

BANKING, INSURANCE & CAPITAL MARKETS

Life&Pension Insurance, Property&Casualty Insurance

IT Solutions for the Insurance Industry



COMARCH
INFORMATION TECHNOLOGY

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Introduction

The insurance market is an integrated part of the financial sector. Achieving success on the insurance market is becoming increasingly difficult and depends on the fulfillment of many conditions. Many factors have contributed to the dynamic growth of this market: increased competition, the shortened life cycle of many products, new sales channels and lower profit margins. These developments require a fresh approach to organizational and business solutions.

Market Perspective

Insurance markets vary in their level of development among countries. Eastern European markets are at the initial stage of development in insurance. The introduction of mandatory communication insurance and new insurance regulations as well as pension reforms present challenges for insurers in Russia, the Ukraine and Belarus. Markets in Poland, the Baltic States, the Czech Republic, Hungary and Bulgaria have already passed the first stage of life and nonlife insurance development and are currently focusing on the uti-

lization of new distribution channels and the optimization of product offers. Insurance companies in developed markets have a different set of problems. Customer service is becoming increasingly important given the support for necessary pension reforms in Germany or France.

Comarch has created a group of systems that meet the unique requirements of businesses operating in the insurance sector.

Business and Operating Benefits

Reduction in the time required to launch new products onto the market

The elasticity of Comarch IT solutions and their open interfaces to external systems enable minimal launch times for new insurance products.

Higher customer service quality

The use of new customer contact channels (WWW, WAP, SMS) and the automation of service processes leads to an increase in customer satisfaction.

Increased competitiveness

Reductions in operating costs due to improved information flow, process automation and the utilization of new sales channels (bancassurance, the internet) increase competitiveness on the market.

Reduction in operating costs

Greater operating efficiency is possible thanks to a reduction in the time required for interdepartmental information exchange. In addition, increasing the amount of information available while simultaneously enabling easy access to it results in greater employee satisfaction and efficiency.

Optimization of sales networks

Introducing innovative commission-motivation systems and providing agents with access to the necessary tools results in significant improvements in agent network efficiency.

