

# Next Generation Class/Group Action Claims Management

Effective use of technology to maximise returns to claimants

The arrival of class/group action and collective redress in Europe necessitates a new approach to claims management. Traditional, manual methods cannot scale to meet the volume of demand and they consume an undue proportion of the ultimate funds that could otherwise be dispersed to claimants through inefficient processing.

A new approach, following similar methodologies as with large scale customer and data remediations in financial services, is needed. Financial services institutions leverage secure and scalable technology platforms and maximise the use of AI to automate decisions and processing to streamline the claims management process. This benefits action groups as below:

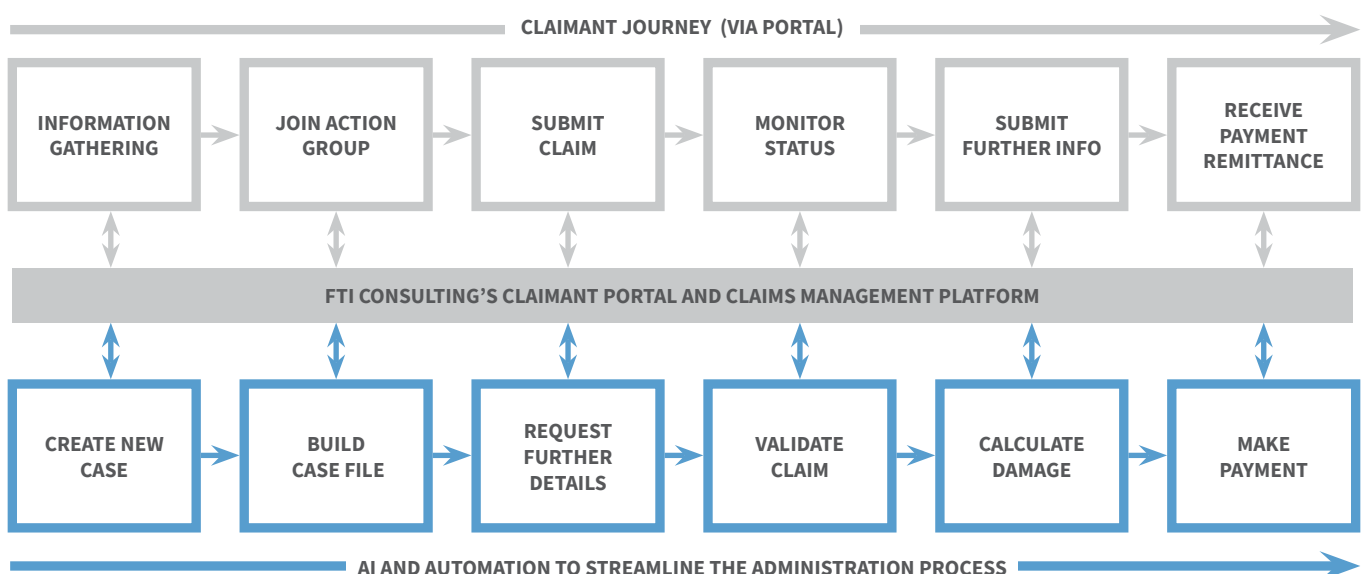
- Speed in securing the majority of claimants into the action group
- Shortened cycle time in gathering and processing claims data to accelerate funds disbursement
- Higher returns to all action group stakeholders from increased efficiency in claims management

## How FTI Can Help

FTI Consulting brings deep expertise, proven methodologies and a team who have pioneered the use of technology platforms and AI to deliver faster, more cost-effective and optimised outcomes for all stakeholders.

Through our technology platforms and claimant portals, we can rapidly deploy customised workflows that direct both claimant and class/group action administrators through a streamlined process to register new claims, gather information, validate claims, calculate disbursements and remit the final claims. All delivered off a single platform.

