FINEOS Claims
for The London Market

FINEOS

Helping you achieve claims excellence
and deliver a world-class service

- Effective and efficient claims management
- Improved outcomes and better Market relationships
- Reduced cost of managing claims

FINEOS Claims enables you to:

Communicate more effectively

Customers and Brokers want to be better informed at all stages of the process. Transparency and access are keys to successful market relationships. FINEOS Claims has fully integrated correspondence with all communication channels tied in automatically to the claim file. As every interaction is recorded and auditable, you can easily know all that has happened to a claim. Everyone who needs it gets access, subject to security. What they see is tailored to their role so they only see what they need. With access to richer data from the claim file, (correspondence, financial data, supporting documents), and all decision points recorded, you can communicate easily and effectively with your customers, keeping them informed throughout the process.

- **Integrated correspondence**
- **Transparency**
- **Improved decision making**

Improve your services

FINEOS Claims simplifies the complex and drives processes according to your own business rules. The richer data integrated into the system with Write Back provides you with greater insight and improved operational intelligence, enabling you to fulfil tasks smoothly, be alerted to problems as they arise, and deal with them before they escalate. With FINEOS Viewpoints for experts and third parties the claims process is securely opened up to all who need access, when they need it.

- **Increase value to your customers**
- **Provide access for all who need it**
- **Accuracy, consistency, availability**

Focus on quality of outcomes

A claims system that enables greater efficiency allows your team more time to deal with complex claims. Automated segmentation and triage puts the right claim with the right person at the right time. Experienced professionals with a balanced workload and tasks correctly matched to ability, use a centralised repository and a single view of the file to manage their claims effectively and efficiently.

- **Faster settlement**
- **Improved resolution**
- **Richer data – better Insight**

We are delighted that FINEOS Claims has been enabled for Write Back and look forward to the benefits of using the new system. Write Back represents a huge stride forward in claims handling and management and supports plans for London Market modernisation. Managing Agents who use FINEOS will be able to differentiate themselves from their competitors by adding genuine value to their claims service. By using a single operating model, carriers can reduce duplication effort and overall claims cycle times.

Michael Kelly, CEO, FINEOS

ECF Write Back services fully supported by FINEOS Claims

- Delivering fully integrated time critical claims management
- Always on, always available, up to date view of claims
- Never miss out on key updates
- No duplication errors
- Less reliance on central services
- Richer claims data for better decision making

2 of the top 5
Syndicates use FINEOS Claims

FINEOS is deployed in the cloud
for the London Market

Go-Live at a leading managing agent in less than
4 months

To find out more about **FINEOS Claims** or to request a demo, please contact us at **info@FINEOS.com.**

Features at a Glance

Write Back Message Processing
- Supports all three Write Back Services: Claim Notify, Retrieve Claim Details and Claim Response, and all Document Repository Services: Upload, Download and Search
- Extended feature: Outbound DRI Robust and highly available based on ESB platform
- Customer choice of deployment model - FINEOS Hosted Platform or on-premises data centre
- Continuous monitoring, automated alarms and service escalation

Non ECF Claim Processing
- Integrate with Carrier's underwriting system to retrieve risk details
- Manage Non ECF claims using FINEOS Paper Claim
- Maintain reserves and record settlements
- Link multi-line claims manually or via business rules

Expert Management
- Allocate and manage your experts to enhance claims outcomes
- Automated notifications for key claim decisions; including external non-market parties
- Actively manage expert fees; forecast versus actual

Work Flow & Process Control
- Claim segmentation by line of business
- Claim allocation - manual or automatic driven by business rules
- Automatic creation of diary items for claims
- Unique Process Analyser heat map enables work flow optimisation by streamlining rarely used paths and identifying process bottlenecks

Compliance
- Pre-configured for London Market key SLAs Authority limit & approval limit checks for Adjusters
- Automatic triggers for Large Loss identification
- Invoking and revoking Individual Conflict of Interest
- Invoking Organisational Conflict of Interest
- Restrict activity based on role and security profile

Usability
- Graphical timeline depicting all history of a claim in an easy to navigate fashion
- Robust, configurable and graphical work flow engine underlying the entire solution
- Alerts banner making prompts clearly viewable and actionable upon entry to a case
- Ability for business users to create, maintain and adapt service forms for use as part of the claim management process internally or externally e.g. beneficiary checklist, medical forms
- Convenient 'Recent Cases' menu for back and forth toggling
- Collapsible summary panel for always available case summary and participant information

360 Integration
- Underwriting system for risk data
- Integrate with your Data Warehouse (e.g. SCM)
- Directory services for authentication & authorisation
- Share Point for document storage & management
- Mail Servers for email communication
- Document generation via MS Word services

Hosting and Managed Service
- Fully cloud-based management with no on-premises infrastructure
- Secure communications across networks
- High quality service from solution design to delivery

Technology
- ADA-compliant for visually impaired and disabled
- HTML5 ensures the smoothest navigation experience
- DRI Services certified by ACORD
- Keyword accelerators for heads-down keyboarding for repetitive tasks

Reporting & Insight
- Reporting data views for plugging into any external reporting tool
- Dashboard style, graphical reports and KPIs with ability to drill-in to individual claims

FINEOS Global Reach

Used by 8 of the top 20 Life &Health insurance carriers in the U.S.

Used by 5 of the top 10 Life & Health insurance carriers in Australia

Global leader for Government Accident Compensation schemes

Moving forward with the London Market...

- IUA & LIMRA Claim Processing
- Binder Claims
- Predictive Analytics
- Viewpoints: access to claims system by Cover Holders or Brokers

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