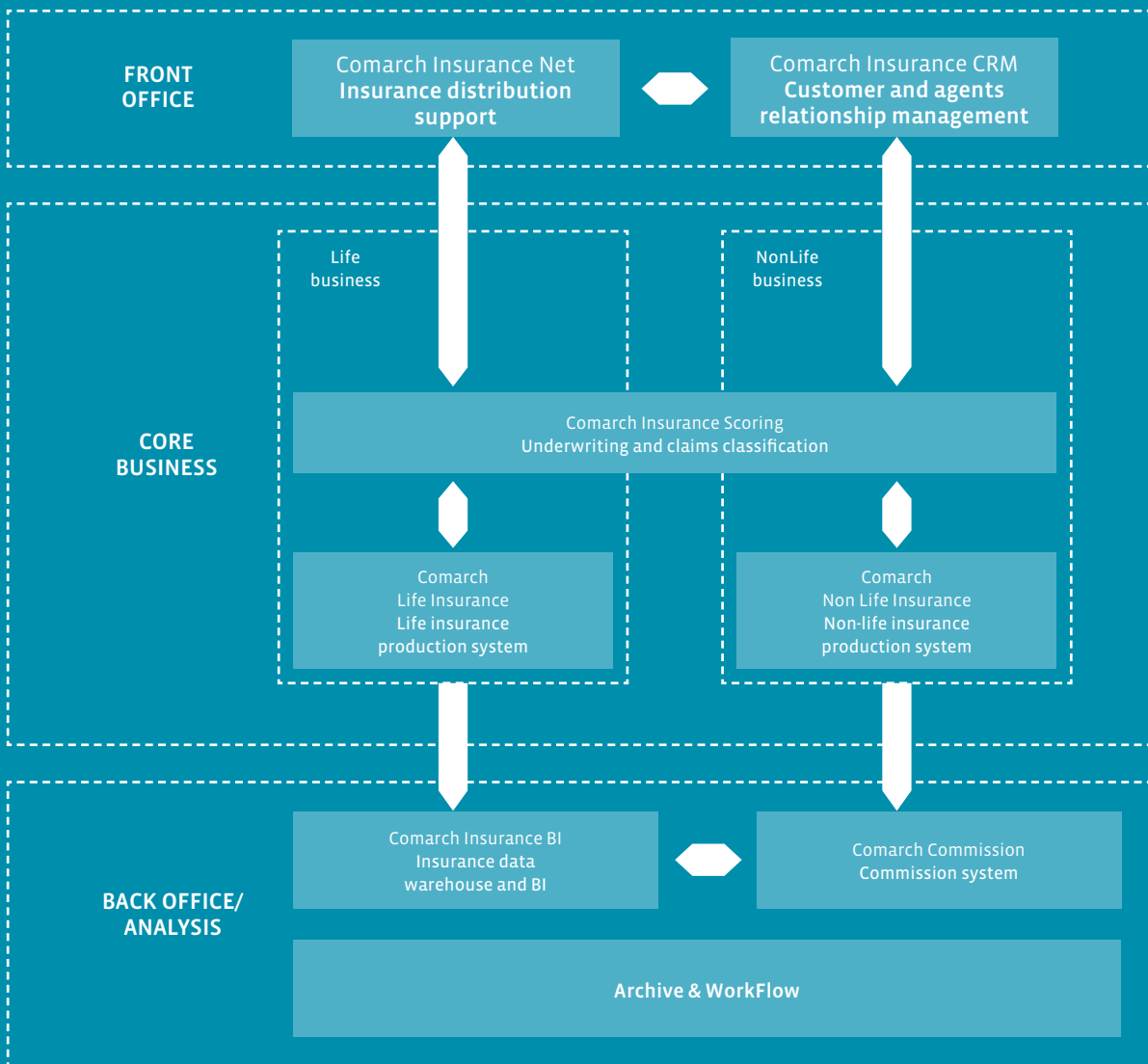
Integration with other systems

Comarch systems have an open interface to external systems that allows for the easy and automatic exchange of information with cooperating systems.

Improved reporting

The indirect reporting of the entire insurance portfolio, including insurance, financial, and statistical data, is a key factor in business. This includes reports for shareholders, stock exchanges, obligatory accounts and internal units.

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Comarch's solutions for the Insurance Industry

Core Business Areas

It is worth highlighting those Comarch solutions for the insurance sector that support all the business processes of both life and non-life insurance companies.

Comarch NonLife Insurance

The Comarch NonLife Insurance system is a production system capable of supporting all the business processes of non-life insurance companies. System implementation can incorporate all of its modules and an entire production line. However, the system's modular architecture also enables only selected functionalities to be implemented and seamlessly integrated into existing architecture.

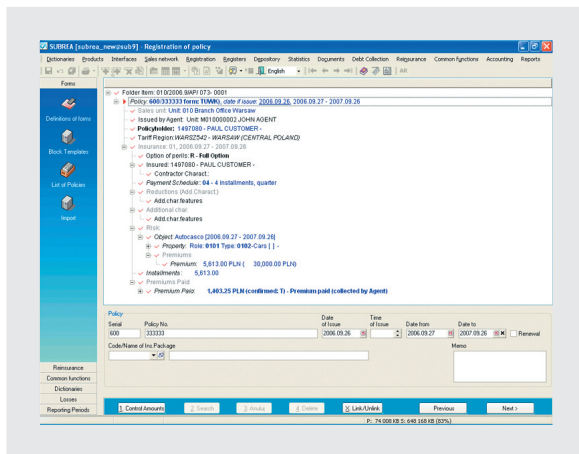
Supported processes:

- definition of insurance processes,
- application and contract management,
- damage liquidation,
- print magazines,
- sales network service,
- commission settlement,

