



FJA SYMASS

The standard software
for multi-line insurance administration

FJH – THE COMPANY

FJH AG, listed on the stock exchange, is a leading consultancy and software company for the insurance and old age pension scheme market. The business activity focuses on the development and implementation of standard software and individual solutions for insurers and providers of old age pension schemes, as well as actuarial consultancy.

FJH specialized early in the insurance business and is therefore extremely familiar with the requirements and processes of insurance companies. Our employees not only have profound specialist knowledge about insurance, but also extensive IT know-how. At the same time we are closely integrated into the work of the industry's decision-making committees, so our solutions are always state-of-the-art and can offer you a decisive lead when it comes to new product trends or new statutory requirements.

Our customers of many years standing include around half of all German life-insurance companies for whom we have successfully carried out various large-scale projects over the last 25 years, as well as renowned health and property insurance companies. Our software is used worldwide in 20 countries on three continents including the USA and Australia, as well as in a large number of Eastern European countries.

In addition to the Munich headquarters, we are represented in Germany with offices in Hamburg, Cologne and Stuttgart and subsidiaries in Switzerland (Zurich), Austria (Vienna), in the USA (New York) and in Slovenia (Maribor).

Under the established brand name FJA, the FJH Group offers a wide range of software solutions that support insurance companies and providers of old-age pension schemes in all central business areas and problems. The spectrum ranges here from policy administration systems to software for process and document management and solutions for the point-of-service, right through to systems for asset liability management and risk management.

The software range in the policy administration sector centres on the FJA Life Factory[®]. This tried and tested standard software supports all essential business processes that arise with a life insurance – from the development of new insurance products to preparing tenders and drafting an insurance policy, right through to accounting and insurance policies due for payout. Besides classic and unit-linked life-insurance policies, new products for private and company pension-schemes like the so called Riester and Rürup pensions, superannuation or pension funds can be developed and administered.

For smaller and medium-sized insurance companies FJH offers FJA Symass, a standard software package that provides a lightweight, multi-line policy administration system. It supports rapid development and introduction of new products, yet places minimal demands on the users' hardware and IT-Know-how.

In the field of process and document management, FJH helps insurers from all lines of business, including private and statutory health insurers as well as benefit agencies to organise their processes more efficiently and consequently cut their costs.

Besides the proven standard solutions in state-of-the-art technology, the benefits tendered by FJH also include the introduction, customizing and testing of software, the reliable and fast migration of insurance portfolios as well as the development of tailor-made individual solutions – whether as complete new development or based on our existing offer.

Additionally, we support you in your specific problems with our IT know-how and our technical expertise. The range here covers actuarial consultation in the development of new products or the implementation of new statutory requirements to the design of IT architectures, right through to the optimisation of business processes.

REQUIREMENTS

In the insurance industry, there are many situations where lightweight and cost-effective administration systems are called for. These systems must however be able to cover all the core functions of an insurance company and be deployed with maximum flexibility. This might for example be required:

- If insurance companies wish to convert to an integrated software system
- As IT solution for a newly founded company
- As software solution for foreign subsidiaries
- For handling of special portfolios

In most cases, this calls for a high degree of software flexibility, a short time to market, intuitive user functions and scalability, which often cannot be achieved with existing IT systems.

STANDARD SOFTWARE

The FJA Symass standard software system supports all core business processes within an insurance company. FJA Symass is:

- A complete, integrated comprehensive system
- A multi-line system (life, unit-linked, property, accident, health)
- Multilingual
- Upgradable through releases
- Equipped with an open interface architecture
- PC-based (Microsoft® Windows operating system for client and server; fully compatible with Microsoft® Office)

FJA Symass is developed and enhanced as part of a release plan. This ensures that clients can benefit from further developments through cost-effective upgrades (e.g. to accommodate changes in the law, market trends, new IT features).

FJA Symass is used successfully by a large number of companies in eight European countries.

