**Digital lending platform (unsecured loan)**

After careful review of our lending processes, and the high cost they impose, we propose a new solution that will revolutionize the way we do business in three different ways:

1. On average, the loan approval process takes 30 days, which is above industry average, and can be shortened to mere minutes using the power of artificial intelligence and machine learning. As you heard on our last earnings call, we need to reduce our operating costs and this solution will save millions through salaries alone.
2. Our customer satisfaction scores are well below industry average. After conducting numerous customer surveys, being advised by our peers at highly successful companies like Marcus by Goldman Sachs and Upstart, and consulting with Wall Street and industry analysts, it is readily apparent that higher customer satisfaction is directly linked to length of the loan approval process. We know how important driving revenue is for this company and having best-in-class customer satisfaction will increase upsell opportunities and reduce churn.
3. Our default rates are consistently higher than our peers (as noted in our board meetings quarter after quarter) and our solution will propel us to being best-in-class. Artificial intelligence and machine learning will empower us to make the right loans and, therefore, generate more revenue through lower risk exposure. Additionally, a recent industry study showed that the loan approval process is rampant with biased decision making and deploying this technology removes bias from the equation. Effectively, our new loans will be backed by high powered statistics and not faulty human judgement.

We know this is a complex decision and we have more details regarding our solution, so we look forward to another discussion where we can share those details with you.

Thank you,

Team D

-(Vasinee P, Michael Lewis, Grace Zhang, Jiabin, Sean, Asad)