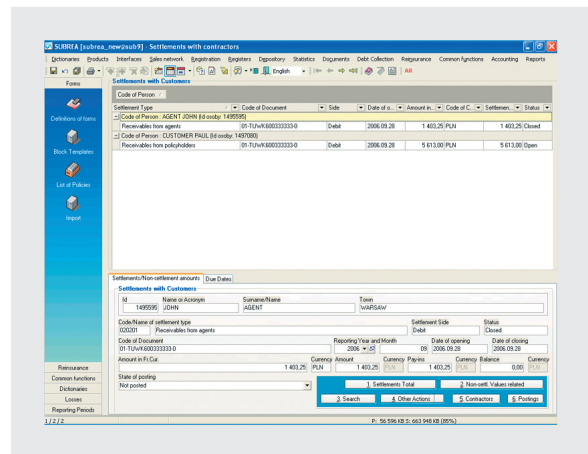
- settlement processes,
- reserve management,
- reinsurance,
- vindication,
- personal file management,
- document registration,
- reporting and analysis.

Supported product lines:

- non-life insurance,
- civil liability insurance,
- medical insurance,
- financial insurance,
- travel insurance,
- health insurance,
- guarantees,
- package insurance,
- fronting insurance,
- united insurance,
- fleet insurance.



Policy registration process



Settlements with contractors

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Comarch Life Insurance

The Comarch Life Insurance system is a comprehensive solution for life insurance companies. The system has been designed as a tool that enables fast and flexible responses to existing and future insurance market needs. The system can manage the comprehensive range of business operations of life insurance companies or can be adapted to the architecture of existing systems to service a number of business activities.

Supported processes:

- definition of insurance products,
- application and contract management (individual and group contracts),
- underwriting,
- investment accounts,
- claim management,
- sales network management,
- commission calculation,
- settlement processes,
- reinsurance,
- reserve management,
- reports and analysis.

Supported product lines:

- individual life and endowment,
- benefit and capital insurance,
- dowry insurance,
- life insurance with an investment fund,
- medical insurance,
- pension accounts,
- employee pension schemes.

Comarch Reinsurance

The Comarch Reinsurance system is an IT solution that caters to the needs of reinsurance departments and companies. The solution was designed and developed as a comprehensive tool for the management of reinsurance and co-insurance contracts. It is based on a common platform comprised of the administrator application, files and tools for document registration. A single user interface provides access to all solution applications.

Supported processes:

- passive reinsurance,
- active reinsurance,
- co-insurance,
- proportional, non-proportional, and mixed reinsurance contract types.

Comarch Insurance Scoring

Comarch Insurance Scoring is a system based on flexible and definable principles of automation that allow for the rating of different types of items including the underwriting of customer proposals. Initially, the Comarch Scoring system was used exclusively by banks to support automated risk assessment. However, in response to increasing market demand from insurance and leasing companies as well as pension funds the system has evolved to accommodate the automation of this sector's business processes.

Supported processes:

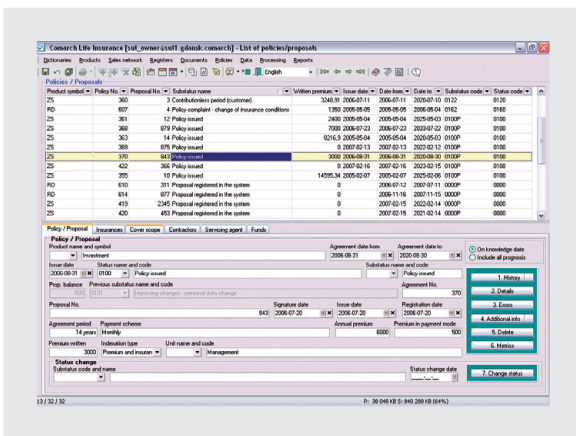
- automatic underwriting of insurance applications,
- claim and damage classification,
- insurance agent and broker segmentation,
- vindication case classification.

