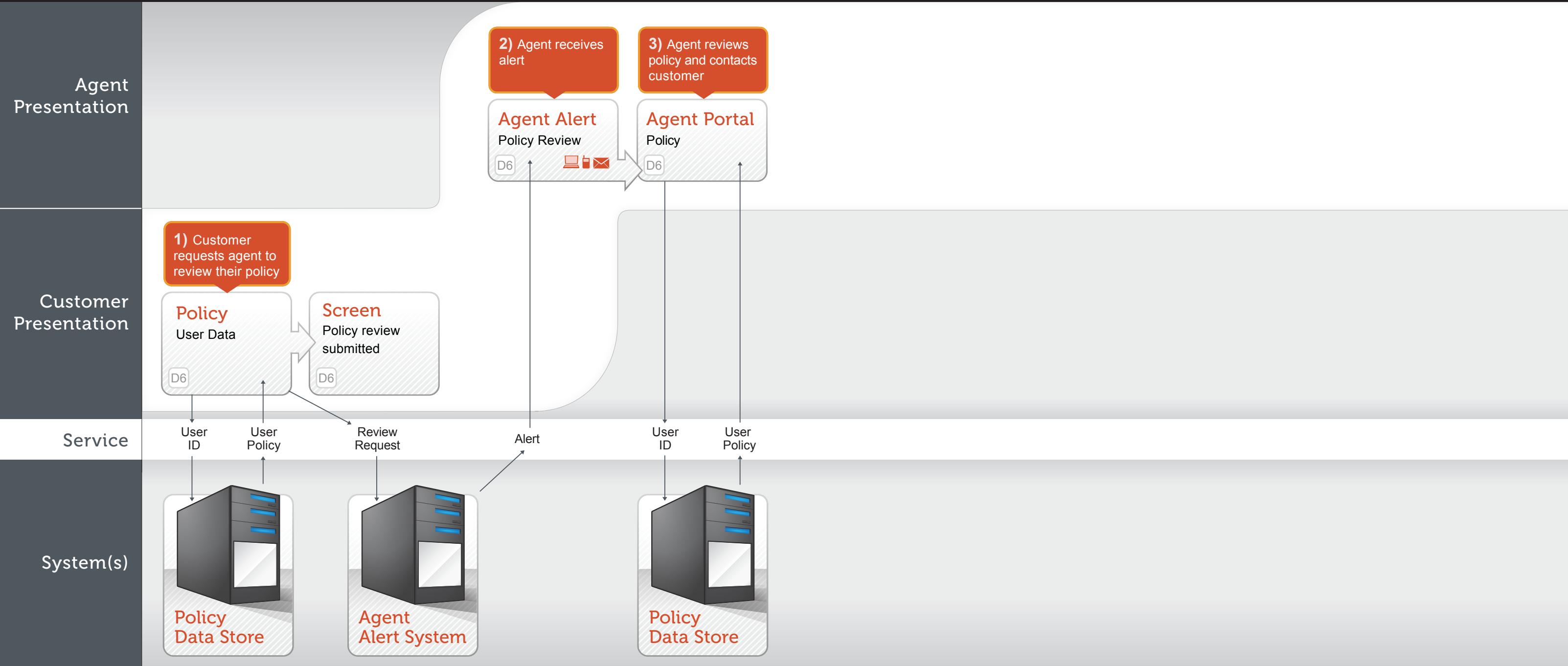


Request Policy Review



Data Integration

Step 1

User Data Store - Takes in user identifier and returns policy data.

Agent Alert System - Takes in agent review request and sends agent an alert.

