

LifePAC

Life Assurance Administration System

OVERVIEW

- **LifePAC** is a fully-integrated administration and management support system designed to meet the needs of life assurance companies – both in the UK and abroad.
- The system is distributed over a network of PCs.
- **LifePAC** provides single company administration on a competitively-priced system.
- The **LifePAC** system administers most types of **Life Products**:
 - Conventional non-profit savings and protection policies
 - Conventional with-profits savings and protection policies
 - Unit-linked policies
 - Deposit-based investment policies
 - Group life policies
 - Individual pensions
 - Income protection (PHI)
 - Premium waivers and other “riders”
 - Critical illness

**competitive
administration
for life
assurance
companies**

LifePAC DESIGN FEATURES

- **As flexible as you need it to be:**

LifePAC is highly flexible, enabling many functions to be tailored by the user, including commission structures, product characteristics, reinsurance treaties and surrender penalties.
- **The right foundation:**

LifePAC is client/product based, administering business procured by agents or direct from policyholders. New products can be initialised on site, ensuring that the time taken to launch a product is typically days. The technology assists, rather than impedes, the user’s innovation.
- **Rich functionality:**

LifePAC was expanded and improved over the years, since 1987. You can develop your business using the existing functionality – which is successfully used by our clients. The up-to-date user manuals are comprehensive and make it easy to train new users.

**tailored, multi-
functional**

LifePAC SYSTEM - BUSINESS FUNCTIONALITY

General system and policy record keeping:

- Multiple policies are held under a common "client" record
- Full audit trail of policy changes
- Reminders and office procedures
- All client correspondence generated via word processor mail merge
- User parameters to define products and processing
- Links to Spreadsheets

New business processing:

- Entry of proposal details
- Import proposal details from a spreadsheet
- Premium or benefit amount calculation
- Refused proposal check
- Bank sort code validation
- Policy activation
- Reinstatements
- Multi-currency

Underwriting:

- Reassurance treaty limits validation
- Medical underwriting requirements
- Entry of medical fees
- Required document processing
- Endorsements
- Premium loading

Premium processing:

- Full premiums due/paid history
- Automatic premium crediting via direct debit or employer deductions
- Electronic direct debit instructions
- Batch entry of cash/cheque payments with option to print a receipt
- Suspense account to hold unmatched payments
- Printing of employer deduction schedules
- Printing of renewal notices (premium due reminder notices)
- Adjustments, failed payments processing
- Anniversary Increases of Premium/Benefit
- Arrears processing including letter generation, automatic premium loans and lapses

Commission processing:

- Full history of commissions by policy and agent
- Commission rates by agent type and product
- Up to 3 agents for each policy
- Agent deductions
- Commission calculations and agent statement production
- Agent (or agency) payments processing via cheque, or electronic transfer
- Persistency reports

Reassurance:

- Full history of reinsurance premiums and retentions
- User-defined treaty definition
- Reassurance calculation
- Statement production

Accounts:

- Interface to post transactions to accounts system

Unit processing:

- Full history of allocation by policy
- User defined allocation rates and charges
- Interface to dealer system
- Entry of bid and offer prices for initial and capital units
- Fund selection by month
- Production of policyholder unit statement
- Fund switching

Deposit administration:

- Full history of deposits
- Regular Income option
- One-off Investments and Withdrawals
- Interest calculation
- Annual Statement

Bonus processing:

- Full history of bonus allocations
- Reversionary, cash, interim and terminal bonus
- Production of bonus statements

Loans processing:

- Policy holder or Agent requested loans
- Automatic premium loans
- Fixed or variable interest rates
- Interest calculation
- Loan statement

Claim processing:

- Registration of claims for death, surrender, paid-up policy, critical illness, income protection(PHI), cancellation, waiver of premium, permanent disability/dismemberment
- Required document processing
- Claim finalisation & full settlement or income
- Payment processing via cheque, or electronic transfer

Maturity/expiry processing:

- Maturity value calculation
- Production of maturity notices
- Renewable policies
- Partial maturity payments with re-investment option
- Forthcoming maturity/expiry report

System maintenance:

- Security menu
- Actuarial valuation extract

Service agreements:

- Software maintenance and technical support
- Support desk, User Manual
- On site training/support (at extra cost)
- Bespoke software and conversion assistance (at extra cost)

Purchase of LifePAC:

- Licence fee – covers support and upgrades to core system
- Conversion and further bespoke work – charged on time and material basis

LifePAC IMPLEMENTATIONS

- **Europe:**

- Sterling Insurance Group (UK)
- Nottingham Friendly Society (UK)
- Domestic & General (UK)
- Fidelity Investments Life Insurance (UK)
- OmniLife Insurance Company Limited (UK)

- **North & South America:**

- St. Kitts-Nevis Insurance Company (West Indies)
- Demerara Mutual Life Assurance Society (Guyana)

- **Africa:**

- IGI Life Zimbabwe Limited (Zimbabwe)
- Aiico Insurance Plc (Nigeria)

