

Meet Howie

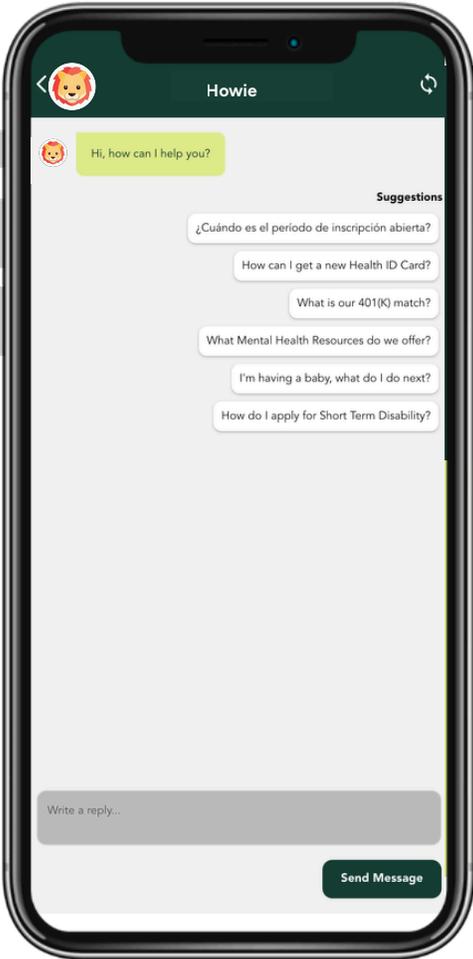
Your Trusted AI Benefit Assistant

Howden Connect's AI-powered Benefit Assistant, Howie, is **available 24/7/365** to help employees get accurate, **instant answers** about their benefits-confidentially and securely.

Howie is always available, delivering answers, growing employee confidence and easing HR workload - no matter the day or season.



Built for Security. Designed for Empathy.



A Closed, Secure System

- Howie only accesses your organization's data. Not public sources
- No data is used to train external models
- Fully anonymous, so employees can feel safe asking sensitive questions

Comfortably Personal

- Employees can ask about fertility and pregnancy coverage, weight loss options, mental health services, and more
- Multilingual and culturally sensitive
- Empowers employees to find the right answers, at the right time, without feeling exposed

Smart, But Knows Its Limits

- Escalates to HR, a benefits advisor, or the correct carrier when a question is too complex
- Ensures employees are always routed to the right human support- no dead ends
- Helps HR teams focus on high-impact work, not repeat questions like "What's changing this year?" or "Where's my medical ID card?"

Insights, Curated for You

You won't need to dig into dashboards - we do that for you.

- Your dedicated Howden Connect account manager will regularly review Benefit Assistant activity
- We provide summarized trends, popular topics, and suggestions for improvement
- Use these insights to:
- Curate new resources, Improve benefit clarity, and Anticipate employee needs before questions pile up

Howie Knows When to Step Aside.

Smart. Secure. Human-aware.

Howie brings a new level of clarity and care to the benefits experience. Let's get your team talking to Howie.