



Making e-protection business easier for advisers

Automation analysis for e-protection business

- Adviser Forum have conducted an **independent analysis** to identify how well **The Exchange, 1st Software and Norwich Union** can help advisers streamline the submission of **protection business online**.
- The analysis examines **how much information the two systems can pass onto each other and the provider e-application** so the adviser avoids having to re-key information.
- Reusing data already entered wherever possible is critical to **saving adviser time and avoiding errors**.



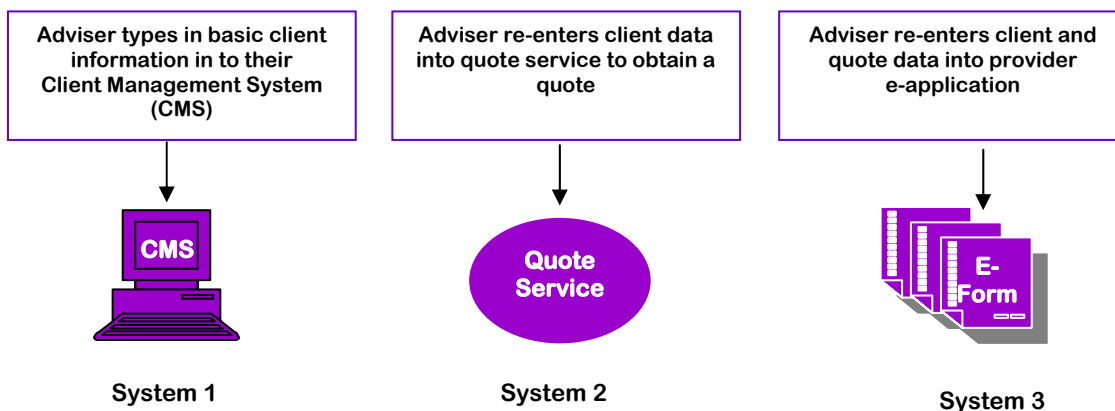
Automation Achieved **Rating achieved**

76%

@@@@

Working harder

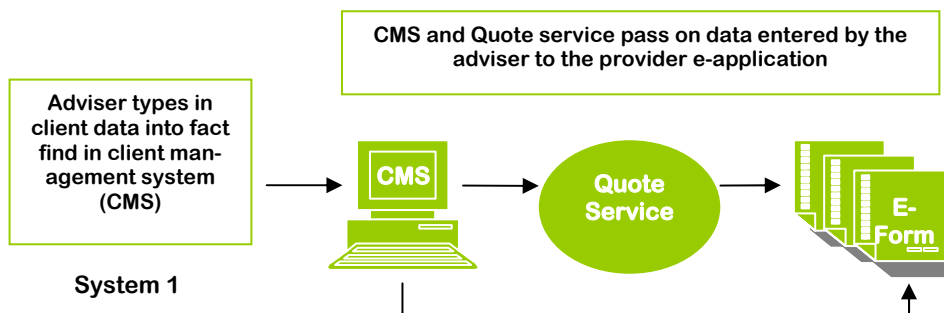
Adviser has to re-enter client and quote data into a fact find, quote service and e-application



Result = adviser can end up typing the same information at least 3 times into multiple systems process

Working smarter

Adviser enters client details once and they are re-used over and over again



Result = adviser types in data once and it get re-used over and over again saving valuable processing time



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Automation analysis for e-protection business-results

- Working with advisers Adviser Forum has identified **34 items of client and quote information** that **Portals and Client Management Software Providers** should pass on automatically for protection quotations and applications, these items are listed below
- Our **testing has measured** the extent to which the two systems move this data seamlessly into a provider e-application
- When producing this independent analysis of **The Exchange and 1st Software** the Norwich Union Term Assurance elect application was used
- The **pie charts below** identify how The Exchange, 1st Software and Norwich Union have performed



Data moves across automatically

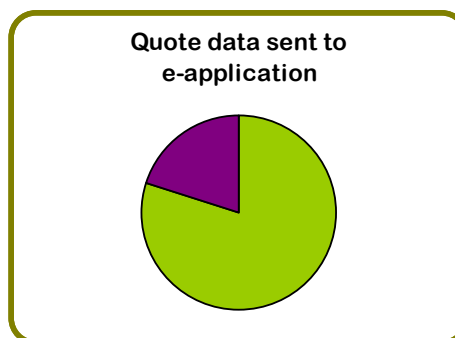


Data has to be re-keyed by adviser

Client name
Client date of birth
Gender
Number of applicants
Lives assured
Smoker indicator

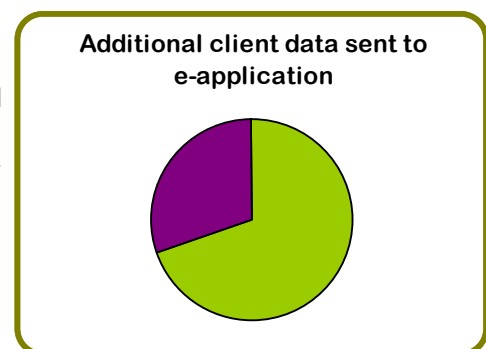


Sum assured
Term
Premium
Commission amount
Commission basis (indemnity, non indemnity)



Client name
Client date of birth
Gender
Number of applicants
Lives assured
Smoker indicator
Firm ID (name / SIB / network)
Firm address including postcode
Firm email ID (adviser's email)
Adviser Reference

Client address
Bank name
Bank address
Bank postcode
Bank account number
Bank sort code
Doctor's name
Surgery name
Surgery address
Surgery telephone number
Employment status
Occupation type



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Adviser Forum is a collaborative forum involving major distribution and manufacturers of packaged personal finance products. Its objectives are to improve the efficiency of the market for the benefit of consumers and the industry.

Adviser Forum is managed and facilitated by Financial Technology Research Centre.

This document is based on our understanding of the available services as at May 2007(E&OE)

