



ANALYTICS | DESKTOP INVESTIGATIONS | TRACING


LEXFORENSICS
LAYERED VOICE ANALYSIS



COMPANY PROFILE

LEXForensics is a Level 1 B-BBEE contributor and a subsidiary of Legal Exchange Corporation.

Our core function uses LVA™ technology - RA7 - to manage potential fraud by analysing the voice content of a subject to determine risk and deception. Based on our case assessment, we specify to our clients where the potential unethical loss, competence and performance gaps are. Our unique RA7 telephonic validation approach allows us to efficiently handle large volumes of cases.

This risk management solution has been implemented in various sectors including the insurance, banking, human resources and telecommunications industries.

To complement the RA7 validation solution we offer to our insurance clients, we expanded our service to include the second phase of handling risky insurance claims: desktop investigations. Our desktop investigative service is initiated through Layered Voice Analysis™, allowing our forensic analysts to act on the insights gained by this technology and providing focus to the investigation that ensues.

Our investigative skills have also provided us with a great advantage in providing a discrete and trustworthy forensic tracing service to our client base, which includes private individuals, insurance recovery departments, attorneys and pension funds.

Our solutions are custom designed to meet the different needs of our customers.





LAYERED VOICE ANALYSIS VALUE PROPOSITION

Our structured and detailed approach to forensics is underpinned by our association with and reliance on the technology from Nemesysco: Layered Voice Analysis™. Nemesysco is the developer of Layered Voice Analysis. The entire desktop investigative service is initiated through Layered Voice Analysis (LVA-i, RA7), which is a non-intrusive, language independent and accurate tool to identify truthfulness and deception amongst other things (Nemesysco, 2015). At the heart of the RA7 and LVA-i tools is this revolutionary technology - Layered Voice Analysis.

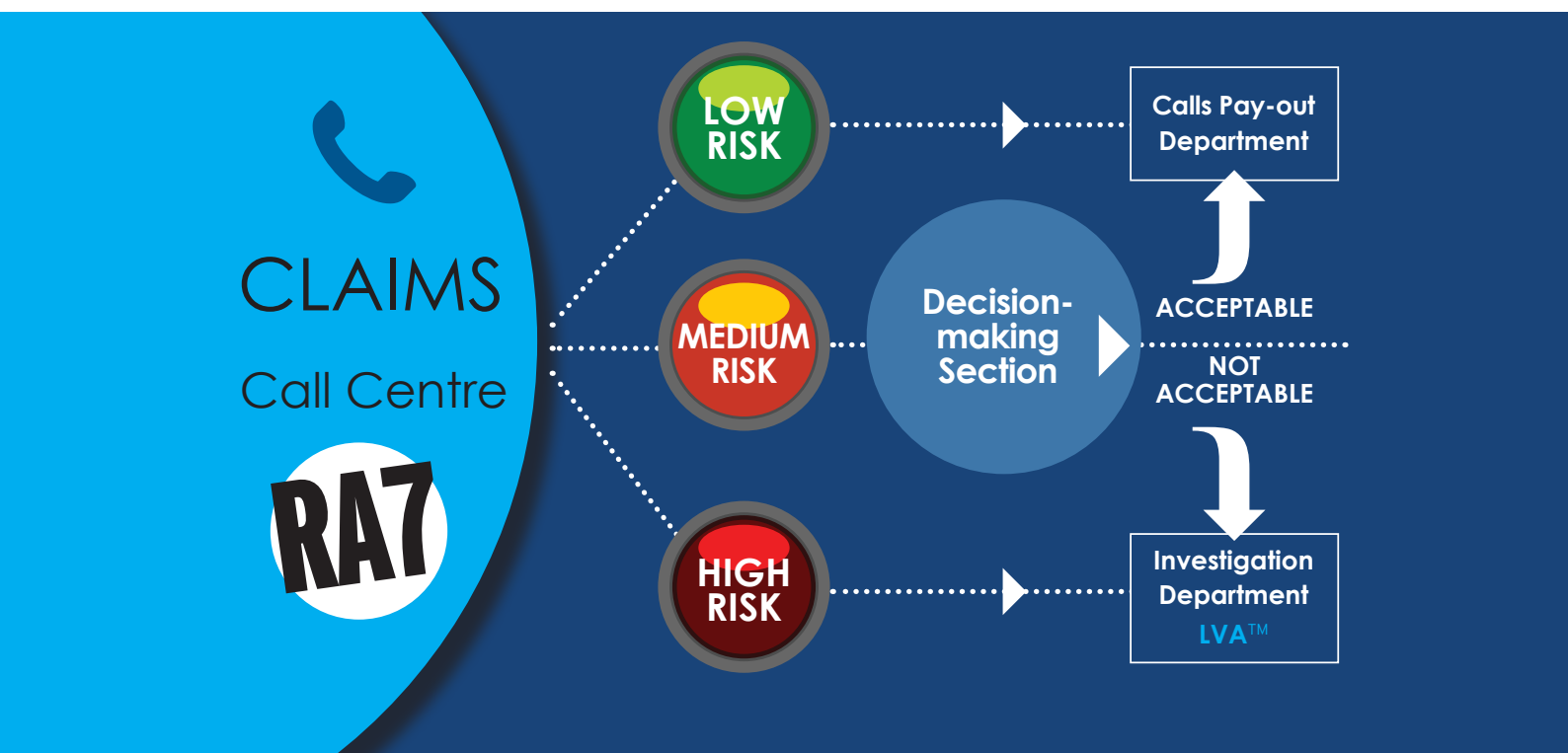
The LEXForensics Risk Management Services with RA7 Service Centre can be integrated into your claims/case processing system to achieve the following:

- Increase fraud detection rates
- Increase customer service
- Improve fraud detection processes

Our forensic service centre utilises LVA™ technology combined with:

- highly skilled questioning;
- interviewing techniques; and
- behavioural analysis.

An automated, computerised report is generated by the system after analysing a subject's voice with a series of complex, sophisticated algorithms which detect states of stress and emotions, and then measure and grade them accordingly. Following this, the software segments claims/cases into different categories:





PROFESSIONAL SERVICES

Challenges

The insurance world faces the following challenges with regards to fraud:

- Insurance fraud costs financial institutions billions.
- Executives are generally fraud unaware.
- Customers experience dissatisfaction because of higher premiums and longer waiting periods for compensation.

Solution

LEXForensics uses the proprietary technology of Nemesysco, RA7 (Layered Voice Analysis™), for insurance fraud prevention in a forensic call centre. By establishing the level of risk associated with the relevant subject, the claim is channelled to the correct processing method.

LVA™ technology:

- Identifies a subject's state of mind by analysing key vocal properties in his/her speech.
- Identifies various types of stress, cognitive processes and emotional reactions.
- Creates an 'emotional signature' of an individual's speech at a given moment.
- Detects deceptive motivation, criminal intent and general credibility by identifying key emotional signatures reflected in the voice.

Increase fraud detection rates

Significantly increase your organisation's fraud detection rates

Improve customer service

Improve your customer service and speed up claims settlement time

Improve fraud detection processes

Streamline and standardise your risk detection and management processes



LEXFORENSICS IN-HOUSE RA7 CALL CENTRE



PHASE 1: Forensic analysts use tailored conversation scripts for each type of case handled by phone.



PHASE 2: Repeating risk indications are identified:

- Low-risk cases are cleared quickly and are referred back to the client with no need for further scrutiny.
- Medium- and high-risk cases are immediately flagged and referred back to the client for further investigation.



PHASE 3: Desktop investigations, which are initiated through Layered Voice Analysis, enable our experienced fraud examiners and claims technicians to act on the insights gained from data analysis.