Step 3

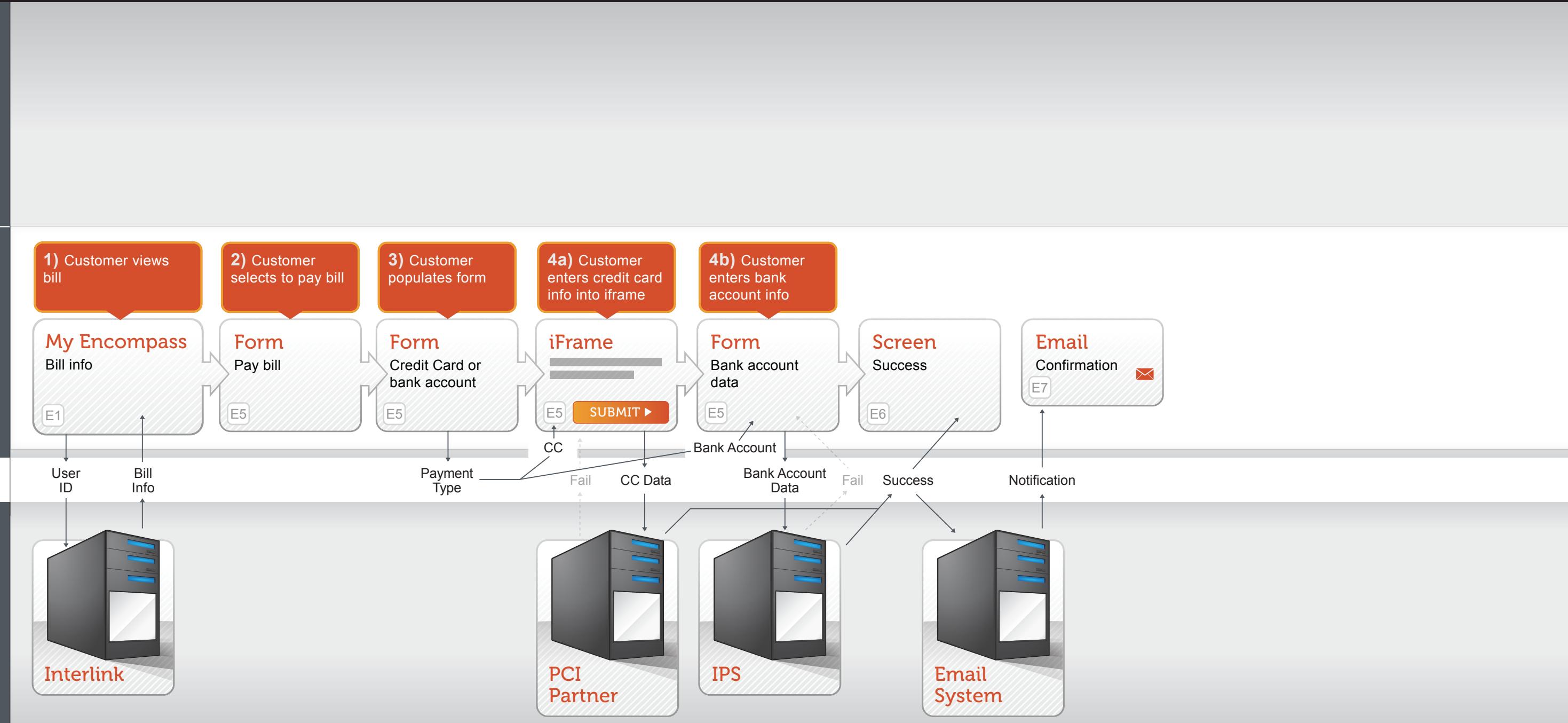
Policy Data Store - Takes in user identifier and returns policy data.

Agent Presentation

Customer Presentation

Service

System(s)



Data Integration

Step 1

Billing System - Takes in user identifier and returns current billing information.

Step 4a

PCI Partner - Takes in credit card data and processes payment.

Step 4b

IPS - Takes in bank account information and processes payment.

Step 4

Email System - Sends customer confirmation email that payment was received.