Comarch Debt Management

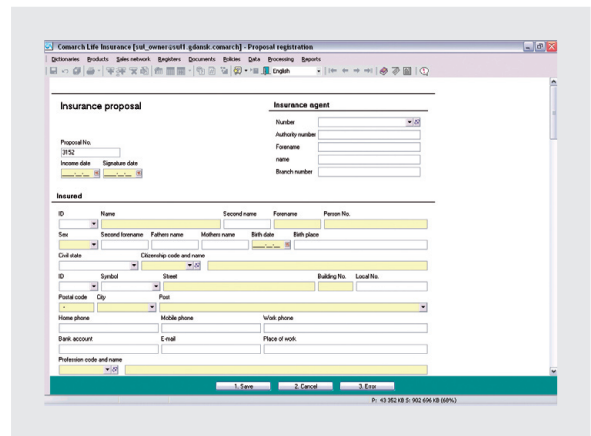
Comarch Debt Management is a modern and effective solution that supports and directs debt collection processes. All collection procedures, debt cases and data are stored in one location, and directed through a definable workflow. Each case is assigned to a specific operator, manager and department at every stage in order to prevent the duplication of effort.

Supported processes:

- debt classification,
- definition of vindication processes,
- queue management,
- vindication case management,
- contact management,
- document management,
- reports and analysis.



List of life policies



Proposal registration

Sales

Comarch created a group of marketing and sales systems to meet the unique requirements of insurance companies. These requirements include reducing sales network costs, optimizing motivation systems, accelerating customer acquisition and utilizing alternate sales channels.

Comarch Insurance Net

Comarch Insurance Net is a front-office system that includes a set of tools and solutions to support the distribution and service of insurance products. Its functionality supports the activities of agents, brokers, employees, business partners and individual customers.

Supported processes:

- offer presentation,
- production registration,
- document management,
- operation reporting,
- communication with the head office via online and offline interfaces,

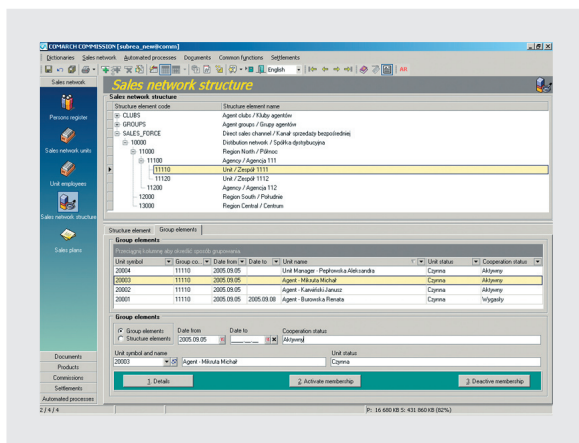
Comarch Commission

Comarch Commission is a management and calculation system for sales networks. The system enables the integration and central storage of all data on sales networks, distribution channel provisioning policies and sales representative settlements. Data stored in a single location results in the additional benefit of improved sales control and the optimization of motivation systems.

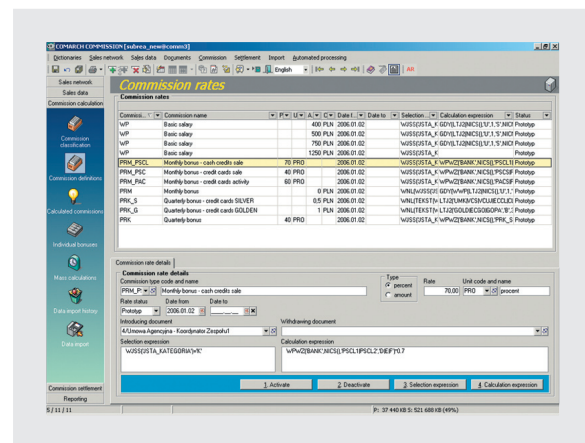
Supported processes:

- sales network management,
- product management (integration with production systems),
- commission policy management,
- agent settlement management,
- reporting and analysis.

