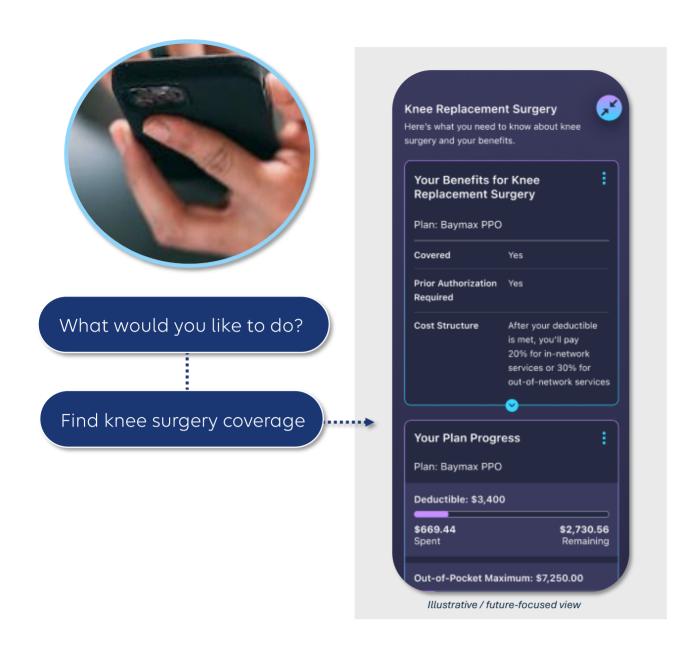
Virtual Assistant Overview



Delivering on Ease & Trust: Our vision for consumer experience puts the consumer at the center as we define and design experiences that support and improve our member's whole health and empower our associates as advocates



Moves beyond siloed experiences to deliver a connected experience at every step

Proactively meet consumer needs as part of a unified, ongoing conversation



Conversational AI offers personalized responses across channels.

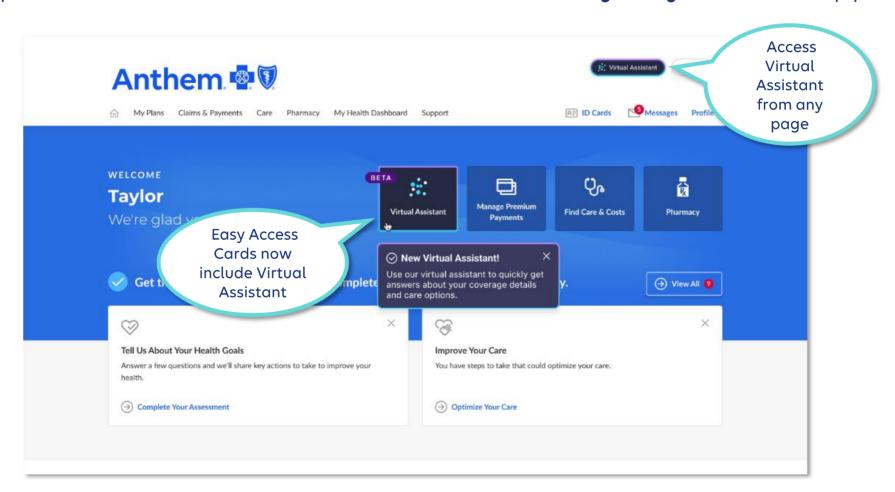


Guide members on a personalized healthcare journey that adds value and builds trust.



A seamless experience delivers personalized content to members as needed.

Virtual Assistant (formerly known as Virtual Concierge) member experience available on **anthem.com** and the **SydneySM Health** app



Virtual Assistant member experience:

