



# FIMMAS: System Overview

Flexible Insurance Marketing, Management, and Administration System



## SOFTWARE SOLUTIONS FOR:

- Policy Administration
- Individual and Group
- Life, Health Annuity Products
- Credit & Debt Cancellation Products
- Hybrid Products
- New Markets
- SaaS Options

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# Product Support

## A SINGLE SYSTEM FOR MULTIPLE PRODUCTS

**FIMMAS** is a full-function administration system, supporting a wide range of insurance products for both individual and group lines of business.

### ***Life Products***

Term Life  
Whole Life  
Single Premium Whole Life  
Universal Life  
Indexed Universal Life  
Individual Life  
Interest Sensitive Whole life  
Joint & Survivor Life  
AD&D  
Credit Life/Debt Cancellation (Protection)

### ***Hybrid Products***

Special Hybrid Products

### ***Health Products***

Short Term Disability  
Long Term Disability  
Long Term Care  
Hospital Indemnity  
Critical Illness  
Accident & Medical Reimbursement  
Dental & Vision  
Special Products  
Dismemberment

### ***Annuity Products***

Variable  
Index  
Immediate  
Deferred

**FIMMAS** supports life, health, and annuity products using the same screens, menus, and procedures. This means simplified system setup, support, and training for you because **FIMMAS** employs a consistent user interface and a single design. You can provide better customer service, even with a varied product line.

# Technical Foundation

## DATABASE AND ENVIRONMENT INDEPENDENT CONFIGURATION OPTIONS

**FIMMAS** runs in a client/server environment, on Windows, UNIX, or LINUX operating systems. **FIMMAS** uses industry-standard network protocols and supports multiple workstation configurations. It supports SQL, Oracle, Sybase and a native UNIX database, in addition to other standard ODBC-compliant database management systems. The same **FIMMAS** application code can support a few users or hundreds of users.

## PROCESSING ENVIRONMENT

The **FIMMAS** System operates in real-time, with transaction processing and data updates executed immediately. While many jobs can be run automatically, via Scheduled Processing, all activities are accessible through menus and can be run on demand by any authorized user. All data—both detailed and summary—is retained in the system as long as users need it for reporting or inquiry purposes.

## DEVELOPMENT LANGUAGE

**FIMMAS** is developed using APPX, a comprehensive runtime, database, and high level programming environment that generates compiled C language-based executables. **FIMMAS** can accommodate a number of approaches to integrate with other systems. The **FIMMAS** infrastructure enables user-defined rules for moving data to other locations, or for retrieving data from a specified location. **FIMMAS** has extended integration models for Web and other real-time integration needs.

### *Table-Driven Design*

The table-driven design approach taken by **FIMMAS** allows (authorized) users to control the definition and maintenance of business rules and parameters, including:

- Plan specification files to define the insurance benefit
- Pointer files to define the tables and files used with specific plans
- Rate and factor tables, including premiums, mortality rates, expense charges, interest rates, surrender charges, etc.
- Rules, defaults, and edits (for example, a billing control field can be defined to specify the conditions under which a bill is generated)

Though different data elements may be required in the database for different products, they all use the same rate table structure, reserve factor tables, reporting capabilities, and processing logic for application entry, underwriting, contract administration, etc.

**FIMMAS** transactions are edited against appropriate range checks, business rules, and reference files for accuracy. Codes, abbreviations, and numerical references, such as policy numbers or agent numbers, for example, are verified before the user can move to the next field or record.

This table-driven, rules-based design allows users to add new products or maintain product data without programming changes, streamlining the definition of new products for faster time to market.

## USER INTERFACE

Menus—tailored to fit the job requirements and security profiles of users and departments—provide access to **FIMMAS** System functions. From client-specific menus, users select the functional areas where they need to work, then continue to select from optional paths as they "drill-down" to the information they need. A variety of processing options is available directly from the user interface.

**FIMMAS** helps users create error-free entries by minimizing the number of keystrokes needed to enter information. Product-specific entry screens eliminate unnecessary fields and prompts. Installation-specific defaults are populated wherever possible.

## INTEGRATED SYSTEM ACCESS

All major **FIMMAS** functional areas (Proposals, New Business, Underwriting and Policy Issue, Billing and Collections, Policy Administration, Commissions, Agency Administration, Claims Administration, Contract Accounting, Actuarial Support, Reinsurance, Correspondence, Management Reporting, Repetitive Payment Processing) are part of a single system with a consistent user interface and access from any other part of the system.

## MDI SUPPORT SERVICES

MDI's support services can augment your resources for system design, implementation planning, project management, application design and programming. Our installation support includes a Help Desk, on-site user and technical support as needed, and remote diagnostic capabilities. MDI can provide a complete turn-key solution, or we can provide the source code and training needed to make your staff self-sufficient in **FIMMAS** support.

# Actuarial Support

## PRODUCT SETUP

**FIMMAS** Plan and Ratebook tables allow users to accurately and completely define insurance products via tables of rules and values that thoroughly classify all information, data, and parameters required for administrative processes and calculations.

**FIMMAS** Plan and Ratebook functionality is designed for faster time to market:

- Values are entered via tables, not hard-coded
- Table values may vary by multiple parameters (date, volume, geographic area)
- Multiple plans may share common features (multiple plans may point to the same table)
- New products are easily cloned from existing ones
- Hybrid products are quickly defined
- New products are implemented instantly, without programming modifications
- Plan data can be imported or exported

As soon as Plan and Ratebook information is entered in **FIMMAS**, the plan is available for standard processing. No recompiling or relinking of programs is needed to set up a new plan. Due to the built-in flexibility of plan information and rate file structures, a single plan code can support adult and juvenile, male and female, smoker and nonsmoker, banded rates, and other variations. The same rate tables may be shared by multiple plans.

Product rules and ratebook information are designed to be maintained by authorized users employing standard screens. This maintenance capability extends to the following:

- Plan, benefit, coverage, and rider rules and limits
- Fund and loan rules
- State approval information
- Actuarial rate tables - premiums, reserves, cash values, dividends, etc.
- Interest rates
- Loading rates, expense charges, and policy fees
- Date bands and face amount bands

- Surrender charge rules
- Premium calculation rules
- Billing and collection rules
- Dividend, valuation, and underwriting rules

## RATING

**FIMMAS** supports average rates, stepped rates, attained age, issue age, or age and duration rates. Rates can vary by any combination of face amount, date band, gender risk class, plan, age, geographic area, product class (series), duration, and other user-defined variables. The same rate table rules and factors can be connected to any number of plans and benefits. Rates can be imported from outside sources, such as spreadsheets.

TST saab:8065 PID:5576 Welcome rebeccab

File Application Application Process Options Help

OK Cancel Add Change Inquire Delete Ack Del HOME NEW TOOLS SAVE EXIT AUDIT ADD MAINT DETAIL VIEW

ACTUARIAL RATE TABLE DETAIL MAINTENANCE

Table: AMATAGE AMA TRAVEL ACC GROSS PREMIUM Unit: 1000 Frequency: 1

Date Band	Cvg Code	Risk Class	Spcl Risk	Iss Age	Dur Yrs	Vol Band	Series	State Band	Geog Area	Rate 1 \$ Per Unit	Rate 2
01	MB	0	000	999	999	1	0000	00	000	3.400000	.000000
01	MB	0	000	999	999	2	0000	00	000	3.266667	.000000
01	MB	0	000	999	999	3	0000	00	000	3.400000	.000000
01	MB	0	000	999	999	4	0000	00	000	3.350000	.000000
01	MF	0	000	999	999	1	0000	00	000	5.400000	.000000
01	MF	0	000	999	999	2	0000	00	000	5.200000	.000000
01	MF	0	000	999	999	3	0000	00	000	5.400000	.000000
01	MF	0	000	999	999	4	0000	00	000	5.350000	.000000

Statistics

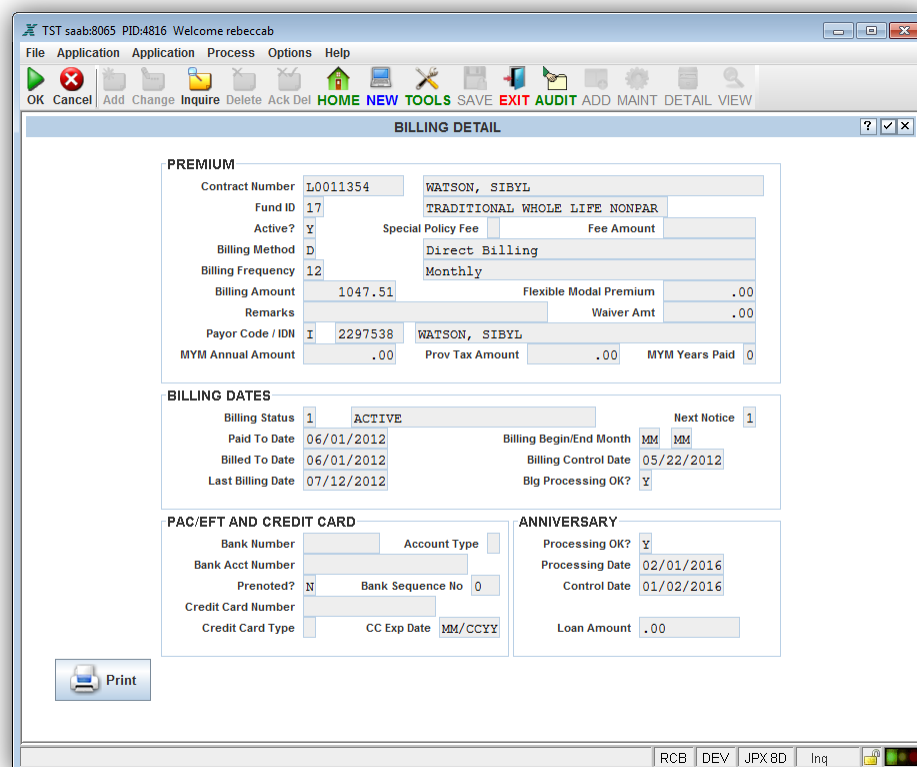
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## Billing & Collections

**FIMMAS** was designed to support the product calculation and the "versary" processing requirements of complex non-traditional life and annuity products. From that base, **FIMMAS** supports a wide range of traditional insurance products.

