Large Language AI Technology:

Implications and Practical Applications for Property and Casualty Insurance

Sponsored by: **SPEAR** TECHNOLOGIES

Redhand advisors

Introductions

▶ Patrick O'Neill – President & Founder, Redhand Advisors

▶ Shiva Bitla, Technical Specialist, Microsoft

▶ Chris Shaffer, Chief Operating Officer, George Hills Corporation

▶ Jose Tribuzio, President of Technology, Spear Technologies

Redhand
a d v i s o r s

Webinar Outline

1. Introduction to large language models, generative AI, and machine learning

2. Applications of Large Language AI in P&C Insurance

3. Enhancing Customer Experiences

4. Real-World Success Stories

5. Future Trends and Opportunities

AI in the News

ON TECH: A.I. NEWSLETTER

How Should I Use A.I. Chatbots Like ChatGPT?

Large language models are already good at a wide variety of tasks.

TECHNOLOGY EXECUTIVE COUNCIL

How ChatGPT is changing the job hiring process, from the HR department to coders

PUBLISHED SAT, APR 8 2023·10:00 AM EDT | UPDATED SAT, APR 8 2023·11:05 AM UNDEFINED EDT

Kevin Travers, special to CNBC.com

FORBES > INNOVATION

BREAKING

Here's How To Use AI—Like ChatGPT And Bard—For Everyday Tasks Like Creating A Budget, Finding Airfare Or Planning Meals

Arianna Johnson Forbes Staff
I cover the latest trends in science, tech and healthcare.

Follow

HOME > TECH

Can ChatGPT be a doctor?

Asia Martin Apr 10, 2023, 3:48 AM

FORBES > INNOVATION

How Generative AI And ChatGPT Are Shaping The Contact Center

Muddu Sudhakar Forbes Councils Member
Forbes Technology Council
COUNCIL POST | Membership (Fee-Based)

Home / Innovation / Artificial Intelligence

How to use ChatGPT to write code

Can ChatGPT replace programmers? What programming languages does ChatGPT know? We answer these and your other generative AI coding questions.

