



sedgwick

## Managing Director, Global Consumer Technology

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### LEAH COOPER

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Leah Cooper is the Managing Director of Global Consumer Technology for Sedgwick. In her role there, she holds responsibility for all client-facing technology, including platforms dedicated to claim inquiry, intake, online claims reporting capabilities, and Sedgwick's technology innovation R&D.

In 2020, she initiated and led team to design and build new global intake platform, which is now Sedgwick's leading-edge, cloud-based, multilingual platform that enables web-based or API-driven submission of claims. The platform incorporates AI engines for policy validation, external data source integration, automated triage and decision-making. For its innovation and transformative approach to AI-driven business process, Global Intake was the recipient of the CIO 100 Award and Business Insurance Innovation Awards in 2020, and the Marsh Quinley Award for Innovation in 2021.

Today, Ms. Cooper has added a new team dedicated to the strategic but practical use of Generative AI. Sedgwick's first-in-industry ChatGPT tool, Sidekick, was launched in Summer 2023. This innovation is already proving to be a key tool in the kit of Claims Examiners so that the "easy stuff" is handled for them, and they can focus on making important decisions and engaging with claimants more fully.

Additionally, Ms. Cooper works closely every day with Sedgwick's Sales and Customer Service organizations. Representing Sedgwick's drive for technology innovation, in the past 2 years she has participated in more than 50 sales presentations with clients to explain Sedgwick's market-leading tech solutions and first-to-market automation programs. Furthermore she has or participated in several national conferences, speaking on advancements in technology and AI within the insurance industry.