Data Science Issues & Collaboration

Advanced Analytics

Eugene Wen, MD. DrPH.
VP – Group Advanced Analytics
Manulife

Canada Data Science Workshop,
Toronto, April 30, 2018

Manulife

John Hancock

Advanced Analytics in Manulife/John Hancock

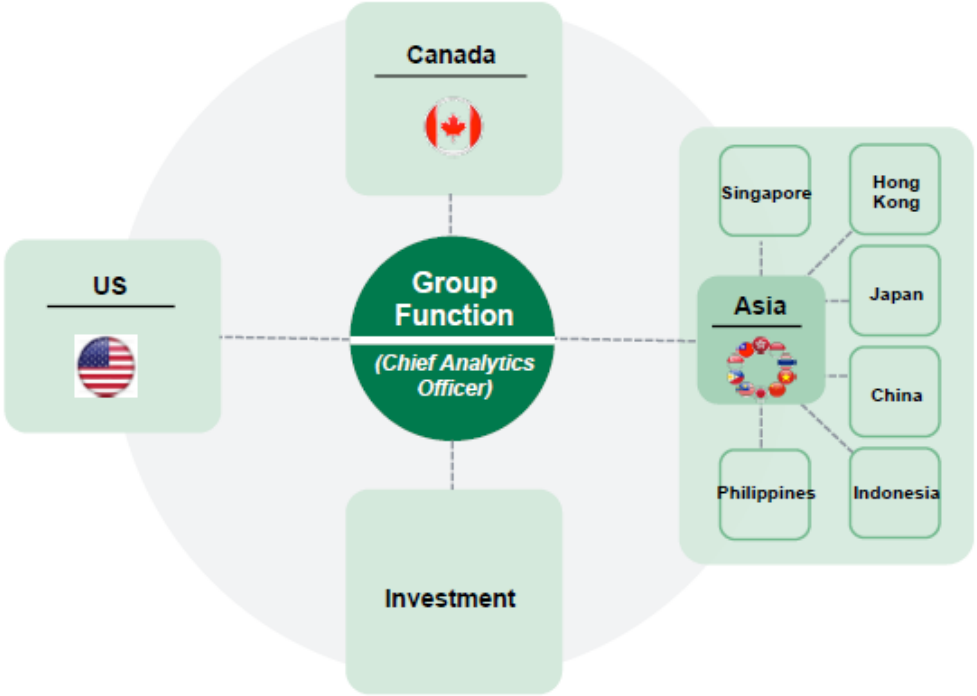
Advanced Analytics

Cindy Forbes,
EVP, Chief Analytics Officer,

former Global Chief Actuary,

Chair of Governors, University of Waterloo

Our Advanced Analytics teams are organized in a hub-and-spoke model, supporting local and global needs



Data Science Issues for Research

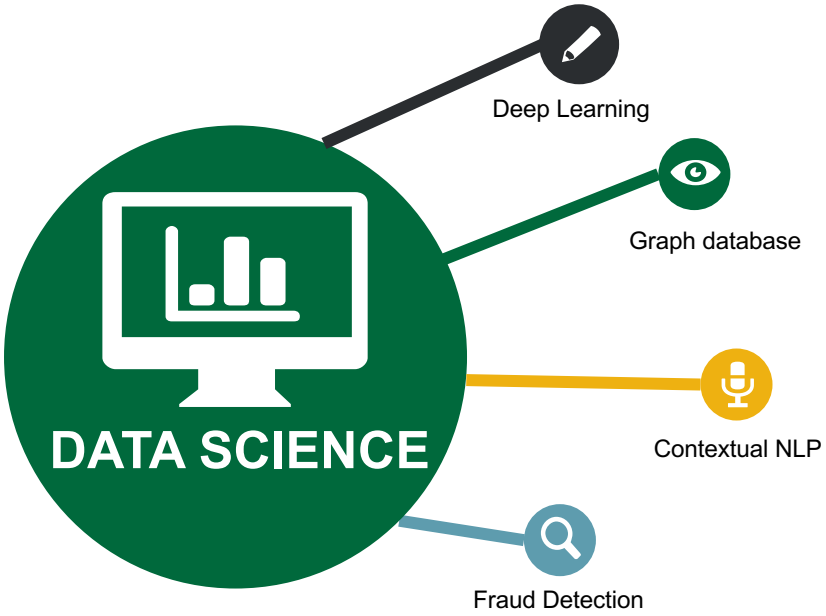
Advanced Analytics

01 DEEP LEARNING
How can deep learning support customer service and other tasks in financial institutions?

02 GRAPH DATABASE
How can we better store, analyze and visualize relationship data for business usage?

03 CONTEXTUAL NLP
How can we better understand customer needs and iimprove customer experience?

04 FRAUD DETECTION
We have billions of transactions. How can we identify fraudulent transactions in all of the data?



Collaboration with Universities:

Data

Understanding

Coordination

Thank you!

Manulife | John Hancock