



CoreLogic[®]

SYMBILITY

RELEASE NOTES

VERSION 6.6

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2) Introduction

This document describes the new features and enhancements that are part of the upcoming version 6.6 of Symbility Claims Connect and Mobile Claims. The target dates for this global release are:

- May 1st in South Africa
- May 6th in Canada
- May 14th in Australia & New Zealand
- May 19th in Germany, France & Poland
- May 21st in the U.K.
- May 25th in Belgium
- May 27th in the United States

3) Major Enhancements

Report Templates – New User Interface

As part of the new UI initiatives for Claims Connect Reports, the Report Templates UI has been completely overhauled. This new UI is accessed when the user goes into the Report Templates option in Claims Connect. The enhancements that have been made will give Claims Connect users who use the Report Templates a more guided experience when generating these reports and will direct the user to select a Claim List search when one is required for the report they are generating. Look for further helpful changes to the Reporting pages over the next few Claims Connect updates.

Addition of RESTful API

With this release also comes an entirely new RESTful API for Claims Connect which will be used for all future integrations with our new customers and technology partners. All existing customers who are utilizing the current SOAP API will not be impacted and can chose to stay on their current API or migrate if they so desire. This change will help facilitate an even faster on-boarding of collaborations with new technologies.

Ability to Create a HOVER Job from Claims Connect & Mobile Claims

As part of the continued enhancement of the HOVER integration the ability to order a HOVER job from both Claims Connect and Mobile Claims has been added. The user will access this through a new 'Create HOVER Job' blade/screen that will prefill with information from the claim and have all mandatory fields clearly marked. Once ordered, the newly created job will appear in the user's HOVER Job List and the status updated when the job is completed.

Single Sign-On Using OpenID Connect®

CoreLogic has now implemented a Single Sign-On (SSO) for Claims Connect and Mobile Claims through an integration with OpenID Connect. This SSO supports both web (Claims Connect) and native apps (Mobile Claims on iOS, Android & Windows). For Further information on configuring SSO for your company, please contact your Account Manager.

4) Minor Enhancements

Secure Claims

There are times when access to specific claims may need to be restricted. Examples of claims that fall within this category would include those with conflicts of interest, privacy for high profile customers or where the customer themselves works for the insurance company. This enhancement now allows a claim to be marked as secure within your company thereby limiting the access and visibility to the claim by non-authorized users.

Ability to Search for a Vendor's Internal and Subassignments

This enhancement now gives all companies the option of choosing to show the sub-assignments and internal assignments made by their vendors. This gives them even greater visibility into the claims as it is being processed by their vendors.

Ability for Non-Insurance Companies to Search for Assignments Made to their Company

This enhancement is specific to non-insurance companies. They can now choose to see the assignments they have made internally separately from the assignments they have received from other companies (such as insurance companies).

Changes to Search for Peer Assignments

This release also features changes to searches for Peers. To begin with, 'Peer' is now listed as an option when filtering by Assignment Type for non-insurance companies. Additionally, any search for 'My Active Vendor Assignments' will now return any Peer assignments.

Advanced Search – Creating Queries with Negative Criteria

Another enhancement that has been made to the Advanced Search is the ability to enter in a 'negative' value in a search criteria. In essence this allows you to search for claims that do NOT meet the specified criteria. An example would be to search all claims in the Assignment Status field that do not have 'Assignment Completed/Cancelled' selected. This would apply to many different types of data fields within the Advanced Search such as the following:

- Text Fields: Does not equal (exact match - i.e. City is not Buffalo) or does not contain (partial match - i.e. Claim Number does not include A12)
- Dropdown Lists: Not the selected values (As with the example above - i.e. Loss Type is NOT Storm or Hail)
- Data Fields: Is before or is after a range (i.e. Assignment Sent = Is Before Yesterday)
- Boolean Fields (i.e. Checkboxes): Options for yes/no, checked/unchecked (i.e. Has roofplan + Yes or No).

Advanced Search – Assignment Declined

There are times when using the Advanced Search in Assignments when a user would like to search for all Assignments that have been declined or how long it took the assignment to be declined. This enhancement now gives a user that ability through the addition of the fields 'Assignment Declined' and 'Elapsed time to Assignment Declined' within the Advanced Search. Users can now use the Assignment Declined search criteria to identify which vendors have declined assignments and, when applied to the other criteria, this will help them better identify possible bottlenecks in the claim process.

Add 'Assignment Completed' and 'Elapsed Time from Assignment Sent to Assignment Completed' Columns to the Assignment List

In order to provide a more complete view of the cycle time and dates related to an Assignment, the 'Assignment Completed' column has been added to the Assignment List as well as a column for 'Elapsed Time from Assignment Sent to Assignment Completed'.

Make Estimate Level Coverage Information Available Via the API

The Claims Connect API has now been enhanced to provide additional detail of estimates in relation to the use of coverage. The following fields are now available to be pulled into a CMS system for each coverage used within an estimate:

1. Replacement Cost
2. Total Recoverable depreciation
3. Non-Recoverable depreciation

4. Deductible ACV
5. ACV payable
6. Deductible (Additional)
7. Amount payable if recovered

In addition, in every estimate where the default tax application has been overwritten for some items, the API will indicate, for each tax, if the total tax is impacted by any customization on any items.

Add User Role & Primary Adjuster to LINK Activity Report Template

This enhancement adds the User Role and the Claim Primary Adjuster fields to the LINK Activity Template Report. This will allow companies to track and report on which user invited the insured to LINK without having to review each claim individually.

Mandatory Elements within Custom Items Questions

The purpose of this resolution is to help clarify to a user who is using a questionnaire within Desk Adjuster what elements within a Custom Item are mandatory. This enhancement also restricts the user from adding data that would cause the item not to be saved. For example, in order to save a Custom Item the 'Item Description' is now a mandatory field and the user can no longer enter the value of '0' in the quantity field. Improve the Labeling of Assignment Types for LINK

5) Resolutions

Report Builder – Elimination of '0' Value Return for Elapsed Time Fields

This resolution addresses the issue of an elapsed time field pulling back a '0' value. Often, these '0' values are being calculated into the averages generated within the Report Builder and impacting the accuracy of the report. With this change, all elapsed time fields now return a 'null' value and therefore are excluded in the average calculations increasing the accuracy of these reports.