

Distinctive. Choice.



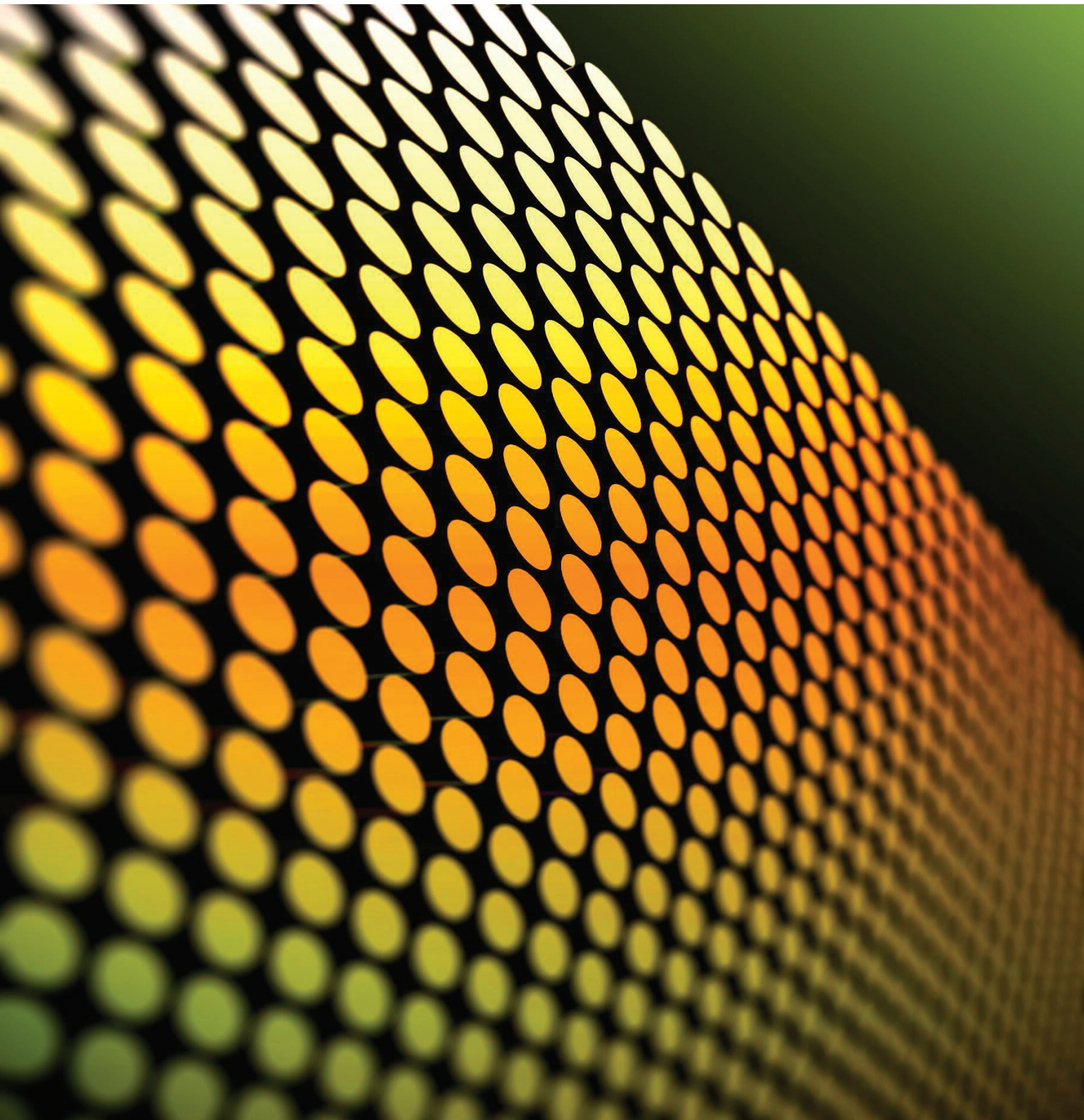
AUTOMATES
INSURANCE
PROCESSING AND
ATTACHMENT
OPERATIONS



iCOVER

inter**active**

A Jardine Matheson Associate Company



what is

iCOVER?



iCOVER is an internet-based insurance processing system that facilitates the processes associated with the administration of Cargo Insurance contracts in a simple, user friendly environment, through a technologically sophisticated and user friendly interface.

Introduction

Built specifically for our Marine Cargo business in the late '90s, iCOVER has gone through several upgrades based on customer feedback, culminating in the current version. It is configurable for other classes of insurance.

Functions

- Recording of shipment data
- Recording of warehousing data
- Calculation of premium according to transaction
- Production of certificates of insurance
- Production of premium advice notes
- Recording of claims
- Third party claims registration
- Claims documentation depository
- Ability to upload multiple shipment/warehousing data
- Online accounting
- Real time reporting
- Multilingual support

The number of users per client is not limited, although access rights and system security are strictly controlled, both at client and user levels.

The system is modular — features of each client system specifications can be selected from a range of options.

Shipment and/or warehousing information is entered into the system by the user. If the insurance contract provides the user with coverage options, these options are reflected during input of shipment information and in the certificate of insurance.

Drawing on the preloaded rating schedule (if configured) the system will provide a premium return/quotation.

Upon acceptance the system will provide for the printing of insurance documentation, in the form of certificates of insurance and premium advice notes.

Where required, strategic business partners can be integrated into the process to eliminate bottlenecks and to gain maximum control over cover purchases.



How does it work?

The following policy data are loaded into the system based on insurance contract parameters set by system administrators:

- Start/end dates
- Goods to be insured
- Financial limits
- Insuring conditions and clauses
- Rating schedules

The system can be configured at the client level to provide user access based on individual security settings.

As the above diagram illustrates, partners could include brokers, local brokers, insurers, loss adjusters and recovery agents. Access to such parties is strictly controlled and is provided in adherence to insurance contract procedures and processes.

Full shipment and cover details can be captured for monitoring and analysis. Premiums for specified time periods can be batched, verified and invoiced online.

Claims can be registered and processed online alongside the relevant shipment records and notified directly to the insurance parties in accordance with the insurance contract.

In essence, the system empowers all relevant parties to fulfil their assigned tasks as soon as a claim is notified, in what is essentially a paper free environment.

From the original notification of a claim to completion of the claims process, the claimant and/or client is kept informed through a progress update file. This is generated automatically as all of the claims parties involved in the process fulfil their tasks in the run up to closure of the file.

The results are dramatic:

- Online processing expedites business activity
- Online processing reduces administrative overhead
- System rules reduce human error and promote adherence to the insurance contract
- Improved statistics promotes better decisions
- A single system promotes standardised operational procedures
- Central processing enables an enterprise wide insurance solution
- Integration with business partners enhances control and delivery
- Instant issuance of certificate facilitates shipment without delay



Where required, strategic business partners can be integrated into the process to eliminate bottlenecks and to gain maximum control over cover purchases.

Who is it for?

- Global multinational businesses
- Commodity traders
- Cargo policy holders who require detailed shipment information as a prerequisite to cover
- Cargo policy holders who require the ability to produce certificates of insurance online
- Companies with frequent claims

Online certificates of insurance are generated automatically.

Why?

iCOVER is a web-based solution which performs core business functionalities such as the following:

- Automated, coordinated administration of a multinational and multi-location business
- Provision to include multiple parties by providing a management platform to handle exposures, premiums, insurance documentation and data management
- Online management of claims and risk management data through the use of cross data correlation tools
- Bespoke insurance documentation that reflects insurance contract coverage
- Systems interface with Microsoft Excel spreadsheet

Efficiency

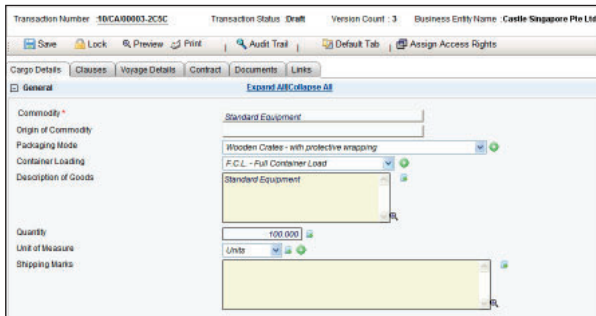
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Feature highlights

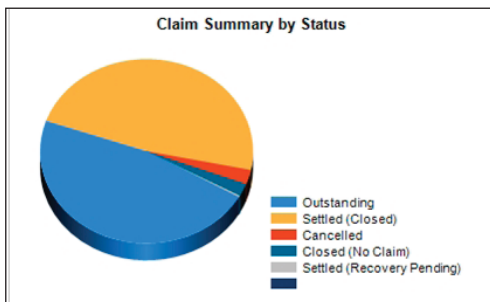
- **Optional use of personalised “dashboards”**

- A register of the items requiring action
- Task manager



- **Transaction input (shipment and/or warehousing)**

- Policy specific data capture
- Free text options
- Copy functionality
- Split functionality
- User customisation options
- Microsoft Excel spreadsheet upload functionality



- **Flexible ad-hoc reporting**

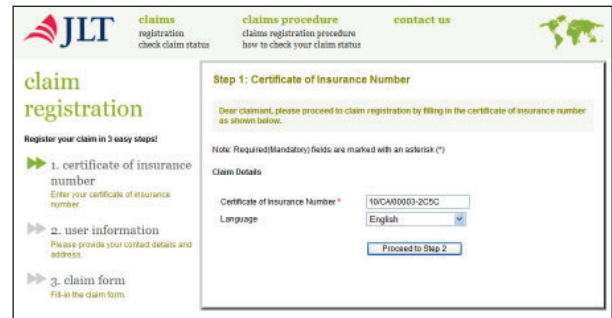
- Extract transaction, accounting and/or claims data using fully customisable search, query and report criteria.
- Export reports generated to Microsoft Excel software.
- Point-in-time reporting

- **Bulk upload functionality**

- The Excel software can be used to create from as little as two system transactions to as many as one thousand in a single process.
- Using Excel as an intermediary, iCOVER will be able to capture data directly from your host system.

- **Offline transactions**

- In the unlikely event that the Internet goes down for any prolonged period, emergency functionality is provided to enable the user to keep working – even when the internet is not.



- **Claims management**

- Client or third party ability to register a claim online
- Management of financials - reserves, deductibles and payments
- Currency toggle - view subtotals by selected currency

- **Document management**

- Uploading of supporting documents to transactions and claims
- Categorisation feature
- Confidentiality options
- Downloading of all documents attached to a transaction/claim at one go through a zipped file

- **Audit Log**

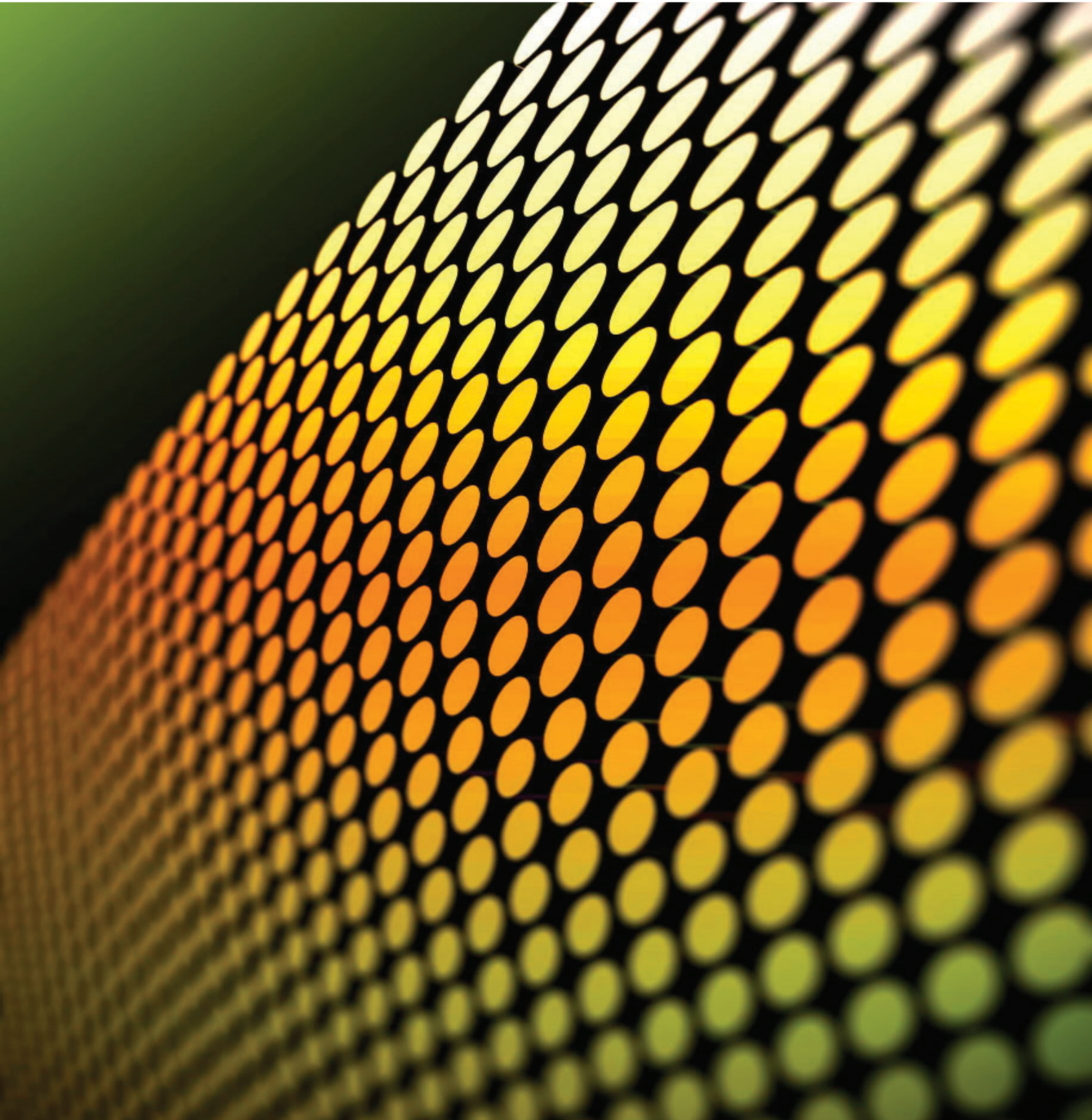
- Automated log of all key strokes involving a 'save' action for all systems files, whether transactions, accounting or claims.

System requirements

- Computer with a Pentium processor recommended
- 512MB and above memory
- 80MB of available hard disk space
- Super VGA Monitor - Best viewed at 1024 x 768 resolution
- Microsoft Windows 2000 or later version
- Stable internet connection - 512kbps and over recommended
- Internet Explorer 7.0 and above
- Acrobat PDF Reader 6.0 and above
- Microsoft Excel 2000 and above

Security

The iCOVER system is built on a multi-client architecture model bolted with encrypted application level and data level securities, ensuring the safety and integrity of client specific data at all levels, whether accessing or retrieving data.





For more information on iCOVER and other **int**active solutions, please contact:

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