

P&C BILLING & COLLECTIONS

The effectiveness of premium billing and collection processes can dramatically impact an insurer's bottom line results and customer retention rates. With billing questions generating the highest number of customer inquiries, traditional transaction-oriented billing systems are not designed to address customer-centric requirements. Exigen's BillingCore provides insurers the ability to design billing and payment plans that meet the needs of today's customers.

EXIGEN EDGE

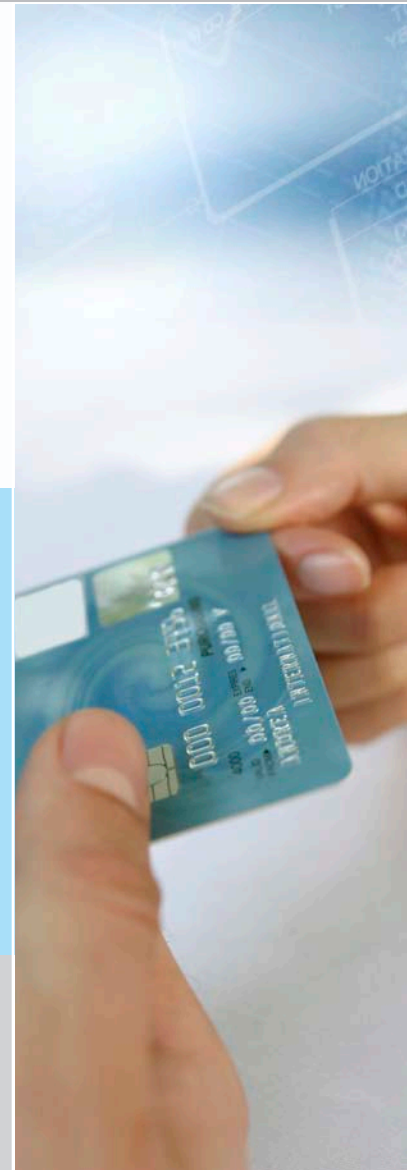
BillingCore provides a single view of all account-level and policy-level billing functions and information, which enables customer service staff to resolve billing issues quickly and accurately. It also allows for customer-defined billing periods and single account billing for customers with multiple policies. BillingCore puts unprecedented end-to-end process control in the hands of business users. Specific billing rules can be created for each product. Users can also design billing plans and processes, such as pre-defined delinquency actions, that minimize uncollected earned premium exposure and write-offs.

Core Processes

- Bills and Statements
- Premium Collection
- Non-Pay Cancellations
- Billing Adjustments and Refunds
- Inquiries and Customer Service

Core Features

- Support for all billing processes with easy to use "smart forms" for data entry and validation
- Creation of specific billing rules by product
- Definition and calculation of specific commission models for products and producers
- Support for complete collection processes with interface to external payment systems
- Support for account and policy level billing
- Support for continuous bill plans
- Support for on-line payment acceptance & processing
- Support for lock box operation
- Allocation of premiums to multiple policies
- Consistent application of refund/write-off authority through rules and user-defined authority
- Embedded CRM providing "one view" of all customer-related information, including: preferences, products and services; policy, payment and transaction history; current activities and relationships; integration of all sales and service channels; and pre-integrated CTI capabilities
- Smart Workspaces provide adaptive user interfaces that reflect individual profiles of each user (including roles, skill levels, scope of responsibility, and authorization) to practically eliminate user training requirements
- Integrated document management including automatic generation, capture and management of all documents related to a policy organized into electronic policy file folders
- Industry-leading comprehensive and integrated business activity monitoring service increases accountability of performers, tracks processes for regulatory audit, supports performance management, and enables activity-based costing to enhance financial performance
- Fully integrated business process and workflow management, including: prioritized work queues; automatic or manual task generation and assignment, itemized task lists for all current and future activities with detailed measurement; and monitoring and escalation of service levels associated with each task



EXIGEN SUITE

Exigen Suite is the insurance industry's most modern, end-to-end suite of modular core systems for policy administration, claims, billing and distribution management.