**FIMMAS** incorporates sophisticated reverse/reapply capabilities in processing non-traditional products. For example, when a user applies a retroactive premium payment or coverage change to a Universal Life policy, **FIMMAS** automatically flags the policy. Anniversary or values processing may be run immediately to recalculate values from the date of the retroactive changes. **FIMMAS** will automatically cycle the policy forward through as many monthly or annual periods as necessary to recalculate to the current date.

**FIMMAS** retains detailed history of "versary" calculations and results. This enables users to display historical results online to answer customer questions. Users may also run standard reports of detailed or summary historical information, including cost of insurance charges, expense charges, dividends, interest credits, etc.



TST saab:8065 PID:4816 Welcome rebeccab

File Application Application Process Options Help

OK Cancel Add Change Inquire Delete Ack Del HOME NEW TOOLS SAVE EXIT AUDIT ADD MAINT DETAIL VIEW

### BILLING DETAIL

**PREMIUM**

Contract Number	L0011354	WATSON, SIBYL
Fund ID	17	TRADITIONAL WHOLE LIFE NONPAR
Active?	Y	Special Policy Fee
Billing Method	D	Direct Billing
Billing Frequency	12	Monthly
Billing Amount	1047.51	Flexible Modal Premium
Remarks		Waiver Amt
Payor Code / IDN	I 2297538	WATSON, SIBYL
MYM Annual Amount	.00	Prov Tax Amount
		MYM Years Paid

**BILLING DATES**

Billing Status	1 ACTIVE	Next Notice	1
Paid To Date	06/01/2012	Billing Begin/End Month	MM MM
Billed To Date	06/01/2012	Billing Control Date	05/22/2012
Last Billing Date	07/12/2012	Big Processing OK?	Y

**PAC/EFT AND CREDIT CARD**

Bank Number		Account Type	
Bank Acct Number			
Prenoted?	N	Bank Sequence No	0
Credit Card Number			
Credit Card Type		CC Exp Date	MM/CCYY

**ANNIVERSARY**

Processing OK?	Y
Processing Date	02/01/2016
Control Date	01/02/2016
Loan Amount	.00

Print

RCB DEV JPX8D Inq



## **FIMMAS BILLING**

Features include:

- Multiple billing types: EFT, direct bill, list bill, self-administered, credit card, summary billing, client-level billing
- Multiple frequencies: annual; semi-annual; monthly; quarterly; weekly; bi-weekly; 9, 10, 11, or 13 times a year; every 4 weeks; or no billing
- User-defined billing parameters and rules
- User-defined wording and messages on bills
- Balance carry forward and automatic application
- Billing for outstanding periods
- Multiple remittance options: check, lockbox, tape, EFT, credit card
- Ability to review the bill before sending the notice
- Ability to change billing information and recalculate, change billing status, rebill, or suspend billing for a user-defined reason

### ***Billing Notices***

**FIMMAS** supports different styles of notices and informational statements. For example, you can have one style for policies with net amount due and another style for policies with zero net due. **FIMMAS** can bill via paper notices or electronic media. Notices can be printed with an OCR code font so that you, your bank, or your collection agent can use scanning equipment to process the payment.

Copies of billing notices may be sent to assignees, owners, servicing agents, payers, or other designated parties. The rules that indicate which individuals are to receive copies are user-defined; as are rules to specify how many notices are to be sent and at what intervals.

Billing Notice capabilities are available for different scenarios:

- Billing functions support preparation of annual notices for loan interest.
- **FIMMAS** supports a wide range of modes. Users can change mode as of the paid-to date.
- Information about billing notices is retained in the billing history file, and is available for on-line inquiry and reporting

## FIMMAS COLLECTIONS

Payment Posting in **FIMMAS** automatically performs the following:

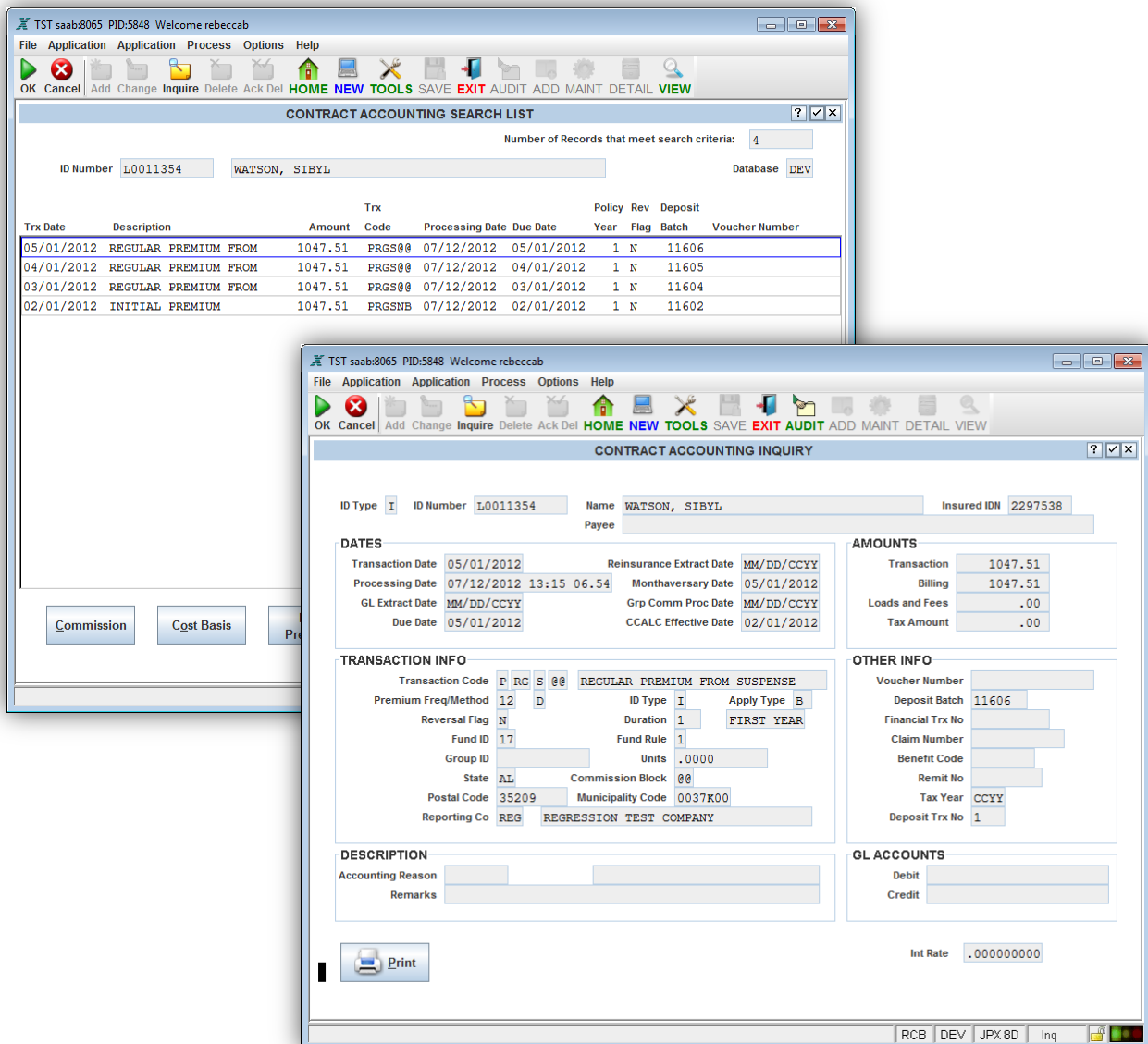
Calculates loading of fees with the payment

