![Virginia Bankers Association Benefits Corporation | bswift]

WORKING TOGETHER TO DRIVE YOUR FUTURE STRATEGY

August 5th, 2025

Today's discussion

Welcome and Introductions

bswift at a Glance

AI Updates

New! Admin User Dashboard

Dependent Verification

Sneak Peek! New Employee Homepage

Online Training Courses Available

bswift

2024

1,100
bswifters & counting

233
Direct Client Employer Groups

56
Channel Partners

45,000
Channel Partner Clients

16M
Total Lives

98%
Client Retention

A+
BBB Rating

98
Security Rating out of 100*

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Top of the class in data security

Companies with a "C" rating were 2.5 times more likely to experience a data breach compared to those with an "A" rating. Similarly, companies with a "D" rating were 3.5 times more likely, and those with an "F" rating were 7 times more likely to experience a breach.

	2024							2025				
	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
bswift	96	98	97	97	98	98	98	98	98	98	98	98
Alight	92	89	90	90	90	91	91	91	91	86	92	91
Benefitfocus	89	82	82	84	85	86	86	86	86	86	84	81
Businessolver	85	81	76	80	77	77	78	80	88	84	84	85
Empyrean	81	74	73	75	77	77	76	76	81	79	80	84
Plansource	82	70	69	71	69	69	71	73	74	84	76	75

KEY

A	90 – 100
B	80 – 89
C	70 – 79
D	60 – 69
F	-59

On April 9, 2024, SecurityScorecard introduced **Scoring 3.0**, an updated methodology that tightens the correlation of scores to breach likelihood.   Results are subject to change.

THE MINDFUL AI™ FOUNDATION

AI is more than just automation—it works alongside human-expertise to solve real challenges & deliver meaningful impact.

TRUST & RESPECT
AI enhances experiences—never exploits data—while upholding privacy, rights, & safety

PRIVACY
Clients own & control their data—AI models are never trained on employee information.

TRANSPARENCY
We provide clear insights into how our AI works so clients understand the benefits.

RELIABILITY & ACCOUNTABILITY
AI is built for accuracy & bias mitigation, continuously improving through human oversight & real-world feedback.

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AI that works—2024 innovations & impact

2024 AI-POWERED FEATURES

EMPLOYEE EXPERIENCE

ENGAGEMENT
- ✓ **Multilingual Interface**: 150+ languages
- ✓ **Emma Chat**: Human-like support across platforms for benefits, industry topics, & plan comparisons
- ✓ **Emma™ EnrollPro™**: Advanced personalization, streamlined interviews, & plan summaries
- ✓ **Dependent Verification**: Easy uploads, instant approvals
- ✓ **bswift Journeys™**: Personalized omni-channel messaging for OE & new hires

SUPPORT
- ✓ **Emma Chat**: Human-like help on all digital platforms, w/benefits, industry topics, & plan comparisons
- ✓ **Emma Agent Assistant**: Proactive insights & instant call summaries
- ✓ **Enlighten Sentiment Quality**: Predictive, automated training

ADMIN EXCELLENCE

EFFICIENCY & CONNECTIVITY
- ✓ **Payroll Anomaly Detection**: Proactive discrepancy resolution.
- ✓ **Smart-Documentation**: Auto capture & organization of processes & procedures & critical SOPs
- ✓ **DV Automation**: Analyzes & approves DV in real-time

INSIGHTS
- ✓ **BI Insights Foundation**: Advanced analytics & dashboard readiness

BY THE NUMBERS
Real **results**, measurable **success** for our clients & members.

EMMA ENROLLPRO	EMMA CHAT
75% faster enrollment	**70%** got questions resolved right away
65% of client front-line workforce acted on recommendation	**55%** fewer chats required escalation

DEPENDENT VERIFICATION

2800 ineligible dependents	$20M annualized savings	2 weeks to deploy
60% submitted documents get instant decisions		20% call reduction

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Admin Hub: User Dashboard

Gain a 360-degree view of a member on one simple page!