With FJA Symass, productive operations can commence a mere few weeks after the start of a project.

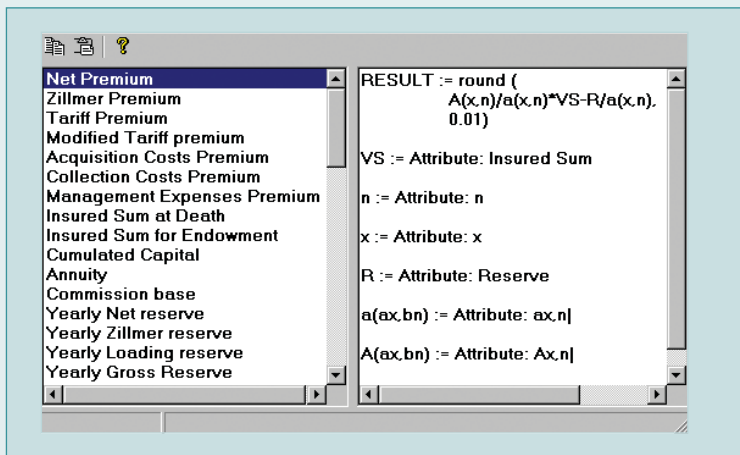
SYMASS – COMPLETE SUPPORT FOR ALL BUSINESS PROCESSES

Product definition

FJA Symass supports the rapid development and launch of new products. The following product classes are pre-configured as samples within the system:

- Life plus unit-linked life insurance
- Accident insurance
- Property/liability insurance
- Health insurance

The individual products can be freely combined or put together as "product packages". FJA Symass offers a formula editor and tools enabling a simple computational test and rapid error correction.



The user can store all the relevant formulas in the central formula editor.

Proposal/offer

The Internet-based optional component FJA Symweb enables FJA Symass to support the entire process for new insurance business. FJA Symweb can be used to calculate offers independent of location, and to print out, record and transfer proposals and applications from the Front-Office right through to the Back-Office.

Contract administration

Contract administration for all insurance lines is based on a uniform procedure. The key features of contract administration include:

- Automatic calculation of all actuarial values (contribution, reserve, surrender)
- Historisation
- Value adjustment, indexation for all insurance lines
- Multiple policies per policy holder

Contribution payments

All collection procedures are automated and require no manual intervention. The key features are:

- Account management for individual contracts
- Management of groups of open amounts
- Account balance for each partner
- Collective payment collection
- Direct debit
- Transfer of payments to different accounts
- Integrated reminder procedure

Insured events and claims

Processing of insured events incorporates the inputting of a claim and extends to creating a reserve for and determining the benefit amount through to its verification and approval of the payment instruction. Benefit processing is fully integrated within FJA Symass's outgoing payments system. Accounting evaluations and statistics are updated on a daily basis and made available.

Partner administration

FJA Symass enables uniform treatment of all natural persons and legal entities connected with the insurance company (policy holders, insured persons, beneficiaries, injured parties, agents, etc.). This data is centrally available to all FJA Symass components. FJA Symass partner administration can be replaced by an interface to third-party systems.

Agent/commission

FJA Symass maps all important data and functions for calculating commission. It's possible to handle as much as internal and external sales structures e.g. for sales organisations and brokers. Any number of agents can be administered. Different types of commission and commission rates can be defined for each agent and each product. Calculation of commission can either be controlled manually or be performed automatically at regular intervals.

Reinsurance

The reinsurance component establishes the reinsurance rules for a specified part of portfolio and period of time. The system generates periodic reinsurance reports and settlement is initiated automatically.

Standard reports

With FJA Symass, standard statistics can be generated at the press of a button, enabling the production of reports for the Supervisory Office or data for quarterly and annual reports. Reports are exported in customary formats (e.g. Microsoft® Excel).