Updates accounting history files

Updates billing information in policy master files

Sets processing control dates for interest sensitive policies

Calculates commissions associated with payment



**CONTRACT ACCOUNTING SEARCH LIST**

ID Number: L0011354    Name: WATSON, SIBYL    Database: DEV

Number of Records that meet search criteria: 4

Trx Date	Description	Amount	Code	Processing Date	Due Date	Policy Year	Rev Flag	Deposit Batch	Voucher Number
05/01/2012	REGULAR PREMIUM FROM	1047.51	PRGS00	07/12/2012	05/01/2012	1	N	11606	
04/01/2012	REGULAR PREMIUM FROM	1047.51	PRGS00	07/12/2012	04/01/2012	1	N	11605	
03/01/2012	REGULAR PREMIUM FROM	1047.51	PRGS00	07/12/2012	03/01/2012	1	N	11604	
02/01/2012	INITIAL PREMIUM	1047.51	PRGSNB	07/12/2012	02/01/2012	1	N	11602	

**CONTRACT ACCOUNTING INQUIRY**

ID Type: I    ID Number: L0011354    Name: WATSON, SIBYL    Insured IDN: 2297538

Payee: \_\_\_\_\_

**DATES**

Transaction Date: 05/01/2012    Reinsurance Extract Date: MM/DD/CCYY  
 Processing Date: 07/12/2012 13:15 06.54    Monthiversary Date: 05/01/2012  
 GL Extract Date: MM/DD/CCYY    Grp Comm Proc Date: MM/DD/CCYY  
 Due Date: 05/01/2012    CCALC Effective Date: 02/01/2012

**AMOUNTS**

Transaction: 1047.51  
 Billing: 1047.51  
 Loads and Fees: .00  
 Tax Amount: .00

**TRANSACTION INFO**

Transaction Code: P R G S @ @    REGULAR PREMIUM FROM SUSPENSE  
 Premium Freq/Method: 12    D    ID Type: I    Apply Type: B  
 Reversal Flag: N    Duration: 1    FIRST YEAR  
 Fund ID: 17    Fund Rule: 1  
 Group ID:    Units: .0000  
 State: AL    Commission Block: @ @  
 Postal Code: 35209    Municipality Code: 0037K00  
 Reporting Co: REG    REGRESSION TEST COMPANY

**OTHER INFO**

Voucher Number: \_\_\_\_\_  
 Deposit Batch: 11606  
 Financial Trx No: \_\_\_\_\_  
 Claim Number: \_\_\_\_\_  
 Benefit Code: \_\_\_\_\_  
 Remit No: \_\_\_\_\_  
 Tax Year: CCYY  
 Deposit Trx No: 1

**DESCRIPTION**

Accounting Reason: \_\_\_\_\_  
 Remarks: \_\_\_\_\_

**GL ACCOUNTS**

Debit: \_\_\_\_\_  
 Credit: \_\_\_\_\_

Int Rate: .00000000

Print

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## Claims Processing

The **FIMMAS** Claims module provides for the set-up and ongoing administration of claims.

New claims and their associated payments are entered and maintained through the Claims module in **FIMMAS**. Contracts and contract benefits, payment rules, and claim payment records are set up and maintained in the base **FIMMAS** System. Actual processing of claim payments also takes place in the base **FIMMAS** System.

When new claim information is entered, payments are automatically calculated based on applicable benefits. The payments are then set up in one or more payment stream(s). Generally, both life and disability plans are likely to have only one payment stream. However, being able to have more than one payment stream means both simple and complex sets of benefit payments can be supported.

Claims processing in **FIMMAS** allows:

- Searching for existing claims by Claim Number, Contract Number, Client SSN, Group ID, or Claim Status.
- Adding new claims, automatically calculating payments, and setting up payments into payment streams.
- Approving, denying, contesting, suspending, re-verifying, and terminating claims and payments.
- Pre-scheduling payment changes (for example, Social Security, Workers Compensation and Residual offsets).
- Managing Exclusions, Federal, State, City, Municipal, and FICA Tax Withholdings.
- Multiple payment modes (for example, weekly, bi-weekly, monthly, bi-monthly, quarterly, semi-annually, and annually).
- Single or multiple payees or assignees.
- Customized EOB Statements.
- Minimal training required due to the automatic calculation and setup of claim payments.
- Interface featuring tabs and action buttons for easy and intuitive screen navigation.
- Adjusting the claim information before and/or after payments are made.
- Allowing the beneficiary of a death benefit to annuitize the benefit payment.

## HOW CLAIMS PROCESSING WORKS IN *FIMMAS*

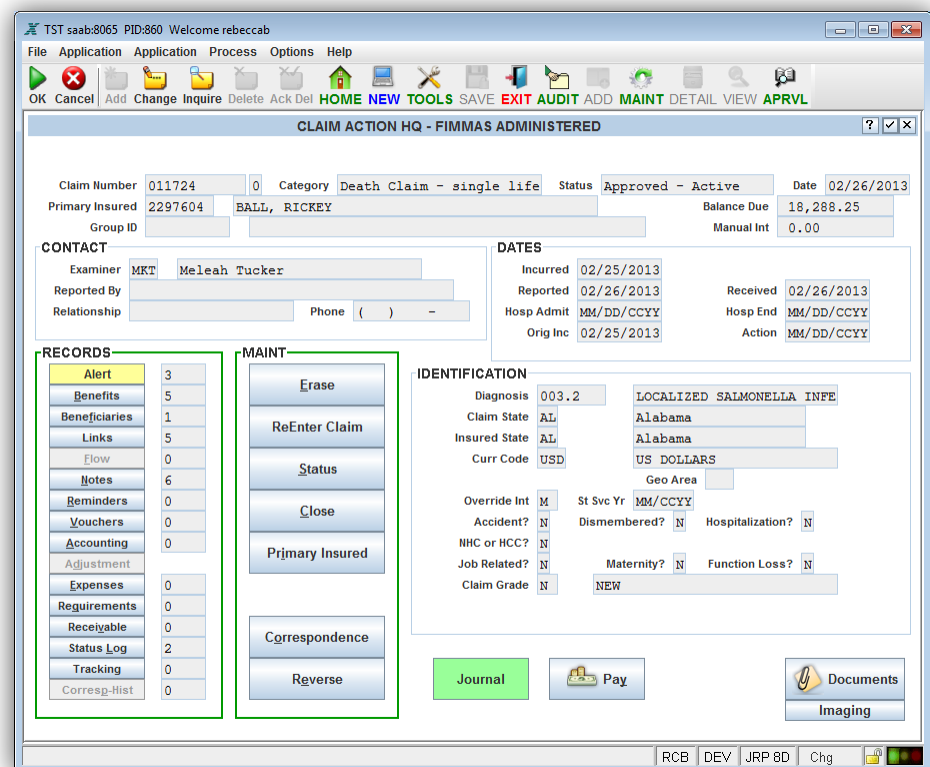
Claims handling in *FIMMAS* consist of four elements:

1. Claims entry and determination of eligibility
2. Claims adjudication (calculation of payment)
3. Disbursement processing
4. Claims tracking, inquiry and reporting

*FIMMAS* handles all four of these elements for life, AD&D, and disability products. (For medical and dental products, *FIMMAS* provides elements 1, 3, and 4, with an interface to specialized systems for claims adjudication.)

*FIMMAS* manages claims for all types of products. It creates the claim record, checks eligibility, and passes eligible claims to the appropriate claims adjudication system (*FIMMAS* for life, AD&D, and disability; an external system for medical, dental, vision, and prescription drugs products).

Once the claims adjudication system has calculated the payment, the payment information is returned to *FIMMAS*, which creates the disbursement, allocates the disbursement to appropriate General Ledger accounts, and updates the client database to reflect the payment. The *FIMMAS* database retains all transaction detail for tracking of claims history and payment history. All detail is available for inquiry and reporting. Detail records are retained online until you decide to archive or delete them.



The screenshot displays the 'CLAIM ACTION HQ - FIMMAS ADMINISTERED' window. The interface includes a menu bar (File, Application, Application, Process, Options, Help) and a toolbar with icons for OK, Cancel, Add, Change, Inquire, Delete, Ack Del, HOME, NEW, TOOLS, SAVE, EXIT, AUDIT, ADD, MAINT, DETAIL, VIEW, and APRVL.

