

THE SIXFOLD 2024 FRAMEWORK

Guiding Responsible AI

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Message from the CEO



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Welcome to **Safe AI** in Insurance Underwriting!

At Sixfold, we wake up everyday thinking about, solving, and working towards providing a more streamlined underwriting process for our customers. It's not, however, just about innovation; we want to develop AI solutions that set the benchmark for responsibility and compliance.

Since day one, we've been collaborating with legal experts and continuously conducting product reviews with regulators to ensure our solutions deliver efficiency in a secure, purposeful manner, because we all share the same goal: safe AI use.

For our customers, we've developed a comprehensive risk framework in partnership with a leading global AI law firm to ensure their uses of Sixfold's AI are safe, explainable, transparent, and protective of consumer privacy. This report builds on that foundation, outlining our core principles and practices.

We're here to bring joy back to underwriting, responsibly. Happy reading!



Alex Schmelkin

Founder & CEO at Sixfold



LinkedIn

Why Is This Report Needed Today?

Global regulatory developments, such as the [EU AI Act](#) and evolving US state regulations, highlight the growing emphasis on ethical AI use. Creating and following a responsible AI framework isn't just about compliance; it's essential for strategic success. Here's why:

● Trust & Adoption

By demonstrating ethical use of AI, insurance providers can enhance trust among consumers, leading to greater adoption of AI-driven products and services.

● Mitigation of Risks

Responsible AI helps identify and mitigate risks associated with the use, governance, consent, and redress mechanisms, ensuring fair and unbiased outcomes.

● Compliance

As regulations around AI usage continue to evolve, adhering to a responsible AI framework avoids potential legal and reputational risks.



Artificial intelligence is becoming fundamental to insurance, making responsible implementation non-negotiable. By focusing on robust training, secure deployment, and rigorous compliance, Sixfold builds trust with customers and partners while managing risks.



Ian Cook, Head of AI at Sixfold



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Sixfold's Five Key Approaches To Responsibility

1

Addressing Potential Bias

Sixfold recognizes the critical importance of addressing potential biases in AI models to prevent any discriminatory outcomes. The approach to prevent bias includes:

Bias Insulation Protocols

Conducting regular reviews and updates on models to protect against emerging biases and maintain fairness in our applications.

Ground Truth Testing

Performing regular testing against established customer data sets to verify that models perform as expected without bias.

Data Authorization

Instilling strict guardrails to ensure that models only review approved data and avoid introducing any non-traditional underwriting factors during risk assessment.

2

Model Testing and Validation

To ensure the reliability and safety of AI solutions, Sixfold employs rigorous testing and validation protocols, including:

Fairness, Accuracy, Transparency, and Accountability (FATA) Measures

Adhering to principles that ensure models are fair, accurate, understandable, and accountable.

Drift and Hallucination Checks

Continuously monitoring to detect any deviations in model performance from established norms, ensuring stability and reliability.

Human Oversight Guaranteed

Sixfold's team actively monitors the platform's output, promptly investigating and rectifying any anomalies, and regularly reporting these metrics to customers.

AI Governance and Compliance Strategy

In the evolving field of AI, robust governance is paramount. Sixfold's governance framework is designed to ensure that all operations adhere to the highest ethical standards and comply with applicable laws and regulations. Key components of this governance include:

Risk Mapping and Measurement

Identifying potential risks associated with AI applications and quantifying them to effectively prioritize mitigation efforts.

Management Strategies

Implementing strategies to foster resilience and proactively address ethical considerations ensures Sixfold's AI systems are robust and just.

Regulatory Alignment

Conducting regular audits and updates to align with evolving regulations, along with continuous staff training on the latest compliance standards.

Data Security and Integrity

Safeguarding the integrity and security of data is a cornerstone of Sixfold's responsible AI framework. This entails implementing comprehensive security measures that encompass:

Architecture and Certifications

Regularly auditing systems and architectures to ensure they meet industry certifications and standards.

HIPAA and SOC2 Type 2 Compliance

Rigorously enforcing HIPAA and SOC2 Type 2 compliance to ensure personal information is handled with the highest care and confidentiality.

Encryption and Access Controls

Employing strong encryption techniques and stringent access controls to protect data against unauthorized access and breaches.