Features:

- Important Insights

- User and Benefit Information at a glance

- Analytics

Dependent Verification

AN ESSENTIAL STEP TOWARDS COST SAVING

The Value of DVS					
bswift Customer	Total Ineligible Dependents Identified via Audit		Estimated Annual Cost per Dependent		Total Projected Annual Savings
Large National Retailer	1,723 Ineligible Dependents	X	$7,500*	=	$12,922,500
Leading Health Solutions Company	3,051 Ineligible Dependents	X	$7,500*	=	$22,882,500
Global Foodservice Distributor	2,880 Ineligible Dependents	X	$7,500*	=	$21,600,000

* Figure based on estimated per-dependent annual savings of $5,000 - $10,000

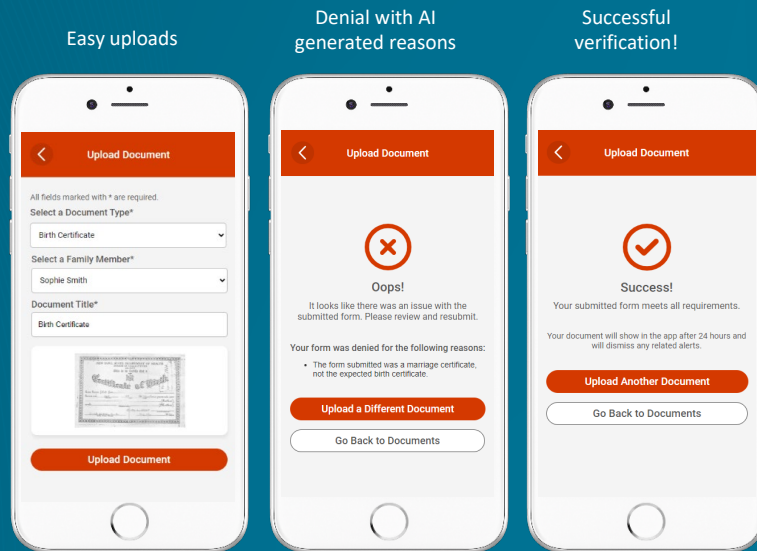# AI in Dependent Verification

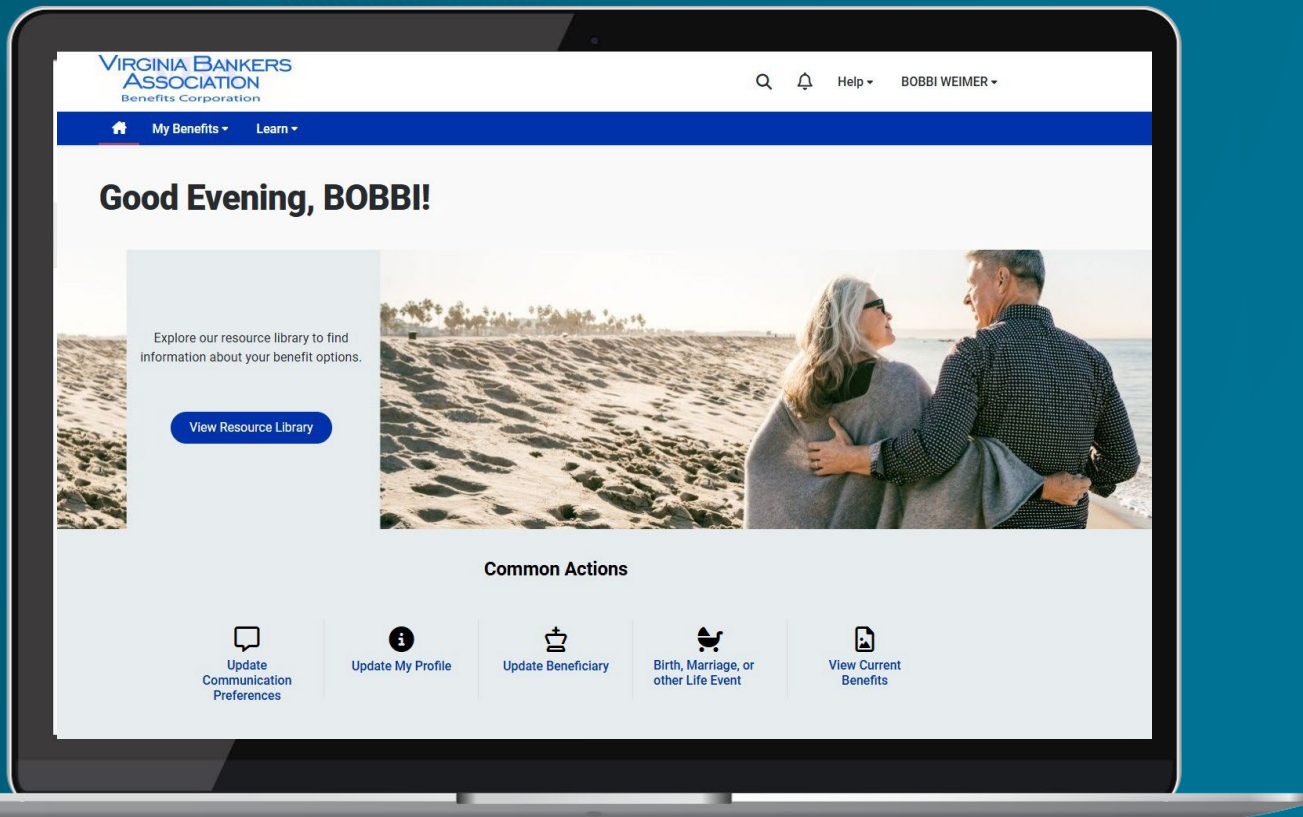- ⊘ Automates dependent and life event eligibility verification for peak efficiency and satisfaction

