



TOKIO MARINE

TOKIO MARINE HCC BACKGROUND

Tokio Marine HCC (“TMHCC”) developed an artisan contractor portal called ArtisanEdge™, which meets the needs of small- to mid-sized artisan contractors. Through this portal, general liability for 36 contractor classifications are available with instant policy issuance. Their nation-wide offering, sold exclusively

through independent agents, includes Admitted General Liability, Contractor’s Personal Property and supported Excess Liability.

TMHCC is part of Tokio Marine, a premier global insurance group founded in 1879, with a market cap of \$33 billion, an A.M. Best rating of A++ XV, and offices in the United States, the United Kingdom, Spain, and Ireland.

FOCUS ON BUSINESS GROWTH

TMHCC's ArtisanEdge™ portal has been hailed a transformational technology for the industry because it made writing artisan contractors insurance faster and more intuitive than ever before. In four easy steps an agent can price, indicate, and bind a policy using automated underwriting for many classes, without a company referral.

Roughly six months before release of the program to the market, TMHCC realized they needed a billing and payments component in order to better manage the needs of their customers. They evaluated the possibility of internally building a billing and payments solution that could work with their ArtisanEdge™ platform. They also considered the possibility of using one of their core system vendor's billing components. However, cost plus the estimated development time frame and implementation requirements were prohibitive and ultimately prevented their team from tackling their strategic goals. Ultimately, TMHCC concluded that the time and capital required to undertake this development would be better used to drive the growth of their artisan contractor business.

IN ORDER TO ENSURE THE SUCCESS OF THEIR PROGRAM, TMHCC NEEDED A CONFIGURABLE BILLING AND PAYMENTS SOLUTION THAT PROVIDED THE FOLLOWING:

- 1 **Seamlessly integrated with their existing core system in a short period of time**
- 2 **Effectively supported the workflow of the business**
- 3 **Delivered a positive ROI quickly**
- 4 **Was scalable to meet the anticipated growth of the business**
- 5 **Was continually updated to ensure that functional requirements and technological advancements were met as the business matured**
- 6 **Provided a superior customer experience that was accessible 24/7/365, aesthetically beautiful, and simple to use**
- 7 **Addressed the comprehensive compliance and data security needs of a tier one insurance company**



KEY SUCCESS FACTORS

SINGLE PARTNER SOLUTION Everything was implemented by Input 1 and TMHCC. No other vendors were required to implement the entire billing and payments service. This provided substantially lower cost, which increased the ROI on the project.

TIME TO MARKET The program was developed and implemented in record time.

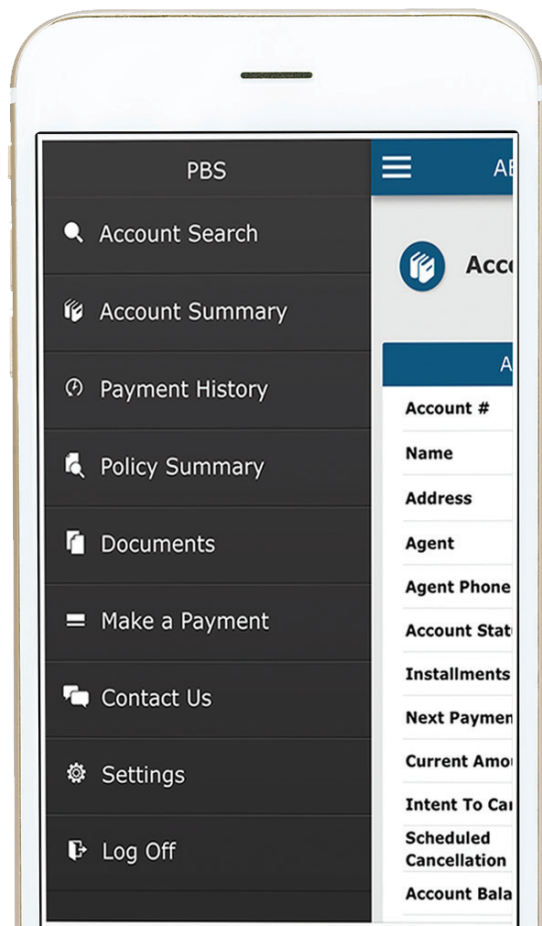
COST EFFECTIVE The cost of the program was borne by the installment fees paid by the policyholders.¹

INTEGRATION/EASY PURCHASING PROCESS Using Input 1's standard APIs, the billing and payments solution was quickly integrated into the bind and purchasing process.

CUSTOMER EXPERIENCE Policyholders and agents are given real-time access to account information, helpful reminders to prevent cancellations, reporting, and the ability to make payments anywhere, anytime, and on any device.

THE DEMAND FOR AGENCY AND INSTALLMENT BILL OPTIONS Input 1, LLC's billing and payments service provides TMHCC customers with pay-in-full, installment bill and agency bill (with paperless premium finance) options.

¹ Credit card processing costs are a pass-through expense.



THE SOLUTION

TMHCC heard about Input 1 from a different division of their company (Contractor Bonds) and the success this division had with the Input 1 solution.

Input 1 delivered a comprehensive, end-to-end billing and payments solution to TMHCC. All costs for the program are ultimately borne by the policyholder.¹

The Input 1 billing and payments interface was woven directly into the policy rating portal developed by TMHCC. This means that once the policy coverages and pricing are established, the very next screen provides payment selection, which is captured by Input 1. This provides a uniform and uninterrupted experience for the policyholders and agents.

Policyholders, with the help of their agents, choose from a variety of flexible payment plans, including installment bill, pay-in-full, and premium finance. Policyholders and agents can access account information online via their desktop, or through a mobile website delivered and managed by Input 1 but branded as TMHCC had requested.

Input 1 handles the entire billing and payments process, including notice delivery (email, paper, or both), payment reminders (via email, text, or both), payment processing (ACH, credit and debit cards, paper checks, wire transfers) including recurring or one-time payments, commission statements and payments, management reporting, etc. The Input 1 solution also provides valuable data analytics via graphs and charts, and a custom report writer in the management interface that gives TMHCC valuable insight into their business.

THE RESULT

By choosing Input 1's insurance billing and payments service, TMHCC integrated into their core system a key solution that met all of the requirements, and they were able to do so without delay. Furthermore, partnering with Input 1 allowed TMHCC to concentrate on the continued growth of their artisan contactor business model, instead of on the processes of their business.



The Tokio Marine name and reputation in the marketplace is undoubtedly one of the best around. It was critical that we helped TMHCC deliver a solution that exceeded their customers' expectations and provided an easy, full-featured billing and payments solution. We are extremely excited about the opportunity that this solution provides and the success that it will create for TMHCC in the future.

—CHRIS FARFARAS Executive Vice President, Chief Sales and Marketing Officer, Input 1, LLC

A successful launch was important to us, and the initial agent experience was absolutely critical to our long-term success. Developing and launching a new product offering is time consuming and stressful enough. With time-to-market concerns and IT resources dedicated to other projects, we relied on Input 1 to assist us. The results couldn't have been more positive for both our agents and policyholders.

—CHRIS DAY President, Tokio Marine HCC-Casualty Group

