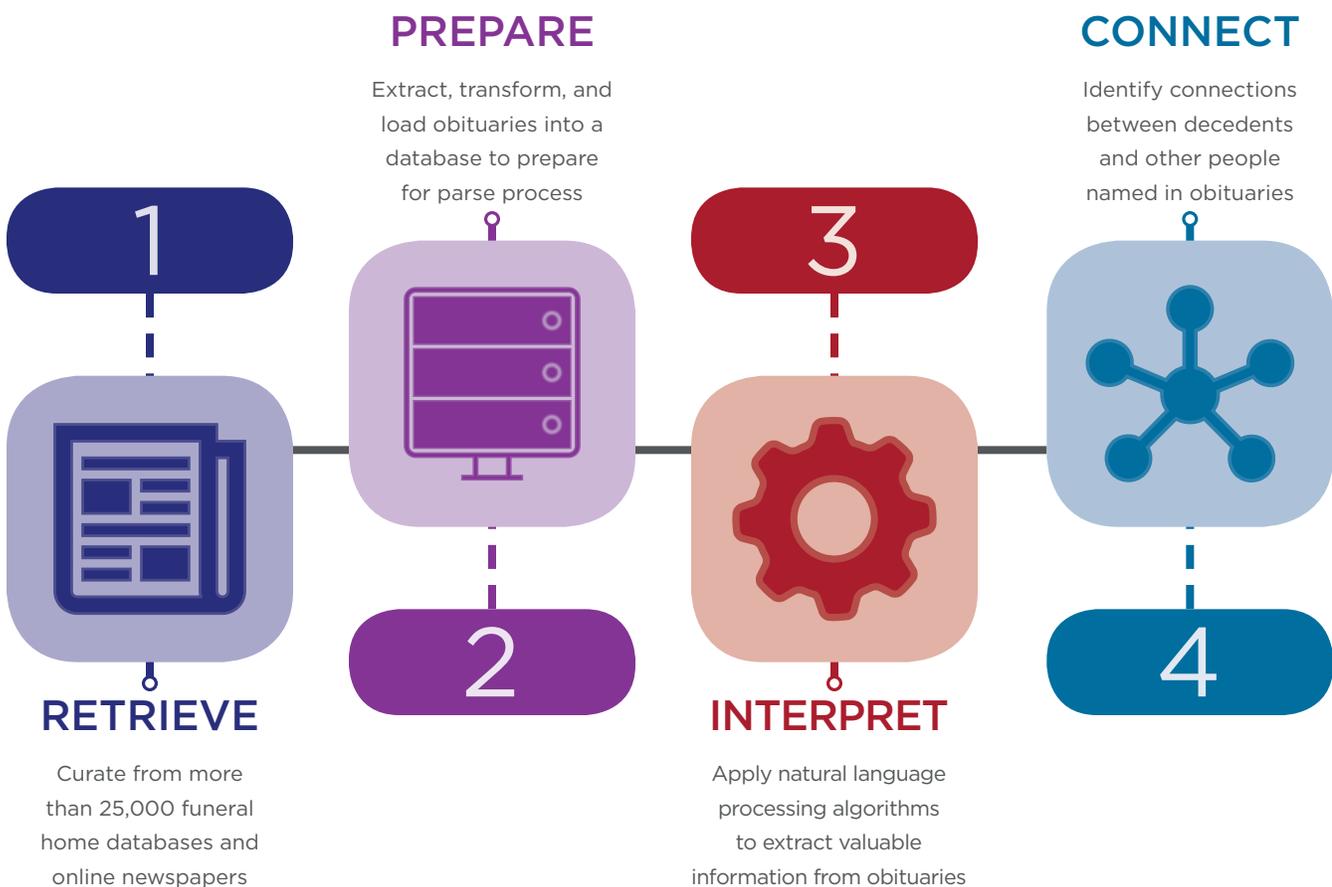
ENHANCE CUSTOMER DATA WITH THE NAVIGANT OBITUARY PARSE TOOL

Insurers, banks, and other financial institutions are increasingly in need of automated tools to augment their data to better understand the intersection of their customers, products, and services. In working with our clients, Navigant recognized the enormous value of information embedded within obituaries to help these companies identify and validate deceased customers and improve the outreach process to their beneficiaries — often next of kin.

We found that many insurers, banks, and other financial institutions lamented the incomplete beneficiary information in their customer records and the prolonged outreach process that resulted and — in some cases — hindered the proper payment of due proceeds or retention of assets upon a customer's death.

To address this challenge, Navigant built an Obituary Parse Tool to streamline the beneficiary outreach process and help our clients to build a relationship with beneficiaries earlier in the customer journey.

Our Obituary Parse Tool integrates with our comprehensive and weekly updated database of over 40 million obituaries to identify connections between decedents and their next of kin.





