



COMARCH INSURANCE CLAIMS

Challenges and opportunities

Instant and professional claims handling

Managing customer experience by professional administration of claims is the main factor in gaining a competitive edge in the rapidly growing life insurance market. A fully automated claim management process has a decisive influence on overall customer satisfaction, as effective customer service and the quick payment of claims is significantly important for most insurance customers. Meeting market requirements head-on, Comarch is proud to introduce the Comarch Insurance Claims system – an innovative software solution for comprehensive claim management for all types of life insurance products.

Intuitive interface

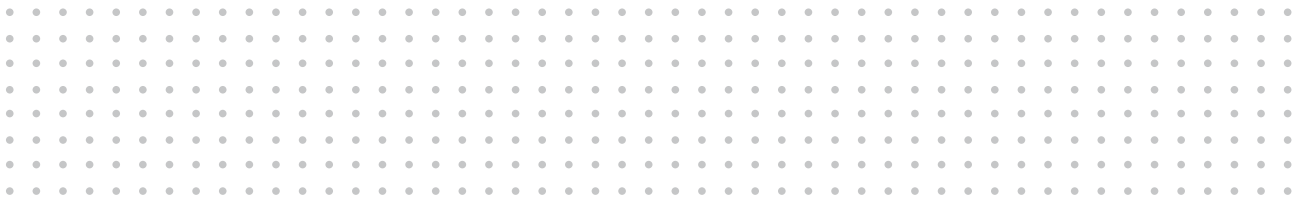
User-friendly graphical interface adjusted to the type of claim case allows for efficient customer service and fast payment of benefits. Thanks to intuitive interface, Comarch Insurance Claims system significantly reduces time needed for claims handling, even when it is done by a new employee that does not have insurance knowledge. System tells the user to what step of claims handling process should he go or what data and documents are needed.

Comprehensiveness

Comarch Insurance Claims is a comprehensive solution that handles claims from all types of life insurance products and allows for full adjustment to the specific needs of each customer. Every implementation of the system is proceeded by professional analysis. As a final result, all sources of claim data are integrated in one consistent repository and the current claims handling process is modeled for all types of claim cases. System supports all the steps that occur when handling claims, taking account of the specifics of every type of claim.

Flexibility

Comarch Insurance Claims is a solution that meets not only current, but also future needs of the insurance company. System allows to model types of claims and claims handling process in any way. This applies to both current and new concepts that may occur along with changes in customer business model. Business user has the ability to configure the claims handling process by defining types of documents required for given claims, statuses available on different stages of claim cases handling process for given product line, etc.



Thanks to the intuitive interface, Comarch Insurance Claims system allows to maximally reduce the time needed for claims handling.

Functionality

The Comarch Insurance Claims system helps to reduce the costs of handling claims. The functionality of the system includes all the processes connected with claims management: notification, registration, verification, payments, claims browsing, payment and refusal decisions, payment and document registration, claim cancelling and closure.

Supported types of claims

The Comarch Insurance Claims system is a flexible IT solution that allows to handle all types of claim cases from whole range of products. Standard types of claims that can be registered and handled by the system include:

- >> claims from life insurance with an investment fund,
- >> claims from individual life and endowment insurance,
- >> claims from group life and endowment insurance,
- >> pension and capital insurance claims,
- >> dowry, medical, additional insurance claims.

