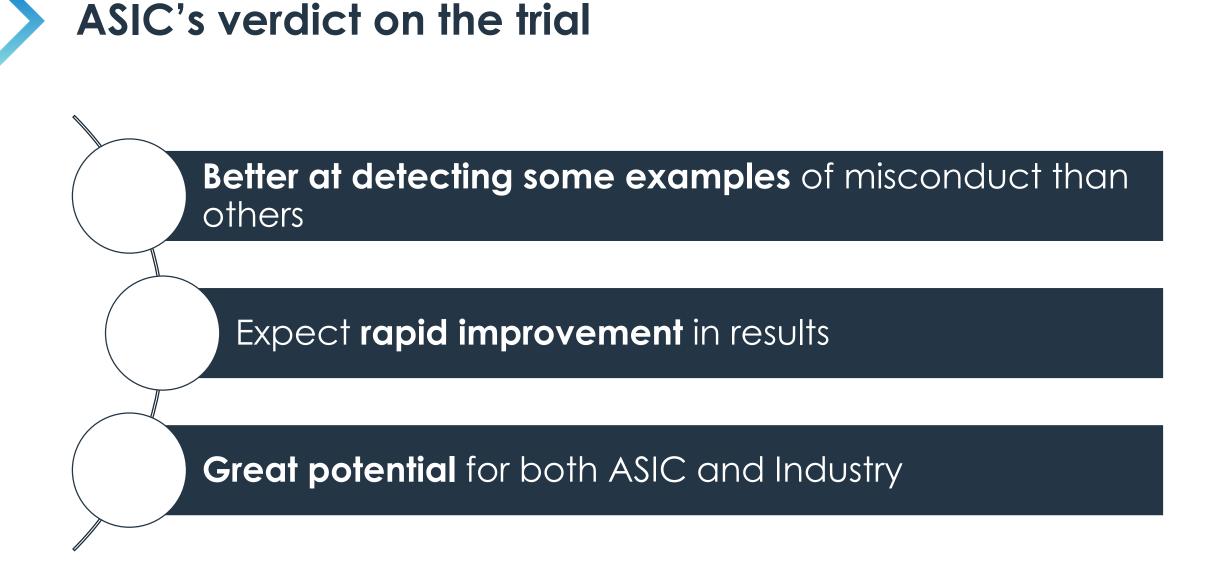


ASIC Regtech Voice Analytics & Voice to Text Findings

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The challenges and how they affected results







Sample size



Transcription quality/word detection



Ability to apply more complex logic



Subject Matter Expertise



Ability to use voice signals

Implications for identifying poor conduct

'Simpler' Misconduct (word/phrase + simple logic)	More Complex Scenarios (+ more complex logic)	Highly Complex Scenarios (+ voice signals)
Mandatory disclosures/ warnings absent	Downgrading	Lack of understanding
Explanation of exclusions absent	Selling on cooling off/deferred payment	Vulnerability
Emotional language	Bundling	Poor financial literacy
Closing sale before explaining cover	Dominating the customer	Gratuitous concurrence

В

А

С

Conclusions – Voice Analytics & Voice to Text

Can bring scale and efficiency
➤ For industry and for ASIC

Is harder to apply to legacy calls

Can't replace humans yet

Requires investment

> Upfront and ongoing

Where to from here?

- ASIC: explore role in regulatory toolkit
- For industry:
 - -Trial and test now- don't wait!
 - -Improve call quality: lossless compression, dual channel recordings, background noise
 - -Invest subject matter expertise
 - -Chose vendor carefully

Questions?



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