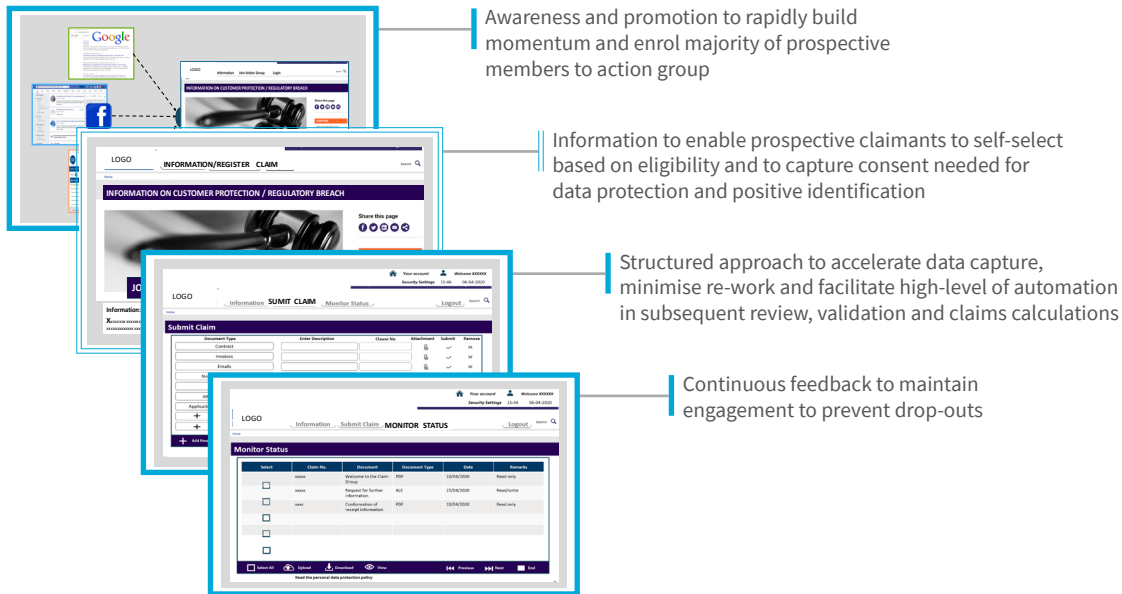
## FTI's Claims Management Platform



AI and other technologies are deployed throughout the process to automate claims classification, data extraction from claimant paperwork, claims validation, flagging of potentially fraudulent claims, damage assessments and creation of outbound communications.

The claimant portal centralises all communications with claimants to stimulate and maintain their engagement from initial sign-up and positive identification through to completion.

## Claimant Portal



## Why FTI?

### OUR REPUTATION AND INDEPENDENCE

We have an outstanding reputation in the legal market as a provider of advice and technology services in a wide range of contested matters and we work for a vast majority of the world's 100 largest law firms. We are not constrained by the independence rules that affect financial auditors and are largely conflict-free.

### OUR TECHNICAL CAPABILITY

We have always been a technology-centric business and continue to have deep technical skills across the key areas

of data analytics, computer forensics and e-discovery. We develop internal and external tools to automate processes and to reduce direct costs for our clients.

### ROBUST AND PROVEN PLATFORMS

Our platforms satisfy the most stringent requirements as demanded by our clients to undertake highly sensitive matters. Our claims management solution is based on technologies that have been battle-hardened and have delivered some of the largest and most complex financial services customer and data remediations in recent times.

#### RICHARD PALMER

Senior Managing Director  
+44 (0)7817 089 216  
richard.palmer@fticonsulting.com

#### CRAIG EARNSHAW

Senior Managing Director  
+44 (0) 20 3727 1146  
craig.earnshaw@fticonsulting.com

#### IAN SMITH

Managing Director  
+44 (0)7515 783 084 M  
ian.smith@fticonsulting.com

#### RENATO FAZZONE

Senior Managing Director  
+49 (0)160 554 2374  
renato.fazzone@fticonsulting.com