Data Lineage and Integrity

Maintaining rigorous protocols to fortify the lineage, reliability, quality, and integrity of data used in our AI systems, which is critical for maintaining trust and accuracy.

Model Explainability

Transparency in AI decision-making processes is critical to building trust and accountability. Sixfold strives to ensure that all stakeholders can understand and trust the decisions made by our AI systems. This is achieved through:

Explanations for Downstream Consumers

The platform provides detailed explanations of the decision-making processes, enabling users to fully understand the basis of AI decisions.

Citing Sources

Sixfold diligently logs all data reviews and cites every source to ensure transparency, accuracy, and trustworthiness in risk assessments.



Underwriters want to dig in and understand the “why.” That’s why Sixfold prioritizes full transparency, offering detailed sourcing for every risk factor and conclusion, right down to the page.



Gregg Tourville, *Head of Design at Sixfold*

 LinkedIn

Frequently Asked Questions

What insurance lines does this framework apply to?

The Responsible AI framework is designed to ensure ethical, safe, accurate underwriting for your most sensitive product lines including individual life and disability insurance, as well as commercial P&C and specialty.

Will my data be commingled with other carriers' data?

Sixfold prioritizes the security and privacy of customer data through single-tenant environments, ensuring isolated storage for each customer's data. This architecture prevents any possibility of data access between tenants, safeguarding the confidentiality and integrity of your data.

Will my data be used to train the models for other customers?

Sixfold adheres to a strict policy where a customer's data is never used to train the models of others. Each environment is tuned exclusively on the data of its respective carrier owner, ensuring that proprietary information remains private and secure.

What level of control and/or ownership would I have over the data retention?

Customers have full control over their submissions within their environment. When a case is deleted, all associated artifacts and data are thoroughly removed across all databases. Furthermore, customer data is never retained at the LLM level, ensuring it is never used for future reference or learning by the model.

How does Sixfold ensure data privacy?

Sixfold ensures data privacy by implementing comprehensive administrative, technical, and physical safeguards. These measures protect the privacy of data and diligently safeguard it from any intentional or unintentional uses or disclosures that violate privacy regulations. Additionally, Sixfold continuously monitors and updates its practices to maintain the highest standards of data security and compliance.

How does Sixfold control hallucinations?

Sixfold employs a multi-faceted approach against LLM hallucinations. This includes regular evaluations against trusted customer-provided data to catch inaccuracies, incorporating user feedback to identify and correct hallucinations, and conducting manual reviews to ensure quality by comparing sample outputs against ground truth sets.

How does Sixfold protect my data from unauthorized access?

Sixfold ensures the security of customer data by employing robust encryption protocols. These measures safeguard all customer data, ensuring it is protected from unauthorized access and breaches.

What security certifications do you have?

Sixfold is SOC 2 Type II certified and HIPAA compliant.



Glossary of Terms

Bias Insulation Protocols	Procedures designed to detect and mitigate biases in AI models to prevent discriminatory outcomes.
Data Lineage	The tracking and documentation of data as it flows through an AI system, ensuring its reliability and integrity.
Ground Truth Testing	Validation of AI models against established datasets to ensure accurate and unbiased performance.
HIPAA Compliance	Adherence to the Health Insurance Portability and Accountability Act regulations, ensuring the protection of personal health information.
Responsible AI	The practice of designing, developing, and deploying artificial intelligence systems in a manner that prioritizes ethical considerations, fairness, transparency, and accountability, ensuring that AI technologies benefit society while minimizing harm.
Risk Mapping	The process of identifying, analyzing, and prioritizing potential risks associated with AI applications.
Transparency	The practice of making the workings of AI systems understandable and accessible to stakeholders.
SOC 2 Type II Certification	A certification that verifies an organization has implemented effective controls over the security, availability, and confidentiality of its systems.

Interested in Learning More?

Get the latest insights on transparency on Sixfold's [blog](#).

About Sixfold

Sixfold is the first generative AI solution purpose-built for insurance underwriting. The platform streamlines the underwriting process, enabling underwriters to focus on decision-making rather than manual tasks. As a result, Sixfold improves the accuracy and transparency of decisions while simultaneously increasing underwriting capacity.

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