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Legal Tech Landscape

Dear reader,

Welcome to our essential *Legal Tech* Landscape Overview - a constantly evolving roadmap through the complexities of legal technology. This serves as an introduction to the extensive range of **legal tech** applications that Deloitte can assist you with.

In today's dynamic world, fully leveraging legal tech can be a challenge. That's where Deloitte steps in. We are not merely advisors but your **partners in success**, proficient in the latest legal tech trends reshaping business trajectories.

Our commitment extends beyond just advising. We continually **update our knowledge base** and explore new tech solutions. As your business evolves, so does our approach in providing the right tools and solutions.

At Deloitte, we **streamline your legal technology infrastructure**, allowing you to focus on your legal responsibilities while we optimize your work processes with the latest legal tech.

For further insights, please reach out to our team of subject matter experts at any time.

Trust Deloitte to bring you the most effective approach to your legal tech challenges, and let's shape the future of your business together. Welcome to your technologically empowered legal journey. **Take a look at our overview and explore what is out there for you!**

Yours sincerely, Hans Albers & Dominique Poot

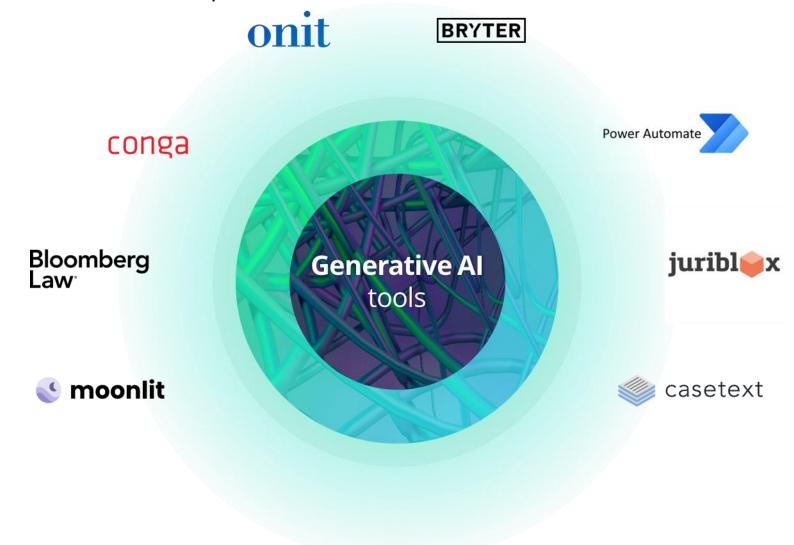
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Deep dive into solutions for legal

CLM / Document Platform / Workflow automation Compliance & Privacy Legal frontdoor management Legal research Legal design eBilling eDiscovery and analysis

DESCRIPTION

COMPARE

CASE STUDY

In a nutshell 😭

Contract Lifecycle Management (CLM) systems are software solutions designed to streamline and manage the entire contract lifecycle, from creation and negotiation to execution, renewal, and expiration. These systems leverage technology to automate and centralize contract management processes, improving efficiency, reducing risk, and enhancing compliance.

CLM with Al 🛞

Al plays a crucial role in enhancing CLM systems by enabling intelligent contract analysis, risk assessment, automated contract generation, and advanced analytics. By utilizing Al, these systems can extract key information from contract text, identify potential risks, and automatically generate contracts based on predefined templates.

Al-powered analytics provide valuable insights into contract performance, trends, and optimization opportunities. Additionally, Al enables intelligent search and retrieval of contract provisions, standardizes contract language, and automates workflows based on predefined rules and historical data.

Typical features

- Centralized Contract Repository: secure, centralized and easily accessible.
- Efficient Contract Creation and Collaboration: standardized templates and clauses and collaborative editing features optimizing accuracy and accelerate the negotiation process.
- Contract Visibility and Tracking: clear visibility into contract statuses, milestones, and key dates and proactive tracking of obligations, renewals, and expirations.
- Risk Mitigation and Compliance: identify and mitigate legal and financial risks, ensure compliance with regulatory requirements, and maintain proper governance throughout the contract lifecycle.

Unlock the power of streamlined contract management with CLM systems, boosting efficiency, mitigating risks, and maximizing the value of your contracts.



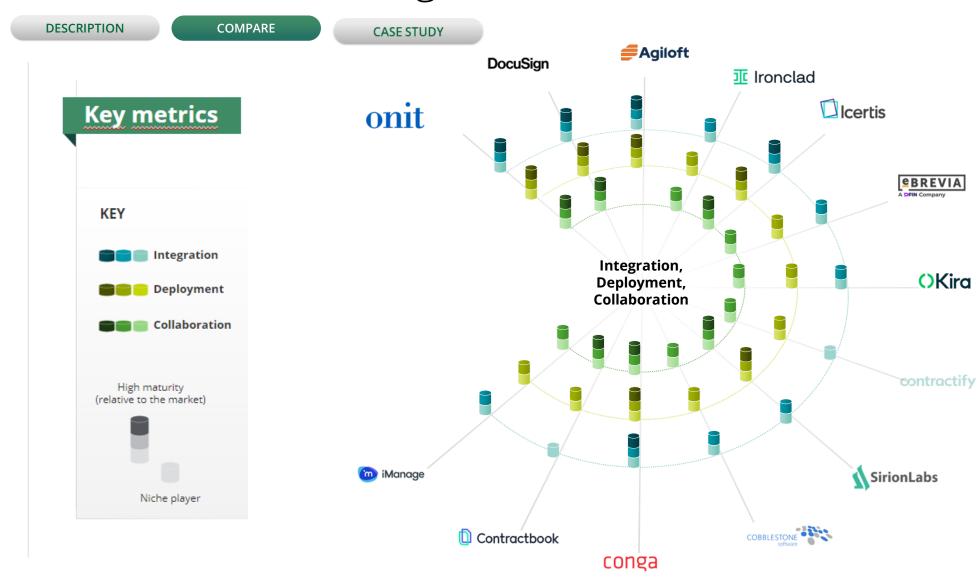
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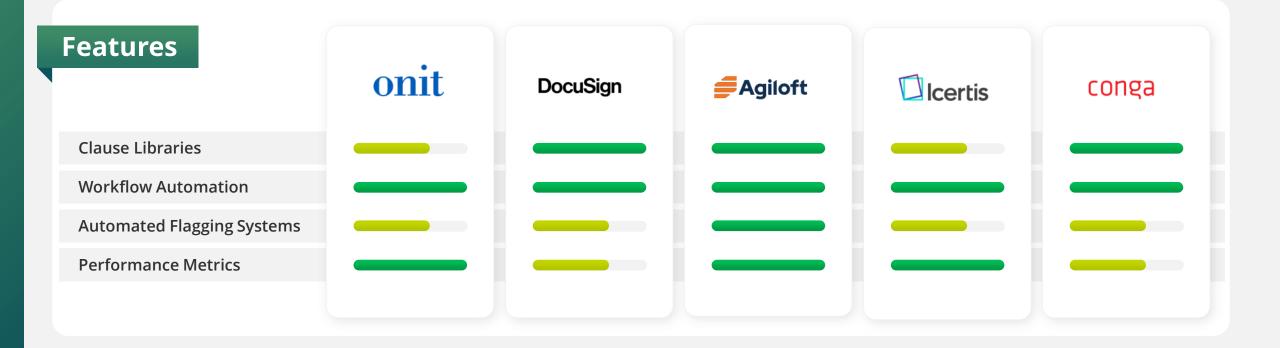
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Situation

