# **First meeting (24-Sept)**

Part about Agent Services

**Speaker 3**

(45:18) So, um, we'll go kind of, uh, one go briefly, kind of the overview of what we do and kind of the two main key areas, uh, that we're going to be focusing on. (45:29) Um, so doing insurance, we do credit insurance primarily. (45:34) And so, um, we have banks, uh, credit unions, dealerships, people sell our policies when they, uh, issue a loan or something else.

(45:43) And so every single person that sells every company that sells something is set up as an agent. (45:50) Um, so one of the things that we're going to be, uh, working on, um, they need to be done is the agent set up piece, because right now a lot of this is being done directly in access, uh, tables. (46:05) So, uh, when they're configuring their plans and setting policy insurance, and there's a bunch of other, uh, data that gets set behind the scenes.

(46:13) Uh, we have a long list of things that need to get done here. (46:17) We set this all up so that somebody can manage it because it's a lot of, uh, data and it's, uh, similar between different agents. (46:23) So we want to be able to copy things around, edit things in bulk and that type of thing.

(46:27) Um, every single month, the agent sends us the reports that they have, sorry, uh, sends us the certificates that they issued the previous month. (46:35) So they would come inside here and they will start a new report, um, shooting month. (46:40) So here's a report that we started working.

(46:42) Everything is all done on these, uh, agent, uh, agent reports. (46:46) So this is the August business that was done for this agent. (46:51) And so inside here, uh, there's a, a lot of the work is also going to be done, uh, on, on these pages here.

(46:57) We haven't done anything with the air check. (46:59) That's one of the big pieces of it. (47:01) Um, we've added some things for balancing.

(47:02) This is going to need some additional work. (47:04) Um, and one of the, where we're kind of left off on is inputting the certificates. (47:10) So we'll come inside here.

(47:11) These certificates come all different kinds of ways. (47:14) They come paperbacks, uploaded PDFs. (47:17) Uh, some of them they're sending as digital copies, so this wouldn't be needed here.

(47:21) Uh, but this will go through when they input all the information and validates it. (47:25) Um, if things are good, they can have the certificate. (47:27) This is one, once again, one of the pages is not complete, uh, but something that's going to need to be, uh, finalized is being able to, to put these things in and verify them.

(47:36) Um, and then of course, like I said, the balancing on those reports to make sure that all the, what the agent sends us, that what they sent us, that it should cost, we make sure that it's actually what they actually end up paying us. (47:49) So that's like a 60 second overview of kind of the, the big thing that we need to do. (47:56) There's another portion of that where there's an entire other system that certificates come in that we need to rewrite that as well.

(48:03) That's the AS400 project. (48:06) Um, and then in the next meeting, we're going to be talking about the claims, which is the portion that we don't have anything in here, I don't believe for claims yet, other than the, uh, the accounting pieces for claims. (48:17) So there'll be the actual claim input, the claim management, the whole life cycle of that.

(48:21) Um, and like I said, the one piece we do have is taking the claim checks and pushing that over to accounting, but we've only implemented that for, I think, three different, um, agents, uh, or three different types of claims check, I should say. (48:34) Um, so we have about 12 more of those that we'll need to also get converted over to use our new, our new way of doing that. (48:40) So that's a really, really high level overview of the main two things we wanted to start on right away.

**Speaker 2**

(48:48) So let me give you a little background as well. (48:51) Um, we are a complex insurance company. (48:56) We're not standard property and casualty.

(48:58) We're not standard life and disability or health. (49:01) We do, as Evan said, everything we do is related to a financial transaction. (49:06) So if you buy a car and you want to finance that car and you're alone, you want to have life or disability coverage on that, then that is all tied to the loan of that car.

(49:19) So, and it's single premium. (49:20) So it's not a we have some, let me state this up front as well. (49:25) We have some, most, most of our policies are single premium and they may be a term of three months, three years, five years, 10 years and beyond.

(49:35) But we also have some that are monthly pay, uh, in the group mortgage and the monthly outstanding balance world. (49:42) This one here.

**Speaker 13**

(49:44) Yeah, this is the MLB one.

