FINEOS

Info**Matters**

This special edition of our newsletter, FINEOS InfoMatters, has been designed for attendees of the **LIMRA 2015 Group and Worksite Benefits Conference**. The intent of this newsletter is to give you a feel for what has been going on with FINEOS over the past few months and, more importantly, to give you direct access to some new and exciting industry thought leadership in the form of white papers and webinars.

We hope you have the chance to stop by our booth over the next couple of days to learn more about FINEOS, the global market leader in group, voluntary and individual insurance technology. We would love the opportunity to discuss our solutions for policy, billing and claims with you (and to give you some of our famous FINEOS chocolates). We hope you enjoy the conference!

The newsletter includes detailed articles featuring some of the highlights of the last few months at FINEOS:

✓ The highly anticipated launch of FINEOS Billing at the IASA Annual Education Conference in June

✓ Increase in the number of customers upgrading to Version 8 to take advantage of new features

✓ Industry analyst, Novarica, highlighting FINEOS as a leader in Group and Individual Life, Disability and Critical Illness claims

✓ Continued efforts to make the FINEOS Global Summit 2015, our ninth annual customer event, the best summit to date.

✓ Three thought leadership webinars: "From Front Office Disruption to Back Office Transformation: The New Reality of the Employee Benefits Market", "Is Your Disability Claim Data Ready for Predictive Analytics? 5 Things You Can Do Now to Prepare" and "The Rise of Critical Illness Insurance: Global Lessons for US Insurers"

✓ The FINEOS Australia and New Zealand Customer Group met to exchange information and ideas about issues that affect the industry in general and to share feedback on their experiences with FINEOS

You can read more about each of the above (and more) in the contents of this newsletter.

FINEOS NORTH AMERICAN STAFF MET IN WASHINGTON, D.C. FOR TWO DAYS OF EDUCATIONAL SESSIONS, UPDATES AND WORKSHOPS. THIS IS AN ANNUAL EVENT THAT TAKES PLACE EVERY JULY.

FINEOS **Launches Billing System** at IASA

In June, FINEOS announced the launch of FINEOS Billing at IASA in Las Vegas. FINEOS Billing is a complete premium billing and reconciliation management solution for group and voluntary insurance that supports all product types and billing models. The new billing system is a major milestone in the development of the FINEOS AdminSuite which was announced in February.

FINEOS Billing offers a modern, best of breed solution that provides insurance carriers with efficient and effective billing operations that are less costly to run, provide improved service to customers and, because of reduced premium leakage, deliver better cash flow and higher profits. FINEOS Billing can be implemented standalone or as part of the FINEOS component based core product solution, the FINEOS AdminSuite. Pre-built integration adapters enable the new system to be easily integrated with multiple policy systems.

With FINEOS Claims already recognized as the market leading best of breed claims solution for Life, Accident and Health, it is anticipated that demand for FINEOS Billing will grow quickly. A number of established FINEOS Claims customers have already expressed interest in adopting the new FINEOS Billing product component.

Michael Kelly, CEO, FINEOS, welcomed the launch. "We are delighted to announce FINEOS Billing which we believe is the first billing product component designed to be used standalone, integrated to legacy administration platforms or as part of our own modern policy administration suite. Like FINEOS Claims, our new product is specifically designed and delivered to support group and individual life, accident and health business lines on our single FINEOS Digital Platform. We understand the challenges faced by insurers as they deal with the changing dynamic of the group and voluntary insurance industry, where legacy administration systems offer little or minimal support for the more complex relationships and personalized service needs of today's insurance customer. Not only does FINEOS Billing deliver efficient and effective billing operations, it also supports organizations' plans to deliver new products and leverage new distribution channels".

The expansion into billing is based on the established strengths and capabilities of the FINEOS Digital Platform, a powerful customer-centric and business services platform that is proven at over 50 insurance customers globally and incorporates over 20 years domain expertise.
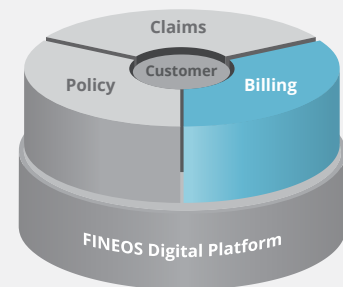
FINEOS Sees **Strong Uptake for Version 8**

In May, FINEOS announced strong customer uptake for its latest version of FINEOS. FINEOS Version 8 is the result of over 100 man-years of effort. It has over 500 new features and enables customers to take advantage of the FINEOS Digital Platform for add-on products including FINEOS Analytics, FINEOS Business Operational Insight and FINEOS Viewpoints (self-service web and mobile portals). The release also includes an enhanced look and feel to deliver a superior customer experience as well as improved web service integration and configuration capabilities.

Jamie Macgregor of Celent commented, *"It's particularly positive to see investment in claims, as recent Celent research has shown this to be an area for serious improvement."*

Four tier one FINEOS customers recently completed upgrade projects and twelve are mid-project. Through continually upgrading, FINEOS customers benefit from the latest technology advances enabling them to further reduce claims costs, improve efficiency and deliver an even better claims service.

Commenting on this development, Jamie Macgregor, Senior Vice President for Celent's Insurance practice, said, "Celent is pleased to see the industry bringing their key technology onto a current release. Historically insurers have tended to lose their connection to key vendors and this has hampered their future. It's particularly positive to see investment in claims, as recent Celent research has shown this to be an area for serious improvement".