**CLAIM INFORMATION:**

- Claim Number: 011724
- Category: Death Claim - single life
- Status: Approved - Active
- Date: 02/26/2013
- Primary Insured: 2297604 BALL, RICKEY
- Balance Due: 18,288.25
- Manual Int: 0.00

**CONTACT:**

- Examiner: MKT Meleah Tucker
- Reported By: [Blank]
- Relationship: [Blank]
- Phone: ( ) -

**DATES:**

- Incurred: 02/25/2013
- Reported: 02/26/2013
- Hosp Admit: MM/DD/CCYY
- Orig Inc: 02/25/2013
- Received: 02/26/2013
- Hosp End: MM/DD/CCYY
- Action: MM/DD/CCYY

**RECORDS:**

Alert	3
Benefits	5
Beneficiaries	1
Links	5
Flow	0
Notes	6
Reminders	0
Vouchers	0
Accounting	0
Adjustment	0
Expenses	0
Requirements	0
Receivable	0
Status Log	2
Tracking	0
Corresp-Hist	0

**MAINT:**

- Erase
- ReEnter Claim
- Status
- Close
- Primary Insured
- Correspondence
- Reverse

**IDENTIFICATION:**

- Diagnosis: 003.2 LOCALIZED SALMONELLA INFE
- Claim State: AL Alabama
- Insured State: AL Alabama
- Curr Code: USD US DOLLARS
- Geo Area: [Blank]
- Override Int: M St Svc Yr: MM/CCYY
- Accident?: N Dismembered?: N Hospitalization?: N
- NHC or HCC?: N
- Job Related?: N Maternity?: N Function Loss?: N
- Claim Grade: N NEW

**Buttons:** Journal, Pay, Documents, Imaging

**Status Bar:** RCB DEV JRP 8D Chg

### ***Death Claim Processing***

**FIMMAS** provides an online Death Claim Register. The claim may be recorded when it is reported; the claim record is automatically updated when the claim is paid. Features specific to Death Claim processing include:

- **FIMMAS** provides a quotation screen for calculating and displaying the Net Death Claim as of a specified date.
- Death claim calculations split the amount of insurance into net mortality and reserve released components.
- **FIMMAS** calculates interest on death claims. Interest parameters may vary by state. These rules are user-maintained.
- **FIMMAS** provides Requirement Tracking capabilities that may be used to order and track requirements for a death claim, or for other types of claims or service requests.
- **FIMMAS** supports joint insured coverage, including standard joint coverage as well as last survivor coverage.
- When a death claim is reported, billing and other policy activities may be suspended.
- A pending claim may be reversed or denied.
- Appropriate reinsurance and accounting transactions are recorded.

## Client/Policyholder Services

Every entity in **FIMMAS** has a client record. The **FIMMAS** Client Masterfile contains a record for each client type (Base Insured, Joint Insured, Owner, Payor, Beneficiary, etc).

Each client has a **FIMMAS**-assigned Identification Number (IDN), which is unique to that client. The client can be related to multiple policies, but will have only one client record, streamlining the administration system. The Client Masterfile is automatically updated via:

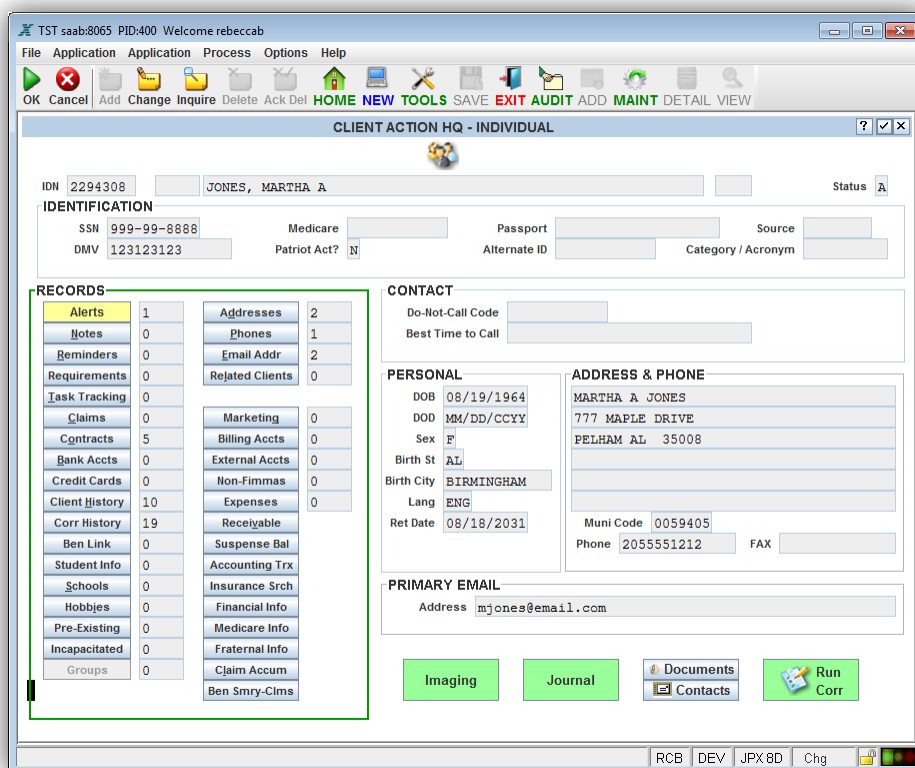
- Client Maintenance Windows (Direct Client Entry)
- Contract Maintenance Windows
- Application Entry
- Placing the Contract Inforce
- Updates From Other Systems

A client search is automatically performed during Application Entry and prior to Direct Client Entry in order to avoid duplicate client records. Information from the database is available for online inquiry and reports for an unlimited period of time.

The Client Masterfile is accessed in major **FIMMAS** processing jobs such as Billing, Annual Statements to Policyowners, etc.

When the Client Masterfile is maintained, the major changes to a client record are automatically recorded in the Client History.

Most **FIMMAS** Client Administration functions are performed from either the **Client Action HQ** window or the **Client Maintenance** window.



The screenshot displays the 'CLIENT ACTION HQ - INDIVIDUAL' window for client IDN 2294308, JONES, MARTHA A. The window is divided into several sections:

- IDENTIFICATION:** Includes fields for SSN (999-99-8888), Medicare, Passport, Source, DMV (123123123), Patriot Act? (N), Alternate ID, and Category / Acronym.
- RECORDS:** A table listing various records and their counts:
 

Alerts	1	Addresses	2
Notes	0	Phones	1
Reminders	0	Email Addr	2
Requirements	0	Related Clients	0
Task Tracking	0		
Claims	0	Marketing	0
Contracts	5	Billing Accts	0
Bank Accts	0	External Accts	0
Credit Cards	0	Non-Fimmas	0
Client History	10	Expenses	0
Corr History	19	Receivable	
Ben Link	0	Suspense Bal	
Student Info	0	Accounting Trx	
Schools	0	Insurance Srch	
Hobbies	0	Financial Info	
Pre-Existing	0	Medicare Info	
Incapacitated	0	Fraternal Info	
Groups	0	Claim Accum	
		Ben Smry-Clms	
- CONTACT:** Includes fields for Do-Not-Call Code and Best Time to Call.
- PERSONAL:** Includes fields for DOB (08/19/1964), DOD (MM/DD/CCYY), Sex (F), Birth St (AL), Birth City (BIRMINGHAM), Lang (ENG), and Ret Date (08/18/2031).
- ADDRESS & PHONE:** Includes fields for Address (777 MAPLE DRIVE, PELHAM AL 35008), Muni Code (0059405), Phone (2055551212), and FAX.
- PRIMARY EMAIL:** Includes a field for Address (mjones@email.com).
- Buttons:** Imaging, Journal, Documents, Contacts, Run Corr.

## Contracts & Policies

**FIMMAS** Contracts Administration includes those functions which enable your organization to provide assistance to your policyowners, agents, and beneficiaries.

Typical Contract Administration activities include:

- Inquiries and listings for contract files
- Termination and reinstatement
- Adding or changing owners or payors
- Changes to benefit information

The **FIMMAS** database maintains complete contract information. All Contract Administration functions are designed to be interactive; they immediately update appropriate masterfiles and create log files that automatically record and retain key items of historical information, such as name changes, address changes, or coverage changes. All processing is real-time and online; no batch cycles are required to update files. Log and history files are maintained online for as long as you designate.

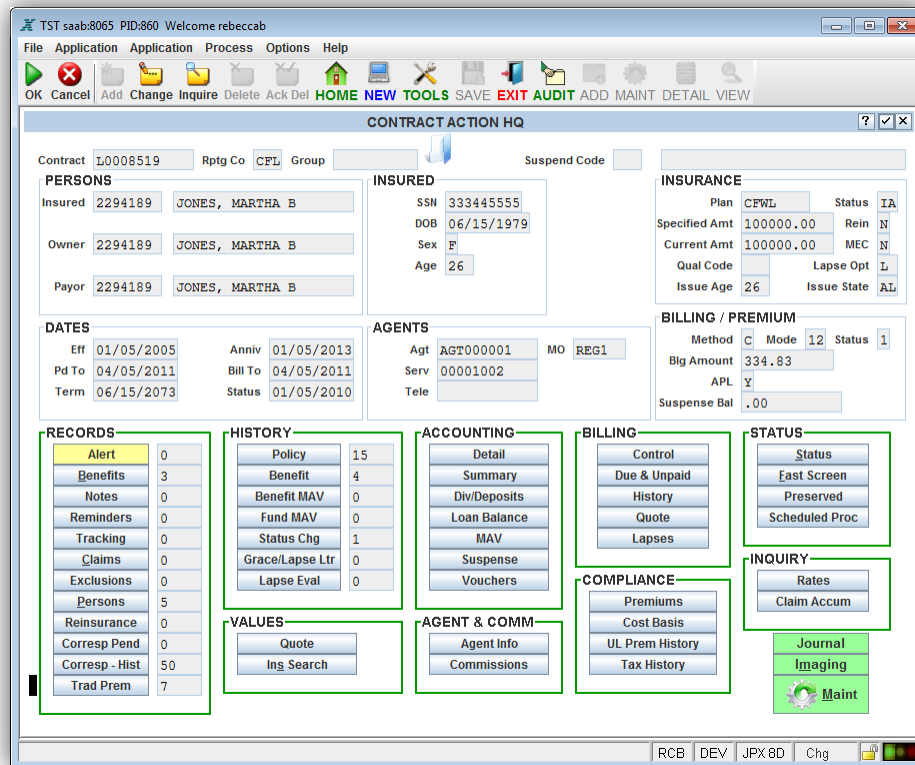
All client and contract information is linked. Users can locate client detail from contract inquiries; or find contract detail from client inquiries.

