

## NavAI Assistant Frequently Asked Questions

Please review the following frequently asked question about the Kroll Cost of Capital Navigator AI (“NavAI”) Assistant:

### What is the NavAI Assistant?

NavAI Assistant is Kroll’s new AI-powered assistant that leverages advanced LLM technology, trained exclusively on Kroll’s cost of capital research, guidance, and methodology. NavAI helps you get the most out of the content and tools available in your subscription to the [Cost of Capital Navigator](#).

NavAI is also designed to support natural, back-and-forth conversations within a session. It can retain context as you interact with it, allowing you to ask follow-up questions, refine your queries, and explore topics more efficiently without needing to restate prior information.

### What Can It Be Used For?

With the NavAI Assistant, you can:

- **Get answers to technical questions** – understand how cost of capital inputs, industry benchmarking data, and country risk models are defined and applied. This includes links to documents that were used as the basis for the NavAI response to your question.
- **Find what you need, fast** – whether it’s a specific datapoint, country risk model, or risk study, NavAI shows you exactly where in the Cost of Capital Navigator platform to access it.
- **Get platform support** – access guidance on platform features, data coverage, data sources, and more.
- **Quickly find the documents you’re looking for in the Resource Library** – ask something like “which documents discuss proper application of country risk premia?” and receive a list of relevant documents to download.

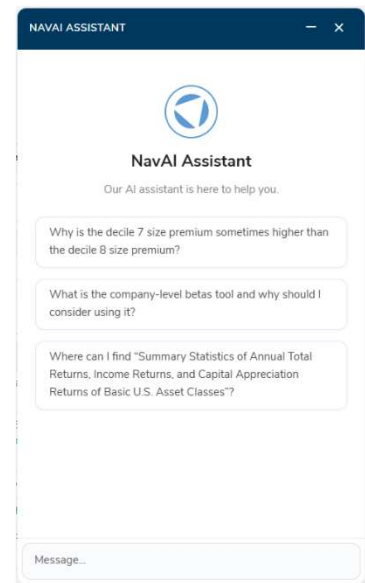
**Note:** NavAI is not trained on raw data or numeric values directly due to licensing restrictions and therefore cannot provide data values. Instead, it empowers you to locate and use the right information confidently within the platform.

**AI can make mistakes. Please independently verify all responses.**

### How do I use NavAI?

You can access the AI-powered assistant by clicking the NavAI icon located in the bottom right corner of the screen. Once opened, simply type your question or prompt into the chat box and press the enter icon to receive a response.

NavAI supports conversational interactions and can retain context within a session. This allows you to ask follow-up questions and build on previous responses to explore topics more seamlessly.



For the best experience:

Use the “New Chat” button when starting a completely different topic. This helps NavAI stay focused and ensures you receive the most relevant responses.

Provide specific and detailed prompts to help NavAI tailor its responses more effectively.

NavAI is designed to assist with topics related to our methodologies, technical guidance, process explanations, and navigation within our product. For example, you can ask:

- *Where can I find “Summary Statistics of Annual Total Returns, Income Returns, and Capital Appreciation Returns of Basic U.S. Asset Classes”? “Where can I find documentation on Y?”*
- *Why is the decile 7 size premium sometimes higher than the decile 8 size premium?*
- *What is the company-level betas tool and why should I consider using it?*

Please note that NavAI is **not trained on raw or numerical data**, so it will not provide answers related to specific datasets, or financial figures. Its purpose is to help you quickly access our knowledge base and guidance materials — making it easier to find information, understand our methodologies, and learn how to use our tools effectively.

### What content does NavAI reference as sources?

NavAI references only proprietary content developed and maintained by Kroll. All of the information it draws from originates from the Cost of Capital Navigator internal knowledge base — including methodology documents, theoretical frameworks, case studies, examples, process guides, and other intellectual property created by Kroll.

In other words, NavAI has not been trained on or connected to any external data source or publicly available content. Its responses are grounded exclusively in the materials the Kroll cost of capital team has authored and approved, ensuring that it reflects exclusively the methodologies, standards, and best practices contained in the Cost of Capital Navigator.

