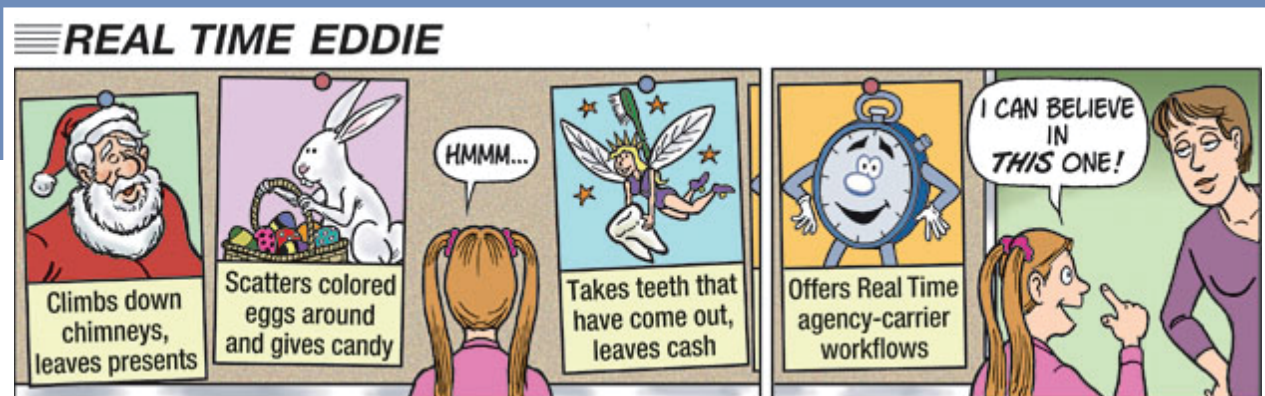


# You Can Believe in Real Time with Central!



## Real Time Saves Time

### Personal Lines Download

- 95% of agencies use
- Saves almost 1.5 hours per employee per day

### Commercial Lines Download

- 78% of agencies use
- Saves almost 1.5 hours per employee per day

### Comparative Rating

- 83% use a personal lines real-time rating tool
- Saves more than one hour per employee per day

### Inquiry & Service

- 75% use Inquiry and Service
- Saves almost one hour per day for each employee

## Additional Benefits

- Tools are easy to use
- Improves information accuracy
- Activities are better documented
- Makes password maintenance easier
- Streamlines workflows and makes training faster

*Reference: Real Time / Download Campaign 2013 Agency & Brokerage Technology Survey Final Report*



*Fulfilling the Promise Since 1876*

Why place your business with Central? Because ease of doing business is an integral part of our business strategy. From quoting to delivery, we focus on developing efficient and easy-to-use Workflow Solutions to enhance the quality of your experience with Central and help you provide the best possible service to your customers.

**We make ease of doing business a top priority.** We dedicate ourselves to continuous improvement with our systems and our technology to assure you have access to the most efficient systems.

**We value agency input and feedback.** Central has several advisory councils in place to generate and encourage agency input including the Inner Circle, CSR Advisory Council, Blue Streak Program, and Premier Agency Program, as well as Online Agency Forums.

**We provide training and support.** From online training to a team of qualified service personnel ready to help in any way, we provide training and support so you can utilize our Workflow Solutions to their highest potential.

**We participate in industry initiatives.** Central prides itself on our commitment to continual automation improvements. We have invested in and adopted a full range of Real Time technology and participate in NetVU (Network of Vertafore Users), ASCnet (Applied Systems Client Network), ACT (Agents Council for Technology), and AUGIE (Accord User Groups Information Exchange).

**We implement all lines of business.** Central implements time-saving features for personal and commercial lines, as well as claims and billing. Our goal is to make Central the easiest company to do business with for personal or commercial business.

**We are recognized in the industry for our automation.**

Central has received several technology awards including:

- **Interface Partnership Award** recognizes Central's achievements in and dedication to real-time communication. For the seventh consecutive year, Applied Systems has acknowledged Central's leadership and innovations, citing our interface advancements in download and real-time rating.

- **Interface Excellence Award** from the Applied Client Network for our support of leading-edge agency-carrier interface technology. This award is the association's top honor for carriers that have embraced interface at all levels of agency interaction



- **Quantum Award from NetVU** for our definitive commitment to NetVU member agencies to offer superior workflow productivity and profitability on both the regional and national level.