The client encountered challenges during the implementation of DocuSign CLM, specifically in comprehending and fulfilling the technical requirements for a streamlined workflow that integrates with their business.

During the User Acceptance Testing (UAT) phase, the client encountered a series of errors with the existing scope of workflows.

Complication

The integration of DocuSign CLM posed a significant challenge for the client's business operations.

Despite their best efforts, the implementation process reached an impasse during the UAT phase, due to difficulties that surfaced as a result of the confines of the existing workflow scope.

This predicament not only hindered the existing workflow, but also underscored the necessity for swift and strategic resolution to mitigate potential setbacks and ensure the successful adoption of the DocuSign CLM tool.

Resolution

Deloitte LMC was able to bridge the gap between the client's legal team and the DocuSign implementation team to ensure seamless collaboration. Through the development of comprehensive user instructions and pre-deployment training, we assumed the role of the primary post-deployment guide.

Additionally, we:

- Established a robust reporting system and performed a data cleansing;
- Set up approvals/redlining processes, and aligned the client's contract signing protocols with DocuSign CLM capabilities for optimal efficiency;

A collaborative effort produced streamlined workflows, positioning the client as a DocuSign CLM pioneer. This successful resolution not only enhanced time efficiency and operational effectiveness, but also established a precedent for future implementations.

DESCRIPTION

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CASE STUDY

In a nutshell 😭

Compliance and privacy tools focus on leveraging technology to address and manage legal and regulatory requirements related to data protection, privacy, and adherence to industryspecific standards. This includes software that helps organizations ensure they are in compliance with relevant laws and regulations, and in some cases also the industry-specific regulations. Compliance and privacy solutions help organizations navigate the landscape of data privacy and regulatory obligations while safeguarding the rights and interests of individuals and businesses.

Compliance and privacy with Al



Al enhances compliance and privacy by automating data analysis, risk assessment, and policy enforcement. It aids in managing data subject requests, identifying breaches, and analyzing documents for compliance gaps. Additionally, Al enables predictive analytics, training, and efficient reporting, ensuring organizations adhere to regulations, protect sensitive data, and maintaining data privacy.

Typical features

- Compliance and privacy tools: they can help create comprehensive data maps and inventories, which identify where personal data is collected, processed, stored, and transferred. This assists in meeting transparency and accountability requirements.
- Platforms can automate consent management: these platforms can manage user consent processes, ensuring that organizations collect valid and explicit consent for data processing activities.
- Platforms monitor and assess: an organization's ongoing compliance with privacy regulations, highlighting areas that need attention or improvement.
- **Ability to help streamline**: the process of handling data subject requests, such as access, rectification, erasure, and portability requests. Automation can ensure timely and accurate responses.

Software solutions designed to help organizations ensure compliance.



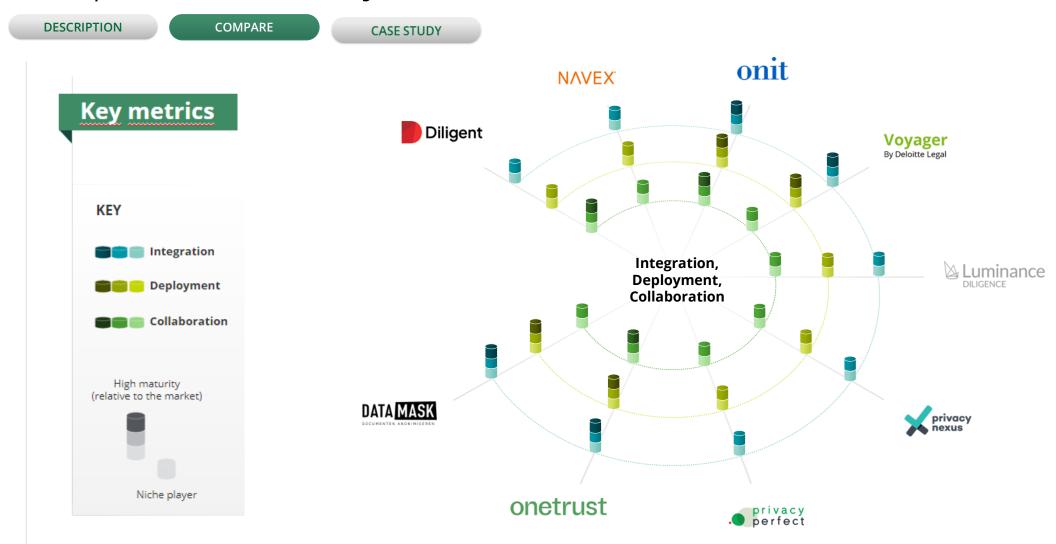
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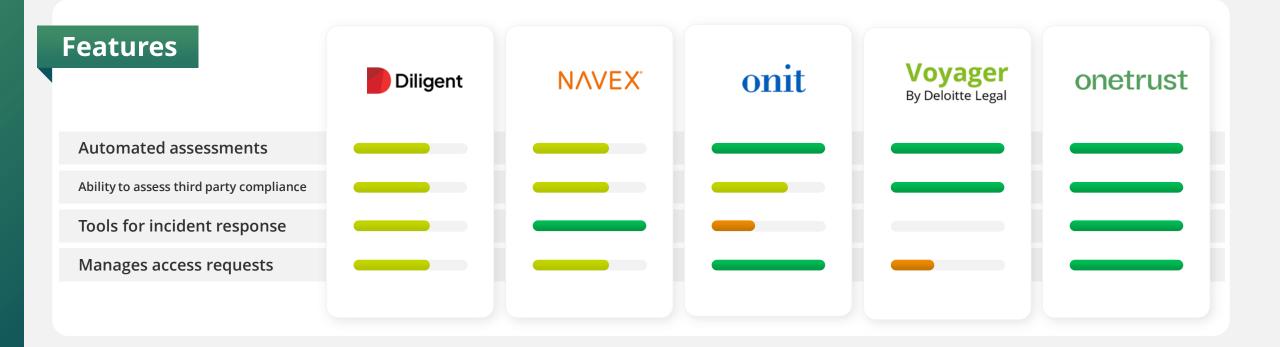
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Situation

