CoreLogic®

SYMBILITY

RELEASE NOTES

VERSION 6.4

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2) Introduction

This document describes the new features and enhancements that are part of the upcoming version 6.4 of Symbility Claims Connect and Mobile Claims. The target dates for this global release are:

- July 10th in Canada
- July 18th in Australia, New Zealand, and South Africa
- July 23rd in Germany and Poland
- July 25th in the U.K.
- July 29th in Belgium
- July 31st in the United States

3) Major Enhancements

WeGoLook Integration

More and more CoreLogic | Symbility customers are beginning to utilize WeGoLook services. WeGoLook offers a variety of inspection services that are called 'Looks'. They do this through the dispatching of field agents – called Lookers – who perform inspection services including damage inspections. It is in this area that insurance companies are utilizing these services.

The integration with WeGoLook helps CoreLogic | Symbility customers now have a more seamless workflow when they are utilizing WeGoLook services. Some of the highlights of this integration include:

- Ability to order a 'Look' from a claim in Claims Connect, Desk Adjuster and Mobile Claims

- Ability to notify Symbility users when the status of a Look changes

- Ability to automatically transfer the data collected by the Looker to the claim in Claims Connect once completed. This would include photos and documents.

For CoreLogic | Symbility customers wishing to learn more about this feature please contact your Account Manager and they can provide for you a more detailed scope of the integration and steps for enabling it into your own Claims Connect environment.

Enhancements to Pricing Database Filtering

This enhancement is related to the complete overhaul of the Pricing Database filtering feature within Claims Connect and Mobile Claims. The filters are used within Claims Connect and Mobile Claims to reduce the size of the displayed Pricing Database line items so it's easier and much faster for users to find the right line items to add to their estimates. This overhaul includes changes

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to the filter types, filter names and the addition of semi-permanent filters that will allow a user or company to select filters that would be applied to all claims they are working on by default.

Ability to Change Minimum Charge on an Item

In Mobile Claims, a user can now change which minimum charge an item is associated with, allowing such things as minor painting or remove/reset of electrical switches to be calculated as part of drywall work.

Edit Estimate Items Directly in View

Symbility has streamlined the estimate edit process by allowing the commonly changed portions of an estimate line item to be edited directly from the estimate view without having to go into the Item Properties dialogue box. This enhancement includes the following functionality:

- The ability to edit estimate line item fields such as quantity, depreciation %, age, waste, action, minimum charge, coverage and sub-coverage from the Estimate page.

- The ability to select and add the minimum charge column to be displayed on the Estimate page and edit that information directly from the page itself.

- The ability to modify the properties of multiple line items at the same time from the Estimating page. These properties include quantity, waste, coverage, age, and depreciation fields.

- The addition of a 'replace with' for a line item (when applicable) within the Estimate page so an item can be quickly replaced with a similar item without having to go to the price database.

This is phase one of this enhancement with other additional functionality being added in future releases.

4) Enhancements

API Call to Add New Coverage to an Existing Claim

This enhancement adds a new API call to the current API that specifically allows a company to push a new coverage to an existing claim in Claims Connect. This eliminates the need for users to manually add coverages to a claim in Claims Connect if a coverage was not originally included when the claim was pulled in from a customer's CMS system.

LINK – Add New Placeholders to Notifications

Additional placeholders have been added to the Notifications for LINK. These placeholders can be used by a company to include contact information as part of a notification to the policyholder when a new supplier or a claim owner is added to their claim. This allows the policyholder to see contact information within the notification so they can contact these individuals faster. These placeholders include Adjuster phone and email and Claim Participant company phone and email.

Tasks – Grouping in the Tasks List

The same powerful grouping feature available in the Claims List is being brought to the Task List. Users will now be able to group the Task List using any one of the available columns in the list.