- ⊘ We leverage 3 tools for bswift DV
  - Optical Character Recognition
  - Image Recognition
  - GPT AI

- ⊘ It's Efficient – approvals within 2 seconds

Easy uploads

Denial with AI generated reasons

Successful verification!

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New Employee Homepage

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New Employee Homepage

VIRGINIA BANKERS
ASSOCIATION
Benefits Corporation

🔍 🔔 Help ⌄ BOBBI WEIMER ⌄

🏠 My Benefits ⌄ Learn ⌄

👥 Personal/Family Information

Manage profile details for yourself and your family members.

View Personal/Family Information

👶 Life Events

You can view and manage your life events such as getting married, having a baby, or another life event.

View Life Events

💛 Beneficiaries

Let us know who should receive your benefits proceeds if needed. You can add and manage the people, charities, businesses or trusts you would like to select as your beneficiaries.

View Beneficiaries

💬 Communication Preferences

Update your email, postal address or phone number.

Change Password

Keep your account safe and secure. You can update your password here.

New Employee Homepage

🔍 🔔 Help ▾ BOBBI WEIMER ▾

🏠 **My Benefits** ▾ **Learn** ▾

🕐

Long Term Disability 90 DAY - 60% Post Tax

Coverage	$XX.XX
Your Cost	$XX.XX

View Long Term Disability Plan Details

🕐

Benefit Premier Plus

Coverage	Employee + Family
Your Cost	$XX.XX

View Norton LifeLock Plan Details

Waived Benefits

Hospital Indemnity

Waived

Critical Illness (prev)

Waived

Critical Illness

Waived

FSA HealthCare

FSA Dependent Care

Legal Services

Litmos for HR Administrators

Learning & Development content at your fingertips!

- Excel
- Report Center
- bswift Manager Role

Report Center ★★★★★ (1) ⌄

The Report Center Course provides an in-depth look at bswift's report functionality including enabling, searching filters, effective dates, and more.

Course Duration: 30 minutes | Last Revised: November 2023

bswift Manager Role

This Course is for Managers who utilize bswift to manage benefit plans and employee data including benefit enrollments. This course will help you better understand how to perform tasks, so you are more comfortable navigating the bswift system.

Channel Partners: If you would like this Course available to your clients, please send a request to training@bswift.com

Questions?

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bswift Giveaway

Thank **you**

Appendix

ROBUST SOLUTIONS

for making your strategies work

1. Mobile App

2. Decision Support (Ask Emma)

3. Emma Chat/Search

4. Alerts/Reporting suite

5. Dashboard

6. ACA

7. Billing Suite

8. Integrations (SSO, EDI)

9. AI

10. Security

Robust solutions for making your strategies work

Benefit Platform Technology

- Employee Homepage
- Enrollment (Active, Semi-Passive, Passive, Life Events, New Hires)
- Mobile-First Site
- Mobile App
- SMS Notifications
- Defined Contribution
- Decision Support – Ask Emma
- Parent/Child Sites
- Small-group Exchange Technology (auto-site building)
- HR Boost*
- Foreign Language Support (Spanish, French, Italian, German and Portuguese)
- Total Compensation Statements

Reporting

- Alerts & Reporting Suite
- Dashboard
- Web Analytics
- Benchmarking

Compliance Support Technology

- ACA Reporting and Form Processing
- ACA Form Fulfillment
- ACA e-Filing

Benefits & Billing Administration Services

- COBRA, HSA & FSA through PayFlex
- Billing Suite
- Carrier Payments
- Invoicing & Broker Allocations
- Bill Reconciliation

Data Connections & Integrations

- FeedBuilder (Proprietary File Builder)
- Proprietary SSO Builder Tool
- One Touch Payroll Files
- Application Program Interface (API)
- Electronic Data Interchange (EDI) Services
- Single Sign-on (SSO)
- Import Capabilities
- Strategic Partnerships and Templated Solutions with:
  - Insurance Carriers
  - Benefits Vendors
  - Payroll & HRIS Systems

*HR Boost is available for client use in its current state, but is not a primary focus for future development.