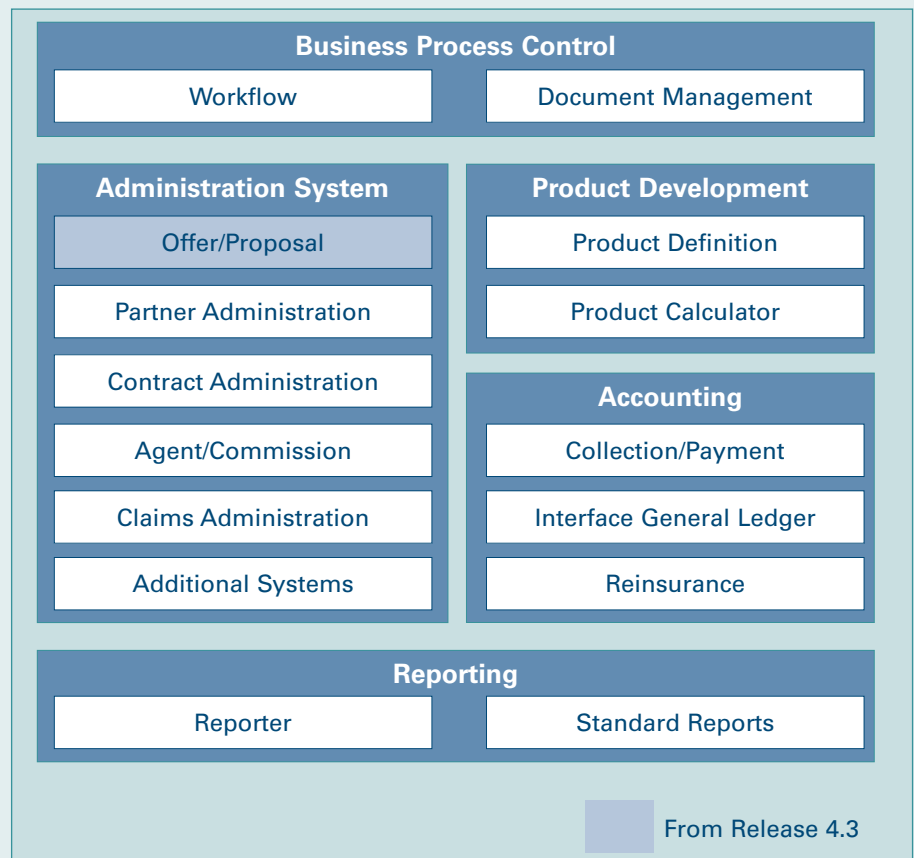
Reporter/controlling

The reporter tool provides FJA Symass with an extremely flexible reporting system enabling users to execute customised data enquiries and statistical definitions. The results can be stored, adapted and reused. Examples of procedures are sales control and marketing campaigns. Key features include:

- Any number of reports possible using all data in the database
- Predefined report formats (tables, lists, totals sheet, etc.)
- Reusable reports
- Transfer to Microsoft® Excel

Document management/workflow

FJA Symass contains a document management system with integrated workflow support. After scanning, incoming documents can be distributed to case handlers' incoming mailboxes for further processing. The document management system supports audit-proof archivments.



The individual components of FJA Symass – an overview.

SYMASS – A FUTURE-ORIENTED TECHNOLOGY

User guidance

The Windows-based user interface control provides users with a familiar work environment. User guidance is optimised for the business processes of an insurance company. Users do not have to undergo lengthy training.

