



Genworth®
Financial

IT SOLUTIONS



Genworth have a proven track record in the delivery of IT Solutions and with our global presence and local knowledge we can offer Pan European solutions tailored towards your individual needs.

In addition to a comprehensive selection of Lifestyle Protection products, we can also provide you with innovative IT solutions to help you develop and run your insurance business successfully. We offer both industry standard and innovative proprietary systems that enable you to manage your insurance operations efficiently.

Genworth Financial PRO (Genpro)

Genworth Financial PRO is a web-based solution that delivers the tools and information you need to serve your customers and grow your business. Its user-friendly interface and self-service features make sales and administration processes easier for you. The system is also simple and convenient for consumers to use, adding to your brand appeal.

Genworth Financial PRO comes in four versions, which can be customised to your requirements:

- **PRO-S(ervice)**: allows you to offer simple administration, policy and claims functions to business users
- **PRO-D(istribution)**: provides quote and sales solutions for business users
- **PRO-C(onsumer)**: allows consumers to obtain quotes, submit applications and perform administration tasks
- **PRO-M(essaging)**: allows real-time communication with consumers

CLIENT BENEFITS

Helps your business to grow

Genworth Financial PRO can make it quicker and easier to set up new distribution channels and access new consumer markets.

Frees up resources

Consumer-performed tasks free up internal resources, creating opportunities to redeploy resources or reallocate expertise.

Improves retention

Using online tools for more routine transactions allows your staff to play more added-value, high engagement roles in the consumer relationship, helping to increase consumer and staff retention.

Limits risk

As Genworth Financial PRO is hosted and supported by us around the clock, providing continuous availability and access, there is no need for additional IT investment.

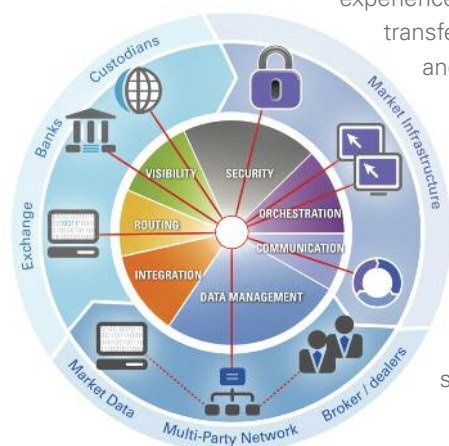
Increases customer satisfaction

Consumers can perform tasks and resolve queries online which provides continuity, avoids delays and accelerates delivery.

Gentran Integration Suite (GIS)

Genworth's GIS solves the problems created by the use of many different data formats and systems. As many as 80% of data exchanges experience significant difficulties with file transfers, as the use of different adaptors and connectors means that data cannot be shared or read automatically. GIS provides a universal translator that allows data to be received and recognised between different systems, making it possible for payments, securities transactions and other inter-enterprise communications to take place successfully all over the world.

GIS - How it works.



CLIENT BENEFITS

Opens doors

As a global platform solution, GIS can assist the expansion of your business. The ability of GIS to recognise data from hundreds of different systems means that you can enter new markets with the confidence that there will be no data communication problems.

Increases control

GIS allows you to gain visibility and control over your interactions and relationships with local offices and branches and your external partners all over the world.

Improves accuracy

By providing a single gateway, the delays and errors caused by manual processing of data and foreign data exchange are eliminated.

Enhances performance

Automated and consolidated management of electronic business processes are possible, as are complex data processing and management tasks.

Secures success

GIS can ensure that you get the full benefit from a multi-functional cross-border system like TIA, where data is being sent and received between operations in different locations.

The Insurance Application (TIA)

TIA is a standard software solution which integrates all sales, policy and claims processes within one system. It is used by the insurance industry globally with over 50 insurers in more than 25 countries. TIA is ideal for companies that have cross-regional lines of business with different requirements. And with a substantial capacity to accommodate new product options and additional countries TIA has been designed with the needs of the future in mind. We offer a customised version of TIA for our range of Lifestyle Protection products.

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Provides a single solution

TIA can do everything from setting up products to policy administration, claims handling, financial reporting and reconciliation so you only need one system to manage your business rather than multiple applications.

Improves customer management

TIA provides a single and real-time view of a customer's products and claims history, helping you to avoid duplication, manage risk and identify cross-sell opportunities.

Allows flexibility

TIA is highly flexible and can accommodate a wide range of product options and commission structures, making it possible to add new products and locations quickly and easily.

Fulfils long-term requirements

With its rapid and round the clock processing availability, TIA can provide all the capacity that your business requires to expand and grow across different products and markets.

Delivers sustainable returns

As TIA is quick and easy to implement, user-friendly and highly compatible with other systems, you can expect a rapid return on investment followed by incremental gains.

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