Ability to Hide Desk Adjuster Routes and Routing Group when no Route is Visible

A new setting has been added that affects the visibility of options within Desk Adjuster and Routing Groups for Assignments. When using the Repair/Routing page in Desk Adjuster or the Routing Rules option for Assignments, if a group has no visible options for a user it will no longer be displayed. Only groups that have at least one route visible will be displayed.

Add User who Invited Insured to Claim to LINK Activity Reporting Template

Insurance companies using LINK often want to see which of their users are inviting policyholders to participate in the claim using LINK. To accomplish this a 'Insured Add by (user)" field has been added to the LINK Activity Report that will now allow companies to track this information.

Add Titles to Person Names

This enhancement now allows the entering of a title for a person's name inside Symbility. This addition will allow companies communicating with the policyholder through Symbility products to more professionally address communications with the policyholder and it will also allow for more accurate data mapping with other systems.

Inform User to Switch from MDB to SQLite

Symbility has moved from the MDB database to SQLite. Because the MDB database format is no longer supported Mobile Claims users will now be notified with pop-up messages of this fact and encouraged to change over to SQLite. These pop-ups will persist until they have made the change. This will greatly help the Symbility support team when assisting them with issues related to the database.

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Claims Connect - Take Photos from Browser in Windows

Currently, Claims Connect clients using a pad or a smartphone powered by an IOS or Android operating system can go into a claim, take pictures and add them into claim from the camera on their device. This enhancement now gives clients utilizing similar devices powered by Windows (ex. Microsoft Surface) to do the same.

Claims Connect - Pricing Association Default for Client Companies

Certain insurance companies in international markets utilize custom price databases that vendors must remember to attach when creating the claim for that company in Symbility. This enhancement allows vendors to define a default client custom database to attach when creating a claim thereby eliminating the need to do it manually.

Always Show Industry Mapping on Claims Defaults – Loss Types

This enhancement allows companies to link their custom Loss types to Industry Loss types. The Industries Loss type mapping is mandatory for companies who wish to use Desk Adjuster and CAPTURE as this is the only way the question based estimating engine can "interpret" the different loss types our clients are using today. The mapping is also key when it is time to generate reports that compares your company's performance against the industry in general.

5) New Claims Connect User Interface Enhancements

Add Integration Partner Section to the Questionnaire "Action Panel"

Access to the many CoreLogic | Symbility integration partners has now been added to the Desk Adjuster questionnaire. This allows Desk Adjuster users to access the Integration Partners while inside of a questionnaire.

Relocate Video Connect Within All "Action Panes"

This enhancement gives Desk Adjuster user's access to Video Connect while inside of a questionnaire. This is important for those companies using both Desk Adjuster and Video Connect when handling remote claims

Claim Header – Claim Tabs Stay on Top when Scrolling

When inside a claim in Claims Connect there are times the user will have to scroll down to see all the information they want to view (i.e. Timeline). With this enhancement the Claim Header tabs will remain visible at the top in order for the user to be able to move to another tab without having to scroll back to the top.

Forms UI/UX Update

The Claims Connect user interface has been improved in the area of handling forms. Forms can now be viewed in Claims Connect from all different types of devices such as smartphones, pads and tablets. Additionally, forms can now be saved and shared from all devices.

Advanced Search – Descriptions Appear in Search Bar

An enhancement has been made to the Advanced Search within Claims Connect that helps users more readily access the descriptions of the various search criteria. Now, when users are building an advanced search they will be able to reference the descriptions of the various search criteria without leaving the search bar to make sure they have selected the correct search criteria. This is done by the user clicking on the search criteria itself.

6)   Resolutions

Prevent Assignee from Making Changes to Claim Elements after Claim Closed by Originator

This resolution addresses the setting *Prevent users from editing closed claims and completed assignment.* With this change even users who had acquired the claim prior to it being closed by the Originator can no longer make edits to the claim.

Ability to Handle Large Number of Coverages

Some insurance companies utilize a large number of coverages within a specific policy. This enhancement to Mobile Claims is designed to accelerate the speed in handling and processing the coverage page within a claim that has a large number of coverages to limit wait times for the user.