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Sales network structure



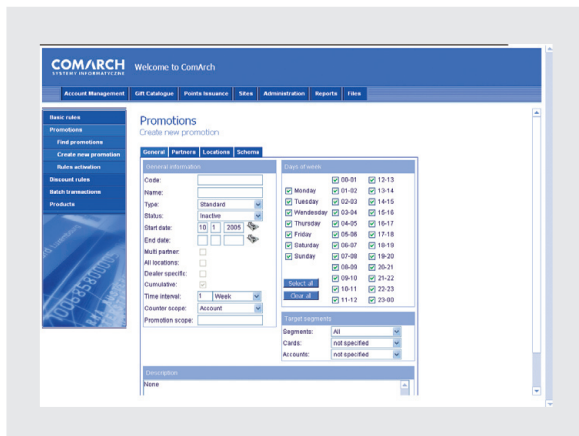
Definition of commission rules

Comarch Insurance CRM

Comarch Insurance CRM provides comprehensive support for customer relationships: from customer acquisition, through the sales process (including cross- and up-selling) and loyalty programs to the termination of customer relationships. The system includes functionalities for front desk and customer service employees as well as for the back office employees responsible for managing sales processes (including the preparation of information for salespeople, the definition of pricing policies, planning, sales monitoring and report analysis).

Supported processes:

- customer service,
- customer contact service,
- transactional operation service (integrated with production systems),
- information management,
- sales and sales plan management (functionality for managers),
- marketing campaign management,
- reports.



Creation of new promotions

Comarch Learning Management

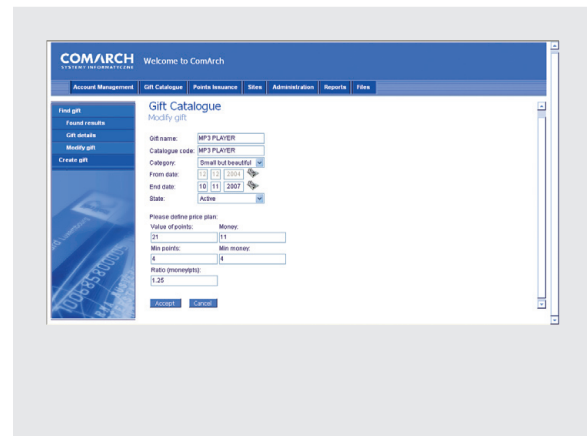
The Comarch e-learning platform can be used by insurance companies to organize training for diffused agent networks. Using electronic tools to deliver such training reduces training costs, shortens the induction time for new employees and improves the quality of customer service.

Supported processes:

- definition and control of training plans,
- training content management,
- publication via:
 - the internet, an intranet, TV, DVD, CD-ROM,
- student management.

Comarch e-learning services:

- e-learning platform integration:
 - Comarch Learning Management system,
 - IBM, Oracle, SAP,
- preparation and distribution of training content,
- creation of an „e-university”,
- equipment and infrastructure delivery,
- platform hosting (courses in the ASP model),
- consulting.



Gift catalogue

Comarch offers strategic cooperation in the implementation of IT systems for insurance businesses. We take advantage of our many years of experience working in cooperation with a range of financial institutions and provide the technological expertise necessary to quickly and efficiently achieve business objectives. To meet specific customer demands, support for business processes is delivered thanks to predefined proprietary solutions, turn-key systems, integration support and deployment of third party software

Customer Service

Comarch Insurance CustomerCare

The Comarch Insurance CustomerCare system provides corporate and retail customers with access to services offered by insurance companies on a 24x7 basis over the internet, WAP, SMS and other channels. It is a widely-tested and established system used by financial institutions to provide services and information over the internet. Financial services are offered not only via internet browsers, but also through other electronic channels, including WAP, SMS, email, IVR, Call Center and multimedia kiosks. Comarch CustomerCare is constantly developing to define electronic transaction standards and to address emerging security concerns, while also continuously addressing the functional and legal requirements that regulate the activities of insurance companies

