CoreLogic®

SYMBILITY

RELEASE NOTES

VERSION 6.7

Craig Batten, Pierre Bernard

1) Contents

2)   Introduction

This document describes the new features and enhancements that are part of the upcoming version 6.7 of Symbility Claims Connect and Mobile Claims, including minor releases since 6.6. The target dates for this global release are:

- September 23rd in Canada
- September 24th in South Africa
- September 28th in Australia & New Zealand
- September 29th in Poland
- October 1st in Germany, France & U.K.
- October 5th in Belgium
- October 7th in the United States

3)   Major Enhancements

Estimate List with its own Advanced Search

Because it is important to have visibility of estimates, this release introduces an Estimate list that allows users to see any estimate they have visibility of in a claim. Columns can be chosen about estimate totals, configuration and status, as well as related assignments and claim.

The general behavior of the Estimate list is the same as the Claim/Assignment list. Users can choose between showing each version of an estimate separately on the list or to merge revisions. When viewing merged revisions, the data will reflect the last visible revision that is not cancelled. Users can flag estimates for future reference through a single or multiple flag command. The multiple flag command allows users to add or clear flags on several estimates they have selected. Estimates can also be flagged when viewing the estimate in Claims Connect. The default searches include My Claim Estimates and Flagged Estimates.

Seamless authentication using SAML 2.0 Standard

Claims Connect and Mobile Claims now supports a new Single-Sign On option using the SAML 2.0 standard. This will allow companies to configure Claims Connect for user authentication through SAML based Identity Providers. For more information please contact your Account Manager.

Automated login using URL

In an effort to provide companies with a closer integration between Claims Connect and their claims management system user interface, CoreLogic now makes it possible to login to Claims Connect using a URL, taking the user directly to a specific claim. For more information please contact your Account Manager.

Insured Contact improvements for LINK

This release introduces a new mechanism for setting the primary point of contact on a claim so it can be displayed to LINK users. This provides additional flexibility to display different user names and contact details to a policy holder throughout a claim lifecycle. This new configuration allows a company to display different contact details to a customer when it creates a claim or when it is assigned to a claim. This can be done automatically when a company is assigned, for internal user assignments, or manually updated for any claim participant.

In addition, to provide the capability to search and report upon the company and display name for the Insured Contact in each claim, the following columns have been added to the Claim List: Insured Contact Company, Insured Contact Display Name and Insured Contact Participant Full Name.

4)   Minor Enhancements

Reporting Enhancements

i.   Ability to create multiple groups of filters in a search

With this enhancement, it is now possible to create multiple groups of filters when creating a search in the Claim, Assignment, and Estimate List Advanced searches. The results of the search will include any data that matches all criteria in at least one of the groups in the search.

ii.   Report Home Page

Template Reports and Report Builder now share a common Reports Home page that allows users to start a new report using either tool and has a combined list of reports saved from either Report Builder or Report Templates.

With the addition of the Estimate List, Reporting no longer appears as text at the top of the page, and the Reporting pages are now accessible through a button located to the left of the notification icon. The same button is used at the bottom of each of the Claim, Assignment and Estimate List, for exporting the data from those lists.

iii.   Save search and report options with Report Templates

The "Remember template settings" option for Report Templates has been replaced with a save option. Now, when saving a Template report, both the reporting settings and the search the user had selected for the report will be saved. The saved version of the report will be shown in Saved Reports list on the Reports Home Page.

Users who had previously used the "Remember template settings" option with a report will still have the option to import those settings to their report.

iv.   Audit Savings Report Template

A new Report Template that shows the dollar and percent changes made between the moment when an estimate is marked as Ready for Review and the moment it is marked as Completed is now available. This report allows a company to show savings generated from its audit process.

Access to this report can be requested by contacting your Account Manager or Customer Support.

Assignment Enhancements

i.   Assignment option to prevent external assignees from sub-assigning claims

This new option allows an intermediate type company to prevent an external assignee or Peer from making an additional external assignment or adding a company as a Peer. Company administrators can enable this option for specific assignment types.

ii.   Option to allow Standard Light users to assign claims

This new version introduces the "Standard Light users can assign" feature, that when enabled, allows Standard Light users to assign claims. When disabled, Standard Light user permissions remain unchanged. Please contact your Account Manager or Customer Support to have this option enabled.

Other Enhancements

i.   Improved visibility of status for closed claims

In an initiative to improve the user's experience, when a user now looks at the details of a claim that has a closed status in Claims Connect, the current status of the claim will be displayed above the claim number.

ii.   Adding photos directly into Mobile Claims from a Windows device

The experience of Windows device users is now enhanced with the introduction of the ability to add photos directly into Mobile Claims the same way it can be done with our current smartphone version. Windows 8 or higher version is required.

iii.   Ability to filter Audit Report violations by rule types

When viewing an audit report, Claims Connect and Mobile Claims users can now choose to focus on the specific types of audit rule violations that are of most interest to them through a filter based on the type of audit rule. The user's filter preferences are saved in a browser cookie and will be applied consistently across audit reports and claims.

5) Resolutions

Life expectancy terminology changes in Claims Connect and Mobile Claims

To better align with the common policy language that states depreciation should be a factor of age, condition, and life expectancy, the term "usage" has been replaced with the term "condition" when depreciation based on life expectancy is applied. As well, the corresponding terms of "new", "light", "normal", and "heavy" have been replaced with "new", "above average", "average", "below average". The values associated to these conditions remain the same.