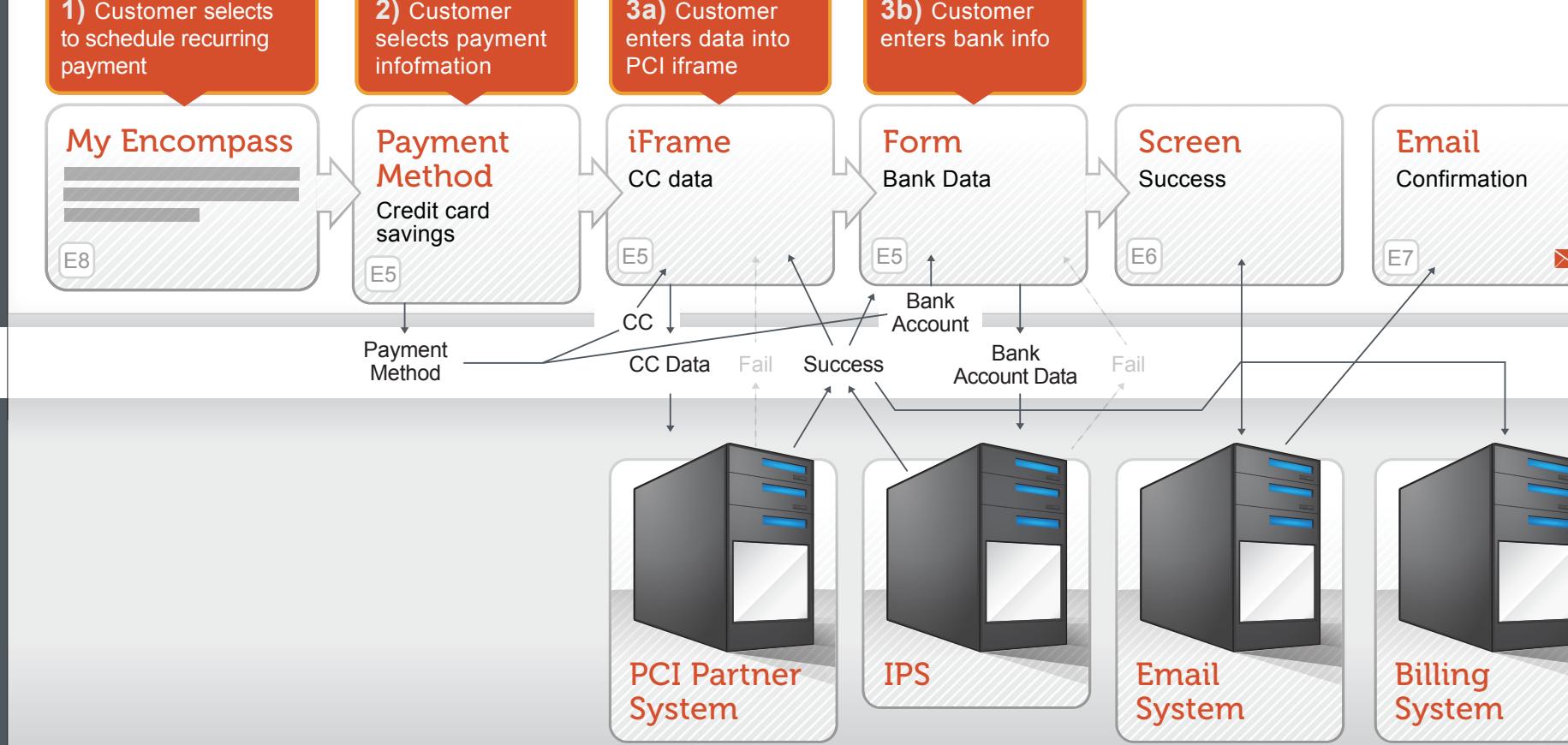
Schedule Recurring Payment

Agent Presentation

Customer Presentation

Service

System(s)



Data Integration

Step 3a

PCI Partner - Takes in credit card data and processes payment.

