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SGAIM Info

03/2005

Dealer Management Insurance Portal

Dealer management Insurance Portal

SGAIM has the Insurance Portal (**TTID Insurance Portal**) through which the Companies' production portfolio is managed, from the moment of the application to the final cancellation. In a one and single environment of collaboration the different participants of the policy interact, be it the policyholder, the Mediators or the Company's administrative.

The flows of work generated by the insurances emitted by Dealers, Agents or Brokers, cover the contracting of the insurance, the processing of the sinister and the liquidation of the receipts with the Insurance Company.

The portal collects and reflects all the actions carried out about the insurances whose contracting has its origin in the mediation of Agents and brokers.

Current Problematic

Ignorance and disinformation of the Dealers about the catalogue of products.

Not updated Catalogues of products.

Obsolete policy application forms due to changes in the criteria and requirements of the contracting.

Difficulty in the access to the consultation of all the information relating to clients: policies, sinister and receipts.

Analysis elements requirement in the Dealers' management for the selection of Agents and Brokers on the part of the insurance Companies. This information is necessary for a wise decision-making.

Depersonalised treatment on the part of the insurance Company to the Dealers. Little agility in the emission of policies and in the sinister processing.

Exchange of information between Companies and Dealers through little homogeneous and decentralized systems.

Excessive use of paper in the operating processes.

Numerous manual interventions in the information exchange between the insurance Companies and the Dealers.

Delay, on the part of the insurance Companies, in the send of information, risk related, necessary for the emission of the receipts on the part of the Dealers.

Long terms of collection issue and lack of communication of their state on the part of the Dealers.

Delays and additional costs in the processes due to the lack of an automated exchange of information.

Problems and delays in the processes of conciliation between insurance Companies and Dealers.

Solution proposed by **SGAIM**

Information Exchange, between Companies and Dealers, through homogeneous and centralized in a one and only platform systems.

Fulfilment of all the laws referring to Automated Processing of personal data.

Optimisation of the selection of Agents and Brokers through the insurance portal, by means of an immediate access to the record of those with incidents of payment.

Generation of a product catalogue with a direct access for Dealers: detailed information of each of the products offered by the insurance Company.

Generation of the record of each client with the hired policies, sinister dealt with, sinister in process and receipts liquidated.

Direct access, and in real time, to all the information about the position state of each policyholder.

SGAIM has tools to automate the emission of insurances on the part of the Dealers, making the receipts emission for each type of risk process easier.

The insurance Companies automatically provide the information necessary for the emission of the receipt linked to the risk of the insurance.

Viewing, printing and capture, of images and documents, facilitating the integration in the database of the Dealer's application.

By means of Web Services, integration with the Administrative Agent for collection notices, economic conciliation and the subsequent liquidation between the insurance Companies and the Dealers.

Parametrising of quality indicators from the analysis of the collection terms, slowness in paying and incidents collected in the satisfaction form of the policyholder.

The indicators allow an evaluation of the Dealer's efficacy.

“Benefits **SGAIM**”

The solution proposed by **SGAIM** provides the necessary objective elements for the election of the Dealers, while allowing their continuous evaluation, in a centralized regulated and administered tool.

Security of the information through the **TTID** Insurance Portal of **SGAIM** restricting, by means of keys, the access of the Dealer.

Concentration of the information, the management and the processing in a one and only platform where the administrators of the Company, the Dealers and the Collaborators interact.

Agility in the insurances contracting management, in the procedures of management of sinister, in the conciliation and in the economic liquidation between the insurance Companies and the Dealers.

Possibility of providing with statistics and automatic calculations of commissions by a multitude of parameters.

Optimisation of the costs of the processes with the Dealers, in the contractual insurance completion, in the processing of sinister and in the of payment liquidation.

Replacement of the documents on paper backup by telematic processes and automation of the processes. Viewing of the policy of each client, payment position and cover, and of the state of processing of the sinister with a view to do a monitoring of the situation in real time.

Improvement in the quality of the service provided to the insured in the management of the processing of the sinister.

Useful tool in the detection of incidents derived from the terms, from the management and from contingencies.

Scalable integration with existing business applications.

Dealer Management Insurance Portal

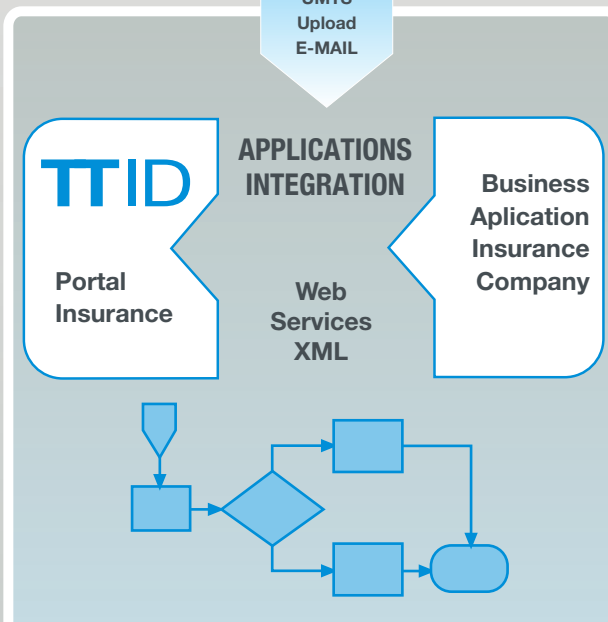
DEALER

ACTIVITIES	ACTIONS
<ul style="list-style-type: none"> account Contracting 	<ul style="list-style-type: none"> Contracting and processing of insurances
<ul style="list-style-type: none"> Conciliation and liquidation 	<ul style="list-style-type: none"> Sinister Assignment
<ul style="list-style-type: none"> Management and monitoring of sinister 	<ul style="list-style-type: none"> Monitoring Incident Sinister position Consultation
<ul style="list-style-type: none"> policies Renewal 	<ul style="list-style-type: none"> participants Communication

ACTIVITIES	ACTIONS
<ul style="list-style-type: none"> Dealer's Reception of the notification of collection to the insured 	<ul style="list-style-type: none"> Policies Collections to dealers Payments of commissions to dealers
<ul style="list-style-type: none"> Conciliation and liquidation with the dealers 	<ul style="list-style-type: none"> Record

ADMINISTRATING MANAGER

Digitisation
UMTS
Upload
E-MAIL



Reporting Data Quality Manager

- e-Forms
- Business Rules
- Process Logical
- Access to Informative
- Record of payments to dealers Incidents

BPM
Business Process Management System

OPERATING DIRECTION (Production)

ACTIVITIES	ACTIONS
<ul style="list-style-type: none"> Selection and contracting, agents and brokers 	<ul style="list-style-type: none"> Global Management Analysis Broker/agent Registration
<ul style="list-style-type: none"> Continuous Evaluation 	<ul style="list-style-type: none"> Broker/agent withdrawal
<ul style="list-style-type: none"> Global Management Analysis 	<ul style="list-style-type: none"> Dealer efficacy Analysis Registration Consultation by means of web services

ACTIVITY	ACTIONS
	<ul style="list-style-type: none"> Sinister Opening
<ul style="list-style-type: none"> Sinister Processing 	<ul style="list-style-type: none"> Information Validation Payment of Sinister State of the sinister Monitoring

SINISTER MANAGER