An unlimited number of notes and reminders can be attached to a policy, client, agent, or new business application. Users may enter reminders about future optional activities, such as change of ownership or seasonal billing address change. Users control the implementation of scheduled changes. Activity logs record key changes to masterfile information.

The **FIMMAS** database design allows you to undo and redo processing at any time, retroactive to any point in time, without manual calculations. This feature extends both to traditional participating products for recalculating dividends, and to non-traditional and interest-sensitive products, such as Universal Life and annuities, for calculating values.



The Contract Action windows (HQ and Maintenance) are at the core of contract activities, allowing users to view and maintain general contract information, and to administer maintenance functions on contracts, including detailed entry and upkeep of contract records.



### Contract Notes, Reminders & Records

**FIMMAS** Alerts and Exceptions cue users that a contract has special handling conditions. Contract Notes allow policy service personnel to enter comments concerning a contract. And Reminders can be attached to contract records to be viewed by users when working with the contract.

### Contract Relationships - Payors, Owners & Beneficiaries

During the life of a contract, it may become necessary to change the party responsible for paying premiums; to change a beneficiary, or to assign rights of property to a person or entity. The procedures associated with Contract Relationships are easily managed from the Contract Action HQ and Contract Action Maintenance windows.



## Agents & Commissions

Agent Info and Commissions options on the Contract Action HQ window can be used to view information on the writing, servicing, and/or commissioned agents connected to a contract, as well as the actual commissions paid on the contract.

## Contract Accounting, Billing & Transactions

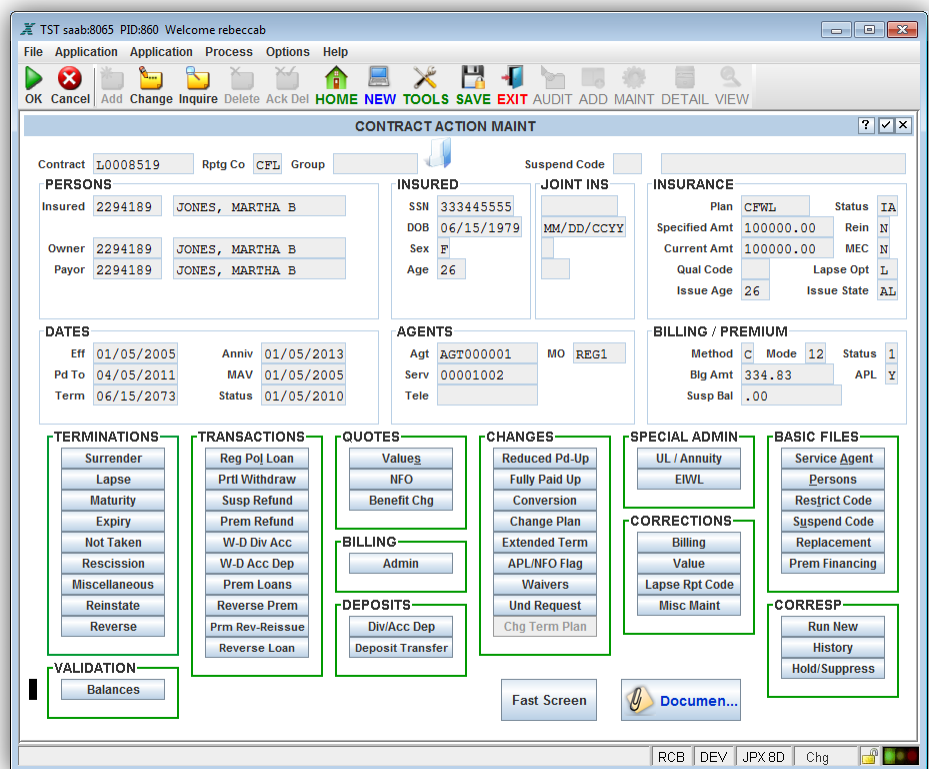
**FIMMAS** Contract Accounting, Billing, and Transactions options are used to manage cash receipts and disbursement accounting transactions associated with contracts.

## Contract Quotations

**FIMMAS** provides online real-time quotations of policy values, death benefits, surrender values, maturity values, lapse values, nonforfeiture values (Extended Term or Reduced Paid Up benefits), and available loan amounts for Traditional, EIWL, and UL contracts. **FIMMAS** functionality allows users to easily provide NFO (Nonforfeiture Options) quotes to customers.

## Policy Changes & Terminations

The myriad of changes possible on Inforce Contracts—Reduced and Fully Paid Up, Conversions, Plan changes, Extended Term Insurance, Restriction and Suspense Codes, Benefit and Risk Class changes—are managed via the Policy Changes functionality; as are Terminations (Surrender, Lapse, Maturity/Expiry, Not Taken, Rescission, Reinstatements, and Reverse Termination).



The screenshot displays the 'CONTRACT ACTION MAINT' window for contract L0008519. The window is divided into several sections:

- PERSONS:** Includes fields for Insured (2294189, JONES, MARTHA B), Owner (2294189, JONES, MARTHA B), and Payor (2294189, JONES, MARTHA B).
- INSURED:** Fields for SSN (333445555), DOB (06/15/1979), Sex (F), and Age (26).
- JOINT INS:** Fields for Plan (04/DD/CCYY) and Suspend Code.
- INSURANCE:** Fields for Plan (CFWL), Status (IA), Specified Amt (100000.00), Current Amt (100000.00), Qual Code, Lapse Opt (L), Issue Age (26), and Issue State (AL).
- DATES:** Fields for Eff (01/05/2005), Anniv (01/05/2013), Pd To (04/05/2011), MAV (01/05/2005), Term (06/15/2073), and Status (01/05/2010).
- AGENTS:** Fields for Agt (AGT000001), MO (REG1), Serv (00001002), and Tele.
- BILLING / PREMIUM:** Fields for Method (C), Mode (12), Status (1), Big Amt (334.83), APL (Y), and Susp Bal (.00).
- TERMINATIONS:** Includes buttons for Surrender, Lapse, Maturity, Expiry, Not Taken, Rescission, Miscellaneous, Reinstatement, and Reverse.
- TRANSACTIONS:** Includes buttons for Reg Pol Loan, Prtl Withdraw, Susp Refund, Prem Refund, W-D Div Acc, W-D Acc Dep, Prem Loans, Reverse Prem, Prm Rev-Reissue, and Reverse Loan.
- QUOTES:** Includes buttons for Values, NFO, and Benefit Chg.
- CHANGES:** Includes buttons for Reduced Pd-Up, Fully Paid Up, Conversion, Change Plan, Extended Term, APL/NFO Flag, Waivers, Und Request, and Chg Term Plan.
- SPECIAL ADMIN:** Includes buttons for UL / Annuity and EIWL.
- BASIC FILES:** Includes buttons for Service Agent, Restrict Code, Suspend Code, Replacement, and Prem Financing.
- CORRESP:** Includes buttons for Run New, History, and Hold/Suppress.
- DEPOSITS:** Includes buttons for Div/Acc Dep and Deposit Transfer.
- VALIDATION:** Includes a button for Balances.

The window also features a menu bar (File, Application, Application, Process, Options, Help) and a toolbar with icons for OK, Cancel, Add, Change, Inquire, Delete, Ack Del, HOME, NEW, TOOLS, SAVE, EXIT, AUDIT, ADD, MAINT, and DETAIL VIEW.

### ***Contract Status Information & Contract History***

The Contract Status option provides a snapshot of the contract status, including information on the Insured/Owner, along with Coverage and Billing details. Also available are Preserved Records—captured whenever a policy change is processed (termination, benefit or risk class change, for example)—and Contract History (including user ID, date, and time) for all coverage transactions, accounting transactions, and significant client and policy masterfile changes.

### ***FIMMAS Correspondence***

**FIMMAS** ad-hoc Correspondence—which provides an interface to the full-function capabilities of Microsoft® Word—for Contract communication is available via the Contract Action HQ window.