**Speaker 2**

(49:46) This is an MLB one and that $99,000 worth of premium is $8 and 86 cents or $8 and 84 cents a month on that one individual's premium. (49:55) That's a small portion of what we do. (49:58) The biggest portion of what we do are single premium payments on a loan.

(50:05) So you buy, you have a loan for $10,000. (50:07) You pay us $200 in premium and that covers the entire course. (50:12) The system does all the reserving, does all the running off of the reserves, that whole nine yards on the back end, which we haven't talked about at all.

(50:20) We're talking about right now is the front end processing and operational piece, not the back end. (50:27) And then when you get into, so we have 40 different types of insurance that we process through the system. (50:34) Some of those, 15 of those mostly go through the third party, the TPA system that doesn't really have an interface to it except for processing the data files in because most all of that is through data files.

(50:50) Everything else is done in what we call operations, credit operations, and those can be individual policies. (50:58) They can be data files that we process from especially finance companies, the smaller non-bank lenders, and then individual physical certificates, pieces of paper, PDFs, all of those things that are input in different fashions. (51:21) Switch over to TransCredit for me, APS TransCredit, or hit me and I will.

(51:31) Hammond kind of freaks out when we do the access part. (51:37) Just kidding. (51:39) I've yet to run an access database here.

(51:41) Have you not? (51:42) Oh my word, two years. (51:44) I'm trying to keep it that way.

(51:49) Well, it's going to be run under your name, so as of today. (51:53) It's not on my machine. (51:55) All right, so you see we have several access front ends there.

(52:01) Oh, you do not have access. (52:03) Look at this. (52:07) Holy smokes.

(52:09) Okay, so I can't show that. (52:10) We're going to have to get you added to the security. (52:14) That's how bad you didn't want it.

(52:15) You don't even have a security group. (52:19) That's funny. (52:21) Okay, well, we can't show that right now.

(52:24) That would have really (52:24) been nice to show the flow of how that works, but basically, as you said, the report comes in (52:30) and what we do is we process everything one month in arrears, so the bank or the financial (52:36) institution that writes the business completes their business for the month, and the reason we (52:41) do it that way is because a borrower has a three to five day right to rescission on any loan, (52:49) so if we did it immediately, we might not get that loan, and it really doesn't matter anyway (52:55) in the scheme of things, so we process everything 30 days in arrears, and everything that the (53:03) institution writes for that month comes in a report, so there may be one certificate in there. (53:07) There may be 400 certificates in that report, and it's all processed.

(53:12) A report in our system is just a group of certificates. (53:16) Ultimately, everything is tracked at the certificate level but balanced for accounting purposes for checks and accounting purposes at the report level or at the institution, and we would call that an agent level, so in the credit operation system because that's not the case on the third party administrator system, but we're not talking about that right now, so that's the big piece. (53:43) Yeah, I really need to be able to show you that.

(53:45) They'll be in here in just a few minutes, but we want to get that done.

**Speaker 7**

(53:51) That's so great to see. (53:53) May I ask a question in the meantime? (53:54) Please do.

(53:56) So I think the first question, I think to Emily, is this correct that there's data quality checks or something which you just said to be developed or something? (54:11) I'm sorry, I lost it here. (54:13) So the module here in the front end, which is to be developed, will be, like it relies on the checks that you're trying to perform right now in access.

(54:23) Is this, do I get it correctly or did I misunderstand it? (54:28) This does not hit access at all. (54:31) Yeah, so I mean, but you could go to the error checks.

(54:35) Yeah. (54:35) So is this exactly what Michael was showing on the left upper corner of his slide with the error checks? (54:42) Is this this thing?

**Speaker 3**

(54:43) Kind of. (54:44) So there's a lot of checks that are already built into this page itself to prevent like fat fingering or putting bad data in. (54:52) But the problem is that a lot of times when they get the paper certificates, the person who writes the certificate writes bad data.

(55:00) And so they'll put bad data inside here. (55:02) And so the initial check says, hey, this is wrong. (55:05) This person can't be 200 years old.

(55:07) And you have to say, well, that's what they gave me. (55:09) I have to confirm it and they save it. (55:11) And so at that point, once it puts it in the system, once it gets past these initial error checks, then yes, it'll then have additional error checks.

(55:20) It'll flag those errors. (55:21) That's one of the things we have inside. (55:22) There's the to do is add this certificate error logs.