A multinational corporation with 100+ branches faced a big challenge: keeping up with compliance deadlines worldwide.

Important deadlines were being missed and oversight over all the requirements and deadlines was not present.

Complication

The primary challenge was the volume of compliance requirements that varied per country.

In each country there is a unique set of regulations, making it a huge task to stay on top of every compliance obligation.

Resolution

Deloitte LMC/LEM introduced Diligent software which changed the approach in Corporate Compliance. The tool was used to automate the compliance process and create a central overview of all corporate compliance obligations:

- Full automation: Streamlined the entire compliance process
- Proactive alerts: Sent reminders for upcoming deadlines, ensuring none are missed
- Centralized data location: All compliance info in one place for easy access
- Reduced errors: Guaranteeing timely submissions, reducing human mistakes.

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CASE STUDY

In a nutshell 😭

Workflow automation is an approach to making the flow of tasks, documents and information across work-related activities perform independently in accordance with defined business rules. When implemented, this type of automation should be a straightforward process that is executed on a regular basis to improve everyday productivity and increase efficiency.

Workflow automation with Al 🥞



By using AI, machine learning and complex algorithms to analyze structured and unstructured data, businesses can develop a knowledge base and formulate predictions based on that data. The AI can then launch and maintain tedious or routine tasks, including projects such as data entry, processing, and analysis.

Typical features

- Process Mapping and Design: workflow automation platforms allow users to visually map out their existing processes or design new ones using intuitive drag-and-drop interfaces.
- Task Automation: workflow automation tools excel in automating repetitive and manual tasks. By defining specific triggers and conditions, these systems can automatically initiate actions, such as sending emails, creating reports, updating databases, and notifying stakeholders.
- Integration with Third-Party Apps: modern workflow automation solutions often offer seamless integration with various third-party applications, such as CRM systems, project management tools, cloud storage platforms, and communication apps.
- Conditional Logic and Decision Making: advanced workflow automation systems incorporate conditional logic, allowing processes to adapt based on specific conditions or data inputs. This feature enables dynamic routing of tasks, decision-making based on certain criteria, and personalized responses based on user interactions.

Workflow automation can significantly enhance operational efficiency, reduce human errors, accelerate task completion times.



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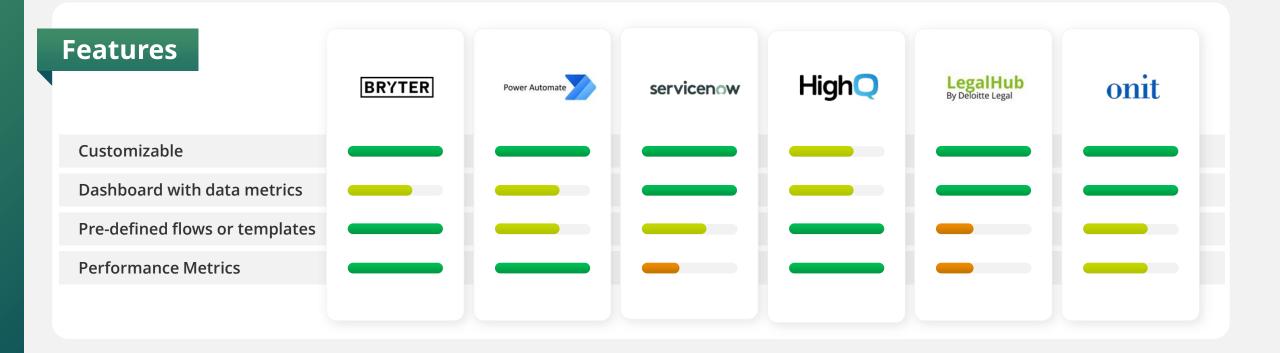
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DESCRIPTION COMPARE **CASE STUDY** Luminance CORPORATE BRYTER Spellbook **Key metrics B** Betty Blocks **■**Berkeley Bridge Power Automate **KEY** Integration Integration, servicenow Deployment Deployment, Collaboration Collaboration juribl⊜x High maturity (relative to the market) **⊘** Clio **High** Niche player onit LegalHub By Deloitte Legal Closing Folders

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CASE STUDY









Spellbook









■Berkeley Bridge

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CASE STUDY

Situation

A multinational company was grappling with time-consuming manual processes that impacted its productivity.

The organization relied heavily on manual labor, document verification, and the coordination of tasks across different departments.

Complication

As the business grew, managing operations manually became even more time consuming.