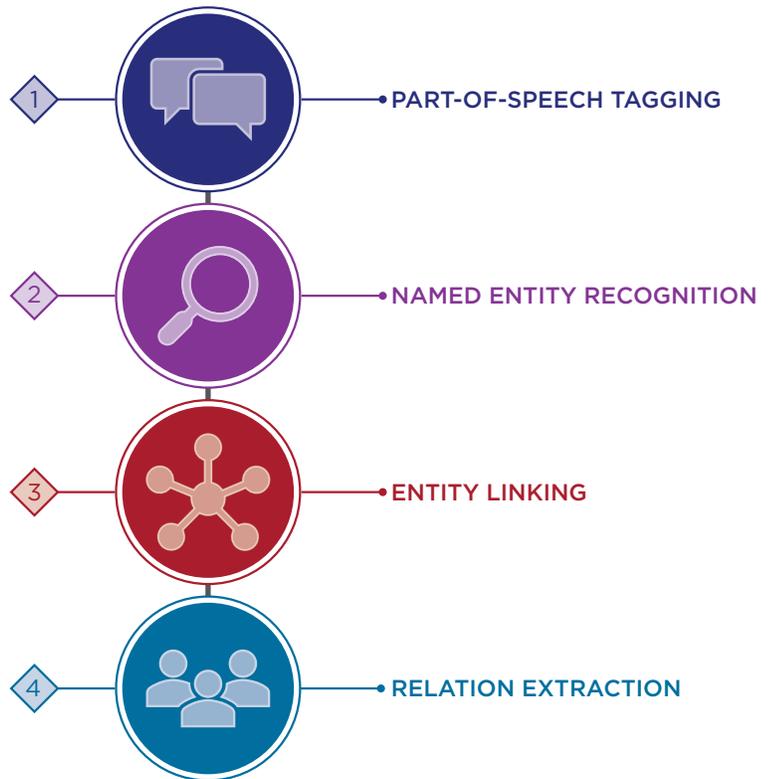
The foundation of Navigant's Obituary Parse Tool is built on a proprietary natural language processing (NLP) model that identifies relationships between decedents and their next of kin, including parents, siblings, and spouses. We extract and structure this information for our clients in customizable and actionable formats that can interact directly with their existing technology infrastructure.

Our solution is fast, accurate, and scalable because it relies on recent advances in computational linguistics to recognize and interpret patterns in human language through an efficient and secure process:

Natural language processing helps computers **parse**, **interpret**, **connect**, and **extract** meaning from language through the use of **human-developed rules and lexicons** and **machine learning algorithms**.

DID YOU KNOW?

Navigant maintains a database of more than **40 million** obituaries that is updated with more than **60,000** new records each week.



CREATE AN EXCEPTIONAL CUSTOMER EXPERIENCE WITH MACHINE INTELLIGENCE

Natural language processing (NLP) is an approach that uses machine intelligence to transform human language into clear and actionable information.

NLP empowers organizations to better understand and strengthen relationships with their customers — on a massive scale.

INCREASE ASSET RETENTION WITH AN INTEGRATED APPROACH

Navigant offers the Obituary Parse Tool either as a standalone service or as part of a holistic solution to improve the overall customer experience and help our clients retain assets. We are a “one-stop shop” for decedent and beneficiary identification and offer a full suite of services that include a comprehensive decedent database that captures most nationwide deaths, a fully customizable match engine that meets and exceeds regulatory requirements, address and contact append and validation, and more.



This integrated approach uniquely enables Navigant to build efficient end-to-end solutions for insurers, banks, and other financial institutions to:

- Streamline outreach to beneficiaries upon the death of a customer.
- Validate and supplement data to build a more complete dossier for each customer.
- Reduce information collection from customers and beneficiaries to improve the customer experience and optimize the claims cycle time.
- Retain assets and generate new business opportunities through an earlier and more thorough understanding of the customer journey.

WORK WITH NAVIGANT

Navigant is a trusted advisor to some of the largest insurers, banks, and other financial institutions in the world. Unlike many technology vendors, Navigant professionals are experts in the industries that they serve and build customized solutions that meet the individual needs of our clients. We use, improve, and deploy innovative techniques such as NLP to minimize error-prone manual processes and accelerate operational efficiencies.

Our team of professionals has deep expertise in helping clients navigate decedent and beneficiary identification leading practices to meet regulatory obligations (e.g., unclaimed property, SEC Rule 17Ad-17), improve the customer and beneficiary experience, and retain assets.



CONTACTS

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About Navigant

Navigant Consulting, Inc. (NYSE: NCI) is a specialized, global professional services firm that helps clients take control of their future. Navigant's professionals apply deep industry knowledge, substantive technical expertise, and an enterprising approach to help clients build, manage, and/or protect their business interests. With a focus on markets and clients facing transformational change and significant regulatory or legal pressures, the firm primarily serves clients in the healthcare, energy, and financial services industries. Across a range of advisory, consulting, outsourcing, and technology/analytics services, Navigant's practitioners bring sharp insight that pinpoints opportunities and delivers powerful results. More information about Navigant can be found at navigant.com.

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