This approach helps maintain the accuracy, consistency, and confidentiality of NavAI’s outputs, while ensuring that the insights it provides are fully aligned with Kroll’s expertise and methodologies.

### What types of questions can NavAI answer?

NavAI can assist with methodology explanations, technical concepts, tool guidance, and navigation within the Cost of Capital Navigator platform. It is especially helpful for clarifying terms, explaining models, directing you to relevant sections or documents, and supporting iterative, follow-up questions within a single conversation.

### What types of questions should I avoid asking?

NavAI does not process or respond to questions involving specific data values, client information, or custom calculations. It is not designed to handle requests involving confidential datasets or numeric analysis.

### How often is NavAI updated?

NavAI is periodically refreshed to include new methodology updates, tool enhancements, and guidance released by Kroll. Updates are tested internally before being deployed to ensure accuracy and consistency.

### How can I provide feedback?

Click the  Like or  Dislike icons at the bottom of the response and provide feedback that will assist us improve our models.

### What if NavAI provides an incorrect or incomplete answer?

If you receive a response that seems incorrect, click the **Dislike** button and add a short note describing the issue. This helps our team refine and improve NavAI's accuracy and coverage.

### How can I suggest new features or topics for NavAI?

Use the feedback option in the chat window or contact our support team directly ([costofcapital.support@kroll.com](mailto:costofcapital.support@kroll.com)) with your suggestions. We regularly update NavAI based on user feedback and new content releases.

### How many questions can I ask NavAI?

For security reasons, we have limited usage to thirty (30) questions per user per day. Please send us feedback if you find this limit too low.

### Why is NavAI limited to 30 questions per day?

This limit helps maintain system performance, manage infrastructure load, and ensure fairness across all users. We may adjust this limit as we scale and monitor usage patterns.

### How are questions and responses from NavAI stored and secured?

All questions and responses from NavAI are securely stored in a Microsoft Azure SQL database. This environment is managed within our organization's Azure infrastructure and protected by enterprise-grade security controls.

Data in the database is encrypted in transit, following Azure's best practices and our company's internal security policies. Access to the data is strictly limited to authorized personnel, and all access is logged and monitored to ensure compliance with our governance and privacy standards.

These safeguards ensure that all interactions with NavAI — including user questions, responses, and related metadata — remain confidential, protected, and compliant with our organization's data protection requirements.

### Does NavAI learn from my questions?

NavAI does not automatically learn or retrain from user questions in real time. Feedback collected through the Like/Dislike feature is reviewed by our internal team to help improve the assistant over time.

### How accurate are NavAI's responses?

NavAI's responses are based on the same authoritative Kroll methodologies and documentation used by our analysts and clients. However, as with any AI tool, we recommend verifying important information within the source materials provided as reference or with Kroll experts.

**AI can make mistakes. Please independently verify all responses.**

### Is any personal or client data shared with external systems?

No. All data processed by NavAI stays within Kroll's secure Azure environment. No third parties have access to the information exchanged between users and NavAI.

### Are chat histories visible to other users?

No. Each user's chat history is private and accessible only within their own session. In other words, users can view chat history only during an active session. If they log out and log in again, they will not be able to see the chat history from their previous session. Other users and external parties cannot view your interactions.

### What should I do if NavAI isn't responding?

Try refreshing the page and reopening the chat. If the issue persists, please contact the Navigator support team via email at [costofcapital.support@kroll.com](mailto:costofcapital.support@kroll.com).

### How can I get the most out of NavAI? What are prompting best practices?

Effective prompting is important. The clearer your prompt, the better the response you'll receive from NavAI. Short or vague prompts may result in generic responses.

Be specific. Include:

- The full name of the concept or datapoint (avoid unnecessary acronyms)
- The relevant geography (if applicable)
- Any relevant time frame
- Context for how you are using the information

Most importantly, please let us know what you think by using the thumbs up/down feature at the bottom of NavAI's response. The feedback is specific to each response and helps us continue to improve the NavAI Assistant.