Step 3b

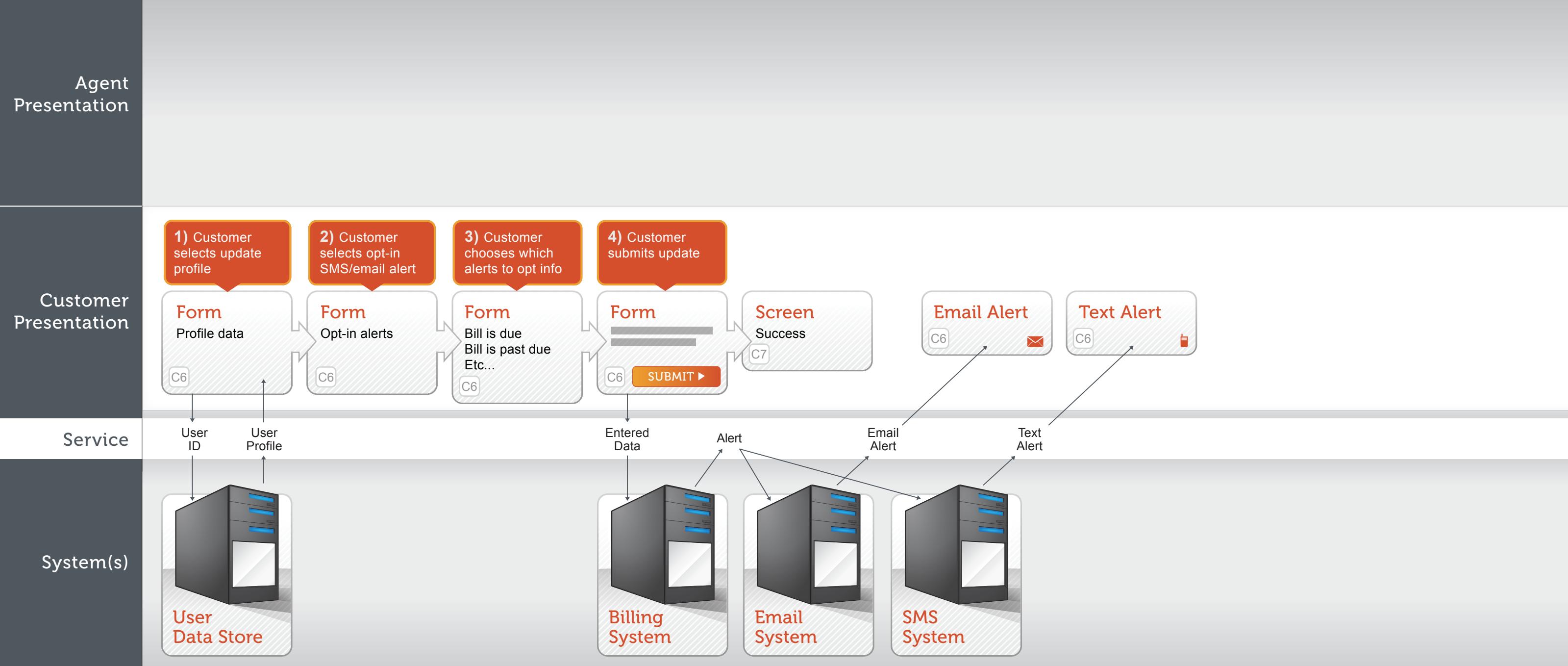
IPS - Takes in bank account information and processes payment.

Step 3

Email System - Sends customer confirmation email that recurring payment was scheduled.

