

Incident Management System

All your claims. One powerful application.

The screenshot displays the 'Incident Report' window. At the top, it shows the Incident Number (14517), Date of Incident (Thursday, March 27, 2008), Veh # (D233), and Incident Status (Received). Below this is a navigation bar with tabs for General, Parties, Assets/Property, Scene, Activity Log, Attachments, User-Defined, and Info. The main form contains several fields: Date/Time (3/27/2008, 3:20 PM), Incident Location (Market & 12th Streets), City (Philadelphia), State/Zip Code (PA, 19120), Incident Type (AA - Automobile), Company (TSE - Tri-Star), Division (NE - Northeast), and Facility (021 - NY Shipping Port). A Description field contains the text: 'Our vehicle was stopped, awaiting a protected left turn signal. The adverse vehicle made a tight left-hand turn from 12th Street and struck the front left bumper and quarter panel of our vehicle.' Below the description is a 'Heads-Up Information' section with the text: 'There are 6 liability claims for this incident. There is 1 subrogation claim for this incident. Bodily Injuries & Property Damage'. At the bottom, there is a record navigation bar showing 'Record: 1 of 1'.

Benefits

IMS delivers key benefits to optimize your claims operation:

- **Minimize losses and save money** by taking early, swift action on claims
- **Improve reporting time** with Internet-based notification
- **Expedite settlements** using accurate, timely information
- **Increase productivity** with useful workflow tools
- **Spot loss trends and risk factors** through comprehensive reports

Powerful Claims & Risk Management

Enterprise risk management is challenging. Having software that can facilitate the many tasks of today's claims and risk managers is critical. Incident Management System (IMS) from APP Technologies, LLC is the system that can bring a new level of knowledge and control to your organization.

IMS is able to handle many different types of claims, including: worker's compensation, automobile, general liability, P&C, and more.

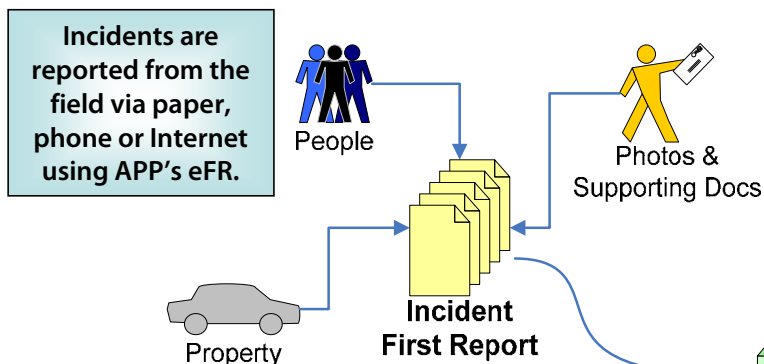
IMS covers the entire claims lifecycle: From first report to final payment or collection, IMS is your irreplaceable companion. Outstanding reports, peerless performance, and rock-solid security all come together in a product that is easy to learn and use.

Go beyond claims management with deep analysis into the real contributing factors to your losses. IMS helps you design effective risk management programs based on solid knowledge. It all starts here with IMS.

**Superior Claims Management.
It All Starts Here.**

Manage Every Facet of Your Claims Operation

Incident Occurrence



Liability and Subrogation Claims

Create liability and subrogation claims; set reserves to estimate financial exposure.

Payments made and collections received automatically adjust reserve balances delivering real-time financial information.



Analyze many vital areas, including:

- Liability/Exposure
- Repeat offenders, chronic cases
- Loss History

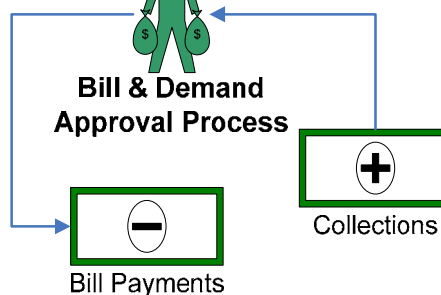


Reports

- Loss Run
- Fault Analysis
- Cash Flow: Collections & Payouts
- Claim Activity Diary
- ...and many more!

Track, negotiate, and make or receive payments.

Completely manage all bills received and demands sent!



Complete Claim Management

Billing, Collections and Payments

Features

IMS is loaded with all the essential features you need to maintain complete control over your vital incident and claims information:

- Full-featured incident capturing, claim creation, and claim reserving
- Automatic e-mail notification system to alert managers of critical activity on incidents/claims
- Flexible reporting delivers insight into your loss history by allowing you to examine data by type of loss, employee, vendor, vehicle, etc.
- Bills, demand letters, invoicing and collections
- Automatic bill payment scheduling based on definable budgets
- Full suite of detailed management reports including managerial loss-run generation

- Attach photos and documents to any file
- Integration with accounting software packages such as Microsoft Dynamics and QuickBooks
- Activity log keeps a history of all claims and incident activity with diary-ahead reminders
- Internet web-based incident capturing using Electronic First Report (eFR)
- User-defined security on a per-roll basis
- Direct integration with Microsoft Office applications such as Word and Excel
- Track insurance policies, certificates of insurance, assets, products, and employees
- Import insurance carrier data for consolidated loss run reporting with IMS's own data
- Data storage using Microsoft SQL Server 2005