Michael Kelly, CEO, FINEOS, also welcomed the strong customer demand for FINEOS Version 8. "In today's competitive customer-centric carrier world there is increased pressure to keep up with digital technology to improve the customer experience. In addition, insurance CIOs realize the importance of keeping in line with their vendors' latest product releases to ensure they maximize the benefit of the 'base' product, while minimizing their Total Cost of Ownership. Not only does this show the value our customers place on our new FINEOS features and enhancements, it also underlines the ease with which customers can now upgrade. One FINEOS customer completed their upgrade project in 12 weeks without any on-site assistance, demonstrating the significant value of our continuous investment in making upgrades easy."

FINEOS has also launched FINEOS 'Upgrade as a Service' which guarantees that a customer's production system is upgraded in line with new releases of FINEOS. The customer pays a fixed annual fee for this service and FINEOS takes over the responsibility of keeping them current with new product versions. This new service is aimed at delivering cloud type benefits to customers who do not wish to run their core systems in the cloud.

FINEOS Global Summit 2015
Nov. 2 – 4, Washington, D.C.
Connect. Transform. Excel.

The FINEOS Global Summit is the premier education venue for learning about core insurance technology trends in life, accident and health insurance. Join insurance professionals, industry thought leaders, and FINEOS experts for discussions about best practices, the direction of insurance technology, and a chance to network, exchange ideas, and share common experiences.

You can learn more about the ninth annual FINEOS Global Summit by visiting **www.FINEOS.com**. If you have specific questions about the event, please email **info@FINEOS.com**.

FINEOS Australia and New Zealand
Customer Group Gathers Momentum

In June, FINEOS customers in Australia and New Zealand met to collaborate and share ideas, strategies and experience of Claims Transformation at the annual FINEOS Australia and New Zealand (ANZ) Customer User Group in Sydney. The User Group reflects the strong market position of FINEOS in the ANZ market with 12 live insurance customers and a healthy pipeline of new business.

The group provides an open, collaborative forum for customers to exchange information and ideas about issues that affect the industry in general, and also share feedback on their experiences with FINEOS. The group is run by the customers themselves with support from FINEOS. AMP and TAL are currently co-chairing the group and the plan is to rotate the chair with the rest of the members in the coming years.

This second meeting was hosted by AMP at the company's prestigious building overlooking the famous Sydney Harbour, Bridge and Opera House and was attended by delegates from both Australia and New Zealand. AMP presented "Our implementation journey with FINEOS" and Eoin Kirwan, VP Product Management, FINEOS shared the FINEOS product strategy and roadmap for the FINEOS Digital Platform. There was a session on the use of Analytics which stimulated a lot of constructive discussion amongst attendees.

AMP host, Jamie Vachon, Head of Technology, Insurance, stated, "AMP was very happy to host this event as we see a significant benefit in sharing information and experiences, particularly with the FINEOS platform. Our industry is going through significant change and the more we can learn from each other, the better. The participation level was great, with the collaboration between private sector and public sector particularly encouraging".

Commenting on the meeting, Michael Kelly, CEO FINEOS said "The FINEOS ANZ Customer User Group presents an excellent opportunity for FINEOS to understand more about our customers and where we can help them address more of their business issues, especially given the high representation of our customers within the Australia and New Zealand life insurance sector. It was pleasing to see such a solid turn-out and active participation".

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Webinars & White Papers

Access Recent Thought Leadership from FINEOS

We have set up a site just for LIMRA 2015 Group and Worksite Benefits Conference attendees where you can access the latest and greatest webinars and whitepapers that we feel would be of specific interest to this audience. To access any of the following resources, go to www.FINEOS.com/LIMRA

From Front Office Disruption to Back Office Transformation: The New Reality of the Employee Benefits Market
Webinar Originally aired June 22, 2015

In this webinar, you will discover:
- How front office business model change is impacting back office systems requirements.
- The need to raise our game around total user experience in the employee benefits market.
- What is "bookending" and how can it help strategic back office transformation while reducing risk?
- A practical framework to prioritize and sequence system replacement projects to meet the new market needs.

www.FINEOS.com/LIMRA

Is Your Disability Claim Data Ready for Predictive Analytics? 5 Things You Can Do Now to Prepare
Webinar originally aired May 27, 2015

Are you considering (or already using) predictive scoring to help in meeting your company's strategic goals in claims? Watch this brief and informative webinar to learn the top 5 activities and data points that you should be capturing in order to make fundamental and more accurate predictions on your claims data to improve your bottom line.

www.FINEOS.com/LIMRA

The Rise of Critical Illness Insurance: Global Lessons for US Insurers
Webinar originally aired on March 10, 2015

Changes to healthcare insurance laws (ACA), shifting employer benefit priorities, and new distribution channels have all contributed to an increasing demand for Critical Illness (CI) Insurance, causing insurance providers to tweak the structure and delivery of their existing CI offerings or even to enter this market for the first time. This webinar examines the global Critical Illness market and provides a blueprint for things to come in the US.

www.FINEOS.com/LIMRA

Disruption in the Employee Benefits Market: An Opportunity for Enterprise Transformation?

The intersection of changing regulation, employer cost pressures, and the rise of consumerism is creating disruption in the employee benefits market, a market that has traditionally been both operationally complex and relatively resistant to change compared to other segments of the insurance market. Could this disruption serve as a catalyst for creating real enterprise transformation, beginning with process and technology change in the back office?

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or visit our booth to pick up a hard copy

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For more information, please visit our booth at the LIMRA 2015 Group and Worksite Benefits Conference, visit **www.FINEOS.com**, or email us at **info@FINEOS.com**.