Complex processes led to unnecessary amount of time spent on manual tasks, different departments taking responsibility for the same task, and, overall, lost revenue due to the inefficiencies.

Resolution

The objective was to automate business processes, reduce the possibility of human error, improve efficiency, and enhance overall productivity.

The solution:

- Custom workflow: introduced a custom workflow automation system for seamless task and information flow.
- Al and machine learning: integrated Al and machine learning for advanced data analysis and decision-making.
- Automated task management: utilized Al for automatic launching and maintenance of routine tasks.
- Predictive analysis: implemented predictive analysis to optimize decisionmaking.

DESCRIPTION

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CASE STUDY

In a nutshell 😭

The legal frontdoor is a digital platform that enables a company's employees to submit requests to its own legal department. When the request is made, certain information and, if applicable, documents are collected to categorize the request and initiate appropriate processing by the legal department. The legal frontdoor can also contain references to self-service offerings of the legal department. In addition to the classic Frequently Asked Questions or document libraries, these include the automated creation of standard documents (e.g. an NDA generator) and automated information systems in the form of chatbots.

Legal frontdoor with Al 🥰

Al in legal frontdoor matter helps in atomization of the services; chatbots and virtual assistants are often deployed on legal websites to provide instant responses to common legal questions. Routine legal document drafting, such as contracts, agreements, and legal letters can also be automated. Users can input their details, and Al-powered platforms generate customized legal documents based on predefined templates.

Typical features

- A digital platform: an online way for clients to submit work or requests for advice to the legal team and for the legal team to pick up and manage that work.
- **Extract business information**: once the workflow is in place, lawyers can not only understand and improve their workflows, but also start to extract information which is critical to the entire business.
- Faster turnaround time: introducing a legal frontdoor leads to faster turnaround time to deliver legal services, increased visibility of legal service requests, standardized instruction from the business, and, lastly, increased efficiency via prioritization.
- An immediate visual dashboard: a visual representation of what is happening allows you to track the legal projects you receive from your business and record matters going to external counsel.

Creating a Legal Front Door: Intake and Triage as the New "Must-Have".



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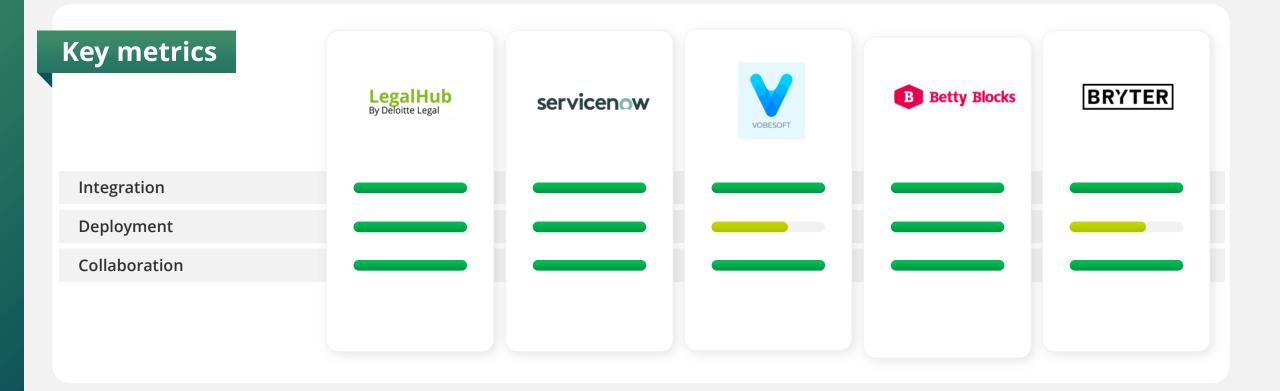
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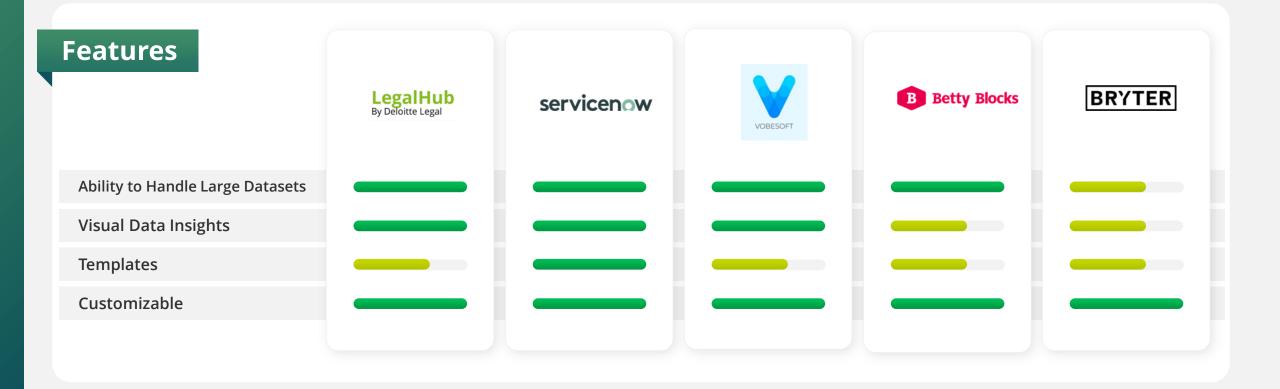
CASE STUDY



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CASE STUDY

Situation

A growing technology startup that specializes in developing custom software solutions for businesses facing a significant challenge in keeping up with the increasing demand for their services. Traditional software development methods were time-consuming, costly, and required a highly skilled development team.

They needed a solution that would enable their clients to build and modify applications collaboratively.

Complication

The primary complication was that the clients came from various industries, each with unique requirements. They needed a flexible platform that could accommodate these diverse needs and empower business users to build and maintain their applications independently.

Recognizing this complication, we introduced Betty Blocks to help build business applications.

Resolution

Deloitte LMC/LEM introduced software which revolutionized their approach towards the legal front door. This legal tool was used to develop a custom client portal which incorporates all features required for clients:

- Customization and Collaboration: Adjust easily and customize to fulfill all requirements and meet changing needs.
- Integration: integrate with existing tech infrastructure, applications, and data sources.
- No-code platform: Add capabilities and functionalities and turn all built features and elements into no-code building blocks to enhance your no-code toolkit.

