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## Predictive Resources Announces Customer-Focused Technological Innovations

Predictive Resources was founded to independently serve the life settlement space with guiding principles of innovation, data reliance and integrity. Our ever-growing customer base has come to expect continuous improvement from us. We are excited to announce the latest round of refinements to our underwriting methodology, delivering on those expectations. First, our team has streamlined records intake with an optional Application Programming Interface (API) that offers one-click LE ordering and receiving. Our internal preprocessing is also improved, replacing an outside vendor with a home-grown Optical Character Recognition (OCR) tool. Among other benefits, preparing documents for underwriters with our proprietary OCR keeps client data in house and increases our processing capacity. Finally, our UW team transitioned to a double-blind underwriting environment, which will provide clients with more consistent LE certificates. These combined efforts save us time and money, which allow us to serve you better as we pass along the savings to you and reduce turnaround times!

Predictive Resources now offers clients site-to-site connectivity via web API. Your IT team can integrate ordering and receiving LE certificates directly from us through your digital workspace. Manually entering insured data and uploading record files is both repetitive and time-consuming, especially for high-volume orders! Our API allows case managers to place LE orders with a single click – no copying and pasting needed! Completed orders can be downloaded directly into your system, too, with certificate data exported in JSON format. This feature is available to all clients; if you have questions about integrating our API with your system, contact us at [info@predictiveresources.com](mailto:info@predictiveresources.com).

We are very proud and pleased to implement a new OCR system. This useful tool gives our underwriting team another way to accurately assess the complex medical data and records we receive. We used to upload medical files to a third party for preprocessing, but this was an expensive, slow process. OCR provides instantaneous results (even for large records), immediately tagging dates, conditions, A1C files, etc. in the UW interface for review. We're already seeing significant reductions to turnaround times. In fact, we are consistently under 4 business days for expedited cases.

If you would allow me a slight digression here, I'd like to address the role of the underwriter at Predictive Resources. Our new tools are not a replacement for underwriters. We believe it would be a huge mistake to replace them. Although AI and automated underwriting is advancing (in fact, Predictive Resources plans to unveil products using those technologies), we feel that we need to **leverage** underwriting talent, not replace it. Available information is nuanced, and technology cannot capture every nuance. So, for the foreseeable future, our LEs will utilize human judgement.

Given this reliance, it's important to be as consistent as possible in our approach. That is why we are especially proud to be the ONLY LE provider offering services with a double-blind underwriting audit. Some LE providers have an underwriting audit system, but they can be prone to bias, take time to complete, and they're often conducted *after* the client receives their LE certificates. If an error is discovered, that means clients need a new certificate to reflect the corrected outcome. We adjusted our workflow to randomly flag completed cases still in process, which are passed to senior UWs for review.

The senior underwriter and initial underwriter are unaware that the file is being audited – the senior underwriter won't see the initial UW notes until after they've completed their assessment. This process helps us provide clients with accurate, more consistent LEs.

What does all this mean for our clients? Our **faster turnaround times** mean we can guarantee expedited orders will enjoy a 4–5-day completion time, down from 6-7 days. In fact, we are currently processing most expedited cases within 4 days. With preprocessing now done completely in house, client data is more secure. The pandemic and subsequent economic uncertainty has everyone feeling more cost-conscious. We remain committed to our clients through the pandemic and its related economic challenges. When we saw these process improvements reducing costs, we wanted to pass those savings to our clients. Here's a breakdown of the **price reductions**:

We are reducing our page count charges from \$0.25 per page above 550 pages to \$0.22 per page. Those charges will now be capped at \$595 per case (approximately 2,700 additional pages). That means that the most we will charge for a standard case is \$990, irrespective of page count.

If you have any questions, feel free to reach out directly to me.

Vince Granieri