ChatGPT: Your AI-Powered Cryptocurrency Resource

Siamak Masnavi
10 Apr 2023 / In #AI, #cryptocurrency

The Industrial Economy Greets Generative AI With Open Arms

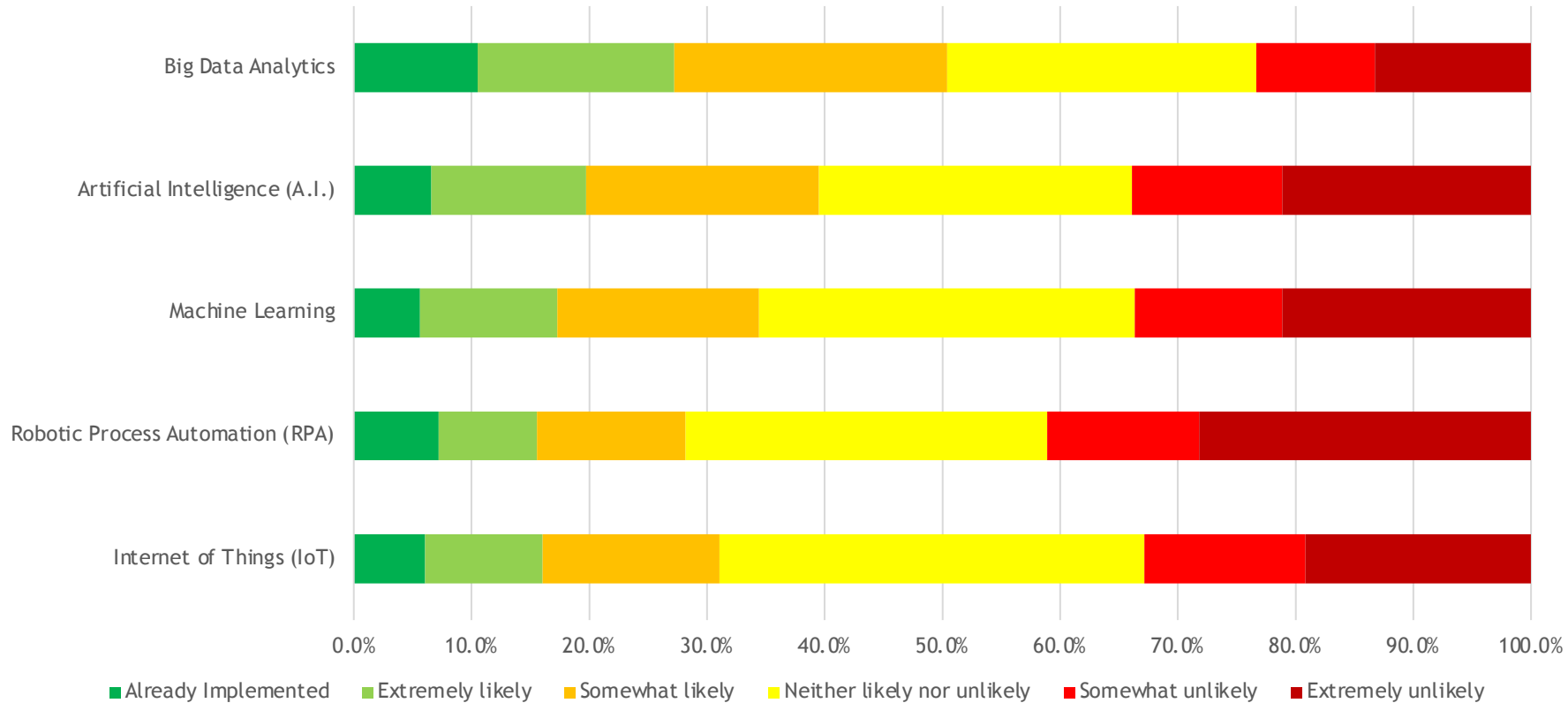BY **PYMNTS**
APRIL 7, 2023

HOME > TECH

A college student got a top grade for an essay written with the help of ChatGPT, report says

Beatrice Nolan Apr 10, 2023, 4:00 AM

2023 RMIS Report User Survey

How likely is your organization to adopt the following advance technologies within the next 3 years?

Artificial Intelligence

Machine Learning

Deep Learning

Generative AI

Artificial Intelligence
1956
The field of computer science that seeks to create intelligent machines that can replicate or exceed human intelligence

Machine Learning
1997
Subset of AI that enables machines to learn from existing data and improve upon that data to make decisions or predictions
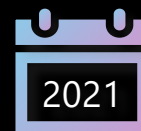
Deep Learning
2017
A machine learning technique in which layers of neural networks are used to process data and make decisions

Generative AI
2021
Create new written, visual, and auditory content given prompts or existing data

OpenAI

Ensure that artificial general intelligence (AGI) benefits humanity

+

Microsoft

Empower every person and organization on the planet to achieve more

---

GPT-3.5 and GPT-4	ChatGPT	Codex	DALL·E 2
Text	Conversation	Code	Images

Azure OpenAI
Top Capabilities and Use Cases

Content generation

Call center analytics: automatically generate responses to customer inquiries

Generate personalized UI for your website

Summarization

Call center analytics: summary of customer support conversation logs

Subject matter expert document: summarization (e.g. Financial reporting, analyst articles)

Social media trends summarization

Code generation

Convert natural language to SQL (or vice versa) for telemetry data

Convert natural language to query proprietary data models

Code documentation

Semantic search

Search reviews for a specific product/service

Information discovery and knowledge mining

Examples of multiple model use cases

End to end call center analytics: classification, sentiment, entity extraction, summarization and email generation

Customer 360: hyper-personalisation using timely summarization of customer queries & trends, search, and content generation

Business process automation: search through structured & unstructured documentation, generate code to query data models, content generation

Insurance Solutions
AI Use Cases

1. Object(s) Identification
2. Sentiment Analysis
3. Predictive Analytics
   - Native PowerPlatform
   - 3rd Party Integration
4. Code Generation
   - Application
   - Virtual Agent
   - Integration