Billing System - Takes in flag to use recurring payment method

Opt-In SMS/Email Alerts



Data Integration

Step 1

User Data Store - Takes in user identifier and returns user profile

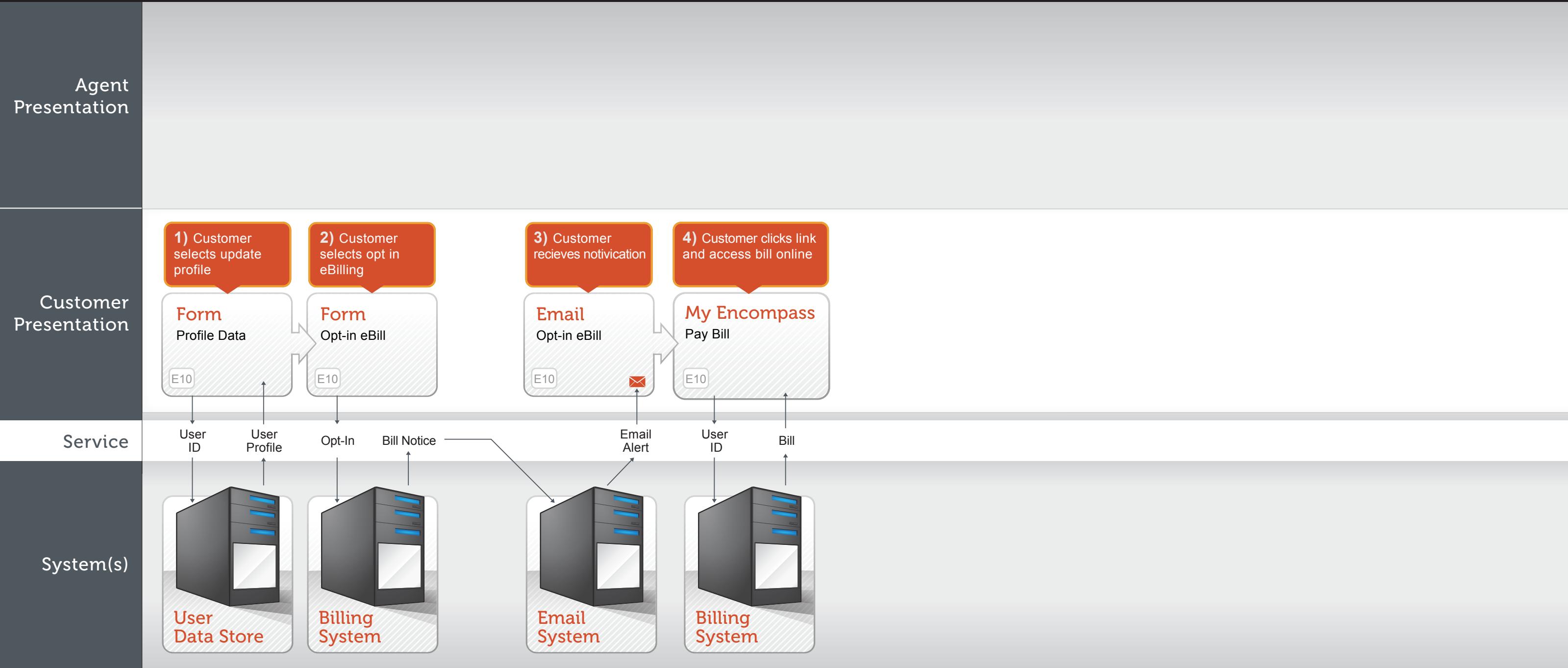
Step 4

Billing System - Takes in customer alert flags.

- Sends future alerts out that were flagged.

Email System - Takes in billing alert and emails it to customer.

SMS System - Takes in billing alert and texts customer.



Data Integration

Step 1

User Data Store - Takes in user identifier and returns user profile.

Step 2

Billing System - Takes in Opt In flag.
 - Sends future bill notifications electronically.

