

October 25, 2023

Sompo Holdings, Inc.

Sompo Japan Insurance Inc.

Robust Intelligence, Inc

## **Sompo Japan Insurance and Robust Intelligence Form Business Alliance**

-Large-scale Language Model Risk Assessment and Development of a Group-wide Governance System to Ensure Reliability of AI-

Sompo Holdings, Inc. (Group CEO, Director, Chairman, and Representative Executive Officer: Kengo Sakurada, hereinafter “Sompo Holdings”) and Sompo Japan Insurance Inc. (President and CEO: Giichi Shirakawa, hereinafter “Sompo Japan”) have formed a business alliance with Robust Intelligence, Inc. (U.S., CEO Yaron Singer/Co-founder Kojin Oshiba, hereinafter “Robust Intelligence”) to formulate guidelines and build a risk management structure to ensure the reliability of AI, and started risk assessment testing of business systems using generative AI in August 2023.

### **1. Background and Purpose of the Alliance**

Progress of AI technology in modern society has been remarkable, having various positive effects such as improved productivity and bolstered decision-making speed in consumer and business activities. On the other hand, there is a requirement to understand and address issues in AI from various perspectives, such as quality, ethics, and security, and growing needs for AI service developers and providers to incorporate third-party assessments to properly manage risk and to ensure transparency for users.

Sompo Japan’s Group Management Philosophy is to “strive to contribute to the security, health, and wellbeing of our customers and society as a whole by providing insurance and related services of the highest quality possible,” and to realize that, it is moving forward on developing various businesses utilizing the latest AI technologies such as generative AI, voice and image recognition. That is why Sompo Japan aims to ensure AI reliability while working together with Robust Intelligence, which provides end-to-end AI risk management solutions. Specifically, the companies will be able to provide safe and highly reliable services by continuously assessing the risks that AI poses by incorporating third-party perspectives, and creating methods to manage

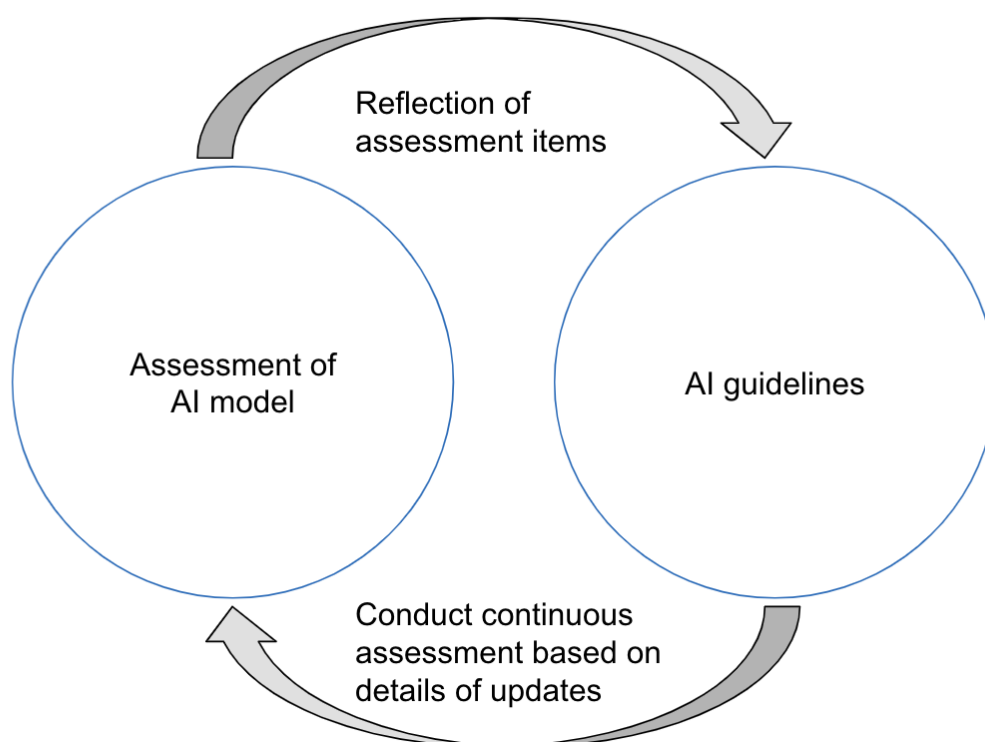
these properly. Furthermore, the aim is to build a fair and transparent AI governance system for the entire SOMPO Group in a modern society where AI use is widespread.

## 2. Outline of Initiatives

Sompo Japan is currently developing an in-house inquiry system incorporating a large-scale language model. To improve the system's performance, Sompo Japan conducted a risk assessment using a platform provided by Robust Intelligence for the generative AI model adopted in the system through many tests designed from a variety of perspectives, including quality, ethics and security.

Through the assessment results and analysis by Robust Intelligence, Sompo Japan could quickly examine specific measures to improve the accuracy of the results from the generative AI model and to organize viewpoints in formulating appropriate usage rules based on the attributes of the system's behavior. The results of this risk assessment will not only be used to improve the system, but also to formulate AI guidelines that take into account developments through the entire SOMPO Group. Reflecting the test results of AI models actually used in the AI guidelines will lead to more effective formulation and revision of the guidelines, and it is believed that the cycle of < test – assessment - reflection of assessment items – test > will help to build an agile AI governance system.

### An Agile AI Governance Cycle



### **3. Outlook**

Appropriate use and risk assessment will be ever more important as AI technology evolves. Sompo Holdings and Sompo Japan will work to minimize risk and extend the benefits of cutting-edge technology to society toward realizing Sompo's Purpose, which is expressed as: 'With 'A Theme Park for Security, Health and Wellbeing,' create a society in which every person can live a healthy, prosperous and happy life in one's own way."

#### **■ Reference: About Robust Intelligence**

Company name: Robust Intelligence, Inc.

Representative: CEO Yaron Singer

Location: 555 19th Street San Francisco, CA 94107 U.S.

Establishment: March 2019

Ends