**FIMMAS** Correspondence allows data from **FIMMAS** to be integrated with standard formats and user-created variables to create custom correspondence. Managing correspondence is simple, as letters available for ad-hoc correspondence within the Contracts module relate only to work to be done with contracts.

## Correspondence

**FIMMAS** Correspondence provides an interface from **FIMMAS** to the full-function capabilities of standard word processing packages. Data from **FIMMAS** can be integrated with standard formats and user-created variables to produce custom correspondence.

Using Microsoft Office tools, along with **FIMMAS**, users can generate a range of output from general correspondence, to case-specific reports, to policy issue pages.

A number of system functions can be configured for correspondence processing. For example, billing notices, marketing campaigns, group certification pages, and even ad-hoc requests for single documents can trigger processes to produce standardized correspondence from within **FIMMAS**.

Signatures, logos, graphics, standard text, special fonts, and seasonal messages are easily incorporated into letters, billing notices, reports, EOBs, requests for requirements, or any other correspondence for individuals, groups, agents, reinsurers, banks, or other types of organizations.

Managing correspondence is simple for supervisors, as different letters are available within each **FIMMAS** module, based on the work to be done. Letter options when working in Contracts are not the same as those available when users are working in New Business, for example.

Core **FIMMAS** areas have the Correspondence interface option:

New Business Administration	Client Administration
Contract Administration	Agent Administration
Claims Administration	Group Administration

### ADVANTAGES OF **FIMMAS** CORRESPONDENCE

- Users create custom correspondence with already-familiar tools, from the **FIMMAS** module in which they're working.
- Policy Issue Pages can be run on an ad-hoc basis, or batched and run via Scheduled Processing.
- Administrative correspondence can be stored in the same logs as marketing materials and other corporate correspondence for better customer service.
- Email capabilities for Windows users can be configured to set a default email sender address.

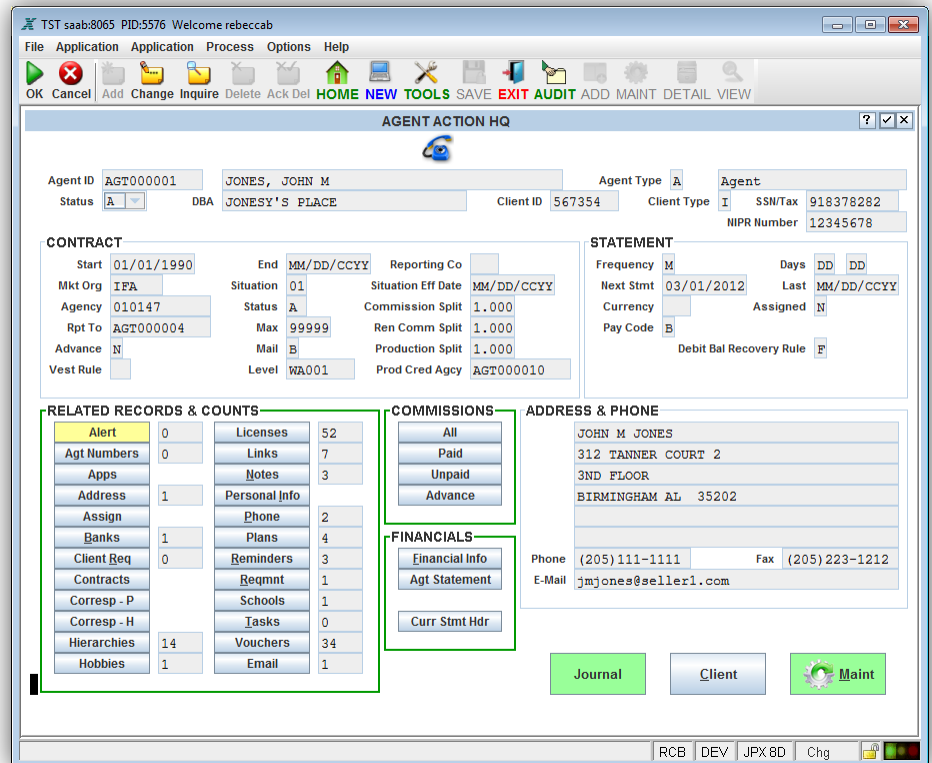
# Marketing Administration

## HIERARCHIES

Each **FIMMAS** policy can be associated with multiple writing agents and can accommodate up to ten agent splits. Writing agents can be part of a reporting hierarchy of up to nine levels. The number of levels can be easily modified to accommodate your requirements. Hierarchies can be date banded.

## COMMISSIONS

**FIMMAS** supports commission processing for all product lines. The commission master files include agent master information, hierarchy information, agent financial information and statements, commission rate files, and commission history files. Commission rates can vary by plan, marketing organization, age, duration, agent level, face amount band, date range, substandard rating, premium type, agent situations, and group.



TST saab:8065 PID:5576 Welcome rebeccab

File Application Application Process Options Help

OK Cancel Add Change Inquire Delete Ack Del HOME NEW TOOLS SAVE EXIT AUDIT ADD MAINT DETAIL VIEW

### AGENT ACTION HQ

Agent ID: AGT000001 JONES, JOHN M Agent Type: A Agent: [blank]  
 Status: A DBA: JONESY'S PLACE Client ID: 567354 Client Type: I SSN/Tax: 918378282  
 NIPR Number: 12345678

#### CONTRACT

Start: 01/01/1990 End: MM/DD/CCYY Reporting Co: [blank]  
 Mkt Org: IFA Situation: 01 Situation Eff Date: MM/DD/CCYY  
 Agency: 010147 Status: A Commission Split: 1.000  
 Rpt To: AGT000004 Max: 99999 Ren Comm Split: 1.000  
 Advance: N Mail: B Production Split: 1.000  
 Vest Rule: [blank] Level: WA001 Prod Cred Agcy: AGT000010

#### STATEMENT

Frequency: M Days: DD DD  
 Next Stmt: 03/01/2012 Last: MM/DD/CCYY  
 Currency: [blank] Assigned: N  
 Pay Code: B Debit Bal Recovery Rule: F

#### RELATED RECORDS & COUNTS

Alert	0	Licenses	52
Agnt Numbers	0	Links	7
Apps		Notes	3
Address	1	Personal Info	
Assign		Phone	2
Banks	1	Plans	4
Client Req	0	Reminders	3
Contracts		Reqmnt	1
Corresp - P		Schools	1
Corresp - H		Tasks	0
Hierarchies	14	Vouchers	34
Hobbies	1	Email	1

#### COMMISSIONS

All  
Paid  
Unpaid  
Advance

#### FINANCIALS

Financial Info  
Agnt Statement  
Curr Stmt Hdr

#### ADDRESS & PHONE

JOHN M JONES  
 312 TANNER COURT 2  
 3ND FLOOR  
 BIRMINGHAM AL 35202  
 Phone: (205)111-1111 Fax: (205)223-1212  
 E-Mail: jmjones@seller1.com

