A Brave New World: Creating a Data-Driven Compliance Organization

March 23, 2018

Boston Regional Compliance & Ethics Conference
Society of Corporate Compliance and Ethics

Jennifer 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
Compliance and Data Analytics

Mindset and Attributes

- Curiosity
- Adaptability
- Growth Mindset
- Passion
Using Data Analytics

- Uncover compliance and other risks (e.g., business, financial, reputational)
- Use data-informed decision making
- Insight key risk indicators
- Observe, explore, trend, measure
- Drive the conversation
- Influence business outcomes

Success Stories

Customer Experience Indicators

- 5 - High Priority
- 4
- 3
- 2
- 1 - Low Priority
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

© 2017 Massachusetts Mutual Life Insurance Company (MassMutual), Springfield, MA 01111-0001. All rights reserved. www.massmutual.com