(55:27) So yeah, I'll say, did it have this problem, this problem, this problem. (55:30) So when it goes to those error checks on that report, it would basically be querying all the transactable certificates that had errors for all the certificates on here, what all those errors were that came up from this initial process. (55:48) So some of that, some of those error checks are in access and we have not pulled them all out.

(55:53) We're done. (55:55) It's like 60 to 70% of them we've pulled out. (55:57) The other checks are also being done on the database itself.

(56:01) We also need to bring those in because we want to put those all in the C-Shelf.

**Speaker 7**

(56:04) Yeah, which was my next question. (56:06) What was the reason behind placing the checks across different, you know, parts of the system, just like C-Shelf? (56:13) That was 20 years ago, I don't know.

(56:14) Okay. (56:15) So you asked that question to me, I'm sorry, I was trying to get it. (56:18) So when I look into the, into like the architecture enamel, I was just trying to say, you got checks at the access level, and then you've got checks applied at the SQL Server side.

(56:30) And the question is, would you guys like to eventually come to a place, or are you happy with this? (56:36) It doesn't imply that this is bad, I'm just trying to understand. (56:38) No, I understand.

**Speaker 2**

(56:39) No, and you're including most of that in your C-Sharp code.

**Speaker 3**

(56:42) Yeah, I would like to have everything in the C-Sharp code, so it's easier to maintain.

**Speaker 7**

(56:46) Okay. (56:47) I would love to have it on the data, because it's easier to maintain for me. (56:51) I'm with you on that.

**Speaker 2**

(56:53) But, you know, that's the, you know, so several of the things now, so it used to all be in VBA, right? (56:58) And there is still a lot of the error checks that are in VBA.

**Speaker 17**

(57:01) Okay.

**Speaker 2**

(57:03) And then some of those started moving to SQL Store procedures. (57:09) So the VBA calls SQL Store procedures, does the checks, and returns back the errors. (57:14) Both of those things are currently happening.

(57:16) Right. (57:17) And then what you're doing now is all in C-Sharp.

**Speaker 17**

(57:20) Okay.

**Speaker 7**

(57:21) And in the future, this thing is to replace what is being done on the VBA plus the procedure. (57:27) Yes.

**Speaker 3**

(57:27) There will still be some error checks done in the database that have to have month end for closing. (57:32) That's not going to change. (57:34) But as far as when it comes to actually finalizing reports to verify that the certificates are good to close the report for balancing everything else, that will be in the C-Sharp code.

(57:43) Okay. (57:44) Got it. (57:45) Thank you.

(57:47) And part of the reason, too, for that is because we already had to, you have to code up all that stuff on when you're adding the certificates to do that initial validation for it. (57:55) So it's already there. (57:56) You just reuse that code that's already there instead of trying to duplicate it in multiple places.

**Speaker 7**

(58:00) Okay. (58:01) Got it. (58:02) Got it.

**Speaker 16**

(58:02) I think the other meeting just kicked off.

**Speaker 13**

(58:05) Yeah, I think we're supposed to kick it off early, aren't we?

**Speaker 3**

(58:13) But we can dive into this a lot more in depth later. (58:18) So are you guys joining us on the next meeting?

**Speaker 17**

(58:22) Yes. (58:23) Yes.

**Speaker 3**

(58:23) Okay.

**Speaker 17**

(58:24) All right. (58:24) Well, I'm going to... (58:25) I think so.

**Speaker 3**

(58:25) Yeah, there's a whole bunch of people in the next meeting. (58:26) Okay. (58:27) Everyone quit this one and go on to the next one.

**Speaker 13**

(58:29) We're going to have to go to the next meeting. (58:31) Okay.

**Speaker 4**

(58:34) All right. (58:38) Are the accounting people there? (58:39) It's like Rudy and I think they are, right?

**Speaker 3**

(58:41) No, Tracy was going to tell them to not come until 10 30 because the first little bit doesn't apply to them. (58:49) Okay, good.

**Speaker 13**

(58:51) But we can probably do it in here if that's the case. (58:55) I'm going to let them join from their desk. (58:58) Okay.

(58:59) I'll go tell him that they're going to join from their desk.