Comarch Content Management

The Comarch Content Management System (Comarch CMS) is a website content and structure management system that offers a set of tools enabling websites to be updated and managed remotely. The platform does not require any additional software to be installed on existing IT infrastructure and all essential functions can be executed in a web browser. Comarch CMS is a simple and convenient solution which facilitates the successful and dynamic creation and extension of websites. Users have the freedom to navigate, while retaining complete control over displayed content and a high level of security. The system is easy-to-use and enables operators to execute basic actions intuitively thanks to its meticulously-designed and functional solutions. Comarch CMS has an open architecture that is modern and flexible. The platform applies state-of-the-art technologies which enable it to be easily extended and integrated.

Asset Management

Comarch Asset Management

Comarch Asset Management is aimed at asset management companies, depositary banks, mutual fund companies, pension funds, insurance funds and other institutions providing investment and portfolio services. The most important areas of the system include asset management, portfolio and fund accounting records as well as customer service. Asset management functionality includes portfolio modeling, the creation of investment decisions, order generation, transaction process handling and control over investment limits as well as efficiency and risk measurement tools. The system ensures access to portfolio contents that are kept up-to-date based on current market data. Quotes are collected online and all information is presented on user-friendly, customizable desktops.

Portfolio and fund accounting records functionality consists of the registration of all operations that impact portfolio contents (transactions, deposits, financial operations, security operations, security rights and others). This part of the system appraises assets and portfolios based on flexible, definable appraisal algorithms and schemas. It also keeps records of portfolios and funds and inspects them from an accounting and regulatory standpoint based on its complex reporting capabilities.

Finally, Comarch Asset Management's customer service functionality enables the registration of customer data (including investment portfolios, contracts, documents, contacts, orders and information about assets and management effectiveness), the distribution of reports to customers and the storage of information about sales networks and customer advisors.

Reporting and Analysis

Comarch Insurance Data Warehouse

Comarch Insurance Data Warehouse is a separate database which collects information relating to organizational management. This read-only database is separate from operational databases. The architecture and tools used in its construction are optimized for analytical processing. Data stored in the data warehouse can be accessed periodically from the system which processes operational data. During the loading process, homogenous data and its aggregate are integrated.

Supported processes:

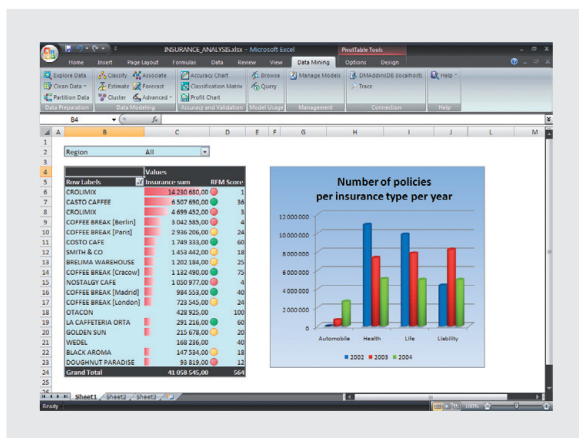
- CRM analysis (customer segmentation, marketing campaign efficiency analysis),
- sales (distribution channels analysis),
- underwriting (risk evaluation, damages),
- insurance policy management (collections analysis, operating costs analysis),

- damage management (damages, damage trends analysis, future payments analysis),
- investment funds management (portfolio analysis, profitability),
- financial management (finance factors analysis),
- human resources management,
- various others.

Tools and technology supported by Comarch:

- Databases:
 - Oracle, IBM DB/2, Sybase, MS SQL,
- ETL tools:
 - Oracle Warehouse Builder, Cognos Transformation Server, MS Data Transformation
- Data Mining tools:
 - SAS Data Miner, Oracle Business Intelligence 10g, Statistica, SPSS Clementine,
- Analytical and reporting tools:
 - COGNOS PowerPlay, ReportNet, BusinessObjects, OCEAN GenRap.

