

FIRSTBEST UNDERWRITING MANAGEMENT SYSTEM™ COMPREHENSIVE FOCUS ON UNDERWRITING SUCCESS

The insurance business is tough. Price competition is fierce. Premiums are declining. Agents shop around for carriers more than ever. And risks are increasing as carriers take on more business just to break even. So how do carriers address these challenges while increasing their competitiveness? The answer is the FirstBest Underwriting Management System™ (UMS). FirstBest UMS™ helps commercial- and specialty- lines carriers to solve these issues -- and ultimately drive revenue growth and increase profitability while improving ease of doing business with the distribution channel.

The FirstBest Underwriting Management System Built Around Insurance Industry Requirements

The FirstBest Underwriting Management System (UMS) includes innovative, industry standards-based products developed and supported by FirstBest experts who have in-depth experience in enterprise software development, agents/brokers and the insurance industry. The FirstBest UMS includes:

- **Underwriting workstation and business analyst workstation.** The center of the FirstBest UMS, these powerful applications help carriers deploy products faster, and keep up with market shifts and customer demand. They also streamline processes making underwriting faster and more accurate, capture the knowledge of your star underwriters, help maintain best practices, and enforce rules.
- **FirstBest Agent™** – A complete transactional portal that facilitates new business, renewals, endorsements, and provides rich functionality for increased carrier-agency communication, including dynamic supplemental data, shared documents, notes, and email notifications.
- **FirstBest AppReader™** – Is an agency connectivity application for agent and underwriter form/image conversion to ACORD XML and instant upload to carrier systems, regardless of agency management system and without proprietary networks or transaction fees.

Capturing More Business While Lowering Underwriting Costs and Improving Ease of Doing Business with Agents

The FirstBest UMS will enable you to strategically transform your underwriting collaboration by achieving strategic business improvements, such as:

Taking on more business with existing resources. Automation, rules and workflow improve agent and underwriter productivity. You'll be able to handle greater volumes without increasing headcount. With an automated, fast referral and endorsement process, you can generate new rules to match your changing risk appetite.

Getting closer to your agents, brokers, MGAs and MGUs.

A real-time, easy-to-use collaborative platform enables you and your agents to work as a team with tools such as chat, screen sharing, email and alerts. Unlike other agency portals, FirstBest combines Web 2.0 agency capabilities with a new business submission system and rich underwriting workflow. You can even integrate FirstBest Agent with your single sign-on system for a seamless experience. You'll attract more agents by making it easy and profitable for them to do business with you.

Ensuring underwriting consistency.

With underwriting discipline and knowledge management that includes underwriting rules, letters of authority and referrals, you'll be able to drive consistency and best practices throughout the process. Every underwriter can be as good as your best underwriter as they automatically feed knowledge into the system as they work. Training of new underwriters is also easier because the system displays "checklists" to underwriters as they evaluate risks.

“ The number of accounts we get through the door is up 93%, which confirms for us that agents do appreciate ease of doing business. Our quote count is up 80%, and our bind ratio is up 41%.”

- Paul Zamora, SVP of Underwriting, ICW Group

Speeding Introduction of New Products, Entry into New Markets. FirstBest's configurable and easy-to-use software enables you to change fields, values, questions, screens, risk selection, editing rules, assignments, credits, and debits -- and even straight-through processing without programming. Because it's Web-based, you and your agents can access FirstBest from anywhere, 24x7. With this flexibility, you'll be able to easily and quickly enter new markets and introduce new products.

Reducing Your Risk. You can match price to risk so you can capture more business and increase the quality of submissions. Enforce predictive/loss development models, tier risk according to corporate model, and identify high hit ratios by specific territories, price deterioration, overexposure in specific markets, catastrophic events, and more. And through integrated predictive analytics, you can achieve precision risk selection and pricing to compete for the right risks—and avoid the bad ones.

Gaining Better Visibility. You and your agents will have real-time business visibility into the book of business and underwriting process. As an underwriter, you can see your hit ratios vs. goals on a daily basis. Your agents can check the status of submissions to the carrier and collaborate with your underwriters as needed. Your managers can see across all lines of business, react in real-time, and deploy a true enterprise underwriting strategy.

Learn More about Our Commitment to Your Industry Challenges

To learn more about how we can help you, please visit us at www.firstbest.com/ums or contact us at 888.863.6095 or sales@firstbest.com.

"An underwriting workstation provides enhanced electronic ordering and receipt of risk assessment data, improves electronic evaluation of data, and includes real-time underwriting status features and electronic communication with agents. The workstation tracks underwriting decisions as they are made, which helps the insurer respond quickly to underwriting trends or changes in risk exposure, and properly train its underwriters. [It] also provides collaboration between distribution channels and underwriters, as well as business intelligence and analytics, in underwriting processes."

Stephen Forte,
Research Director
Gartner

ABOUT FIRSTBEST

FirstBest UMS is part of the FirstBest Front Office Suite, which brings together agents and underwriters 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.



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