Release Notes

Claims Connect and Mobile Claims
Version 6.13.0

Issue 2
February 18th, 2022

Contents

Introduction

This document describes the new features and enhancements that are part of the upcoming version 6.13.0 of CoreLogic Claims Connect and Mobile Claims, including minor releases since 6.12.0. The target dates for this global release are:

- February 28th in Canada
- March 3rd in Australia, New Zealand & South Africa
- March 7th in Germany, France & Poland
- March 9th in U.K.
- March 14th in Belgium
- March 16th in the United States

Major Enhancements

LINK 2.0

Our insured-facing platform LINK has undergone a major update. Here are the key changes we made:

- **Improved branding capabilities:**
  - More flexible color options to better reflect your brand image.
  - Branding representation for all claim participants, allowing easier recognition of the different parties involved.
- **Intuitive user interface:**
  - **Mobile First:** The new UI is optimized for touch control and smaller screens, making the platform easier to use on mobile devices.
  - **Claim details:** A modernized look and feel for an easier access to claim information and workflow progression.
  - **Message threads:** An easy way for policyholders to communicate with claim participants.
  - **Combined media page:** Policyholders can now view all claim photos, videos, documents and forms in one place, upload new ones, edit their details, and share them with selected claim participants.
  - **Contacts page:** Includes new features to see recent messages and media added by each company.

If your company is already using LINK, you will be able to review and edit the settings of the new version before it goes live.

If your company is assigned by another company who uses LINK, you can now add a logo badge to help users identify your activity.

Contact your CoreLogic account manager if you wish to setup LINK for your policyholders.

Ability to import floorplan

With this new feature, users now have the capability to import floor plan diagrams they created in a third-party application. Diagrams can be imported manually or can be pushed to Claims Connect through the API. This initial phase allows users to generate the main components of a floorplan in our native format (rooms, doors, windows, openings, single walls, blocks). After being imported, the diagrams can be edited in Mobile Claims.

Contact your CoreLogic account manager to discuss what third-party applications will support this functionality.

Alternate Depreciation Phase 2

In Release 6.10, the Alternate Depreciation feature was added to allow a company to define a custom life expectancy table for depreciation.

This feature has now been enhanced to include items that will use different custom depreciation tables under different circumstances. The selection of the depreciation table has been automated when possible to prevent user error. Key enhancements are:

- Alternate depreciation is no longer linked to Policy Type
- Companies can send over claim level defaults for Age and Material table to be used for Alternate depreciation
- Items can be designated as using Alternate Depreciation, but the material table used will be defaulted based on other related items added to the same areas that do have a specific table identified or claim default.

Minor Enhancements

Updating Claim Coverage Details Through the API

Claim coverages and subcoverages can now be updated directly through the Claims Connect API thanks to this new update. Companies with the appropriate permissions can edit all coverage-related fields using the API.

Integration Partner Notifications Supported by API

Companies who benefit from using our integrations with the following partners can now receive notifications about the orders through the Claims Connect API:

- **CoreLogic Weather Verification Services**
- **EagleView**
- **HOVER**
- **SkyMeasure**

Notifications are triggered when an order is created by your company or assignees and updated or completed by the partner.

Contact your CoreLogic account manager to enable those notifications for your company.

CAPTURE – Hyperlinks in Questionnaires

Similar to what can be done in Claims Connect, it is now possible to embed clickable hyperlinks in custom CAPTURE questionnaires, and launch them from the mobile app.

Contact your CoreLogic account manager if you wish to add hyperlinks to your custom questionnaires for CAPTURE.

Allow Multiple API Accounts per Company

Companies using Claims Connect can now configure multiple API accounts, namely to better control data access by third party contributors.

Each account has its own number, password and status, and its own separate list of available API commands.

Please contact your account manager if you wish to setup additional API accounts.

Update to Assignment Status based on Questionnaire Completion

This enhancement provides the ability to configure a Desk Adjuster or a Capture questionnaire, so a status change is triggered based upon the questionnaire being completed.

Current Date / Elapsed Time Calculations in Desk Adjuster and CAPTURE Questionnaires

This update allows for the time elapsed between two event dates to be calculated. Based on the result, users can set conditions to perform specific actions (as an example, show/hide subsequent questions).

These key changes will be visible to users:

- Ability to have questions that have a default value of Current Time. Time set for an answer would be based on the current time for when the conditions for the question have been met.
- Ability to include dates in answer calculations, allowing for questions that show the elapsed time between two date/time values, or with fixed values (current time +3).

About CoreLogic

CoreLogic is the leading provider of property insights and solutions, promotes a healthy housing market and thriving communities. Through its enhanced property data solutions, services and technologies, CoreLogic enables real estate professionals, financial institutions, insurance carriers, government agencies and other housing market participants to help millions of people find, buy and protect their homes. For more information, please visit corelogic.com.

For more information, visit CoreLogic.com.