Step 4

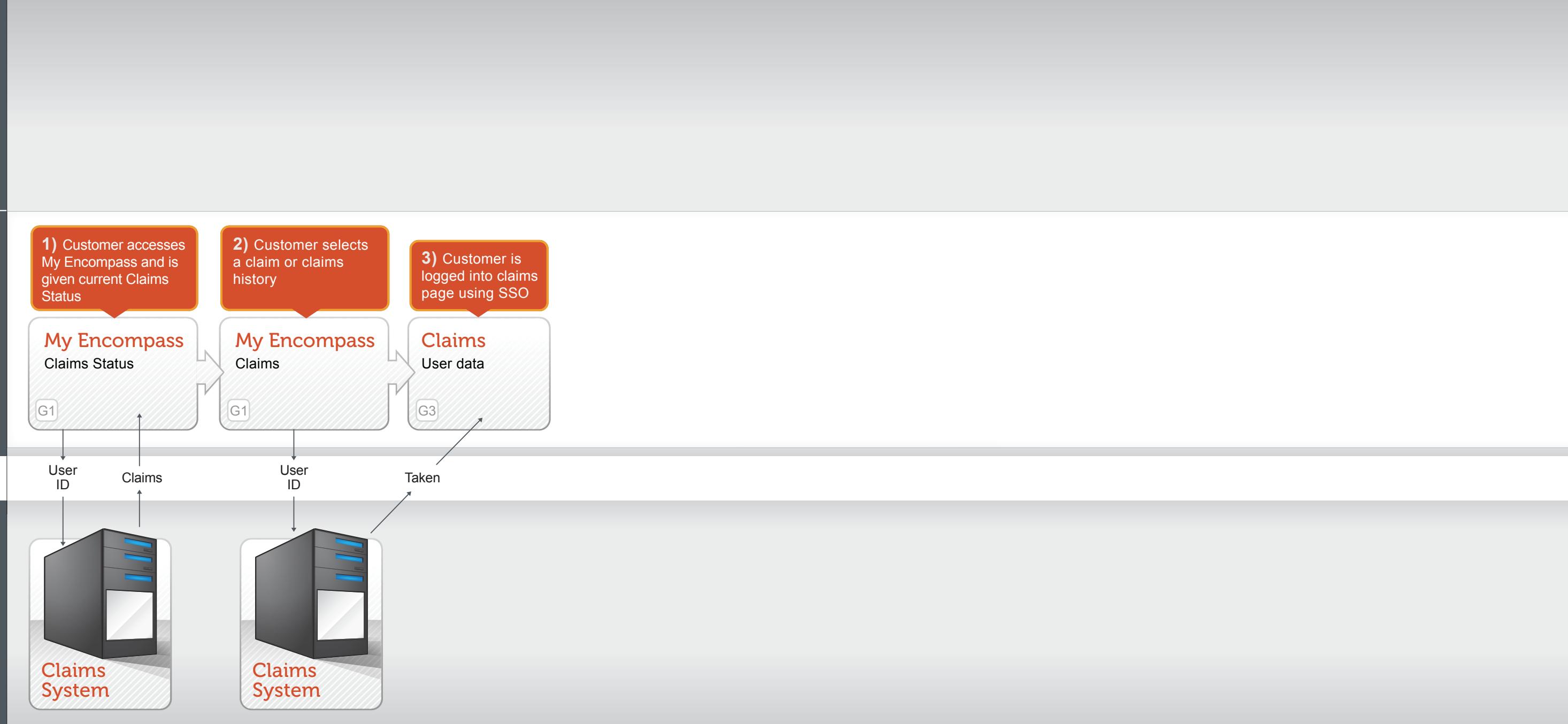
Billing System - Takes in user identifier and returns bill.

