



Total Management of Insurance Information with SWBC

The **SWBC Insurance** connector enables institutions to access policy details, create and track claims, and transmit the loan data file for SWBC's Collateral Protection Insurance (CPI) directly from the Temenos Collection and Recovery modules.

Key Features

Easy Access to Current Insurance Status

Access current insurance information directly from Temenos. The connector provides a quick snapshot of the insurance status, agent, company, and all other pertinent details at the touch of a button.

Easy Access to Insurance Tracking Information

Real-time data is presented, allowing your collection team to make more informed risk management decisions. Insurance tracking history includes customer service notes, scanned documents, web updates, notification letters and converted .wav files of all recorded inbound/outbound phone calls.

Conveniently Track Claim Status

Never lose track of a claim again! Temenos provides a virtual claim file for research and quality control. View appraisals, digital images of the damaged collateral, ACV, and damage estimates for an up-to-the-minute review of your claim.

Seamless Transfer of Loan File Data

The SWBC Insurance connector enables the secure download of your loan file on a daily basis for both auto and mortgage portfolios. Daily updates such as address changes, paid-off loans, refinances, bankruptcy and other collection flags are captured faster, resulting in more accurate borrower communication. You control the transmission frequency and schedule, and you can change or add collateral codes without IT involvement. Utilize one secure communication channel to facilitate both collection and collateral insurance tracking requirements, and at the same time, eliminate the need for an external loan file with updates to SWBC.

Create New Claims with the Touch of a Button

While working an account, create new claims by using the Claims Request option. The wizard-like screen will walk you through the entire process of creating a new claim. Minimal paperwork is required and is pre-filled from the Temenos database, simplifying the claim process. Conveniently browse your network and attach any supporting claim documentation to further streamline the submission process.

Quickly Review CPI Policy Status

On the CPI Policies tab, you can quickly review the effective dates, payment history, and status of a CPI Policy.

Insurance Status | History | CPI Policies (2) | **Claims (1)** | Claim Summary

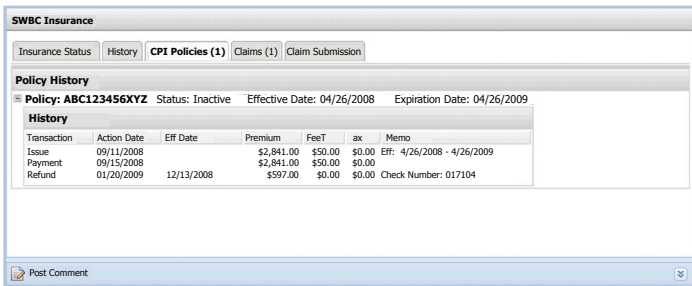
Claims

Claim: 12345 Date of Loss: 12/04/2006 Date Opened: 01/26/2007 Date Closed: 02/12/2007

Type of Loss: COLL	Contact: FAKE NAME
Settlement Code: B/O	Settlement Amount: \$3,448.24
Appraisal: 02/01/2007	Note/Security Agreement: 02/09/2007
Loan History: 02/09/2007	Payoff Balance: 02/09/2007
Affidavit of Fact: 02/09/2007	Copy of Title: 02/09/2007
Subrogation Form: 02/09/2007	CPI Policy Paid: 01/10/2007
Theft Report: 01/01/2001	Skip Records: 01/01/2001

Other Key Features Included

Additional functionality includes the ability to quote premiums and refunds for collateral protection policies, the ability to submit updated insurance status via the system, and a convenient, secure email communication feature to SWBC's FI Support Team; an elite team of Client Care Representatives formed to specifically support you and your team.



The screenshot shows a web interface for SWBC Insurance. At the top, there are tabs for 'Insurance Status', 'History', 'CPI Policies (1)', 'Claims (1)', and 'Claim Submission'. Below the tabs, the 'Policy History' section is active, displaying details for Policy: ABC123456XYZ. The policy status is 'Inactive', with an effective date of 04/26/2008 and an expiration date of 04/26/2009. A table below shows the policy history:

Transaction	Action Date	Eff Date	Premium	FeeT	ax	Memo
Issue	09/11/2008		\$2,841.00	\$50.00	\$0.00	EFF: 4/26/2008 - 4/26/2009
Payment	09/15/2008		\$2,841.00	\$50.00	\$0.00	
Refund	01/20/2009	12/13/2008	\$597.00	\$0.00	\$0.00	Check Number: 017104

Benefits

Institutions benefit from the convenience of being able to access insurance information directly through the platform using the SWBC Insurance connector.

Reduce Data Entry Requirements

When creating a new claim, fields are mapped to pre-fill with data from the application, reducing the amount of data entry required.

Eliminate the Need for Multiple Programs

Eliminate time spent maneuvering between multiple screens and programs. All the necessary tools to create, update and submit insurance requests can be found in the system.

Connect the Dots to Asset Recovery Disposal

Leverage the power of the software to complete your collection efforts by integrating the SWBC Insurance screen to connect the insurance process with the asset recovery and disposal function.

Additional CPI-Related Fields and Data Integration

Pertinent CPI data is uploaded and housed within the system for easy creation of workflows and reports.

Support at Your Fingertips

Support requests can be sent directly to the Temenos Customer Care team through the SWBC Insurance connector.

More Information

System Requirements

Version 9.02 or higher must be installed in order to utilize the SWBC Insurance connector. Some new features may also require that the latest version to be installed.

Provider Highlight



SWBC is a diversified financial services company providing a wide range of insurance, mortgage, and investment services to financial institutions, businesses, and families. To learn more about SWBC, visit their

website at www.swbc.com.

For more information about the SWBC Insurance connector, contact your Temenos Account Manager or email AutoPilot@swbc.com to reach SWBC directly.