

Legacy Systems

In Force Solutions

Achieve significant cost savings while transitioning legacy systems and operations to an efficient operating platform supported by current technologies

A Pervasive Issue

To COOs and CIOs in the industry, legacy systems represent a challenge at the core of their organizations with broad financial and operational implications. Surrounding the systems are a network of infrastructure specialists, operating policies and workarounds, data feeds, customer requirements and reporting that magnify the base technology issues and create institutional inefficiencies and structural cost inflation.

Legacy systems and service platforms raise a host of challenges facing management:

- What is the true cost of ownership in maintaining and supporting legacy systems, today and in the future?
- Are there significant redundancies due to multiple systems supporting individual product lines?
- Do legacy systems impede the customer experience? Do they meet your current objectives and benchmarks for customer service?
- Are workarounds and manual processes necessary to mitigate service gaps due to technology limitations?
- Are there risks inherent in the legacy systems, including aging expertise, data integrity and overall fragility?
- Are there broader ramifications for product, actuarial, financial reporting, and risk management?

Through In Force Solutions, Wilton Re brings cost leadership for policy administration to our client companies while maintaining high standards for policyholder service.

Transition and Conversion Management

Strong project management for transition and conversion are fundamental to our offering and sets the course for a long term service relationship. Wilton Re's proprietary process and seasoned management team ensures a structured and timely conversion. Our highly disciplined approach:

- Greatly reduces the resource commitment of our clients
- Employs proven methodologies for the transition to BPO systems and processes
- Is designed to mitigate disruptions to policyholders and agents
- Embeds risk management in the process to ensure the quality of outcomes

Benefits of In Force Solutions

- 1 Cost Guarantees:** Wilton Re guarantees the cost of conversion and ongoing policyholder expenses through our reinsurance pricing and settlement
- 2 Immediate realization of expense savings:** At closing, clients receive higher ceding commissions based on the anticipated expense savings
- 3 Permanence:** Wilton Re assumes the risk of BPO service failure or insolvency and, in this event, will bear the cost of remediation and/or transfer to a new service platform
- 4 IT perpetuity:** Wilton Re assumes the risk of IT obsolescence as well as the need for, and cost of, enhancements, upgrades and ongoing maintenance
- 5 Confidence:** Wilton Re expertise in legacy system conversion and BPO transition and management ensures a controlled, 'no surprises' experience
- 6 Alignment:** Reinsurance helps ensure high standards of customer service are met as we invest in your customer and business

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Strength of Experience

Wilton Re's management has been at the forefront of legacy system conversions in the life insurance industry. Our experienced team and proven methodologies position Wilton Re as an industry leader in systems remediation and operating platform conversions.

Legacy systems remediation is an integral part of Wilton Re's In Force Solutions. Wilton Re's In Force Solutions are reinsurance-based and can provide a range of financial and operational benefits.

Administration Services

Wilton Re provides full administration services to meet the needs of our clients and policyholders. Our high standards of customer and agent services consistently rank in the top tier in industry surveys of policy administration. Core service capabilities include:

Policyholder Services

- Call center operations
- Policy changes
- Billing and premium processing
- Policy reinstatement
- Surrender and loan processing
- Mail room services
- New business issuance (when applicable)

Claims Services

- Claim notification
- Claims adjudication and coordination
- Claim payment
- Disputed claims management

Financial Services

- Bank reconciliations
- Transactional data and reporting
- Filing and payment of policy related taxes
- Annual statement schedule compilation

Compliance

- Regulatory compliance
- Corporate compliance

Achieve conversion of legacy systems in as little as nine months, on time and within budget, while minimizing the commitment of company resources

Wilton Re advises on all aspects of In Force business. Our approach is collaborative and tailored to the unique circumstances and needs of our clients. Each transaction balances our clients' objectives for:

- Financial goals and ROE improvement
- Capital availability for reinvestment
- Improvement in business valuation
- Administrative systems and process improvement
- Ongoing improvement in operating costs

We do so by tailoring the reinsurance structure, ceded percentage, conversion approach, timeline and the extent of ongoing administrative services.

Contact Wilton Re to learn more about the versatility of our In Force Solutions

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