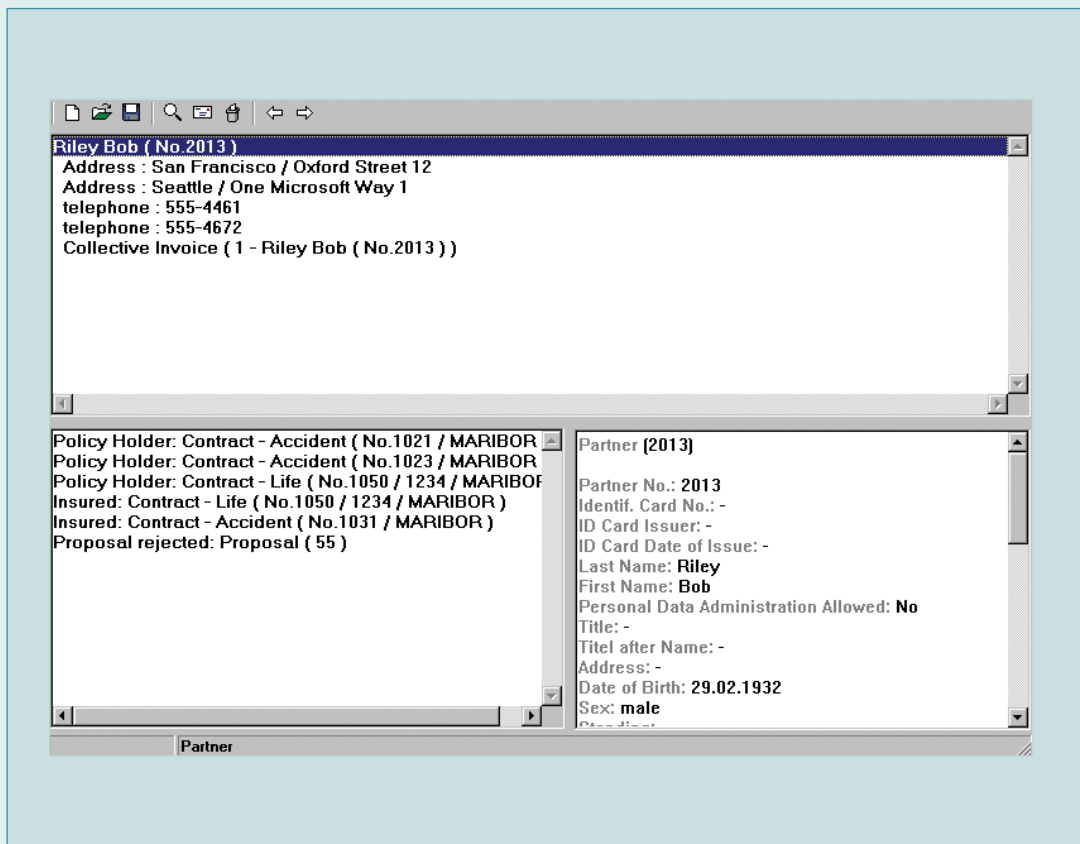
Service functions

FJA Symass contains internal functions that considerably facilitate administration and case handling, including:

- Administration of organisational structures
- Legitimation and authorisation system
- Extensive user online-help
- Recording of business processes

System implementation and maintenance

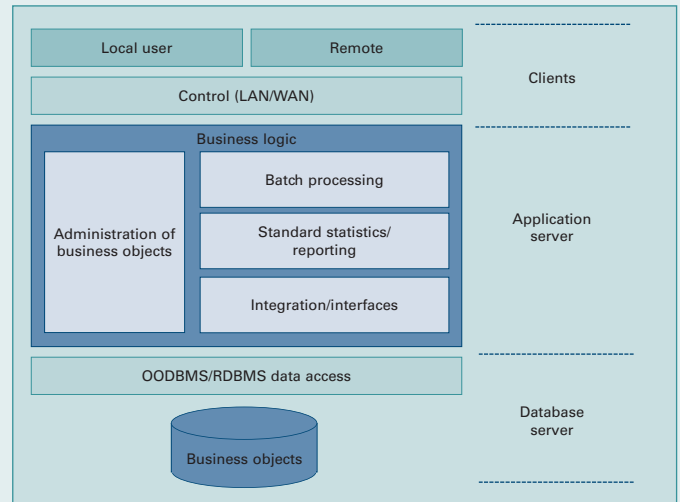
Implementation and maintenance are extremely comfortable, so no extensive IT knowledge is required. FJA Symass's release plan ensures that through upgrades, insurance companies can benefit cost-effectively from further developments by FJH (e.g. to accommodate changes in the law, market trends, new IT features). FJH offers extensive support ranging from a helpdesk and hotline through to service packages.



