

# Frequently asked questions about Ask Cosmo



Ask Cosmo is Northstar's AI-powered virtual benefits assistant that answers employee questions about the benefits available to them.

## What company data is used?

Ask Cosmo references your company's benefits summary data, which you set up with your Client Success Manager and is used in the Benefits page of the Northstar app. We don't use any other company information or benefits data—nothing from your website or original source documents.

## How accurate is Ask Cosmo?

Northstar has done extensive testing of Ask Cosmo and our team is confident it will only return relevant data from the employee's available company benefits. As Generative AI technology is trained on publicly accessible data, its responses will be influenced by that data. As AI technology evolves, our team will continue to make enhancements to Ask Cosmo to ensure it is as accurate as possible.

## Are you storing questions and answers?

Yes, as Northstar is a Registered Investment Adviser with the SEC,\* we are storing the user's question, Ask Cosmo's answer, and any feedback they provide in our existing hosting infrastructure for quality assessment and compliance reasons. Per our privacy agreement, we never sell or share any data provided to us.

## What model are you using and who has access to it?

Ask Cosmo uses the Claude 3 family of models from Anthropic, which is hosted on Amazon AWS. Anthropic does not have access to any of the inputs or outputs of the model.

## Are you training AI models based on the data?

Absolutely not! We use a technique called RAG that provides relevant benefits information to the model only while it is processing a question. With this technique, it is impossible for the question or answer to be used for any other purpose.

## Is my company data safe?

Yes. Northstar's Ask Cosmo operates entirely within our existing hosting infrastructure, we are not training or fine-tuning any AI models, and we do not share any employer or employee information with anyone outside of Northstar.



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