

Resonant™ Integrated Life Underwriting Suite

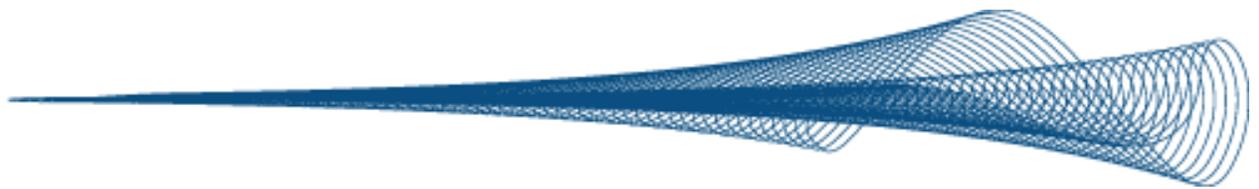
The industry's most advanced New Business and Underwriting solution at the industry's lowest cost of ownership.

For insurers and reinsurers today, exceptional underwriting practices and controlled execution are the path to increased profitability. With shrinking investment returns and the arrival of new competitive and regulatory pressures, carriers recognize they must urgently address process efficiency and the quality of underwriting decisions. The challenge is to improve underwriting fundamentals, operational efficiency, responsiveness to customers and agents, and overall business process control and governance. Despite significant investment in specialized applications, underwriting and new business professionals continue to be challenged with complex products, regulatory requirements, and ever-changing criteria. All too often, the majority of the business effort is happening outside the bounds of any system, often left unassisted and rarely traceable.

The Resonant Solution

Resonant offers process management and decision support applications for life insurance carriers that substantially improve the discipline and productivity of underwriting and new business processing practices. Working directly from your product, operational, and regulatory guidelines, Resonant's applications leverage existing systems to provide a unified environment that intelligently manages the overall process down to the individual case. This breakthrough software enables automation of predictable tasks, proactive support of complex decisions, improvements in productivity of ad-hoc interactions, and tracking the many activities that must be performed. It ensures organizational consistency, regulatory compliance, and decisions that align with mortality targets without imposing a rigid process filled with untraceable exceptions. At the same time, the software offers managers and executives the visibility and tools to drive operational excellence and grow the business with increased capacity for flexible service for agents and customers.





Quality Underwriting

Underwrite the right product at the right price – consistently. Resonant’s applications give skilled underwriters the guidance, information and focused time to make quality decisions and avoid oversights. The resulting reinforced fundamentals improve control over pricing, risk exposure and compliance with diverse regulatory requirements. These fundamentals can then be measured and documented due to 100% real-time audit that tracks every decision made during underwriting.

Straight-Through-Processing

Guideline Modeling enables empirical testing, refinement and validation of guidelines, creating the tools and certainty required to enable fully automated underwriting.

Efficient Operations

Resonant accelerates each task, lowers hand-off delays, and minimizes errors. The result is 20-40% reduction in cycle time and cost, with improved responsiveness and status tracking to foster agent and customer loyalty and create a more manageable business environment.

Time to Value

A 90% reduction in cost and time-to-deploy compared to alternate approaches. Resonant’s solution can begin processing applications in less than 3 months. Changes and new products can be deployed in days instead of months, with actual practice driving incremental discovery and fine-grained refinement.

Key Features

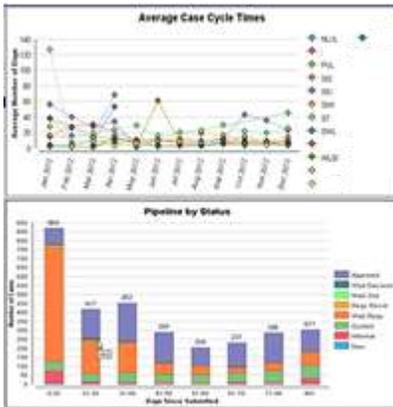
Life Insurance Application

Resonant’s life insurance solutions provide a fully integrated set of screens, guidelines and 3rd-party services for processing new life insurance business, from initial customer submission through to underwriting decision. These solutions are fully ACORD-compliant, including their internal data definitions and external service adapters. Value-added services include two way connectivity with MIB, Motor Vehicle, Intelliscript, and paramedical and laboratory service providers such as APPS, CRL, ExamOne and Hooper Holmes.

Applicant Name	Age	Sex	Product	Rate	Term	Face	Policy No.	Status	Approval	Comments
Lee, James	35	M	CONVET	\$175,000	10YR	\$175,000	017500013	New	017500013	
Robertson, Sam	35	M	CONVET	10YR	\$175,000	017500013	017500013	New	017500013	
Wang, John	35	M	CONVET	\$175,000	10YR	\$175,000	017500013	Approved	017500013	
James, John	35	M	CONVET	\$175,000	10YR	\$175,000	017500013	New	017500013	
George, John	35	M	CONVET	\$175,000	10YR	\$175,000	017500013	Approved	017500013	
Thomas, Robert	35	M	CONVET	\$40,000	10YR	\$40,000	017500013	Approved	017500013	
William, John	35	M	CONVET	\$100,000	10YR	\$100,000	017500013	New	017500013	
Mark, Mark	35	M	UNDERW	\$400,000	10YR	\$400,000	017500013	Full Resp	017500013	APPS
Robert, John	35	M	UNDERW	\$175,000	10YR	\$175,000	017500013	Full Resp	017500013	APPS
John, John	35	M	UNDERW	\$250,000	10YR	\$250,000	017500013	Full Resp	017500013	APPS
John, John	35	M	CONVET	\$175,000	10YR	\$175,000	017500013	New	017500013	

