

## Customer Complaint Sentiment Analytics & Database

### ABOUT US

Tal Solutions®, LLC and our PositivityTech® Platform uses a unique Alternative Data source, AI powered predictive insights, and proven analytical strategies to transform raw Consumer Financial Protection Bureau (CFPB) Customer Complaint Data and your own proprietary data into actionable intelligence for Portfolio Management, Research, Trading and Advanced Data Analytics to support Investment & Trading Strategies.

This intelligence allows your organization to benefit from unique, predictive, and applicative sentiment analysis on the Banking and Financial sector.

**Integrating AI-powered predictive algorithms with human expertise**, the PositivityTech Platform uses customer narrative data to break down language, derive variables, and rank risk.

Institutional investors seeking differentiated datasets for due diligence, Alternative Data analysis, and exposure modeling can use PositivityTech to detect early indicators of regulatory, reputational, performance and operational risk.



**PREDICTIVE** Analytics



Advanced **SIGNALS**



**SEVERITY** Scoring



**SENTIMENT** Metrics

- 14 Years of Daily Data
- 10+ Million Complaints
- 8,000+ Companies
- Point-in-Time Analysis

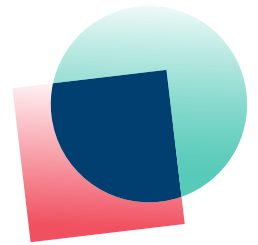
Contact us today to find out how Tal Solutions, LLC and PositivityTech can help improve your investment and trading performance.

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## PRODUCT OFFERINGS

### PositivityTech® AI Sentiment Analytics Database

- **Historical Daily Data for Backtesting:** Our historical database includes 14 years of Daily Raw CFPB customer complaints and fielded data points including Sentiment and our proprietary Severity Score. Sample Data available upon request.
- **Ongoing Data:** The database is updated daily. Combined with our proprietary algorithms, it can help identify potential future opportunities and risks.
- **Additional Models & Algorithms:** We offer advanced proprietary AI Models for Bias, Debt Collection, Attrition, Fraud, and more.
- **Benchmarking & Metrics:** Our Benchmarking and Metrics reports, tables, and analysis allows you to uniquely compare key Sentiment Complaint Metrics for multiple companies at once.
- **Customization:** Let us tailor any solution for your firm using our advanced AI algorithms and vast industry experience, incorporating your own proprietary data.
- **Delivery Methods:** Available through SFTP or through interactive API calls.

### PositivityTech SaaS Platform

Our SaaS platform visualizes the historical and ongoing database through built-in searches, benchmarking, and triggering tools for sophisticated analysis of Customer Complaint Sentiment on the Financial Sector. An excellent tool for Research Analysts to find hidden risks and opportunities using advanced predictive and proprietary AI modeling. Available directly from Tal Solutions or through Microsoft Marketplaces.

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### ***The Customers' Voice is Powerful***

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With over 40 years of Global Data Analytics experience in Banking and Fintech, Tal Solutions can help you find hidden opportunities, pinpoint future risks, and increase your revenues and bottom line.

Contact us today to find out how Tal Solutions, LLC and PositivityTech can help improve your investment and trading performance.

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