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Business INTELLIGENCE COMARCH INFORMATION TECHNOLOGIES

RFM analysis - ranking of customers

Row Labels	FREQUENCY RANK	RECENCY RANK	MONETARY V	RFM Score
KAWARNIA "AROMAT"	5	5	5	125
COFFEE BREAK [Poznań;Glogowska]	5	5	5	125
COFFEE BREAK [Legionowo;Orszaka]	5	5	5	125
OTACON	4	5	5	100
ZAREWICKI	4	5	5	100
BRONEALEX	4	5	5	80
COFFEE BREAK [Kraków;Zamachowskię]	5	5	3	75
LA CAFFETERIA ORTA	3	5	4	60
COSTO CAFE	4	5	3	60
OFFICE DEPOT	3	5	4	60
JUSTUS	5	3	4	60
B&B COMPANY	5	5	2	50
KROTALIX	5	3	3	45
NOMIRALEX	3	5	3	45
WEDEL	2	5	4	40
COFFEE BREAK [Kraków;Plaza]	2	5	4	40
COFFEE BREAK [Warszawa;Legnicka]	4	5	2	40

Sample reports/analysis

IT Systems Integration

Comarch Homebanking

The Comarch Homebanking application is a tool that integrates an insurance company's production system with internet banking systems. The architecture of the solution allows lists of interfaces to be defined, thereby enabling reciprocal data exchange. It is possible to define separate data structures and parameter sets for each interface, making it easy to integrate a large number of Internet banking systems and promptly respond to changes in a particular bank's operations.

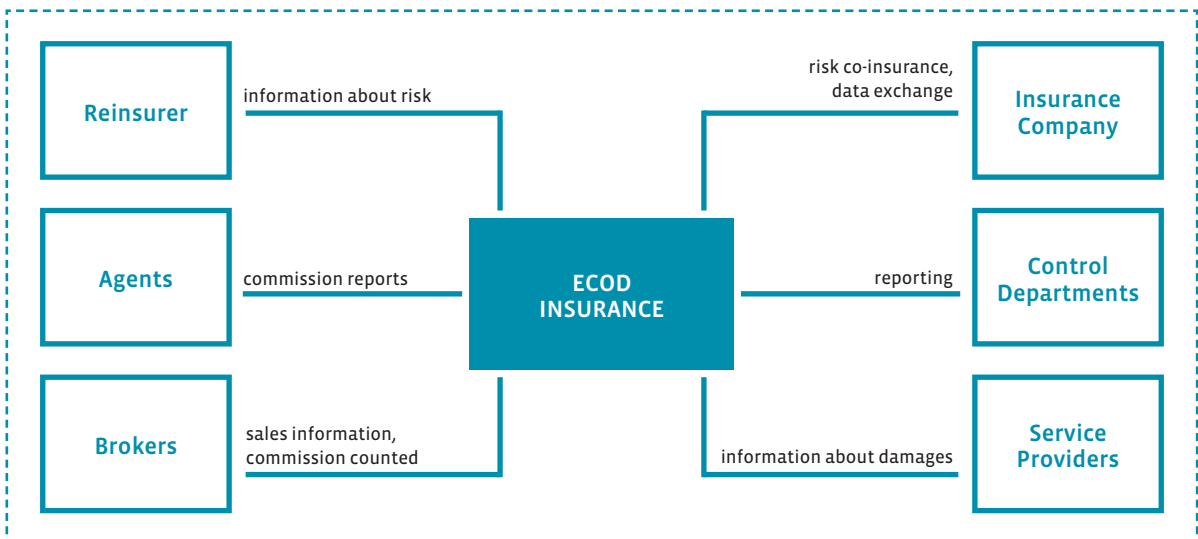
Electronic data interchange with partners – ECOD Insurance

ECOD Insurance is a platform that integrates the technical system of one insurance company with the systems of other insurance companies and/or partners (brokers,

multi-agencies, reinsurers, the insurance market control authority, travel agencies, dealers, etc.). The system is a set of tools and solutions that support the import and export of data pertaining to insurance contracts, insurance policies, policy holders, loss, etc.