So, amidst all challenges, the growing technology startup leveraged software, revolutionizing their platform flexibility and elevating their industry reputation.



COMPARE

USE CASE

In a nutshell 😭

eBilling software allows a law firm to automate its billing workflow, including submitting, reviewing, and approving client invoices. The software can also automate invoice creation to ensure consistency in other ways, such as making sure that matter deliverables are listed in a certain order, and that the invoice is formatted in the same way every time. An invoice can then be generated which can be sent to the client. The client is able to pay their bill online. The software itself can be a standalone billing solution or integrated with common online payment platforms like PayPal, LawPay, and more.

eBilling **with** Al 🍪

Al can automatically process and extract relevant information from invoices, such as date, time, billing rates, expenses, and other data. This reduces the need for manual data entry, saves time, and minimizes errors. Moreover, Al can automate certain actions and confirm compliance with guidelines and regulations.

Typical features

- Automated Invoice Processing: automatically process and extract relevant information from invoices, such as date, time, billing rates, expenses, and other relevant data. This reduces the need for manual data entry, saves time, and minimizes errors.
- Invoice Verification and Compliance: Al algorithms can verify invoices against predefined billing guidelines and legal regulations to ensure compliance. It can flag any discrepancies or potential billing errors, helping to maintain accuracy and transparency.
- Cost Predictions and Analytics: analyze historical billing data and case information to predict future costs and estimate budgets accurately. This helps businesses manage their finances more effectively.
- NLP-powered Al tools: these tools can analyze and extract key terms and information from legal contracts, making it easier for legal professionals to review and validate contracts for billing purposes.

After the introduction of an e-Billing application, on average approximately 5 to 10% of the external lawyer's costs can be saved.



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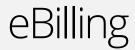
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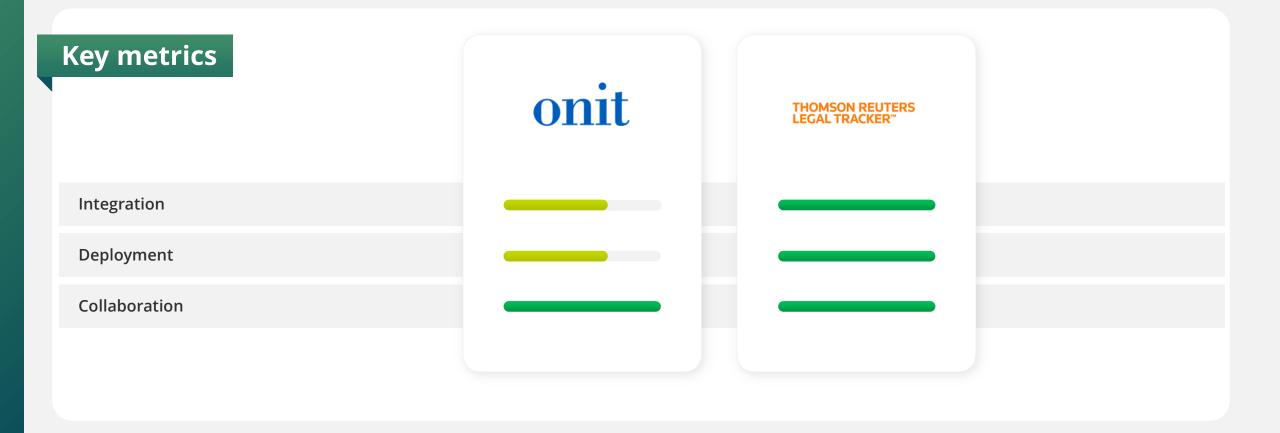
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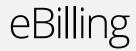
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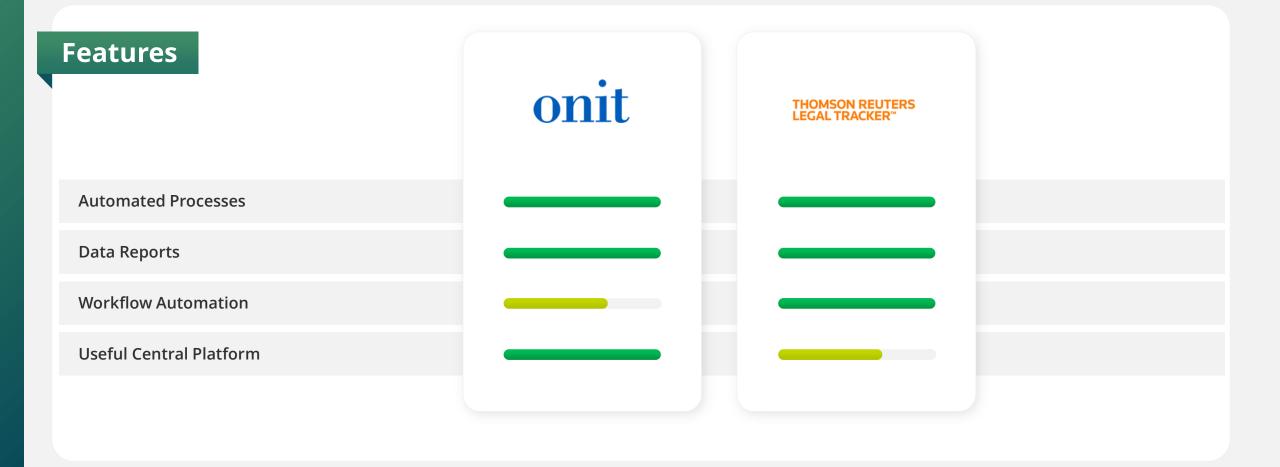
CASE STUDY





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CASE STUDY





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USE CASE

Situation

A large multinational corporation in the healthcare sector is grappling with intricate global eBilling complexities across its extensive network of subsidiaries and partners.

Managing invoices, compliance, and varying regulations in numerous regions has become an arduous task, leading to delays, errors, and compliance risks.