**meeting the
needs of
companies in
the UK and
abroad**

CONTACT US

For any additional information, or to discuss your requirements, please contact us:

Pauline Sinnett

Product Executive

pauline.sinnett@fitltd.com

T: +44 (0) 1249 700 131

Frank Ward

Product Executive

frank.ward@fitltd.com

T: +44 (0) 20 7515 6611

FIT is located at Deben House, 1 Selsdon Way, Crossharbour, London, E14 9GL United Kingdom

F: +44 (0) 20 7712 0201

W: www.FITLtd.com



CASE STUDY: **Nottingham Friendly Society**

'In business since 1812, Nottingham Friendly Society has enjoyed spectacular growth in the last four years, underpinned by the stability of the LifePAC administration platform'

CLIENT BUSINESS

Friendly Societies are mutual organisations mostly providing a wide range of savings, assurance, insurance and healthcare products, often tax-free. They offer investment and protection to people in all walks of life. United Kingdom friendly societies have their own Association, with some 60 members. All friendly societies are regulated by the FSA.

Nottingham Friendly Society has been in business for over 190 years. Products offered include tax-free 10-year savings plans for adults and children, insurance mini-ISAs, and 'With-Profit' investment bonds for adults and children.

These products were themselves re-engineered and substantially improved following a full strategic review some four years ago. The Society re-focused its objectives to offer a top-class service to Independent Financial Advisers (IFAs) and policy-holders alike. This market-driven approach is helping Nottingham Friendly to grow its client base significantly.

At the same time Nottingham Friendly has concentrated on reducing its cost base, and operates with an efficient 9 staff at its headquarters in West Bridgford. The Chief Executive emphasises the accessibility of those staff to clients - truly a friendly society.

Nottingham Friendly gains 90% of its sales through IFAs, to whom it offers quick and efficient services. Remaining sales come from mailings, walk-ins and through the Society's website (www.nottinghamfriendly.co.uk). No matter what the source of a new policy holder, each is offered the same top-class service: speed and accuracy in the writing of new business, policy administration, premium and credit accounting, and client enquiry.

FEATURES OF THE FIT SOLUTION

Nottingham Friendly has been a user of **LifePAC** since 1997. **LifePAC** is a PC-based administrative and management support system, with flexible and full functionality, modular in design, with a client- and/or product-orientated database. It is implemented at Nottingham Friendly on a 10-user system.

The system interfaces with (among others) SAGE for accounts and BACS2000 for direct-debiting.

The system is supported by FIT.

BENEFITS OF THE FIT SOLUTION

LifePAC provides a flexible back-office that has supported Nottingham Friendly's business growth and has provided a stable administration base upon which to build. Nottingham Friendly has progressively utilised the system benefits offered, and now has implemented automated claims. Accounting data export is in the plans.

Nottingham Friendly's Operations Manager & Secretary says that the system has been beneficial in offering efficient IFA commissions management, and policy servicing.

He also says that FIT support staff have been consistently available from 9am to 5pm.

NOTES

Financial Information Technology is a world leader in the design and development of life assurance solutions. Founded in 1990, FIT has a proven track record in the timely and cost-effective delivery of flexible, scalable solutions. FIT helps clients successfully redefine their operations and open new markets, positioning them for sustained growth.

CONTACT US

For any additional information, or to discuss your requirements, please contact us:

Pauline Sinnett

Product Executive

Pauline.Sinnett@fitltd.com

T: +44 (0) 1249 700 131

Frank Ward

Product Executive

frank.ward@fitltd.com

T: +44 (0) 20 7515 6611

FIT is located at Deben House, 1 Selsdon Way, Crossharbour, London, E14 9GL United Kingdom

F: +44 (0) 20 7712 0201

W: www.FITLtd.com

LifePAC

Pricing structure

LifePAC is available for clients on the basis of a License Agreement and a Maintenance Agreement.

Licence Fee: GBP50,000 one-off licence fee.

Maintenance Fee: 15% per annum maintenance fees*.

Maintenance fees cover:

- the continued licence to use the system
- the latest versions of the software free of charge
- telephone, e-mail and fax support
- correction of agreed faults in the software

*The Annual Maintenance Fee is 15% of the original Licence Fee plus 15% of any Bespoke Software and Implementation Charges. This increases by the UK Retail Price Index each year. Bespoke software changes and implementation support are charged at the current daily rate.

Prices are net of tax (if any applicable).

CONTACT US

For any additional information, or to discuss your requirements, please contact us:

Pauline Sinnett

Product Executive

Pauline.Sinnett@fitltd.com

T: +44 (0) 1249 700 131

FIT is located at Deben House, 1 Selsdon Way, Crossharbour, London, E14 9GL United Kingdom

F: +44 (0) 20 7712 0201

Frank Ward

Product Executive

frank.ward@fitltd.com

T: +44 (0) 20 7515 6611

W: www.FITLtd.com