



The Claims Management System
for Today and Tomorrow

FINEOS Claims

Innovation through Knowledge

www.FINEOS.com



FINEOS Claims - The Claims Management System for Today and Tomorrow

A Solution Built for your Success

Successful organizations solve today's business problems while always looking to prepare for the future. By combining the power of advanced technologies, our deep knowledge of the insurance industry and applicable system configuration, we have developed FINEOS Claims to meet your claims processing needs across multiple lines of business.

FINEOS Claims is a customer-centric, web-based claims processing software solution. It is designed with a high level of standard business functionality and content to provide you with direct, measurable claims management improvements. FINEOS Claims approaches claims management in a unique and innovative way, by addressing all aspects of a total claims solution: fully-automated claims and case management, integrated customer management, comprehensive financial management, optimal provider management, and a flexible, modern, rules-driven technology platform that prepares you for growth. Together, these capabilities are what make FINEOS Claims the best-in-class total solution for claims management.

FINEOS Claims is a complete claims solution which excels at managing both simple and complex claims. We support industry best practice from first notice of loss to payment, recovery and closure. We automate manual administrative tasks so that your skilled resources can focus on making a real difference, helping you improve the efficiency and effectiveness of your claims processes.

The case management capabilities of FINEOS Claims ensure that claims handlers are guided through the multi-dimensional process of dealing with all parties related to the claim. The solution informs and alerts claims supervisors and senior executives by providing real-time dashboards and regular information reports. In other words, it ensures every related party to the claim receives the best possible outcome.

“FINEOS Claims has helped to streamline our ability to bring new products to market. By intelligently routing and monitoring tasks, FINEOS Claims helps us manage standard work practices and improve the capture of data for analysis of trends, plan designs, and risks”

Doug Fick,
VP & CIO Specialty Benefits, Principal Financial Group

Understanding the Challenges you Face

At FINEOS, we appreciate the challenges you face in dealing with

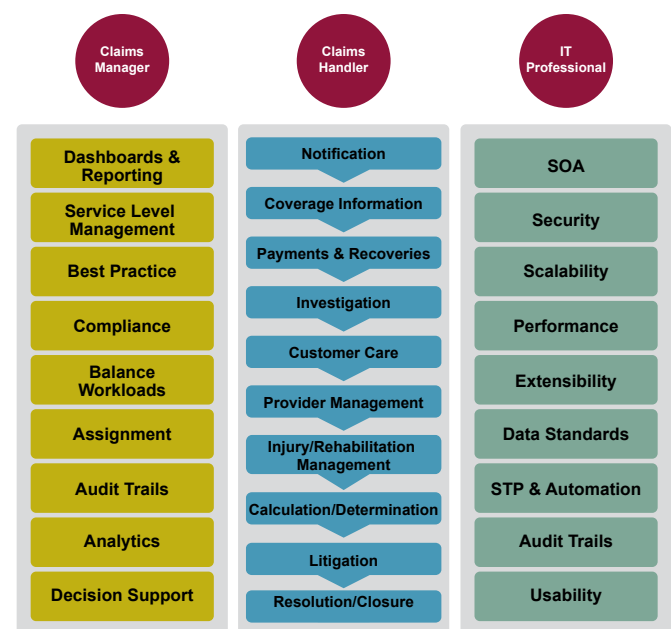
- Aging technology and manual and paper intensive workflows
- Increased complexity across the business
- Requirement to service new products
- Growth in contingent liability risks
- Lack of customer centricity leading to low levels of customer satisfaction

This is why we have developed FINEOS Claims to be inherently flexible and extensible enabling you to prepare for changes still to come. Our team is trained to work with you to blend their experience and your needs with leading-edge technology that fosters an environment where your claims staff can excel.

A Multiline, Global Solution

FINEOS Claims is the only claims solution successfully implemented globally across Property & Casualty, Life & Health and Government Insurance. Our customers include government entities, private insurers and TPAs in locations all over the world.

FINEOS Claims supports the key roles involved in claims processing in your organization.



The Insurance Expertise Advantage

As technology and insurance experts, we understand claims processes. We are dedicated to providing the necessary expertise to ensure that the development and delivery of your claims solution addresses your pain points and delivers a product that keeps you, the customer, in mind at all times. These experts enable you to stay ahead of the market while giving you the ability to reduce disruptions within your organization and reduce timeframes during the requirement and implementation process.