PROFESSIONAL SERVICES

The LEXForensics Risk Management services with LVA-i Service Centre can be integrated into your HR and employment recruitment processing system to achieve the following:

Pre-employment vetting

The initial phase of the recruitment procedure

Periodic tests

Periodic tests for all levels of employees – organisational ‘honesty maintenance’

Integrity assessments

Validations surrounding any type of incident



To produce its assessment, LVA-i integrates the unique Layered Voice Analysis™ technology with carefully designed sets of investigative questions to identify repeating emotional indications surrounding relevant questions.

The system's standard questionnaires are specifically designed to:

- scan the candidates' personal history;
- test the consistency of their opinions at present; and
- determine the level of their commitment to the future.

The LVA-i can be utilised for:

- Pre-employment screening
- Periodical veracity tests and ‘honesty maintenance’
- Special event tests in the organisation (theft, confidential information leakage, etc.)
- Security clearance
- Employees satisfaction surveys



Business process benefits:

- Discover misleading information provided by employees.
- Reduce employee turnover and increase productivity.
- Enhance security and safety of the workplace.
- Promote fair hiring practices by providing unbiased assessments.
- Maximise the timeliness of your recruitment process.

RISK ANALYSIS RESULTS

Screen report of candidate's estimated risk

Confidentiality & secrecy



Theft from workplace



Criminal record & credibility history



Bribery & kickbacks



Fraud & deceit



General honesty



Work commitment



Drug usage



Alcohol consumption



Gambling





nemesysco
voice analysis technologies

THE WORKING OF RA7

(NEMESYS.CO.COM)

- RA7 technology is designed as a combination of software elements with conversation scripts made to cover each insurance case from all angles, measuring the claimant’s emotional reactions and consistent indications for the list of relevant topics.
- Should the RA7 analysis engine identify a topic which carries a significant emotional load and repeating risk indications, it will be flagged for deeper investigation. This way, through a simple phone call, claims can be screened in real-time for potential fraud, with no extra burden on the existing business process, effectively preparing the grounds for a deeper investigation should there be a need for it.
- RA7 can identify a person’s state of mind by analysing key vocal properties in his/her speech; identify various types of stress, cognitive processes, and emotional reactions; create an ‘emotional signature’ of an individual’s speech at a given moment; and detect deceptive motivation, criminal intent, and general credibility by identifying key emotional signatures reflected in the voice.
- The objective of RA7 is also to identify honest claimants and to enable claims staff to assess their claims quick and efficiently.
- RA7 serves as an investigations-focused tool to assist investigators in investigating suspicious claims.



Through the above technology and infrastructure platform, LEXForensics is able to provide a wide range of services and products designed to meet your business needs. LEXForensics holds all components of successful in-house delivery including: project design, training, technical integration, support and business process enhancement:



Enhance customer service

70% of cases are fast tracked.
Reduction in claims lifecycle.
Reduction in complaints ratio.

Improve staff motivation

Quicker turnaround times,
staff more empowered to
make decisions.



BUSINESS BENEFITS

Reduced operating expenses

Reduction in average handling time.
Only quality claims gets investigated.
Reduction in claims cost, car hire, etc.

Claims process efficiency

Create streamlined and efficient operations.



Reduce leakage
Increase fraud detection
and prevention.



Management operations

Customer-based behaviour,
insight on certain
claim trends.



Truth verification services utilising state of the art Layered Voice Analysis technology for risk assessment and fraud detection.

PROFESSIONAL SERVICES Forensic Desktop Investigations

Desktop investigations, which are initiated through Layered Voice Analysis™, enable us to act on the insights gained from data analysis, as well as the expertise of our experienced fraud examiners and claims technicians, to assist with claims investigations.

Our service is anchored on **veracity assessment aka truth verification** through Layered Voice Analysis (LVA™). Our aim is to reduce potential fraudulent claims for our clients and prevent these losses from taking place by validating a claim through first conducting an LVA assessment, which provides the starting point for conducting our desktop investigations. This unique approach allows us to act on the insights gained through this technology and focus the investigation that ensues. Everyone has the right to protect their business against fraud and to protect the profitability and viability of the company - we provide that solution.