Journal Client Maint

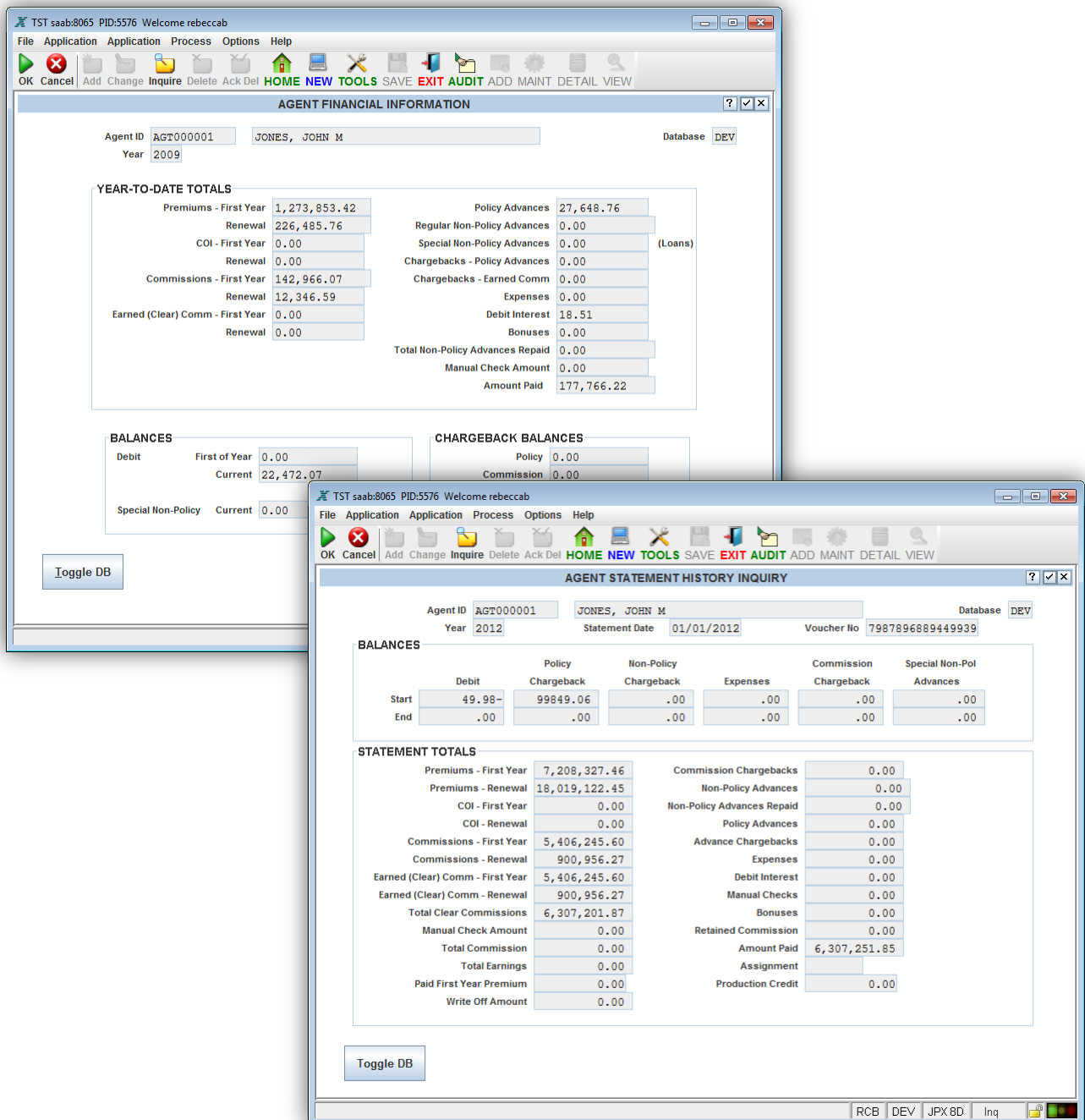
RCB DEV JPX BD Chg

User-defined rules specify how commissions are calculated. Commission calculations can be used to make commission payments directly out of **FIMMAS**, or as a comparison to commissions calculated by various carriers.

## AGENT FINANCIAL STATEMENTS

**FIMMAS** prepares an agent statement for each agent, listing all commission transactions including totals on premiums and commissions for the statement period, year-to-date totals, debit balances, etc. Agent statements can be customized, and can be printed, or produced as PDFs. **FIMMAS** readily interfaces with existing check writing or Accounts Payable systems to produce checks.

**FIMMAS** also captures the information needed for 1099 reporting and to produce W2s.



The image shows two overlapping screenshots of the FIMMAS software interface. The top window displays the 'AGENT FINANCIAL INFORMATION' screen for Agent ID AGT000001, JONES, JOHN M, Year 2009. The bottom window displays the 'AGENT STATEMENT HISTORY INQUIRY' screen for the same agent, with Statement Date 01/01/2012 and Voucher No 7987896889449939.

### AGENT FINANCIAL INFORMATION

Agent ID: AGT000001, JONES, JOHN M, Database: DEV, Year: 2009

#### YEAR-TO-DATE TOTALS

Category	First Year	Renewal	Total
Premiums	1,273,853.42	226,485.76	1,500,339.18
COI	0.00	0.00	0.00
Commissions	142,966.07	12,346.59	155,312.66
Earned (Clear) Comm	0.00	0.00	0.00
Policy Advances	27,648.76	0.00	27,648.76
Regular Non-Policy Advances	0.00	0.00	0.00
Special Non-Policy Advances	0.00	0.00	0.00
Chargebacks - Policy Advances	0.00	0.00	0.00
Chargebacks - Earned Comm	0.00	0.00	0.00
Expenses	0.00	0.00	0.00
Debit Interest	18.51	0.00	18.51
Bonuses	0.00	0.00	0.00
Total Non-Policy Advances Repaid	0.00	0.00	0.00
Manual Check Amount	0.00	0.00	0.00
Amount Paid	177,766.22	0.00	177,766.22

#### BALANCES

Category	First of Year	Current
Debit	0.00	22,472.07
Special Non-Policy	0.00	0.00

#### CHARGEBACK BALANCES

Category	Policy	Commission
Policy	0.00	0.00
Commission	0.00	0.00

### AGENT STATEMENT HISTORY INQUIRY

Agent ID: AGT000001, JONES, JOHN M, Database: DEV, Year: 2012, Statement Date: 01/01/2012, Voucher No: 7987896889449939

#### BALANCES

	Debit	Policy Chargeback	Non-Policy Chargeback	Expenses	Commission Chargeback	Special Non-Pol Advances
Start	49.98	99849.06	0.00	0.00	0.00	0.00
End	0.00	0.00	0.00	0.00	0.00	0.00

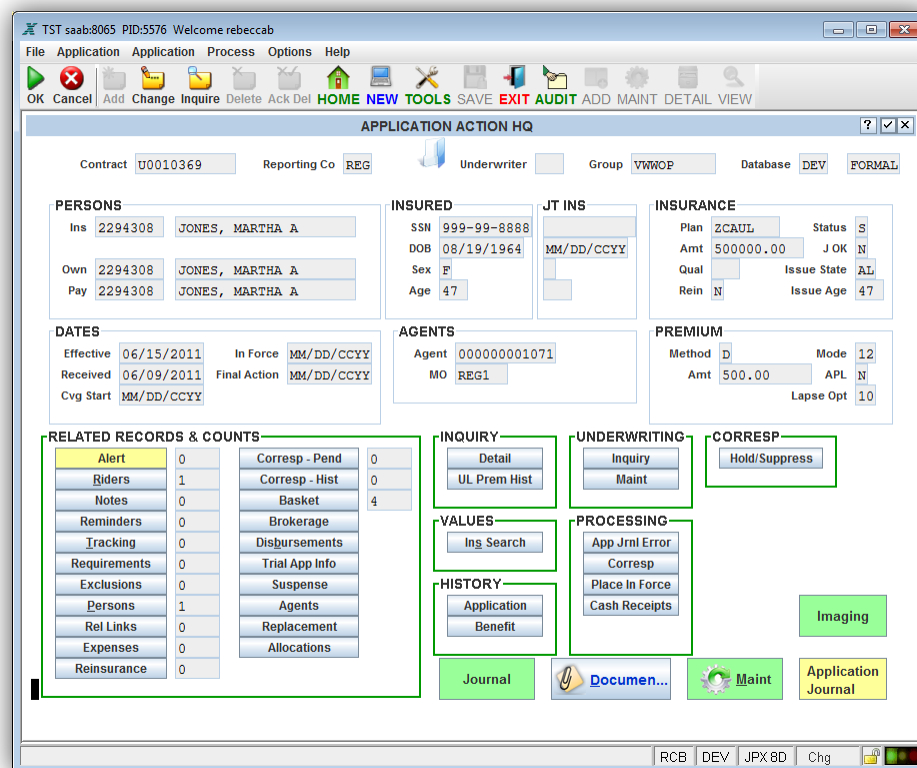
#### STATEMENT TOTALS

Category	First Year	Renewal	Total
Premiums	7,208,327.46	18,019,122.45	25,227,449.91
COI	0.00	0.00	0.00
Commissions	5,406,245.60	900,956.27	6,307,201.87
Earned (Clear) Comm	5,406,245.60	900,956.27	6,307,201.87
Total Clear Commissions	6,307,201.87	0.00	6,307,201.87
Manual Check Amount	0.00	0.00	0.00
Total Commission	0.00	0.00	0.00
Total Earnings	0.00	0.00	0.00
Paid First Year Premium	0.00	0.00	0.00
Write Off Amount	0.00	0.00	0.00
Commission Chargebacks	0.00	0.00	0.00
Non-Policy Advances	0.00	0.00	0.00
Non-Policy Advances Repaid	0.00	0.00	0.00
Policy Advances	0.00	0.00	0.00
Advance Chargebacks	0.00	0.00	0.00
Expenses	0.00	0.00	0.00
Debit Interest	0.00	0.00	0.00
Manual Checks	0.00	0.00	0.00
Bonuses	0.00	0.00	0.00
Retained Commission	0.00	0.00	0.00
Amount Paid	6,307,251.85	0.00	6,307,251.85
Assignment	0.00	0.00	0.00
Production Credit	0.00	0.00	0.00

# New Business

## APPLICATION ENTRY

**FIMMAS** New Business processing provides functions for streamlined entry of information about new applications, validation of new data, preparation of issue documents, commission advances, underwriting, correspondence, and placing the coverage in force.



All New Business applications are automatically stored in a "pending" status until they are underwritten and placed in force. Users enter whatever application information is available, and the data is stored in a pending masterfile, where it can be modified or added to as often as necessary. Before a pended record is placed in force, it is run through a verification process that edits for missing or invalid data.

