

## Success Criteria

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### Broker Specs POC

- Benefits were calculated at 80% extraction success.
  - For broker specs, this specifically equated to \$300K annually in COG FTEs.
  - For Excel sheets (SOVs) this calculated to \$100K annually in COG FTEs.
  - These are the benefits calculated and booked under the account setup program.

### Endorsement POC

- Endorsement benefits were split over two capabilities.
  - Assumed 70% success rate on intent and extraction of data
  - Assumed 48% success rate for straight through processing
- Even if extraction is not complete, there is value delivered if just the intent can be determined.
  - If 70% of the data is extracted and a midterm rep only needs to fill in the remaining 30%. So it's a more complex calculation.
- Assumptions are that reps spend 20% of their time determining intent and gathering data needed to process an endorsement. And that 80% of their time is spent processing the endorsement in our system.
- Total staff save based on above is \$1,952,000 – mix of on and offshore positions