

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 was recognized with the 2014 NetVU Quantum Award for our definitive commitment to NetVU member agencies to offer superior workflow productivity and profitability on both the regional and national level.



Other awards include:

- **2013 Deep Customer Connections Top Ten P&C Performer** for ease of doing business as rated by nearly 7,000 independent agents and brokers. This is Central's eighth year in the Top Ten (#1 in 2009).



- **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.
- **Download Implementation Award** is presented by the Applied Client Network Industry Solutions Committee and recognizes carrier partners and individuals who have worked closely with ASCnet membership to advance agency technology and interfaces with innovations and contributions to those ends.



- **Best Practices Award (2006-2013)** for our imaginative, outstanding, and unique contributions in advocating Best Practices philosophies that enhance the independent agency system.



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
Activity Notes	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, Project CAP

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
Activity Notes		Under Review	Date TBD	
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.

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
Activity Notes	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, Project CAP

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
Activity Notes		Under Review	Date TBD	
Claims	X	X		

Applied Real Time Connectivity – Transformation Station

Commercial Lines

- Billing Inquiry
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- Commercial Auto Bridge
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