Highlights of **FIMMAS** New Business processing include:

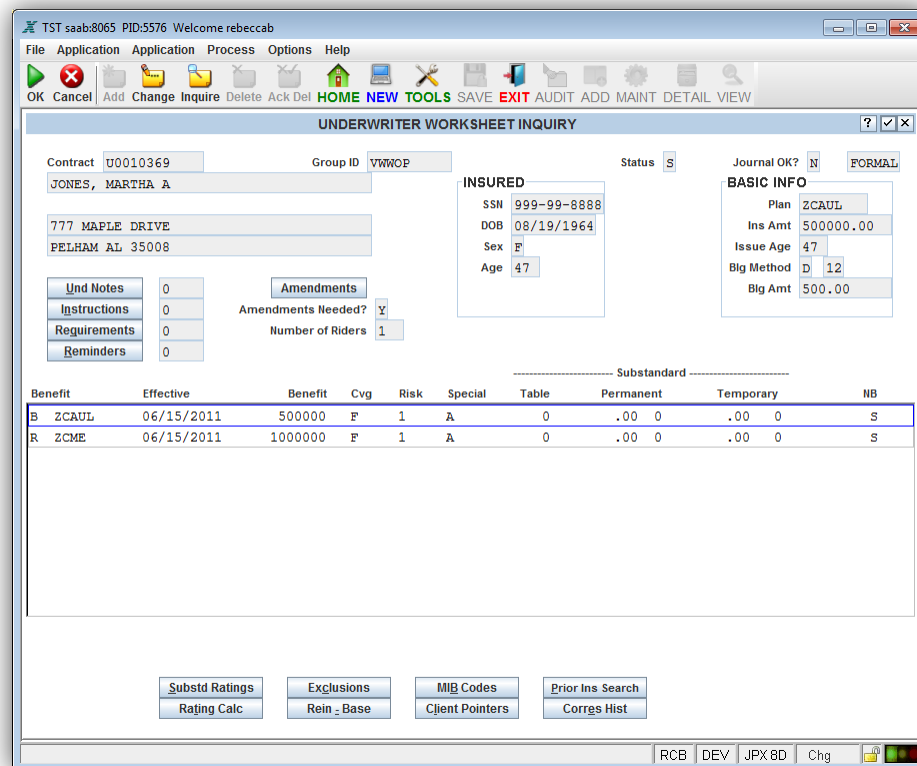
- Online application entry with context-sensitive Help, rapid exit and return across multiple files for inquiry and entry, and user-defined defaults
- Rapid turnaround for fast policy issue; no batch cycle required

- Calculation of all items for policy specifications and cost disclosure pages, including issue age, premiums, dividends, and paid-up insurance
- Support for redo/reprocessing, reprinting, recalculation, and reissue without reentry of application data
- Electronic Underwriter Worksheet for notes, requirements, and inquiry screens
- Support for multiple writing agent splits; up to ten per policy
- Commission calculation
- Compliance verification
- Handling of cash with application
- Real-time update of all information, immediately available for online inquiry and reporting
- Optional electronic transfer of application data from external files. Whatever its source, all application data is subject to the same integrity edits.

Productivity features help users locate existing client records, track applications, redo/reissue without data re-entry, calculate items for cost disclosure pages, and generate correspondence and policy pages.

## UNDERWRITER WORKSHEET

The options on the Underwriter Worksheet allow the underwriter or user to perform underwriting tasks and review the underwriting that has been performed to date, prior to making the final decision on whether to approve or decline the Application.



**UNDERWRITER WORKSHEET INQUIRY**

Contract: U0010369    Group ID: VWOP    Status: S    Journal OK? N    FORMAL

JONES, MARTHA A

777 MAPLE DRIVE  
PELHAM AL 35008

**INSURED**  
SSN: 999-99-8888  
DOB: 08/19/1964  
Sex: F  
Age: 47

**BASIC INFO**  
Plan: ZCAUL  
Ins Amt: 500000.00  
Issue Age: 47  
Big Method: D 12  
Big Amt: 500.00

Und Notes: 0    Amendments:    Amendments Needed? Y  
Instructions: 0    Number of Riders: 1  
Requirements: 0  
Reminders: 0

Benefit	Effective	Benefit	Cvg	Risk	Special	Table	Permanent	Temporary	NB
B ZCAUL	06/15/2011	500000	F	1	A	0	.00 0	.00 0	S
R ZCME	06/15/2011	1000000	F	1	A	0	.00 0	.00 0	S

Substd Ratings    Exclusions    MIB Codes    Prior Ins Search  
Rating Calc    Rein - Base    Client Pointers    Corres Hist

RCB    DEV    JPX8D    Chg

Productivity features for the underwriters include:

- Automatic determination of applications requiring underwriter review
- Automatic determination of underwriting requirements based on plan, age, amount, etc.
- Application status tracking
- Checking of approvals and licensing
- System calculation of premiums
- Automatic follow-ups and reminders of pended items
- Underwriting instructions and referrals to support personnel
- Underwriter notes and comments



## Reinsurance

**FIMMAS** allows for the processing, billing, tracking and reporting of reinsurance treaties for individual contracts, groups with cessions, and groups without cessions.

Functions of the Reinsurance module in **FIMMAS** include:

- Billing
- Tracking and Reporting
- Support for Underwriters
- Accounting and Financial Reporting
- Receivables
- Liabilities
- Interface to General Ledger

**FIMMAS** allows treaties, the written agreements between an insurance company and a reinsurance company, to differ based on:

- Plan or type of insurance
- Amount of insurance
- Insured's name
- Date of insurance

One treaty may cover many insurance policies, clients, and cessions; and may cover multiple benefits.

An insurance company may have multiple treaties with multiple reinsurers.

Most treaties in the **FIMMAS** Reinsurance module are self-administered.

# Reporting

## FLEXIBLE REPORTS

**FIMMAS** Reports can be generated against any information in the database, and can be requested at any time by any authorized user. Transaction detail—not just summary information—is retained in the system for as long as you designate, so reports can include detail and summary data for historical, as well as current time periods.

In **FIMMAS**, a single report with multiple user-defined sort and selection options replaces typically pre-defined reports in traditional systems.

For example, **FIMMAS** has a single standard report for Submitted Applications. Users can select which records to include in the report based on the values of selected fields (Underwriter ID, Agent ID, Status Code, Benefit Amount, etc.). They also select the order in which the information should be sorted (by status, within Underwriter ID, for example) when the report is generated. Another user might request a report of Submitted Applications showing only those contracts with a billing amount greater than \$100, and an effective date between 01/01/2013 and 12/31/2013. The same **FIMMAS** report is used in both cases, with very different outputs.

Users can control report selection criteria, sort order, output, and other options, or use pre-defined defaults. Reports can be run on-demand, or as part of a regularly scheduled job.

## CUSTOMIZED REPORTS

In addition to standard **FIMMAS** reports, new reports can be created through the reporting module or any ODBC-compliant third-party reporting tool.

## About MDI

### EXPERIENCE

MDI's officers and staff have extensive hands-on experience in all aspects of insurance operations with all major types of insurance products. The setup time for new products is greatly reduced because we "speak the language" of product development actuaries and can quickly translate the components of product design into product support.

The MDI team also has experience in insurance management, as well as agency administration, meaning we can help streamline procedures and explore new ways to apply technology to your business requirements.

### Focus

MDI is a small, tightly-focused company. Our entire team is focused solely on development of the **FIMMAS** System and the support of our **FIMMAS** clients.

Our officers and senior staff are actively involved in client support and system design. Our staff includes FSAs, FLMI's, CLUs, ChFCs, ACSs, and others with broad knowledge of the insurance industry.

MDI resources, with over 800 combined years of system and insurance experience, can augment your own staff in project planning, installation, model office training, conversion planning, and system design.

### SERVICE

From designing a Web-based front end for remote agent entry of insurance applications, to mapping a commission plan, to installing a turnkey insurance administration system, MDI can help you plan and implement an effective, integrated insurance system strategy.

You decide the blend of MDI resources that best complements the skills and availability of your in-house staff.

### SUPPORT

Each of our clients is different. Each product portfolio, system design, and organizational structure needs a solution specific to its requirements. We tailor our services, rather than pre-packaging them, so you get expert guidance in the areas that are of most benefit to you.

## Global Reach

MDI serves clients throughout the U.S., Canada, the Caribbean, and the Far East.



## **FIMMAS** FITS

**FIMMAS** helps you pursue new markets, replace old technology, and streamline support for specialized products.

Use **FIMMAS** as a total administrative solution for your entire business, or as part of an integral support network with existing systems.

Let **FIMMAS** support special lines of business: acquired blocks, niche products, private label offerings, and hybrid products. **FIMMAS** supports multiple companies, multiple products, multiple languages, and multiple plans on a single system.

development cycle, and respond quickly to market demands.

Get new products to market quickly.

### **More Information**

For detailed information about technical or functional features, for information about **FIMMAS** support for group products, credit life/debt cancellation products, or repetitive payment processing, or for a hands-on look at **FIMMAS**, contact Pat Michael at [p.michael@mgtdata.com](mailto:p.michael@mgtdata.com) or 205-378-1380.