EXIGEN PLATFORM

SERVICES

- Workflow & Business Process Management
- Business Analytics & Reporting
- Business Activity Monitoring
- Business Rules Management
- Document Generation & Content Management
- User Profile & Security Administration

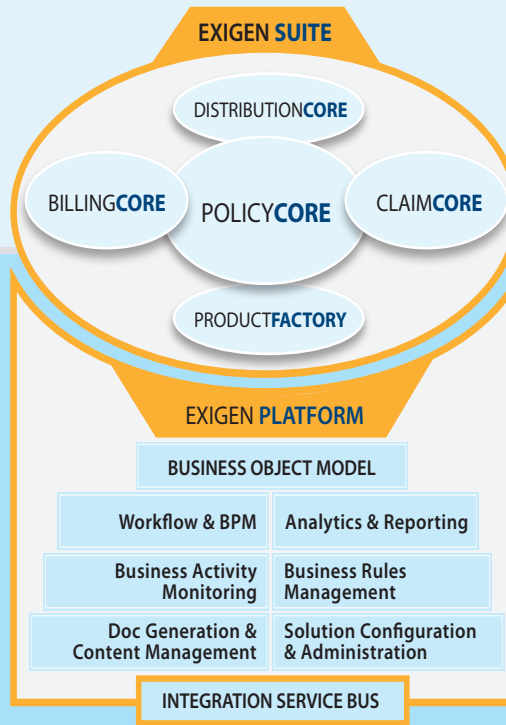
TECHNOLOGY

Exigen Platform is built on a modern, services-oriented architecture using open technology standards. It provides tightly integrated but loosely coupled component services with rules and tools for rapid configuration and deployment of solutions. This relieves insurers from heavily customized systems and makes them more agile and nimble.

Exigen Platform provides open integration services that are used by BillingCore to integrate with Exigen Suite's PolicyCore, ClaimCore and DistributionCore, as well as any existing legacy system or 3rd party software and services (e.g., rating, credit, motor vehicle). Exigen Platform's business process management system provides the orchestration layer to integrate business processes seamlessly across the enterprise via the ACORD-based Exigen Insurance Business Object Model. The architecture is designed for ease of integration and maintenance and to extend the life of existing investments.

ABOUT EXIGEN

Exigen Insurance Solutions offers property and casualty insurers a completely modern, modular suite of end-to-end core solutions that provide measurable value and unparalleled speed to market. Our clients gain a lasting competitive advantage by: improving ease-of-doing-business with customers, agents and brokers; enabling rapid time to market for product and process innovation; and reliably managing changes in response to market demands. Exigen Insurance is a privately held company headquartered in San Francisco, California and offices in USA, Canada, UK, Switzerland, and Australia.



Architecture

Standards-based architecture

- J2EE platform
- Open architecture
- ACORD Standards-based object model
- Technology standards include: UML, J2EE, JPA, Web Services

Business Process Centric

- Embedded BPM Engine
- Easy adaptation for business needs

Model Driven Architecture (MDA)

- Allows rapid solution development and customization

Service Oriented Architecture (SOA)

- Enables rapid assembly and quick modification of business processes
- ESB ready

Optimized for speed of delivery

- Leverages and extends core systems
- Avoids duplication & replication
- Externalizes as much business logic as makes sense

Maximizes use of standard development tools

- Reduces learning cycle
- Eliminates proprietary technology
- Simplifies development and maintenance

Leverages open source

- Shortens time to market
- Community adoption and input
- Minimizes risk

Operational Resiliency

- High availability
- Near linear scalability

Industry recognition:

XCELENT Functionality 2011

Celent 2011 Policy Admin Report

Celent Model Insurer Awards

2011 NBIC—Policy Administration

2010 Nationwide Private Client—Service

2009 Chartis PCG—New Business Automation

2009 Real—Innovation and Speed-to-Market

Vanguards in Insurance Practices

2011—NBIC; 2009—Chartis PCG

Novarica 2011 ACE Ranking

Highest ranking P&C PAS for “Customer Satisfaction”

Gartner 2011 MarketScope

North American P&C Policy Management Modules