

FINEOS Claims for The London Market

The claims service provided by the London Market is a major differentiator in a growing global insurance market facing stiff international competition.

FINEOS Claims for the London Market provides the means to achieve a world-class claims service.

Claims processing fully configured for the London Market

FINEOS Claims for the London Market is now fully available off the shelf and can be installed and processing claims in as little as three months. You can have the benefits of a stable, proven production system enhancing your claims operation deployed on-premise or in the Cloud.



**2 of the
top 5**
Syndicates
use FINEOS
Claims



**FINEOS is
deployed
in the cloud**
for London
Market



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

Raising the bar for claims processing in the London Market

- Effective and efficient claims management
- Reduced cost of managing claims
- Improved market relationships
- Insight and improvement
- Support for emerging business models



Features at a Glance

Standard

ECF Processing

- Automatic CWT file load
- Automatic data integrity checking
- Effective data error resolution
- Includes lead and follow claims
- Seamless pass-through to ECF
- Record own reserve values
- Support for claims standards

Non-ECF Processing Manual Entry

- Create claim case records
- Record reserve values
- Record indemnity payment values

Workflow & Process Control

- Pre-defined dept. structure & roles
- Set user details and authority limits
- Pre-defined for best practice
- Pre-defined work queues for roles

Automated Case Segmentation

- Pre-defined by class & value

Case Management

- Effective case management
- Monitor static claims

Integrated Policy Records

- Record policy information

MI and Reporting

- Reporting suite

Integrated CRM

- Maintain information on key parties
- Manage key relationships

Integrated MS Office Services

- Maintain internal appointments diary
- Create free form notes
- Integrated email (out- and in-bound)

Document Production & Storage

- Design & generate documents
- Store documents

Expert Management

- Assign & track claim cases
- Generate instruction via auto-email
- Record fee/cost payment values

Manage Binder Claims

- Manual entry of blocks

Audit and Control

- Automatic alerting of exceptions
- Create special "watch" items
- View full audit history
- SLA setting and tracking

Support Internal Event & Market CAT

- Create internal event codes
- Maintain event & CAT information
- Graphical view of event structure
- Aggregation for event & CAT on-line

System Integration

- Integration to policy system
- Integration with in-house DMS
- Other e.g. data warehouse

Hosted and Managed service

- Tailored managed service for London Market
- Improved business agility
- High quality service from solution design to delivery
- Built on secure foundations

In Tune with the Market

Write Back to Central Services

- Submit response to Central Services
- Retrieve claim data on demand
- Appoint agreement parties
- Publish & subscribe IMR documents
- Invoke & revoke Conflict of Interest
- Rich claim data
- View cross markets comments

Export Claim File

- Export claim file to printable format
- Share claim information with TPE
- Configurable templates

Business Analyser

- Metrics for gauging the effectiveness of claim management
- New claims per week/month/year
- Closing per months
- Workload metrics by adjuster/team/office

Third Party Expert Management

- Appoint TPE
- Manage TPE reserves
- Report on reserve vs. actual TPE fees

Third Party Access

- TPE Access to claim file
- Controlled/configurable access
- Secure access over internet

FINEOS CLAIMS Market Leader



Used by 6 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