

Mutual Expert Features

Setup and Maintenance

Setup own rates and maintain those rates with separate dated rate revisions
Setup policy suffixes by line of insurance
Payment plans based on policy suffix
Payment plans take effect based on policy effective dates
Setup and Maintain Peril Codes
Setup Statement Lines of Business and group peril codes by Statement Line of Business
Setup Policy Terms (By Suffix)
Allow 1 year, 3 year or have annual policies but lock rates for specified period of time.
Multiple "bill to" wording for each billing interest

Agency

Setup Agency
Group multiple office agencies into one agency
Enter producers and track license numbers by office
View Agency policies and claims
Transfer policies from one agency to another
Stop policies from being issued by an agency that has been terminated
Transfer policies to a company designated agency from a terminated agency at the time of policy issuance (New and Renewal policies)

Commissions

Setup commissions by Policy Suffix
(Commissions are set by time period)
Enter custom commissions
-By Agency
-By Policy

Correspondence

Send Emails to agents, adjusters, etc
Interface with Word to issue letters to Agents, etc
Record notes, messages, phone calls, etc.
Attach/view photos of covered items and claim damage

Insured

Enter an insured once
Track all policies for a specific insured
Track all claims for specific Insured

Claimant (if separate from Insured)

Enter claimant once
Track claims for that claimant

Others (Lending institutions, Additional Insured, etc)

Enter "Others" once
Search on reference name, street address, city, state, etc
Access and see what policies they are listed on

Loss Codes

Generate own CAT codes and list of loss codes

Policy Generation

Rate Applicable lines
Generate New Policy
Generate Endorsement
Cancel Policy

Cancellation Codes

Generate own list of cancellation codes; Codes are grouped by policy Suffix and State
Maintain cancellation notices (Word Documents) for each cancellation code
Maintain reinstatement letters for each cancellation code
Have cancellation letters generated for each policy interest, or just one copy

Searches

Applicable to both policy and claim
Search based on

- insured name, reference, mailing address
- number or location address
- policy/claim number
- loan number
- lending institution

Limit Policy search to active, not active, renewed or all
Searches using 'starts with', 'ends with', 'complete match' or 'contains' criteria

Searches can be initiated using wildcards

Claims

Enter multiple claims (claimants) under one accident
Quickly adjust reserves by entering new reserve amounts
View detailed payment and reserve transaction history
View dec page in effect at time of accident
Record detailed notes for each claimant
Close and reopen claim
Separate reserves for each claimant
System can be set to automatically assign new claim number or set to allow user to assign claim number
Enter payment request while viewing a claim or have payment entered separately
View when a payment is to be issued even if the payment has not yet been issued
Group multiple adjuster payments onto a single check, but update all applicable claims
Loss Payment checks - Show all parties involved and select those interests that are to be on the loss check
Maintain Mailing address on the check

Endorsements & Cancellations

Pro-Rate Premium bearing endorsements
Policy reprint NOT required to do -
a Name Change endorsement, or
a Mortgagee Change endorsement
If premium bearing endorsement, allow ability to capture information as to what changes took place; keep this information with the policy for archive history and print these changes with the amended declarations page

Policy / Invoice Printing

Print list of policies by date and line of insurance
Print copies for each applicable interest
Generate copy of bill for each interest
Reprint copy of dec page at any time
Issue new invoice in case original was lost

Mutual Expert Features

Cancellation of Policy

Notice generation
Enter at time of cancellation or in batch job
Issue immediately or leave in for spooled process
Generate list and issue notices for nonpayment automatically
Mark notice as rescinded
Delete notice if authorized to do so
Mark notice as reinstated
Remove reinstated status notice
Generate a report of policies up for cancellation

Cancel Policy
Pro-Rate Premium bearing Cancellations
Issue Cancellations based on Short Rate
Issue Cancellations based on Custom Rate

Reinstate Policy

Able to reinstate a policy that has been cancelled

Receivables Generation

Generate pay plans
Have endorsements be billed in entirety or broken out by remaining pay plan installments
Direct bill or agency bill
Direct bill, able to bill Insured, Bank or First Mortgagee
Convert from one billing method to another with minimal effort (Direct to Agency or Agency to Direct)

Cash Receipts

Enter cash receipts for multiple reasons other than payment receipts
Display amount due when cash receipt is entered
Warn user if amount received is different than amount due to verify correct entry
Generate deposit list
Warn user if policy is flagged to not accept payment
Warn user if policy is under cancellation notice
Warn user if policy is under cancellation notice and is past the grace period
Warn user if policy has been cancelled at time of receipt

Cash Transactions

Transfer money from one policy to another
Write off premium amounts
Create or delete fees
Quickly generate new payment plan
Apply money to fees first
If on pay plan with fees, if full premium amount is paid, apply payment to remaining premium transactions and remove remaining service fees

Refunds or return premiums

If on payment plan apply money from oldest transaction to newest transaction automatically
For overpayment, creates immediate refund transaction
Enter notes on refund checks
Change Pay To or Mailing Address on refund check
Have refund payments automatically applied to the receivables after they have been issued

Installment bills

(Installment bills here refers to billing policies for the remainder of the pay plan)
Generate list of notices without having to print out the bills
Select bills based on when they should be mailed
Include any prior balance on the bill
Print copies of the bill for the insured, agency, etc
Places the mailing name to display in a standard #10 window envelope
Places the return address to display in a standard #9 window envelope

Policy Inquiry

View detailed policy history
View dec page information as of a given date
View complete dec page history
View receivables – quick glance to see what is due; date of last payment; and, if there is another installment, when that is scheduled to be mailed, or view detailed transaction history
Review any claims on policy
See complete cancellation notice history on policy
Screen Notes to indicate if policy has been cancelled or under cancellation notice
Allow user to enter notes for a policy

Reports

Sample of reports available -
Policies Processed by day
Written premium report for any time period
Agency account currents
Agency commission statements
Reinsurance Reports
Combined premium and reinsurance reports
Combined premium and reinsurance policy analysis including unearned premium amounts based on pro-rated method
Claim Payments for period
Outstanding reserves
Claim Activity for time Period
Adjuster Payment listing
Loss Ratio reports based on earned premium to incurred loss for Agency and Annual Statement Line of Business
Cash receipt Listing
Receivable balance listing
Custom reports
Ad-hoc reporting using 3rd Party software

Ability to Preview reports before printing them
Print reports directly to PDF files, text files or 3rd party applications such as Excel

Menus & Security

Setup users with passwords
Ability to assign user privileges by user and by group
Give group level access to menu items
Setup so user does not even see menu items on screen

Linkage to General Ledger - In development