Complication

The primary challenge stems from the diverse regulatory frameworks and billing requirements in each country of operation.

The company needs a unified eBilling solution capable of adapting to local regulations while streamlining the billing process across their global network.

Resolution

Through introduction to an eBilling tool such as Onit, the corporation will be able to utilize a comprehensive eBilling platform, tailored to the multinational's specific needs. This tool offers:

- Customizable features to adapt to diverse regional requirements, ensuring compliance while centralizing and automating the billing process.
- Automated extraction of relevant information, making the billing process more efficient and subject to fewer errors.
- A no-code platform enables easy modifications.
- Many integrations with the company's existing infrastructure, simplifying the complex billing landscape.

Legal Design

DESCRIPTION

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USE CASE

In a nutshell 😭

Legal design software refers to the application of design thinking principles and user-centered design methodologies to improve the delivery of legal services and the overall user experience within the legal industry. It involves using design techniques to create innovative and user-friendly solutions to complex legal problems, making legal processes more accessible, understandable, and efficient for clients, lawyers, and other stakeholders.

Legal design **with** Al 🍪

Al in legal design simplifies complex legal language using NLP, automates document generation, and visualizes data for better user understanding, while virtual legal assistants engage users in natural language conversations. Predictive analytics anticipates user needs, Al-driven compliance monitoring ensures up-to-date and compliant solutions, and personalized recommendations enhance the overall user experience.

Typical features

- Natural Language Processing (NLP): Al-powered NLP algorithms can analyze and understand complex legal texts, such as contracts, statutes, and legal documents. They break them down into more understandable terms.
- Automated Document Generation: All can automate the process of creating legal documents and contracts based on predefined templates and user inputs. This reduces the manual effort required and ensures consistency and accuracy.
- **Data Visualization:** assists in transforming complex legal data into visual representations like charts, graphs, and infographics. These visual aids can help convey legal concepts and information more effectively.
- Virtual Legal Assistants: virtual assistants can engage with users in natural language conversations, guiding them through legal processes, answering questions, and providing relevant information.

Simplify complex legal language and create more accessible, user-friendly, and effective solutions.



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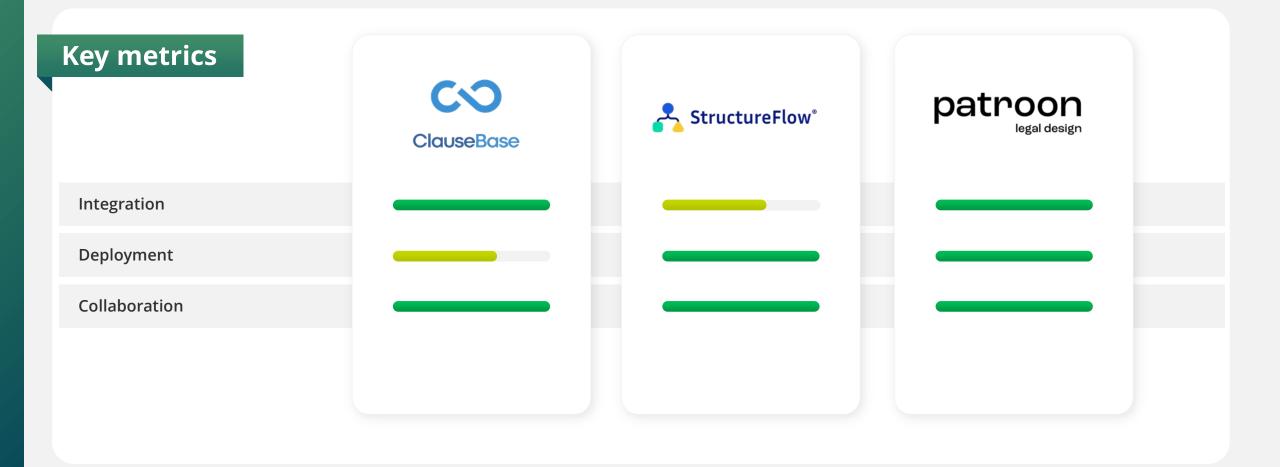
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Legal Design

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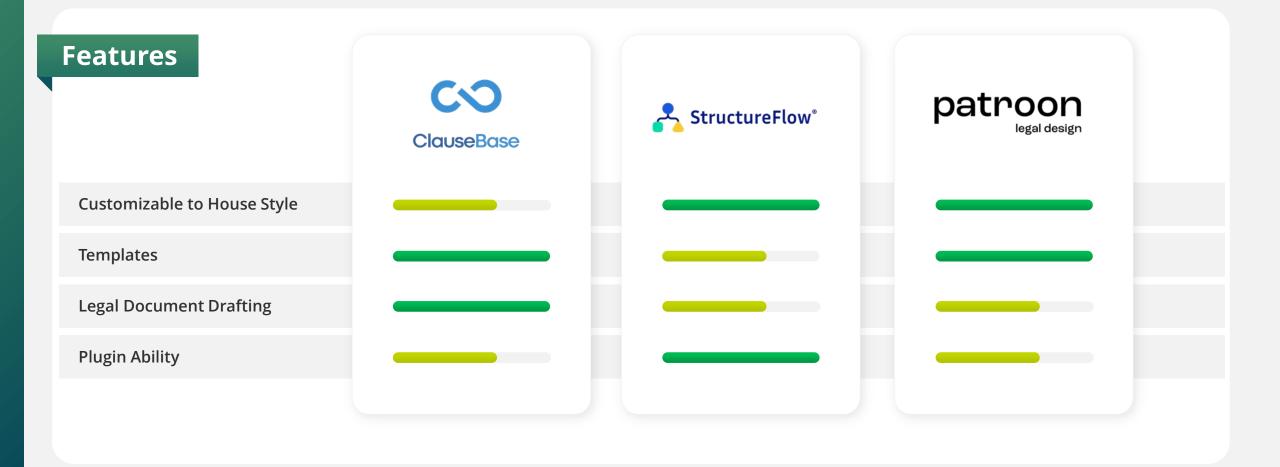


Legal Design

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Legal Desigr

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Situation

A prominent global law firm faces mounting challenges in delivering accessible legal services to a diverse clientele spread across different regions and legal domains.

