Release Notes

Claims Connect and Mobile Claims
Version 6.16.10x

Issue 2
February 10th, 2023

Contents

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Introduction

This document describes the new features and enhancements that are part of the upcoming version 6.16.10x of CoreLogic Claims Connect and Mobile Claims, including minor releases since 6.16.0. The target dates for this global release are:

- February 22nd in Canada
- March 1st in the United States

Major Enhancements

Estimate Page User Interface – Search & Replace on Claims Connect

The Search and Replace feature already present on Mobile Claims is now available on Claims Connect, allowing Claims Connect users to easily find and replace items in an estimate. Also included are the latest enhancements to this functionality:

- Addition of Total Cost to search options
- Addition of Subcoverage to search options
- Allowing selection of multiple "Look in" options

Minor Enhancements

Additional Encryption of Insured Information

This feature introduces SQL Server Always Encrypted with column encryption to better secure Claims Connect and LINK user's data. The following data fields/columns will now be encrypted:

- Insured first name
- Insured last name
- Insured email
- First line of address

As a result, companies who have that feature turned ON would have their claims use these new columns. Companies with the feature turned OFF would have their claims use regular columns. Those for which the feature is not enabled would need to contact their Account Manager.

> *Note: The encryption on these columns only returns exact matches, consequently users cannot use partial search queries. For example, when the feature is OFF, searching the name "Roberts" – the result would include both "Roberts" and "Robertson". When the feature is ON – the result is only "Roberts".*

Twilio SMS Integration

Following initial implementation in the US market in 2021, CoreLogic now also manages SMS communications through Twilio in Canada and all other non-US markets. As a result of this integration, insured guest users will be able stop receiving LINK SMS notifications by replying "STOP" from their mobile phone. The text message "You have successfully been unsubscribed. You will not receive any more messages from this number. Reply START to re-subscribe" will be sent back in response and the SMS notifications options in LINK will be disabled.

About CoreLogic

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