

 CARITY



**Carity AI:**

How can I help you today?





## CARITY LEADERSHIP TEAM

# Tech & industry veterans with deep consumer and automotive expertise



CEO



Operations



Engineering



Product



Partnerships

David  
Au-Yeung

Cofounder of Flipp;  
Head of Engineering  
and People

Steven  
Choi

Ex-Flipp; early Flipp  
member; engineer  
and lawyer

Dave  
Shin

Ex-Flipp Engineer;  
infrastructure  
expert

John  
Ling

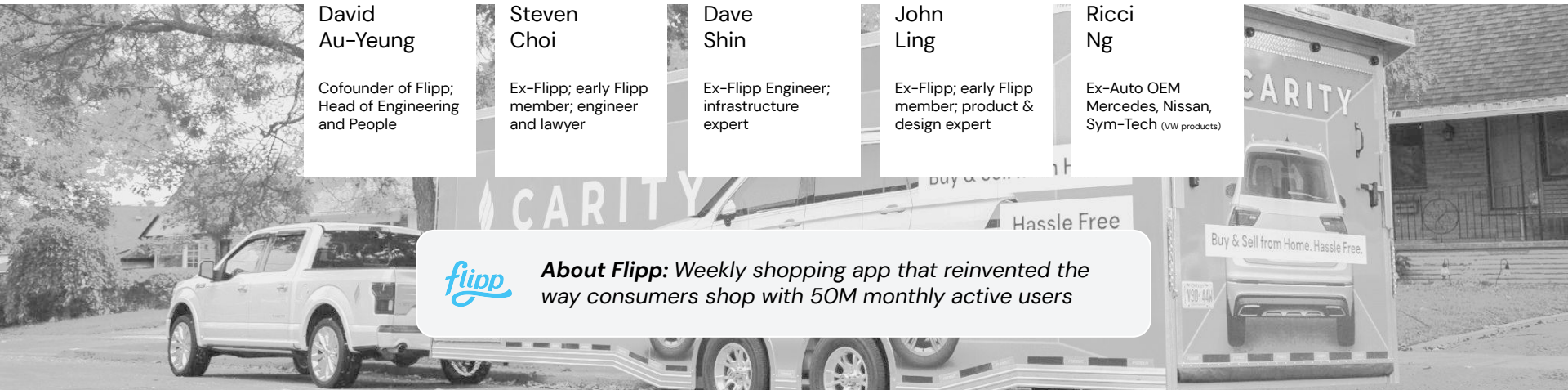
Ex-Flipp; early Flipp  
member; product &  
design expert

Ricci  
Ng

Ex-Auto OEM  
Mercedes, Nissan,  
Sym-Tech (VW products)



**About Flipp:** Weekly shopping app that reinvented the way consumers shop with 50M monthly active users





Making knowledge **accessible to all**  
Turning consumers into **experts**, and experts into **superstars**

**2021**

**Online dealership**

Giving car buyers and sellers a digital first & consumer centric experience.

- 300+ transactions



**2022**

**Private sourcing**

Enabling dealers to optimize private vehicle sourcing through AI & automation.

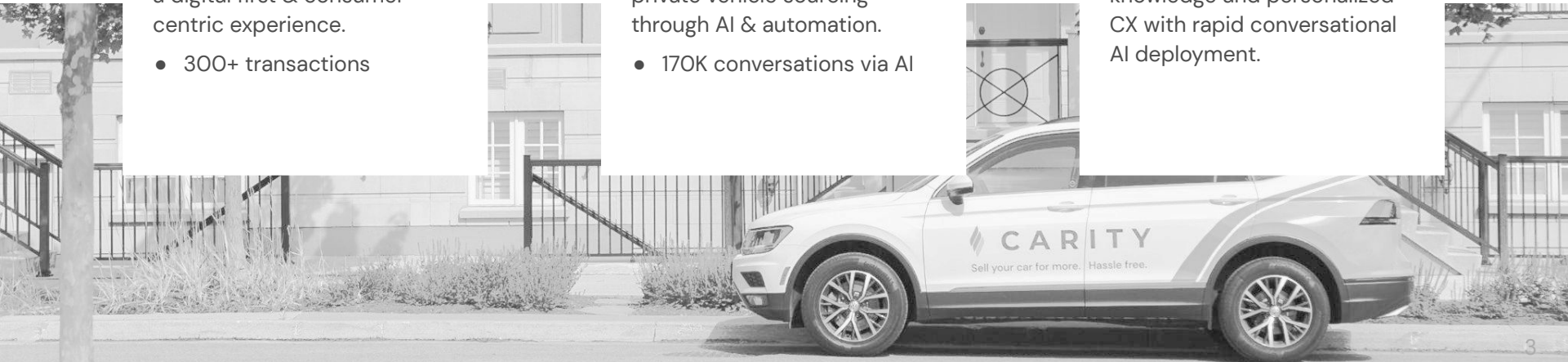
- 170K conversations via AI



**Today**

**AI platform**

Helping businesses deliver knowledge and personalized CX with rapid conversational AI deployment.



A grayscale photograph of a woman with long, dark, wavy hair, looking extremely stressed or frustrated. She is holding both hands to her temples, with her fingers digging into her hair. Her facial expression is one of intense pain or anger, with her mouth slightly open and eyes squeezed shut. In the foreground, the corner of a laptop screen is visible, partially obscuring the lower left of the frame. The background is out of focus, showing what appears to be an indoor setting with some vertical lines.

OEMs and dealerships want to provide an  
engaging customer experience that is scalable

However, they face the following challenges today:

**Not personalized**

Website information is typically not specific to consumer needs

**Not useful**

Chatbots either provides bad response or no response

**Not immediate**

Human agents can provide the right experience but is costly to train & deploy

Carity provides **personalized, brand-approved** answers **immediately**. Accessible anywhere.



### **Controlled & useful responses**

Carity AI responds immediately with appropriate & brand-approved information



### **Personalized & contextual**

Carity AI considers customer history and customizes response based on context



### **Always on where customers are**

Carity AI can integrated with any communication platforms & delivers response in real-time





Thank you  
carity.ai



Carity AI:  
Welcome to Carity AI. How may I  
help you today?

Can I fit 3 child seats in the new Carity  
C80?



Carity AI:  
Yes, you can fit up to three child  
seats in 2023 Carity C80.

Enter your question here

ASK CARITY AI