Traditional legal frameworks often present barriers to understanding legal documents, causing confusion and accessibility issues for clients seeking legal counsel.

Complication

The primary hurdle arises from the intricate nature of legal documentation, which often prove complex and challenging for clients to comprehend.

The law firm needs a solution that could simplify legal information, making it more accessible, understandable, and engaging for their diverse client base.

Resolution

Patroon, a cutting-edge legal design tool, is tailored to the law firm's needs. Patroon revolutionizes the presentation of legal information by:

- Employing user-centric design principles.
- Transforming complex legal documents into intuitive, visually appealing formats.
- Providing a user-friendly interface that enables clients to navigate legal documents effortlessly, promoting comprehension and engagement.



COMPARE

USE CASE

In a nutshell 😭

eDiscovery tools aid in searching through electronic documents, emails, files, databases, and other digital sources to identify relevant information that may be used in legal proceedings. They streamline the review and analysis of vast amounts of electronic data, helping legal professionals efficiently locate evidence, ensure compliance with legal obligations, and prepare for litigation or legal actions.

eDiscovery **with** Al 🤫



Al can prioritize documents based on relevance and potential importance. Moreover, Al-driven predictive coding technology can "learn" from human reviewers' decisions and apply that knowledge to automatically categorize and classify documents, streamlining the review process. Patterns in the search can be discovered and highlighted, while AI is also able to understand and analyze the context of language within documents, aiding in search queries and uncovering hidden insights.

Typical features

- Quickly processing and indexing: massive volumes of electronic data can be processed, reducing the time and effort required for initial data collection and organization.
- eDiscovery tools with AI: AI can prioritize documents based on relevance and potential importance, allowing legal teams to focus on reviewing the most pertinent information first.
- **Visual representations**: data relationships and trends can be visualized, helping legal professionals better understand complex information and make informed decisions.
- **Identification**: patterns, relationships, and anomalies are identified in large datasets, helping to uncover relevant information.

Transform eDiscovery by accelerating data processing, enhancing document review accuracy, and providing deeper insights.



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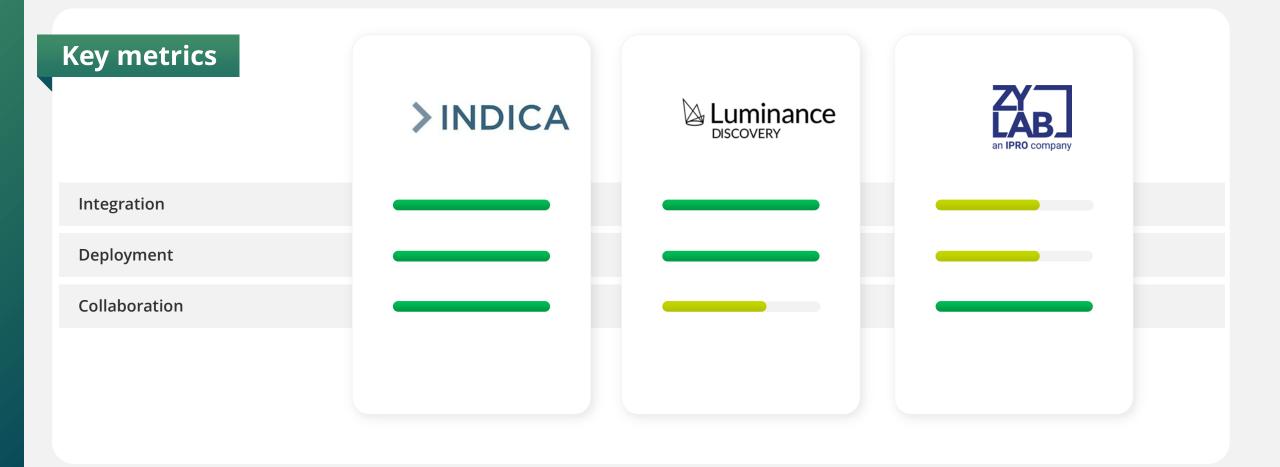
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eDiscovery

DESCRIPTION

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USE CASE



eDiscovery

DESCRIPTION

COMPARE

USE CASE



eDiscovery

DESCRIPTION

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USE CASE

Situation

A multinational corporation facing extensive litigation across various jurisdictions struggles with the daunting task of sifting through massive volumes of electronic data for legal proceedings.

Traditional methods of eDiscovery prove time-consuming, inefficient, and costintensive, hampering the corporation's ability to manage legal matters swiftly and effectively.

Complication

The primary challenge arises from the sheer magnitude and complexity of digital information dispersed across multiple platforms and data sources.

The corporation requires an eDiscovery solution capable of efficiently processing, analyzing, and organizing this vast amount of electronic data to meet litigation deadlines and regulatory requirements.

Resolution

By introducing Indica, an advanced eDiscovery tool, the corporation's legal discovery process is streamlined. The introduction of Indica allows for:

- Leveraging of cutting-edge technology to swiftly sift through enormous datasets,
- Employing Al-driven algorithms for predictive coding and data categorization.
- Utilizing their robust analytics engine to rapidly identify of relevant information, significantly reducing review time and costs associated with litigation.

The tool's efficiency and accuracy in processing electronic data empower the corporation to navigate complex legal landscapes with agility, ensuring compliance and timely responses to legal obligations across diverse jurisdictions.

DESCRIPTION

COMPARE

USE CASE

In a nutshell 😭

Legal Research tools encompass a range of digital resources designed to enhance and streamline the process of legal research. These tools leverage advanced algorithms and expansive databases to provide rapid access to relevant case law, statutes, regulations, and legal opinions. Legal research tools automate the search, which saves time and improves accuracy. Additionally, they often offer features like citation analysis, document comparison, and collaborative platforms, facilitating a more efficient and effective legal research workflow.