Configuration of claims handling process

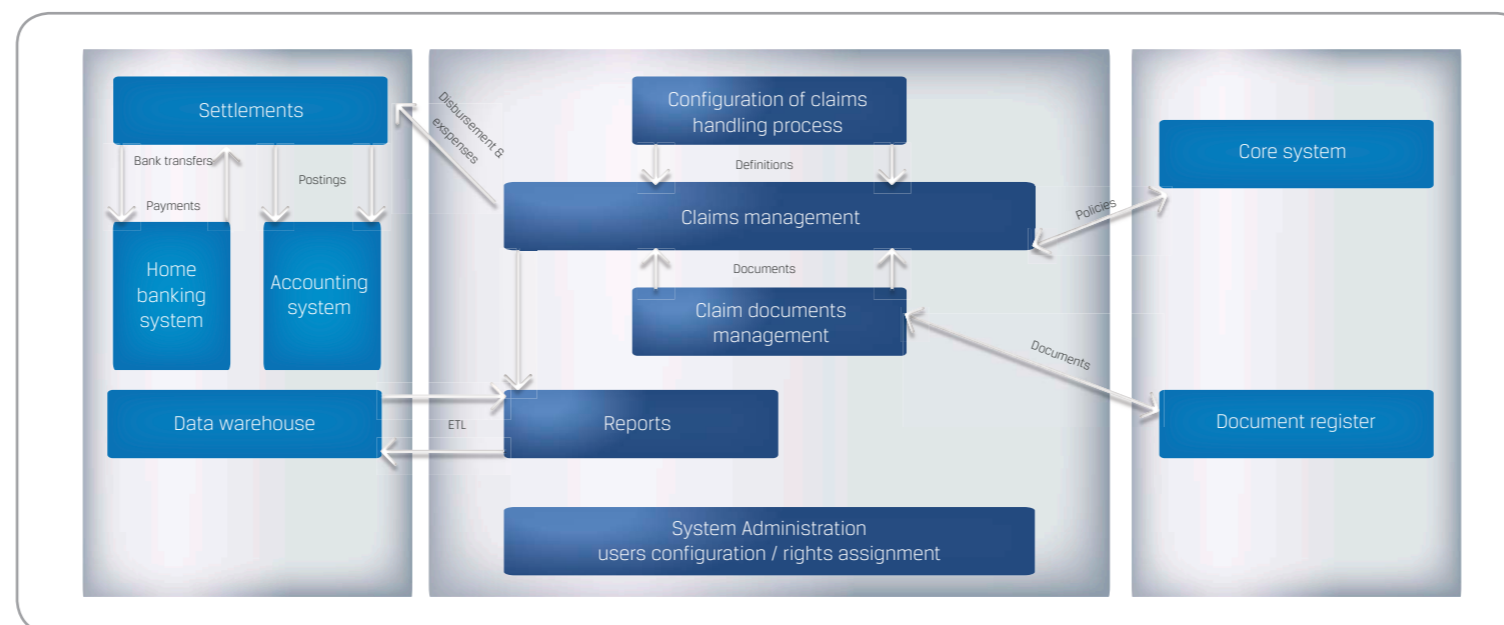
System is based on independent services (SOA architecture), which parameters can be freely configured. The course of the process can be defined for each product independently, so as to reflect fully the specificity of handling the claims from given type of risk. System allows to describe claim types and their statuses in a special dictionary. Thanks to that functionality, it is possible to assign claims on given stage of claims handling process to some defined users, which facilitates the organization of work.

Claim events defining

The Comarch Insurance Claims system is a solution that allows fast response to market changes. Ability to define the scope of events greatly accelerates launching of claims handling from new insurance products. System offers also functionality allowing to define claim events on several levels. The basic level is the category of claim event, for example classification of events according to the groups under the Insurance Activity Act.

Claim registration

The fully-automated process of claims registration and handling can support an insurance company with improved customer satisfaction as a result of timely payments and professional service. The Comarch Insurance Claims system in a first step enables the registration of event notification and then the registration of a beneficiary case. During these steps system gathers basic data about the event and beneficiary. Claim registration is based on extracting the components of given beneficiary case (so-called claim items) that influence the amount of the benefit. Many operations during registration are performed automatically. Their range can be specified during definition of claims handling process. While registering and processing the data user avails himself of claim statuses. Thanks to that every business user has an access to the correct information about current state of the claim and can professionally inform the customer about it at any time.



Functional scheme of the Comarch Insurance Claims system

Calculation of claim payment

The Comarch Insurance Claims system enables automatic calculation and registration of the payment amount, significantly improving the way the operations are performed by the employee. After notification and registration of the claim case system begins the claim handling process, during which preliminary analysis of beneficiary case and verification of the claim amount is conducted. The basic process is the estimation of claim reserve. Reserve can be created at any stage of the claim registration. The calculation algorithms can be defined in the Comarch Insurance Claims system or taken from a core system. In addition, it is possible to calculate the payment amount manually and the estimated reserve value can be registered by an claim adjuster.

Payment recording

System enables managing the following processes related to claim payments: acceptance of a payment, two-steps payments acceptance, indisputable claim payment, claim payment after acceptance, marketing payment, full or partial surrender, tracking of a claim payment and generation of a payment order. System will contribute to gaining competitive advantage of the insurer because every claim will be handled and paid quickly and each customer will get professional service.