WE CREATE SOLUTIONS
AND RELATIONSHIPS

Chris Shaffer, ARM-P, Chief Operating Officer

Chris, with 30+ years of experience in public agency claims and risk management, has operational accountability over the claims, corporate, IT and financial divisions of George Hills.
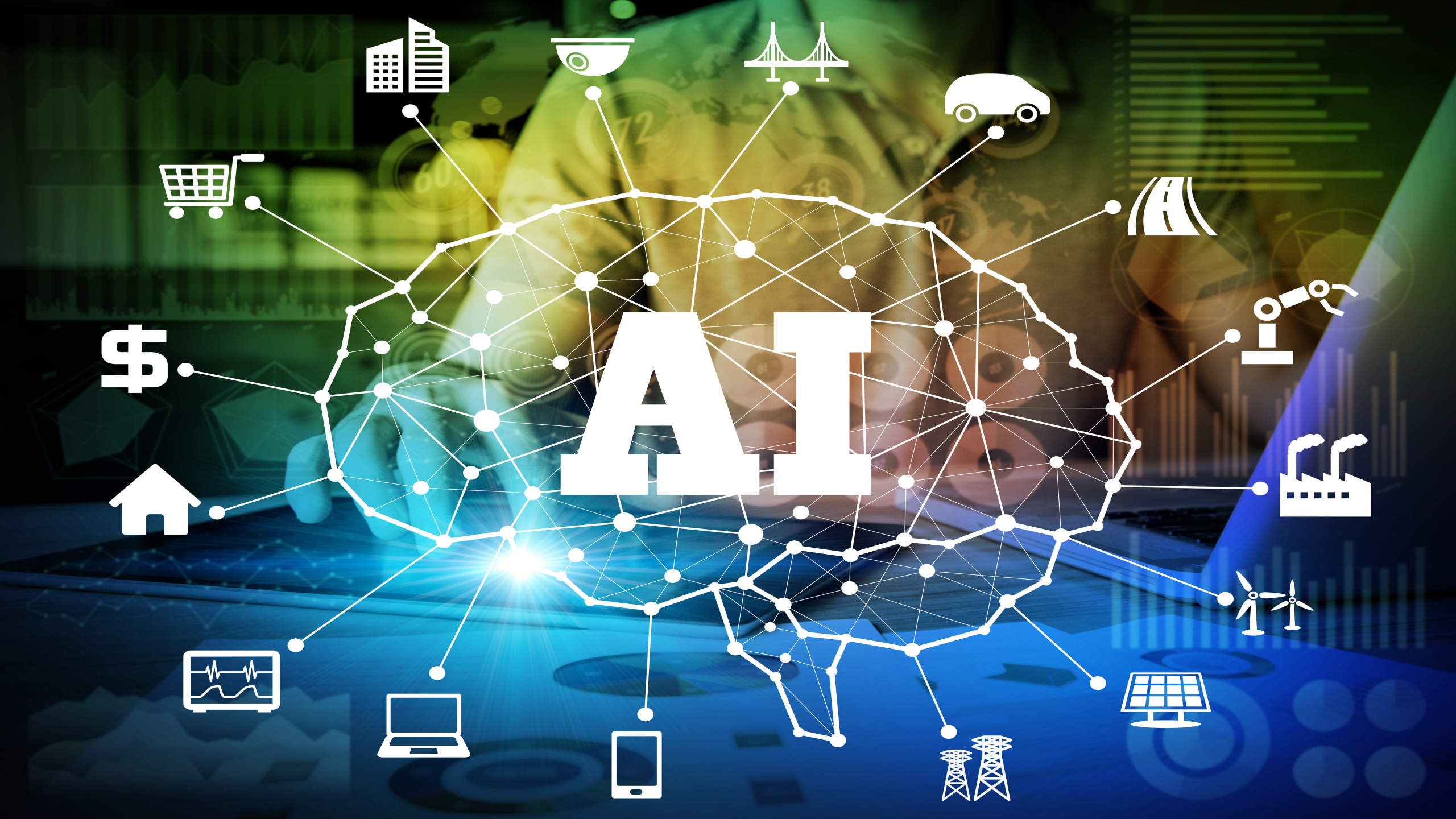
GH

GEORGE HILLS

Our minds over your matters.

Third Party Property and Liability Claims Administration Services
http://www.georgehills.com

Questions?

Redhand advisors

Contact Information

▶ Patrick O'Neill – poneill@redhandadvisors.com

▶ Shiva Bitla – shbitla@microsoft.com

▶ Chris Shaffer - chris.shaffer@georgehills.com

▶ Jose Tribuzio - jtribuzio@spear-tech.com

Redhand
a d v i s o r s

Thanks to our Webinar Sponsor

Contact:

Brian Mack

bmack@spear-tech.com

415.429.2320

SPEAR
TECHNOLOGIES

spear-tech.com

Redhand
advisors