Legal Research **with** Al **码**



Through natural language processing, Al-powered tools can interpret complex legal queries, helping locate relevant cases and statutes more efficiently. Al can analyze and categorize legal databases, extracting key insights and patterns that might otherwise be challenging to identify. Additionally, AI can aid in predictive legal analytics, estimating the potential outcomes of cases based on historical data.

Typical features

- **Advanced Search Capabilities:** Legal research tech offers robust search functionalities, enabling users to input complex queries and obtain highly relevant results.
- **Document Analysis**: These tools can quickly analyze legal documents, identifying key concepts, relevant passages, and potential connections.
- Citation Management: Legal tech often includes features to manage citations, ensuring accurate referencing and compliance with legal standards.
- **Predictive Analytics**: Some platforms incorporate predictive analytics, offering insights into potential case outcomes based on historical data and legal precedents.

Gather more accurate legal insights by utilizing legal research technology that streamlines searches and analyzes data.



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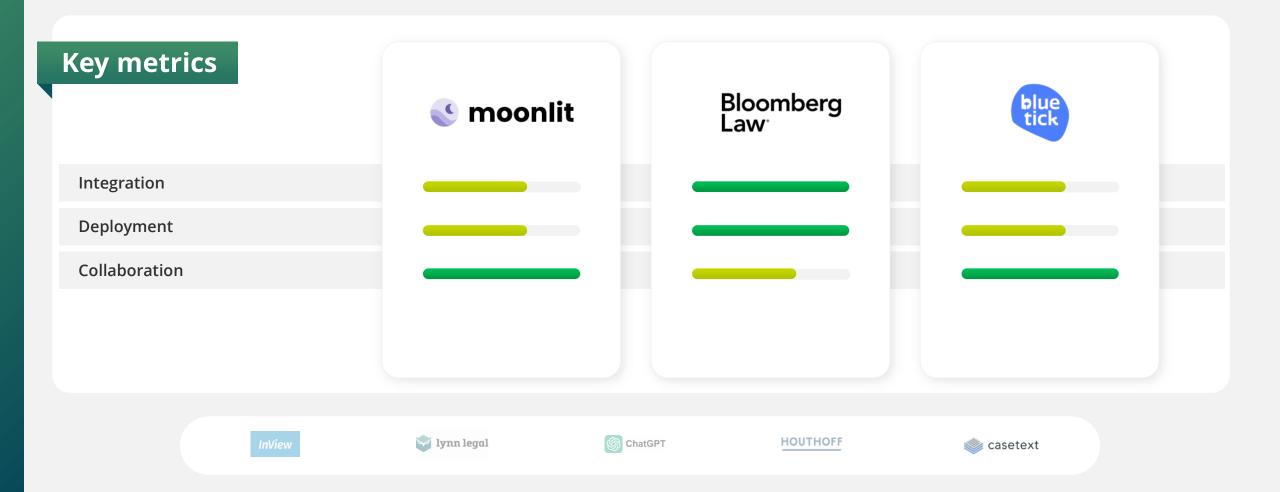
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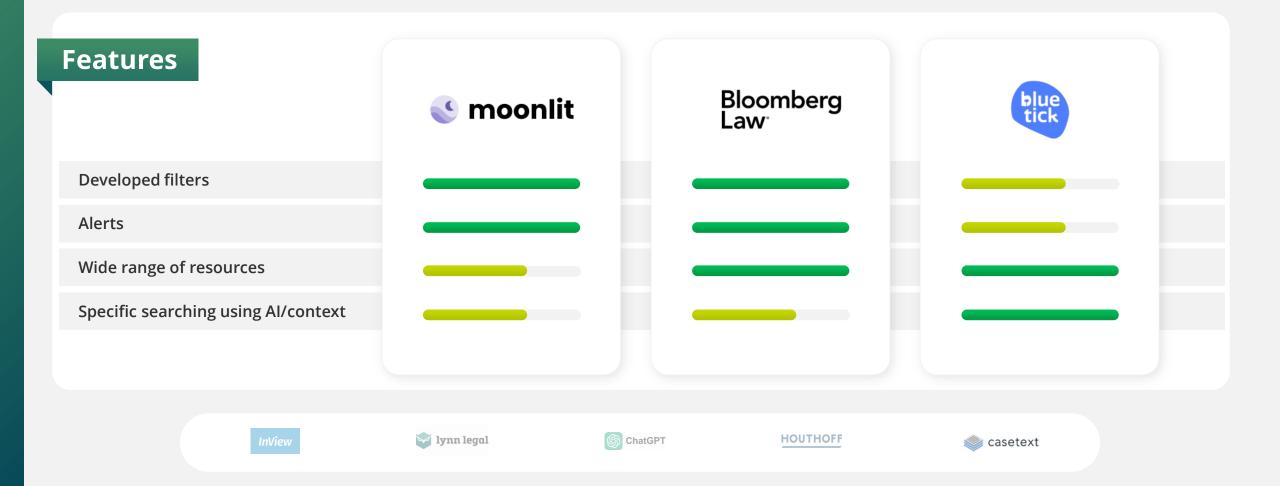
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USE CASE

Situation

A prestigious law firm is grappling with the demands of extensive legal research, facing challenges in efficiently accessing comprehensive and up-to-date information across various jurisdictions.

Traditional research methods prove timeconsuming and often fail to provide timely insights critical to their cases.

Complication

The primary challenge lies in the overwhelming volume of legal data dispersed across diverse sources, making it cumbersome for the law firm to access relevant and current information swiftly.

They require a comprehensive legal research tool that offers real-time insights, streamlining the process and enhancing the quality of their legal analysis.

Resolution

Deloitte introduces moonlit.ai, a cuttingedge legal research platform, to revolutionize the law firm's approach to legal research.

The solution:

- Harness Al-powered algorithms to swiftly analyze vast databases of legal information
- Real-time updates and in-depth insights into case law, statutes, and precedents.
- Access to many legal databases within Europe in all languages.
- An intuitive interface allows for refined search capabilities, enabling the firm to access accurate and relevant information efficiently.





Do you want to learn more about Legal Tech? Please reach out to us.



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