Expenses registration

The Comarch Insurance Claims system enables registration of costs incurred during the claim management process. Registration of data related to expenses and contractors (e.g. doctors who are cooperating with a health insurance company, medical consultants) can help improve communication with an accounting system and make accounting operations more effective.

Limits management

Apart from the calculation of both payments and reserves value, the system also verifies limits for sum assured specified in the insurance policy for every insured individual or beneficiary. Automated control of limits prevents miscalculation and overvaluation in the process of estimating the amount of indemnity payment and claim reserve.

Claims browsing

System enables searching of all claims according to various criteria and viewing them as a list. After logging in, on the first screen, user can see a list of claims assigned to him. Browsing of claims enables full control over the entire process of claim management. Thanks to this functionality, there is a permanent access to information about current statuses of handled claims, so the customer can be informed on an ongoing basis about the state of his claim.

Payment refusal registration

At every stage of claim management the system enables registration of a refusal to grant an indemnity. System allows also for registering basic data referring to the scope of an insurance benefit refusal. It is possible to define a list of basic reasons of refusal that can be displayed during the claim management process. Thanks to this functionality, there is a clear message about the reason of refusal available for every user.

Automatic printouts generation

The Comarch Insurance Claims system supports all activities of insurance company employee. One of these activities is the generation of documents connected to a claim: automatic generation of correspondence, claim decisions and reports. The flexibility of the system enables configuration of basic parameters and elements for improved outgoing document management.

Incoming documents registration

System supports incoming documents management. At every stage of claims handling process system allows to register documents required for correct verification of the claim. It is also possible to define a list of documents required for given type of claim, which facilitates the proper flow of information about lack of documentation.

Business and operational benefits

Increase of competitive advantage

Even a well-organized claim management process cannot be developed without any IT support. In order to effectively compete in the insurance market, insurance companies need to have software that reflects the specific requirements for the claim management process. The Comarch Insurance Claims system enables increased competitiveness thanks to efficient information flow, process automation and cost reduction.

Automation of business processes

Automation of the claim management process enables quicker claim verification and payment:

- » automatic calculation of indemnity,
- » automation of internal and external settlements,
- » automatic generation of correspondence.

Reduction of operating expenses

Thanks to the Comarch Insurance Claims system, it is possible to reduce operating expenses generated during paper-based claim

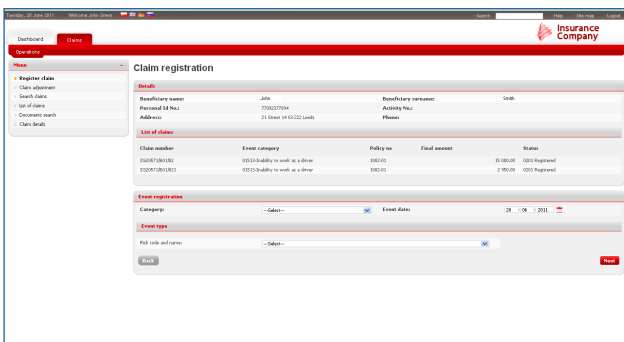
management processes. Keeping all insurance information in one repository eliminates the necessity of information exchange within the insurance company and with the customer, thus shortening the time needed for claim handling.

Higher quality of customer service

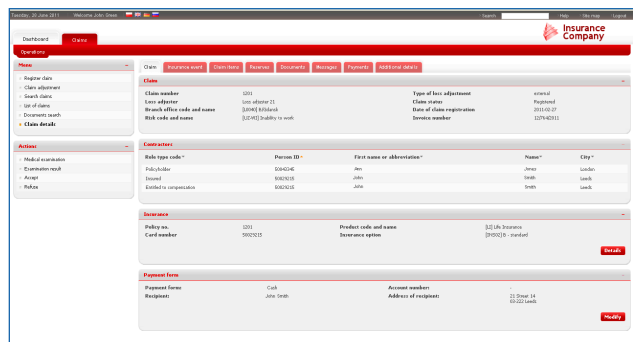
A customer-oriented strategy is one of the main factors influencing the competitiveness of an insurance company. The Comarch Insurance Claims system enables paying indemnities quickly and maintaining high customer satisfaction in the long-term perspective.

Control of claim ratio

The possibility of browsing claims and payments in the system supports effective underwriting decision making and reduces the risk borne by insurance company connected with a high-risk customer. Thanks to insurance limit management, the system automatically blocks payments of amounts higher than the upper limit of the sum assured.



Claim registration



Claim details

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