ACA

3,600 1094 forms filed
2.5M 1095 forms printed and distributed

1095/1094 Reporting

- Average Weekly Hours Determination performed by the client and resulting eligibility included on demographic file

- Creation and Electronic Distribution of IRS Forms 1095-B and 1095-C

- Print Fulfillment and Distribution of IRS Forms 1095-B and 1095-C

- Creation of IRS Forms 1094-B and 1094-C

- E-File Submission to IRS of Forms 1094-B and 1094-C

- Health Insurance Marketplace Notices and SBC Support (Online and Print)

- ACA Reporting and Dashboard Suite:

    a. Shared Responsibility Status Changes

    b. Plan Affordability

    c. Plan Availability)

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ACA reporting + hours tracking

- Initial Measurement, Stability, Administrative Periods

- Ongoing Measurement, Stability, Administrative Periods

- Average Weekly Hours Determination for Specified Individuals

- Rule of Parity Consideration for Return-to-Work Scenarios

- Leave of Absence Consideration for Qualified Unpaid LOA

- ACA "30 Hour Rule" Reporting and Dashboard Suite (Gain/Loss of Eligibility Trends)

- ACA Reporting
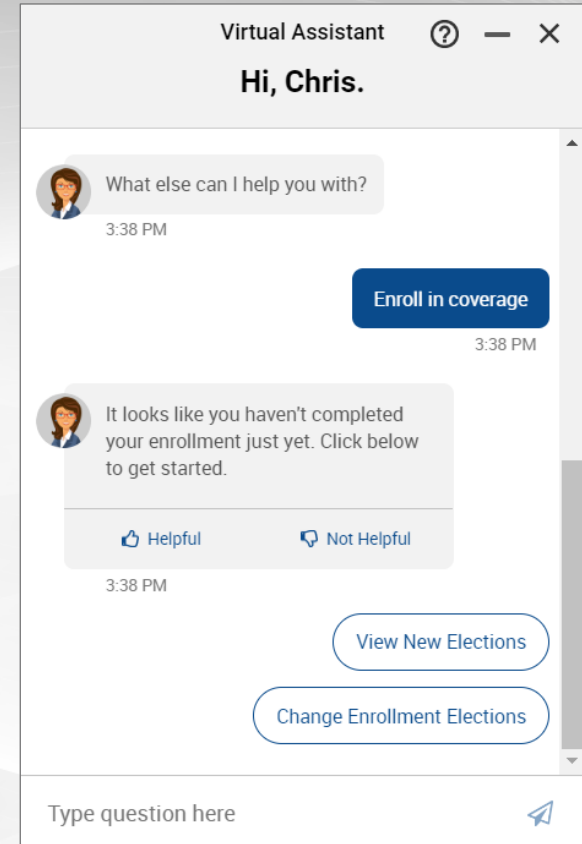
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Emma™ Chat infused with AI

Chatbot and Advanced Search powered by AI using Natural Language Understanding (NLU) algorithm

Emma Virtual Assistant:

- Helps identify the intent behind the user's utterance and allows Emma to respond with the appropriate response
- Each of the choices is driven by user eligibility and permission in bswift
- These choices can navigate to various places in bswift core application, as well as return dynamic plan data to the user

Library & Advanced Search:

- Integrated search feature backed by AI Natural Language Understanding (NLU)
- Scan through library documents and FAQs to enhance the user experience in their search of key information

Virtual Assistant

Hi, Chris.

What else can I help you with?
3:38 PM

Enroll in coverage
3:38 PM

It looks like you haven't completed your enrollment just yet. Click below to get started.

👍 Helpful   👎 Not Helpful

3:38 PM

View New Elections

Change Enrollment Elections

Type question here

Emma Chatbot

- Expansion of chatbot to mobile
- Provide additional support to guide employees to the information they need

Haven't downloaded the mobile app yet?
Scan to do it now!