- **Leadership Award** from IVANS Insurance Solutions (a division of Applied Systems) for displayed leadership in advancing carrier-agency connectivity, demonstrated innovative approaches to IVANS Download or IVANS Real-Time implementation, and driven exemplary initiatives around adoption of download or real-time solutions. Central is one of only six carriers nationwide to be honored with this award.

- **Best Practices Award of Excellence** for the ninth time for our imaginative, outstanding, and unique contributions in advocating Best Practices philosophies that enhance the independent agency system. The Big "I" Best Practices program provides performance benchmarks and business strategies that serve as a guide to improving agency performance.



# Real Time Agency Workflow Solutions Vertafore



## PERSONAL LINES – Download Information

	AFW / AMS360	Sagitta	InStar	Prime
Auto	X	X	X	X
Home	X	X	X	X
Dwelling	X	X	X	X
Inland Marine				
Umbrella	X	X	X	X
Boat	X	X	X	X
Monthly Direct Bill Commissions	X	X	X	
Daily Commissions Report	X	X	X	X
Initial Load	X	X	X	X
E-Docs	X	X	X	X
Claims		Under Review	Date TBD	

## Vertafore Real Time Connectivity – TransactNOW

### Personal Lines

- Billing Inquiry
- Claims Inquiry
- Policy Inquiry
- Endorsements
- Personal Auto Bridge
- Homeowners Bridge
- Dwelling Fire Bridge
- Umbrella Bridge

### Other

- Carrier Passport
- Book Roll
- PL Rating, EZLynx, and Other Comparative Raters
- Consumer Quoting for PL Rating, EZLynx, Trusted Choice

## COMMERCIAL LINES – Download Information

	AFW / AMS360	Sagitta	InStar	Prime
BAP Auto	X	X	X	X
CLP General Liability	X	X	X	X
CLP Pkg (Prop & GL)	X	X	X	X
CLP Property	X	X	X	X
CXS Umbrella	X	X	X	X
WC Workers Comp	X	X	X	X
Initial Load	X	X	X	X
E-Docs	X	X	X	X
Claims		Under Review	Date TBD	

## Vertafore Real Time Connectivity – TransactNOW

### Commercial Lines

- Billing Inquiry
- Claims Inquiry
- Policy Inquiry
- Endorsements
- Commercial Auto Bridge
- Business Owners Bridge
- General Liability Bridge
- Property Bridge
- Package Bridge
- Carrier Passport

To get started using these Real Time initiatives, contact our Technology Support Department at 800-786-4628 or [helpdesk@central-insurance.com](mailto:helpdesk@central-insurance.com).

# Real Time Agency Workflow Solutions Applied

## PERSONAL LINES – Download Information

	Epic	TAM	Vision	Doris
Auto	X	X	X	X
Home	X	X	X	X
Dwelling	X	X	X	X
Inland Marine	X	X	X	
Umbrella	X	X	X	X
Boat	X	X	X	X
Monthly Direct Bill Commissions	X	X		X
Daily Commissions Report	X	X	X	X
Initial Load	X	X	X	X
E-Docs	X	X		
Claims	X	X		

## Applied Real Time Connectivity – Transformation Station

### Personal Lines

- Billing Inquiry
- Claims Inquiry
- Policy Inquiry
- Endorsements
- Personal Auto Bridge
- Homeowners Bridge
- Dwelling Fire Bridge
- Umbrella Bridge
- First Notice of Loss

### Other

- Book Roll
- PL Rating, EZLynx, and Other Comparative Raters
- Consumer Quoting for PL Rating, EZLynx, Trusted Choice

## COMMERCIAL LINES – Download Information

	Epic	TAM	Vision	Doris
BAP Auto	X	X	X	X
CLP General Liability	X	X	X	X
CLP Pkg (Prop & GL)	X	X	X	X
CLP Property	X	X	X	X
CXS Umbrella	X	X	X	X
WC Workers Comp	X	X	X	X
Initial Load	X	X	X	X
E-Docs	X	X		
Claims	X	X		

## Applied Real Time Connectivity – Transformation Station

### Commercial Lines

- Billing Inquiry
- Claims Inquiry
- Policy Inquiry
- Endorsements
- Commercial Auto Bridge
- Business Owners Bridge
- General Liability Bridge
- Property Bridge
- First Notice of Loss



Fulfilling the Promise Since 1876

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