\$80 billion

Conservatively, fraud steals \$80 billion a year across all lines of insurance.

(COALITION AGAINST INSURANCE FRAUD ESTIMATE)

The cost of fraud is not absorbed by insurance companies, but is passed on to the consumer, i.e. the policy holder, who is then compelled to pay a higher premium for insurance. As insurance rates increase, consumers look for a different insurance carrier with better prices and the company's customer base shrinks.

Solution

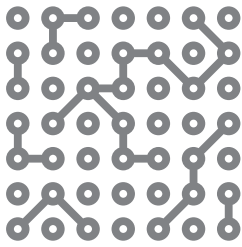
LEXForensics has the necessary technology, business processes, workforce competencies, specialist expertise and organisational structure needed to act on the insights gained from data analysis as well as the expertise of experienced fraud examiners and claims technicians to assist with claims investigations as follows, but not limited to:

- Motor insurance claims
- Personal and household claims
- Commercial and business claims
- Municipal insurance claims
- Medical and funeral claims
- Cellphone insurance claims
- Road Accident Fund claims
- Wildlife claims
- Fire claims
- Third-party liability investigations

Insurance investigation services include:

- RA7 (LVA) analytics on the subject matter
- Interviews with all relevant people
- Profiling, background checks and previous insurance checks
- Merit report consistent with policy wording and underwriting criteria





NATIONWIDE
ELECTRONIC
TRACING

REPORTING WITHIN
10 DAYS

PROFESSIONAL SERVICES **Tracing Services**

Our tracing service is anchored on a vast resource of tracing platforms and various tools, underpinned by our expertise in obtaining information from liable parties. Our aim is to provide our clients with accurate and actionable information required to either recover accidental damages or to get in touch with lost beneficiaries.

Insurance firms can significantly improve the subrogation recovery aspect of their claims services by employing the services of an experienced Business Process Outsourcing (BPO) company.

Solution

OUR STANDARD COMPREHENSIVE TRACE INCLUDES THE FOLLOWING:

- Ownership of the vehicle at the time of the accident
- Details of the driver at the time of the accident
- Third-party vehicle driver's version of events
- Address, contact details and employment information of the liable party
- Liable party's insurance details (if available)
- Full financial details including:
 - Attachable assets (property and vehicles)
 - Credit risk rating
 - Income estimate
 - Directorship details
 - Default and judgement information

SEGMENTING LARGE BATCHES OF CLAIMS

We have created a unique tracing function that enables insurers to segment large batches of claims according to financial indicators. All we require is an ID number to provide you with that person's living standard measurement, their income estimate and their credit score, which will enable you to make a better decision about the possibility of recovering accident damages from the subject. This is a cost-effective way to deal with a backlog of claims, or those that haven't been finalised yet. For more information on this unique service, please request a copy of our financial indicators information document.

BACKGROUND CHECKS

Background checks can be done to confirm whether a person or a company is who they claim to be. They provide us with an opportunity to check their criminal record, education, employment history, wealth index, affluency and other activities and indicators to create a profile of the subject. Our analysts are able to gather intelligence via social media and online history searches to determine a person's activities, associations and location. In doing so, we assist our clients in making decisions about people.



LEXForensics Proprietary Limited

REG Number: 2013/233317/07

VAT Number: 4410275152

LEXFORENSICS

LEXCorp Building

Square Office Park

4 Kikuyu Road, Sunninghill

Sandton South Africa, 2157

Tel: (011) 234 4400

Fax: (011) 234 3916

Email: info@lexforensics.co.za

Email: ra7@lexforensics.co.za

www.lexforensics.co.za

KEY CONTACTS

ANALYTICS

Lelani Rautenbach

lelani.rautenbach@lexforensics.co.za

Ben Raseroka

ben.raseroka@lexcorp.co.za