Monitor and Refine Current Practice

Resonant's applications track all activity, enabling comprehensive visibility, analysis and refinement. Managers have full visibility of daily operations and receive alerts when objectives are at risk. Previous concerns about non-adherence to underwriting rules, state regulations, and inaccurate classification are mitigated, with objective data available on the fly. These powerful capabilities help businesses incrementally discover, evaluate and refine their true business practices from end-to-end. For example, the following questions are readily answered:



- ≈ What underwriting information is being used for each case decision?
- ≈ How many exceptions are being made?
- ≈ What opportunities are being missed?
- ≈ What are the barriers to improved cycle-time?
- ≈ Are we underwriting the desired business and does it align with our strategy?
- ≈ Which individuals and service providers are being used? How often? What is their responsiveness and service delivery metrics?
- ≈ What are our incomplete and not-taken rates? What is the breakdown by territory/branch/agent?
- ≈ What is the correlation between current risk assessment practices and expected results?
- ≈ Are we meeting replacement and other regulatory requirements?

Integrated Underwriting Assistance

The *Underwriter's Desktop* maintains a shared view of all assembled information. It automatically orders and gathers required medical and financial underwriting information, such as attending physician's reports, para-medical exams, laboratory test results and inspection data. The underwriter is then presented with a complete case folder that integrates case information along with the application file and documents. In addition, it assigns a set of required and recommended probable actions to the user, such as alerting the underwriter to additional requirements and the need to satisfy specific compliance needs. Though a large variety of potential activities may exist, it presents only the subset relevant to the case at hand.

As progress is made, it assists the underwriter through due diligence and rating efforts, suggesting actions, detecting conflicts and dependencies, alerting to risk factors and regulations, and presenting focused options. For example, if replacement activities or Suitability issues are discovered, it identifies the specific requirements and can prevent the case from being issued prior to satisfying all them. All process participants (underwriters, support staff, management personnel and Medical staff) share the same process view, reducing hand-off delays and errors caused by miscommunication and data re-keying.

Adaptive Process Platform

Resonant's products are built on a powerful adaptive process management platform that provides the tools and run-time assistance needed to integrate existing systems and efficiently manage complex insurance environments. It includes:

Case Manager – Resonant's advanced Adaptive Case Management capabilities ensure optimal case processing, providing users with the tools they need to find and complete their work in the most effective means possible. Throughout, they enforce inviolable guidelines when needed, guide and automate when possible, and provide the flexibility to adapt when appropriate.

User Interface Framework – Provides a rich, intuitive user experience within a standard web browser. Resonant's main day-to-day applications do not require any desktop software installations and can be easily customized directly by the customer.

Guideline Manager – A Windows application that enables customers to define and manage their own product, operational and regulatory guidelines in a familiar document form, without the need for support from their technology staff.

Real-Time Recording and Reporting – Because of Resonant's fluid management of processes that fully incorporates both systems and people, it is able to capture the details of actual work practices at a level of detail that was previously unobtainable.

Infrastructure Services – A broad set of general services that manage data, track events, enforce security and integrate with other systems.

Technical Details

Application Platform

Resonant's server products are J2EE applications that support a wide variety of operating systems and configurations, including virtual (VM) and clustered.

Operating Systems Supported

Servers: Windows, Solaris, Linux, AIX. Other operating systems may be available upon request.

Clients (Life Application): Windows XP / Vista / 7 / 8 with Internet Explorer 7.0 and above.

Clients (Guideline Manager): Windows XP / Vista / 7 with .Net 3.5 and above.

Databases Supported

Oracle, DB2, MySQL. Any other standard JDBC-compliant relational database may be considered upon request.

Directory and Security

While users, groups and roles may be managed entirely within the Resonant system, Resonant's preferred deployment model is to use the customer's existing directory or single-signon infrastructure via LDAP. Additional security needs may be met via SSL, TLS, JAAS and various certificate systems.

J2EE Standards Supported

All Java EE 7 specifications, including Java, EJB, JSP, JMS, JMX, JNDI, JTA, etc.

Data Definition / Transformation Standards

Resonant's insurance applications support the industry's ACORD standard. The internal data models and external web service adapters all draw from ACORD and may be extended as needed using common XML and Web Services standards such as WSDL, XSL and XML Schema.

Integration

The Resonant platform provides pre-packaged adapters to common 3rd-party insurance service providers (e.g., MIB, Parameds, labs, prescription data bases) as well as a framework for quickly creating custom adapters using a variety of state-of-the-art technologies, including Web Services, JMS Messaging, Java, Hibernate, and JCA.

