

# GRAIL

## insurance administration system

### Grail for sure

**G**rail focusses solely on the development of Insurance and Actuarial software. We have been operational since 1998 and our client base extends across the entire insurance industry and comprises: insurers, insurance intermediaries, underwriting management agencies and pension fund administrators.

Grail possess highly skilled and experienced staff who understands the principles of insurance and the application of those principles in technology. Our head office is in Waterkloof Ridge, Pretoria and we have clients all over South Africa and now in Australia.

The Grail System is an integrated on-line system that has three main modules at its core: underwriting, claims and accounting.

It is supported by a suite of pre-defined management reporting options and tools. The system was specifically developed to handle all aspects of insurance related administrative functions of the insurance office using the product.

The underwriting module handles Personal lines business, Commercial (Multi Mark Style) and any number of niche products e.g. Contractors All Risks, Liability and Hospitality products.

Product setup and design are driven by data tables which make it easy to customise and configure policies to your business' specific needs and requirements.

A number of rating options are available including automated rating, sum insured multiplied by a rate; pro-rated to time or fixed if required, a totally manual premium calculation. Pro rata and future premiums are calculated and displayed to users for verification, before the transaction is committed to the database. This means that we show you what the system is going to do and it only does what was indicated thereafter.

Accounting transactions generated by the system become visible and available immediately after an update and the policy can be endorsed again, if required, immediately thereafter.

Policy schedules can be e-mailed to clients. All documentation received electronically can be stored against the policy and hard copy documentation can be scanned and then stored against the policy which is the starting point for a paperless office. The same electronic

filing system is available in the claims module.

Changes to a policy do not overwrite previous information, as it is preserved in such a way that the system is always aware of what was in force at any point in time.

The system handles monthly debit order business as well as annual cash paid business. If you have a mandate to collect monthly premiums, either directly or through a collection agency, then you would run a routine at month end to create the electronic collections file.

We place great importance on the analysis and the allocation of funds, to show what and how much is due to; the broker (fees and commission), insurance companies, add-on product risk carriers, sub agents and underwriting management agencies.



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insurance software solutions  
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A number of Insurers have specific reporting requirements either in the form of hard copies or electronic files and we generally work with your insurers to give them what they need.

The claims module records and logs all relevant transactions against each claim. These include initial claims registration, upward or downward adjustment of estimates, payments paid by the broker and/or payments paid by the risk carrier, salvages and recoveries received by the broker and/or received by the risk carrier.

Various loss ratio reports are available, based on a 365th earned premium calculation method.

The Accounting module handles the recording of receipts, payments, journals and RD's. Standard age analysis reports, statements of accounts, debit and credit note facilities, on-line accounting lookup and on-line matching facilities are available.

Although the system is "packaged" based, we do allow sufficient customisation to enable each site to define its own unique look-and-feel both to product definitions and to printed reports.

We spend a good deal of "hand holding" with all our new clients. This would generally follow initial formal training sessions and a period of time to capture dummy policies, claims and accounting entries. Once we clean up the database for real live data capture, we will continue to oversee matters until you are confident enough to go alone. But we are never further away than a phone call, as all our existing customers can vouch.

#### Full Policy Management

- Personal and Commercial business and the printing of policy schedules to industry standards.
- New business, endorsements, renewals, cancellations and lapses.
- Time based versioning to facilitate the reconstruction of policies at any given date.

- Intuitive, sequential and logical tab sequences.
- Ability to capture without having to use your mouse, great for intensive data capturing.
- Full point and click capabilities.
- Combo boxes populated on the fly.
- Extensive lookup and search functionality available for enquiry purposes.
- Draft print facility to validate before updating.
- Transactions bound together using single unique transaction number.
- Calendar date and time and user id's recorded against each transaction.
- Mandated authority on predefined limits.
- Different levels of security for groups of users – fully customisable.
- Automated rating.
- Parameter driven product design.
- SMS and diary facility.
- Value added tax, fees and commissions.

#### Claims Management and Accounting

- Valid policy item to exist at date of loss in order to register a claim.
- Policy data inherited from the policy as at date of loss.
- Changing of reserve, payment of claim, salvage recovery, finalisation and re-opening of claim.
- Payment and recovery transactions are sensitive to whether the broker or the insurer processed the cash.
- Permanent log of all transactions processed providing full audit trail capabilities.
- Claim status legend.
- Status of premium payment legend.
- Mandated authority on predefined limits.
- Payment requisition and authorisation procedures.
- Calculation of incurred claims.
- Calculation of outstanding claims.
- SMS and diary facility.

#### Debtors and Creditors

- Source transactions generated from underwriting and claims modules.
- Receipts, payments, journals, refer to drawer transaction types.

- Automated debit order collection procedures.
- Matching of cash against source entries.
- Automatic write-off of small matching differences.
- Time based transactions with ability to display status at any given date.
- Statements of account for each ledger type.
- Age analysis reporting.
- Monthly Insurer Remittance Advice.
- Export facility to popular general ledger systems.

#### Extensive Reporting

- Standard baseline suite of reports.
- All reports available by various criteria and for any selected period.
- Premium and commission written by underwriting year.
- Claims paid and outstanding by underwriting year.
- Incurred claims figures compared to earned premium.
- Age analysis and statements of account per ledger.
- Various statistical reports.
- Claims triangulation and run-off figures.
- Cresta zone statistics.

#### Web Accessibility

- Brokers and clients can login via web browser.
- Policy documents can be viewed and reprinted.
- Information and policy details are readily available on a cost effective way.

#### Technical Overview

- Architecture: Two tier client / server.
- Client operating system requirement: Microsoft Windows 2000 or better.
- Client office interface (optional): Microsoft Office 2003.
- Server operating system: Microsoft Server 2000 or better.
- Database: Microsoft SQL version 2005 or better.
- Programming language: Clarion for Windows.

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