

## Product Overview

**iGroup** is a highly flexible, efficient leading solution that supports the day-to-day management of group business operations. Using an advanced, parameterized, rules-based, and scalable J2EE architecture, iGroup offers complete business functionalities and a browser interface within a mature solution.

**iGroup** provides support for all group insurance products and product packages including whole life, term, health, accident, annuity and more. The protection and investment features are both covered for all the group products.

In consideration of the flexibility of group business, **iGroup** allows the users to define the premium discount, claim conditions, commission and other charges. Especially, the system supports the deferred settlement as well as the real-time settlement.

Designed on the concept of 'Customer Centric', **iGroup** centralized all kinds of customer information crossing different sales channels and different modules, so that the risks can be better controlled.

According to the user roles, **iGroup** flexibly controls organization, functional menu, business category, business status, and amount authorities through diversified multiple layers authority structure.

**iGroup** utilizes exclusively modern technologies and platform independence to facilitate fast and easy deployment, speed and scalability, and extensive management reporting.

**iGroup** is designed to support all functional areas of group business. Based on the modularized feature, the functionalities can be combined or split if necessary.

- Product Definition (including parameterized definition of single product and product package)
- Account Management
- Party Management
- Sales Channel (including hierarchies, licensing, commissions, payout of agency, broker, bank etc.)
- New Business
- Agreement Management
- Underwriting
- Customer Service
- Claims
- Billing, Collection and Payment
- Accounting
- System Administration
- Image
- Document Management
- Query
- Reports
- Interfaces to third party systems (if necessary, e.g., accounting, imaging and workflow, actuarial systems, etc.)

## iGroup System Highlights

### Product Definition

iGroup provides tools for rapid product or product package development. This dramatically reduces the effort and cost required to build and maintain products, allowing a carrier to introduce new products quickly. This in turn can help differentiate a carrier in a competitive market or allow for a quick response to market changes.

The particular product line definition can help to categorize all the products, filter the compulsory and optional parameters and give the user friendly prompts to reduce the human errors. At the same time, the similar features of the products do not need to be defined repeatedly.

For the complex health products, iGroup allows to define combinations of all kinds of claim conditions features so that the product can be automatically evaluated in claim process.

To realize the flexible product definition, iGroup provides a lot of parameters such as target customer, sum assured/premium, liabilities, accounts, dividends, expenses, customer service rule, cash value, unexpired premium, commission and much more.

### Agreement Management

To adapt to the flexibility of group business, iGroup provides the agreement management module to redefine the plan, product package, product, liability etc. based on the product definition, which will trigger the automatic calculation and evaluation afterwards.

### Billing, Collection and Payment

iGroup provides two kinds of settlement approaches, real-time settlement and deferred settlement. Collection and payment records can be offset during the settlement.

For collection and payment, different methods are allowed, including cash, cheque and bank transfer, which are strictly controlled associated with the document management module. All the methods support both single and batch process.

### Party Management

iGroup centralized all the individual and organization customers including internal staff, broker, user, policyholder, life assured, beneficiary, hospital and doctor etc. The system also control the systematic and non-systematic risks through the differentiating the black list and red list customers.

# iGroup

A Flexible and Efficient Group Business Administration System

## Policy Administration

iGroup provides a complete process of policy administration.

## New Business

iGroup provides the process of new business from image scan, data entry, to policy issue and print. The quotation of agreement and electronic document upload are also allowed.

## Underwriting

The module processes the underwriting and reunderwriting request of new business, renewal, customer service and claim. The policy can be underwritten by different approaches, such as by master policy, by plan or by individual certificates, etc.

## Customer Service

The module can process all related service items. The multiple service items can be handled in one application to provide better customer service.

## Claims

The module provides the process of both single and batch claim cases for all the products. Especially for the complex health products, system supports the efficient automatic evaluation.

## Sales Channel

iGroup supports all kinds of sales channels management, including hierarchies, licensing /contracting, commissions, payout of agency, broker, bank etc.

## Query

iGroup uses an easy-to-use interface to support ad hoc inquiries for client/policy status and information. Producers and/or customers can retrieve client/policy information by policy number, customer ID, agent code, etc. Comprehensive search functions are provided for easy information retrieval.

## Standard External System Interfaces

Interfaces to third party systems are provided (e.g., accounting, imaging and workflow, actuarial systems, etc.).

## Security, Audit & Compliance Features

iGroup provides a comprehensive set of features and functions for security and control, as well as audit and compliance requirements in order to meet the latest statutory and regulatory requirements for insurance and financial institutions.

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