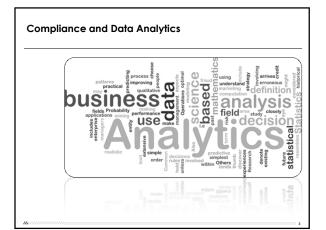
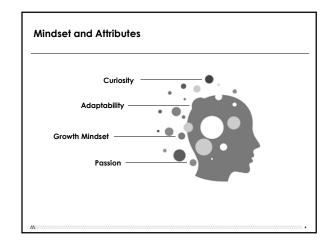
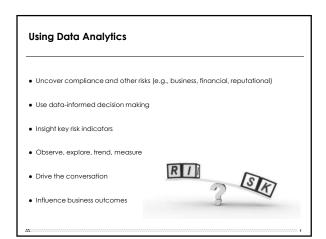
A Brave New World: Creating a Data-Driven Compliance Organization March 23, 2018 Boston Regional Compliance & Ethics Conference Society of Corporate Compliance and Ethics Jenniller Cloutier, Vice President and Head of Retiree Middle Market Robert Greif, Assistant Vice President, Compliance & Ethics Division MassMutual

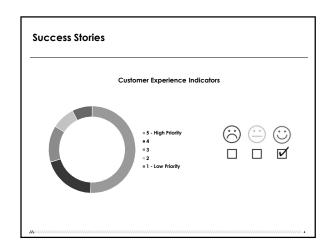
What We'll Cover

- Compliance and Data Analytics
- Mindset and Attributes
- Using Data Analytics
- Success Stories: Customer Experience Indicators
- Final Tips To Take Action Today









Final Tips To Take Action Today! • Be ready to answer "Why is Compliance looking at data?" • Terminology matters • Reactions matter • Take risks – don't strive for perfection	
Get comfortable with being uncomfortable	
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