Agent Presentation

Customer Presentation

Service

System(s)



Data Integration

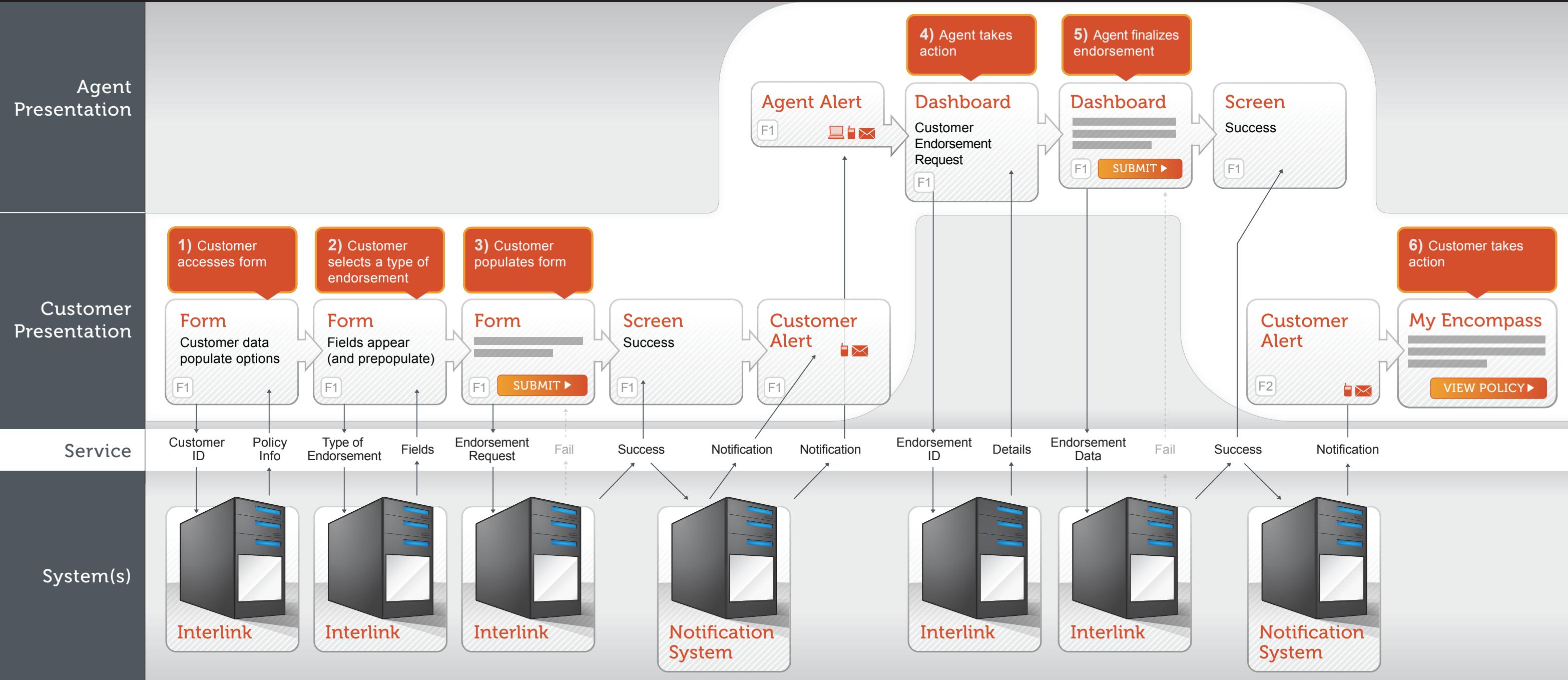
Step 1

Claims System - Takes in user identifier and returns current claims status.

Step 2

Claims System - Takes in user identifier and returns a token or other object to allow for SSO.

Initiate an Endorsement



Data Integration

Step 1
Interlink - Takes in customer ID and returns policy info.

Step 2
Interlink - Takes in endorsement and returns fields.

Step 3
Interlink - Takes in updated policy data and returns success/fail.
Notification System - Sends customer success message after submitting endorsement.

Step 4
Interlink - Takes in ID and returns endorsement details.

Step 5
Interlink - Takes in updated policy date and returns success/fail.
Notification System - Sends customer success message after endorsement is completed again.