All the information at a glance: the central customer overview.

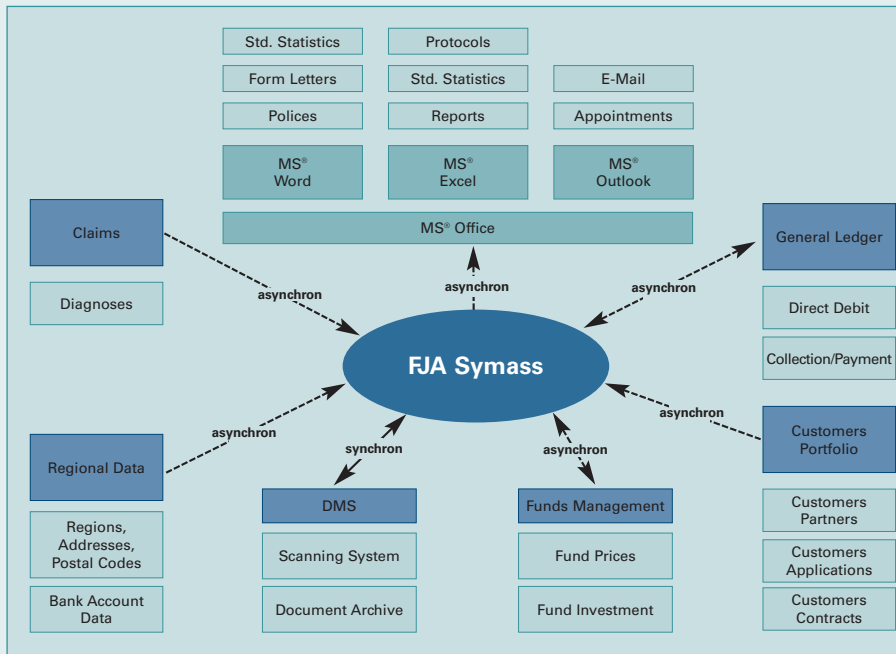
TECHNOLOGY

The software architecture of FJA Symass is designed for maximum portability, stability and scalability. It is based on a standard Windows client-server architecture, using object-oriented technology. FJA Symass contains an integrated database but can also operate with standard databases such as Oracle.



The system architecture of FJA Symass

INTEGRATION/INTERFACES



The interface architecture of FJA Symass

A range of standardised, pre-configured interfaces to neighbouring systems are available to facilitate the integration of FJA Symass into the company-specific application landscape.

Outlook can be accessed directly from FJA Symass.

The adjacent graphic shows a schematic representation of the options available for connecting existing systems or exchanging data via import and export interfaces in FJA Symass.

Standard applications from the Microsoft® Office Package such as Microsoft® Excel, Microsoft® Word and Microsoft® Outlook can be integrated with ease. To facilitate the planning of appointments and meetings, Microsoft®

BENEFITS AT A GLANCE

FJA Symass

- Offers a secure investment in the form of standard software with scheduled further development
- Is a multi-line solution that has been proven in practice
- Supports all business processes of insurance companies
- Allows rapid development and introduction of new insurance products
- Is a complete, integrated comprehensive system with open interfaces
- Has minimum requirements in terms of hardware and IT knowledge regarding implementation and operation
- High performance and flexible scalability
- Future and investment security thanks to FJH, your reliable partner

CONTACT

FJA Feilmeier & Junker GmbH
A Company of the FJH Group

Elsenheimerstraße 65
D-80687 Munich

Phone +49 89 76901-0

Fax +49 89 7698813

E-mail products@fjh.com

Internet www.fjh.com

As per: 10/2005

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