

SmartPolicies – Pending Case

A SINGLE TRACKING AND
REPORTING SYSTEM FOR ALL
YOUR LINES OF BUSINESS

DATASHEET

Take Control of Multi-carrier, Multi-product New Business Processing

New business processing is the lifeblood of your agency. The ability to manage, track, and streamline this process is the key to growing your business. But in a multi-carrier agency environment where your staff manages multiple carriers, dozens of products, and many lines of business, the challenges are increasingly complex.

SmartPolicies — Pending Case gives you unprecedented control over new business processing, enabling your case managers to be more effective and more productive, and helping you handle more business than ever before.

As a fully integrated product within E-Z Data's SmartOffice® platform, SmartPolicies — Pending Case interacts seamlessly within the SmartOffice client management system. This means all activities relating to each client are recorded in the client history within SmartOffice. As well, it puts all the robust communications features of SmartOffice — including automated email, fax, and letter production — at your case managers' fingertips.

All the Information You Need — When You Need it

SmartPolicies — Pending Case helps case managers reduce and even eliminate redundant entry by providing pending case status downloads directly from the carrier Home Office. And by generating automatic status updates to your agents via email, fax, or letter, managers can significantly cut the time required to support agents on the phone.

Powered by E-Z Data's DataXchange™, carrier status updates are downloaded directly into the SmartPolicies — Pending Case data fields. Case managers can accept all Home Office updates automatically or use side-by-side processing to manually validate new data. DataXchange continually refreshes carrier data feeds, ensuring that your agency has the most accurate and up-to-date information.

To help optimize business processes, the solution lets you customize workflows and create case processing procedures that fit the way you do business. Automated online follow-ups provide activity and status reminders to keep you from losing track of critical tasks and timelines, and customizable security settings allow non-case-manager users to have read-only access to case information.

- > Track and report on all your lines of business including Life, Annuity, Group, and Variable products
- > Reduce or eliminate data entry at the agency with Home Office new business status downloads
- > Speed up application and issue processing
- > Reduce the errors that lead to lost sales

SmartPolicies — Pending Case provides these valuable features:

- > **New Business Processing** allows tracking of formal applications for all lines of business, including Life, Annuity, Group, and Variable products.
- > **Carrier Downloads** provide automatic case updates to the Home Office. Updates are delivered based on each user's defined preferences by carrier.
- > **Requirement Tracking** includes an online follow-up system. Incomplete requirements trigger automatic reminders to case managers.
- > **Product Validation** eases the application process by automatically checking the age and face banding, calculating the issue age, and determining in which states the product is approved — all at the time the application is entered.
- > **Advisor Validation** allows users to check licensing, contracting, appointment, and E&O coverage at the time the case is entered.
- > **Informal Applications** lets users shop informal applications for sub-standard business with multiple carriers.
- > **New Business Reporting** helps track cases during the underwriting process. Report types include Submitted Business, Approved vs. Applied, and Pending Case Status (to advisors), as well as integration for user-defined reports.

SMARTPOLICIES — PENDING CASE

All the details of each pending case are right at your fingertips..

The screenshot displays the SmartOffice interface for a pending case. The main window title is "Submitted - A234-876 - Life - Joseph M. Ackerman - American Level 10 - ABC Life". The interface is divided into several sections:

- Status and Dates:** Shows the case status as "Submitted" on "09/23/2004". It includes checkboxes for "Signed", "Submitted", "All Req In", "Approved", "Issued", and "Delivered".
- Premium Information:** Lists "Modal Premium" as \$50.00, "Pay Method" as "Bank Draft", "Annuiz Prem" as 10,200.00, "Target" as 1035, "Lump Sum" as 1035, "Comm Modal" as \$50.00, and "Comm Annuiz" as 10,200.00.
- Basic Policy Information:** Shows "Policy # A234-876", "Case #", "Case Unique ID Case-66464-1427", "Carrier ABC Life", "Plan Name American Level 10", "Plan Type Term", "Sub-Type 10YRT", "State CA", "Cash Received 0.00", "Inforce Request", "Alternate Policy #", "Priority", "Replacement", "Face Amount 500,000", and "Underwritten Amt 900,000".
- Important Contacts:** Lists "Underwriter", "HO Rep", "Team", and "Contact Joseph M. Ackerman" with a role of "Case Manager" and "Admin".
- Policy Advisor Summary:** Shows "Primary Advisor" as "Philip Anderson" with an "Interest" of 100.00.
- Policy Insured Summary:** Shows "Primary Insured" as "Ackerman, Joseph M." with a "Proposed Class".
- Policy Relationships:** Lists "Primary Contact", "Owner", and "Payor" as "Ackerman, Joseph M.".



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