Supported processes:

- data exchange with reinsurers,
- data exchange with co-insurers,
- data exchange with control departments,
- data exchange with multi-agencies, brokers, banks, travel agencies, etc.
- data exchange with service providers (assistance, medical agencies),
- internal integration of the IT systems of different providers.



Systems Integration Services

Comarch has been integrating IT systems for years, often introducing solutions before they become standard (e.g. providing network-based integration before it became common). Comarch employees are competent and experienced in all technologies recognized on the market.

IT infrastructure integration

Hardware platforms:

- server platform selection consulting (RISC, SPARC, INTEL, AS/400),
- installation, configuration, equipment service (Sun, HP, IBM, Fujitsu Siemens, Dell),
- high-end solutions.

Storage and backup:

- backup and storage system selection consulting (EMC, HDS, StorageTek, Overland, Seagate, Tandberg),
- disk space management (SAN and NAS net),
- installation and configuration of broad systems for archiving data,
- Legato Networker, Veritas NetBackup, ARCserveIT, proprietary backup solutions.

System infrastructure

Operating systems:

- tuning and administration (Solaris, AIX, HP-UX, Linux, OS/400, Windows 2003),
- installation and service of systems with high accessibility (Veritas Cluster, HACMP, Sun Cluster),
- efficiency analysis, optimization, inspections, reports, system development,
- out-tasking.

Relational databases:

- consulting – platform selection according to needs and sizes of databases,
- installation, configuration, efficiency analysis, database systems tuning.
- on-site and remote system administration.

Telecommunication infrastructure

- wide-spread and local data transmission networks (Cisco, 3Com, Juniper),
- call center PABX telephone switchboards (Avaya, Nortel Networks, Siemens, Cisco),
- Voice over IP technology based on data transmission networks (Cisco, Avaya, Nortel),
- safe connections with the internet (Checkpoint, Cisco, Juniper),
- satellite and mobile solutions (GORS, EDGE, UMCS),
- broadband local networks (WiMax).

About Comarch

Comarch is a global IT business solutions provider specializing in forging client relationships to maximize customers' profitability and optimizing operations and business processes. Comarch's primary advantage lies in the extensive domain knowledge amassed in our software products which we use to deliver and integrate sophisticated business IT solutions. For over 14 years Comarch has provided its IT systems and solutions to the Finance

and Banking sector, working for leading financial institutions in Europe. Comarch specializes in banking and insurance IT systems integration, internet banking, asset management and core credit processes. The company guarantees comprehensive service of implemented solutions and their adjustment to the changes in market trends and customer needs.

Selected Customers

- Aegon
- AIG Amplico
- Allianz
- Commercial Union
- Winterthur (AXA Group)
- ING National Nederlanden
- HDI Asekuracja (Talanx Group)
- Nordea
- PZU
- UNIQA
- TU EUROPA
- WARTA (KBC Group)

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France Lille

Germany Dresden,
Frankfurt/Main

Lithuania Vilnius

Panama Panama City

Russia Moscow

Slovakia Bratislava

UAE Dubai

Ukraine Kiev, Lviv

USA Chicago, Miami

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Comarch is a leading Central European IT business solutions provider specializing in forging business relationships that maximize customer profitability while optimizing business and operational processes. Comarch's primary advantage lies in the vast domain of knowledge accumulated in and applied to our software products. These products incorporate highly sophisticated IT solutions for businesses in all vertical sectors. Comarch has a multinational network of offices employing over 2800 highly-experienced IT specialists in Europe, the Middle East and the Americas.

ComArch Spółka Akcyjna with its registered seat in Kraków at Aleja Jana Pawła II 39A, entered in the National Court Register kept by the District Court for Kraków-Sródmieście in Kraków, the 11th Commercial Division of the National Court Register under no. KRS 000057567. The share capital amounts to 7,960,596.00 zł. The share capital was fully paid, NIP 677-00-65-406

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