



ELECTRONIA



SMART INSURANCE SOLUTIONS

Electronia's Smart card based Insurance System is an integrated solution to facilitate efficient and cost effective operation while maximizing customer satisfaction and minimizing duplication of data entry. The solution promotes customer loyalty to increase revenues and provides additional facilities to customers at no extra cost.

The core of the system lies in creating a single card that will have insurance details for multiple applications such as Vehicle, Medical, Personal and Fixed Asset insurance. The modular structure of the system permits programming of the Insurance Card for any one or all of the applications. The card has basic details like the Expiry Date, Date and Amount of Settled Claims, Details on physical disability or hereditary diseases, Names of dependents & Emergency contact number.

How does such a system lead to increased customer loyalty and revenues? Most individuals and

corporations use multiple agencies to meet their Insurance needs. Corporate programs can be incorporated in the cards to provide facilities and services to card holders such as preferential service & discounts at Hospitals and Pharmacies, When combined with Electronia's Smart card based vehicle management system the card holder can avail of various benefits at Automobile Agencies, Car Rental Companies and Service Centers. The system generates an advance notification of Insurance Policies that are nearing expiry. This ensures that the Insurance agency contacts the customer in time to renew the contract and retain its share of business.

Since the system maintains details of settled claims, providing no-claim bonus to customers is automatically notified by the system. The Health care module has provision to alert the service provider in case a claim is being provided for ailments that are hereditary or not permitted under the Insurance Contract.

Applications

Electronia's Smart card based Insurance system addresses the following application areas:

Health Insurance:

The Health Insurance module has been developed keeping in mind the requirements of both the Insurance agencies and healthcare service providers. The insurance card is created for an individual at the time he takes up health insurance. The card is loaded with the Insurance policy details, basic medical information of the bearer and the names of authorized Health care service providers and agencies participating in promotional programs. This card serves as a pointer to the cardholder's detailed data that is stored on the service providers' computers. Every time a transaction takes place, these records are updated and transmitted to the Insurance service provider over a network connection. Alternately, this information is relayed to the service provider using a dial-up facility. The Insurance Service companies keep updating the records at the healthcare agency for valid users in a similar fashion. While the card is valid, it may be used for availing discounts and other promotional facilities at participating agencies such as Pharmacies, Fast food outlets, Supermarkets etc. Every time the insurance needs to be renewed, the only information required to be updated is the expiry date. All other information is already available in the system. The system has provision for limiting the value of a single transaction or nature of treatment.

Household & Fixed Asset Insurance:

This module has the provision of tracking fixed asset insurance policies while providing the benefits of a corporate loyalty program as value

added service. All details of Gadgets, Equipment, Jewelry, Movable and Immovable property are stored in a database with their value. Availability of this information on the computer facilitates quick settlement of claims and processing of renewal applications.

Vehicle Insurance:

Electronia's Vehicle Insurance module minimizes the need to carry cash just for taking care of vehicle breakdowns and accidents. The card, while storing the details of the vehicles Insurance Policy, is valid for availing services at participating Petrol Stations, Service Centers and Workshops. The bearer is provided service at any of the participating agencies and the records transferred to the Insurance agency. The system has provision for limiting the value of a single transaction or nature of repair.

System Architecture

Technical Specifications

Insurance card
Smart card Terminal
Application Software

- MS Windows based
- Open Data Base Connectivity for database support
- Supports a Distributed/Disconnected system
- Export data to other applications/databases in the reliable XML Format
- Interface support to standard Data Base Management Application
- Provision to customize information on the Card
- Supports automatic transfer of claims from the Participating establishments
- Provision for an authorization process for validating claims - multiple levels
- Online/Card based authorization.
- Flexible reporting features