Enhanced Operational Oversight

FINEOS Claims provides you with visibility into your claims operation, enabling you to make critical forecasts and calculations based on existing volumes and work activities. The delivery of this type of granular data is becoming more important in the management of claims and the reduction in claims leakage which in turn is becoming increasingly important in the setting of solvency levels and reserving.

A Complete Claims Solution

FINEOS Claims excels at delivering the most up to date tools to empower your team to make the best, most informed decisions on a particular claim. To that end, we work with a focused group of innovative, complementary partners who have established leadership in their own fields of expertise. For example, we provide out-of-the-box integrations for Reed Group's MD Guidelines, Wolters Kluwer Financial Services and Disability Logic from Crowe Paradis.

“We believe we now have the platform for a best-in-class solution that supports our growing lines of business, positions us to deliver a more efficient claims process and maintains the exceptional levels of service that Mutual of Omaha customers have come to expect.”

Kathy Brown,
Director of Group Insurance Claims at Mutual of Omaha

Flexible, Modern Technology

FINEOS Claims is built on the innovative FINEOS Insurance Platform, a customer and case centric, rules-driven, component-based enterprise platform. The FINEOS Insurance Platform guarantees scalability, interoperability, flexibility, reuse and rapid application deployment. Through the use of extensive configuration tools, you can adapt FINEOS to meet your changing business requirements.

Examples of Business Benefits Achieved Using FINEOS Claims

Claims Expenses

- Reduced overall claims administrative costs by 15%
- Further savings came from faster claims settlement, (reduced interest), reduced legal fees
- More accurate forecasting
- Increased claim handler productivity by 5-25%
- Claims staff have more time for critical claims management activities

Customer Service

- Decreased time to deliver new products
- By tailoring service levels for each customer segment – 20% increase in customer retention
- Provided complex case management capability to users, enabling the provision of world-class customer service to claimants
- Claimants contacted within target times increased by 10%
- Claims assignments within the first 24 hours increased by 10-15%

Employee Productivity

- Phenomenal growth accommodated – easier to train staff and be effective quicker
- Lower staff turnover
- Improved staff efficiency and empowerment

Risk Mitigation & Compliance

- Replaced Customer's 20 legacy claims systems with FINEOS Claims
- Intelligent tracking of tasks and data to insure that internal and external service levels are met

Claims Reserves & Payments

- Improvement in claims payment accuracy due to automated & recurring payments
- Consistent file handling led to nearly 100% payment accuracy and improved reserving
- Significant reduction in claims payments
- Improvement in reserve accuracy through tighter claims management processes

“The level of functionalities of the FINEOS system is unique in the market. The FINEOS claims management system helps insurers automate and manage every single interaction in the claims process.”

Forrester Research Analyst

FINEOS Claims Supports the Following Lines of Business

FINEOS Claims is the insurance industry's best-in-class claims solution for all Property & Casualty, Life, Disability and Government Insurance.

Property & Casualty

- Workers' Compensation
- Bodily injury
- Commercial (Liability, Auto, Property)
- Personal Home and Contents
- Personal Auto
- London Market
- Travel
- Specialty Lines

Life & Disability

- Individual Disability
- Long Term Disability
- Short Term Disability
- Long Term Care
- Life
- Waiver of Premium
- Dental
- Vision
- FMLA

Government

- Bodily Injury
- Employers' Liability
- Compulsory Third Party

Selection of FINEOS' Most Recent Customers

Alberta School Employee Benefits Plan (ASEBP)	North America
Assurant	North America
ING	North America
Lincoln Financial Group	North America
Manitoba Public Insurance	North America
Mutual of Omaha	North America
Principal Financial Group	North America
Royal Bank of Canada	North America
Saskatchewan Workers' Compensation Board	North America
Accident Compensation Corporation (ACC)	Australia/Asia
CommInsure (Commonwealth Bank)	Australia/Asia
The Lifetime Care and Support Authority (LTCSA)	Australia/Asia
Macquarie Group	Australia/Asia
Transport Accident Commission	Australia/Asia
Westpac (BT Insurance)	Australia/Asia
WorkSafe Victoria	Australia/Asia
Co-operative Financial Services Group	Europe
Canada Life	Europe
Delta Lloyd	Europe
Derbyshire	Europe
EBS Building Society	Europe
FBD	Europe
Friends First	Europe
Legal & General	Europe
Liberty Mutual	Europe
Northern Rock	Europe
Quinn Insurance	Europe
SalusAnsvar	Europe
Thorntons & Partners	Europe
White Horse (Thomas Cook Travel Insurance)	Europe
Road Accident Fund (RAF)	South Africa