

## TOP REASONS WHY YOUR AGENTS NEED FIRSTBEST AGENT™

Commercial and specialty-lines *carriers* want their agents to submit high-quality applications that are complete and fit their risk appetite. In order to win the business, carriers must be able to provide quotes to their agents as quickly as possible for accounts that qualify for automated underwriting, often in real-time.

Agents are under extreme pressure to quote business quickly and accurately and market accounts to more carriers than ever. Agents appreciate solutions that are easy to learn and use, can help eliminate duplicate data entry, and provide real-time feedback and quoting whenever possible. The carrier that provides their agents with collaborative tools to enable easy and quick new business and renewals can become **“the carrier of choice.”**

“The agent is our key partner, and our goal has always been to provide as much openness and collaboration as possible with our agents. FirstBest will enable a higher level of service to our agents by enhancing our ability to communicate and provide real-time visibility into the underwriting process.”

Craig Leach  
EVP Sales and Marketing  
AMERISAFE

FirstBest Agent is a Web 2.0 Agent Portal that leverages the latest in interactive Web technologies to enable commercial and specialty lines carriers to deliver true ease-of-doing-business and execute crucial business transactions with their agents, brokers, and MGAs. A highly configurable and content-rich solution, FirstBest Agent supports new business submissions, renewals, endorsements and straight-through-processing (submit-to-quote-to-bind).

If you’re looking for a good reason to improve the way you do business with your agents, here are five:

### 1. Get real-time quoting (Straight-Through-Processing) based on carrier-defined business rules

FirstBest Agent enables your agents to stay in sync with your changing risk appetite and pre-qualification, and provides clarity around supplemental questions and required information with online quoting, binding, and

fast exception processing. Not only will you grow your existing book of business, you’ll be able to target existing products into new markets or expand into new products. The possibilities are endless.

### 2. Improve quality and productivity of new submissions

Do you want it done fast or done right? With FirstBest Agent, you don’t have to choose. Your agents and underwriters can handle more new business and renewal submission volume, while increasing quality, all with the same resources. Elimination of duplicate data entry and real-time efficiencies and productivity improvements for you and your agents will greatly speed processing time, allowing you to produce bindable production quotes on the agent’s desktop in seconds.

### 3. Gain transparency with visibility into the book

With FirstBest Agent, your agents can check the status of their submissions and collaborate with underwriters as needed via e-mail alerts and instant status updates. The FirstBest “home screen” provides agents with an aggregated view of their book of business, organized by status, that can be drilled down into individual risks and all aspects of submissions, with detailed history. Vibrant dashboards show real-time, configurable metrics, tailored to each user, and a “What’s New” ticker shows at-a-glance rolling status for each submission.



The Dashboard provides a user-configurable view into key metrics and how the organization is performing against them.

#### 4. Save Time with the FirstBest AppReader™

Minimize data entry and time-consuming manual tasks by agents. The FirstBest AppReader provides the ability to upload and import forms from an ACORD PDF, even for scanned or emailed submissions. The system “reads” the ACORD form and extracts the application data into ACORD XML, then begins submission processing. AppReader makes upload available for **all** your agents, regardless of agency management system, if they even have one at all.

#### 5. Attract Gen Y

FirstBest Agent uses Internet technology to be intuitive and easy to use. Feedback from 20-something and 50-something agents alike prove that the system is simple to learn, user friendly, lets them feel connected to carriers, and helps them win business. They want *more* carriers to use FirstBest.

#### Why FirstBest Agent

FirstBest Agent is a next-generation interactive Web 2.0 agent portal that enables commercial and specialty-lines carriers to deliver true ease-of-doing-business to their agents – ASAP. It provides your agents with not only the most intuitive and easy-to-use interface, but the most options for automatic data upload from their agency management system. The portal automates risk selection and ensures complete applications so that any risks requiring manual underwriting can be turned around quickly. The solution has powerful configuration capabilities that are easy and fast to implement. Integration with other systems and Web services is provided. The solution leverages industry-standard protocols, open software standards, rules and workflow, that complement existing and future systems/services and is typically configured and implemented within four months.

FirstBest Agent provides a path for carriers to address their agency challenges now and get business in the door, while providing an on-ramp to complete collaborative underwriting.

“We got up and running after the first submission; Snap is amazingly simple to learn and user friendly. With Snap IQ, turnaround time is immediate too. As ICW’s system is easier and faster to use, they are typically on our short-list. We want other carriers to follow the FirstBest/Snap system.”

Vikki Stone, President  
Stone, Harris & Stone Insurance Agency

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#### ABOUT FIRSTBEST

FirstBest Agent is part of the FirstBest Front Office Suite, which brings agents and underwriters together in a collaborative underwriting process that helps them to rapidly submit, evaluate, quote, and close business. The Suite enables the carrier and channel to increase efficiency, grow their books of business and cast a wider net to bring in new business. The FirstBest Front Office Suite includes modular upload, agent portal and underwriting workstation applications that work together seamlessly and can be assembled in different configurations to meet your needs.

FirstBest® Systems delivers insurance software solutions that help commercial- and specialty-lines carriers drive premium growth, scale their business and achieve high service levels with agents. Insurance companies such as AMERISAFE, Inc., a specialty writer of workers' compensation insurance for hazardous industries, ICW Group Insurance Companies, a multi-line super regional insurer, and Beacon Mutual Insurance Company, Rhode Island’s largest writer of workers’ compensation insurance, rely on FirstBest solutions to improve underwriting efficiencies and quality, institutionalize knowledge and best practices and empower everyone in the process to quote, collaborate, issue, and bind business on a single real-time platform. FirstBest also hosts the Agent-Carrier Connection, a collaborative underwriting forum and news portal.



[www.firstbest.com](http://www.firstbest.com)