PROPOSAL

INSURANCE SOLUTION IMPLEMENTATION

GLOBAL UNDERWRITING VERSION3

Appsure

Executive Summary

Kim Drew
Managing Principal
Global Underwriting
12 June 2025

Dear Kim,

Thank you for the opportunity to present a proposal for implementing a solution using Appsure to support your operations in Australia.

This document outlines our proposed implementation strategy, indicative architecture, estimated timelines, and associated costs. We've also included the profiles of our senior consultants who will be involved to ensure successful and efficient delivery.

Following our recent discussions, we understand your priority is to replace the existing JAVLN-based manual process for your **Fire Protection, General Liability (GL), and Professional Indemnity (PI)** products. This proposal is focused specifically on implementing that replacement.

We believe Appsure, combined with our insurance-specialised team, is ideally positioned to deliver a tailored solution that aligns with your aggressive delivery timeline. Our platform enables rapid configuration of products and pricing logic while adhering to the local compliance and business rules essential in the Australian market.

In response to your request, we have adjusted our implementation estimate to focus solely on the fire protection GL & PI products. The **data migration** from your existing system has been itemised separately, given its variable nature depending on data quality and volume.

In addition, we've noted the question raised by one of your syndicates regarding GL product allocation logic. Appsure's architecture is designed with the flexibility to handle **conditional syndicate participation based on occupation and share percentage**, and we can configure logic to accommodate occupation-based syndicate exclusions and

the resulting impact on **bordereaux reporting**. This would be scoped in more detail during the requirements phase if required in the future.

We're excited about the opportunity to support your team and look forward to working with you to bring this solution to life.

Kind regards,

Mark Hutson
Managing Director (CEO)

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About Appsure

Established in 2012, Appsure is dedicated to improving Insurance through the application of great technology. The Appsure platform supports all the functions of a modern insurance organisation from quotation to policy administration, billing and collection, then through to complete claims management.

We are a team of passionate technologists with broad knowledge and experience in the Insurance industry. We understand the challenges that modern Insurance organisations face and can bring the power of modern technologies and techniques to bear to help insurers, underwriting agencies and other insurance specialists to address these challenges.

The Appsure platform utilises disruptive technologies such as micro-services architectures, digital decisioning, a modern rules engine and machine learning to outperform larger competitors hampered by their legacy architecture.

Global Underwriting Challenge

Global Underwriting is seeking a comprehensive solution to replace its current quote, policy, and financial systems. The implementation should encompass the following modules:

Billing: Efficient and accurate handling of all billing processes, management and payment of all duties including Stamp Duty and withholding tax.

Quote and Apply: Streamlined and user-friendly quote generation and application submission, provide an online broker portal for current and future products.

Underwriting and Administration: Robust support for underwriting processes and administrative tasks.

Rating: Precise and flexible rating capabilities.

Solution Overview

To deliver a solution to meet the requirements laid out earlier in this document, we are proposing to establish and run a project with a team of Appsure consultants and the participation of members of the Global Underwriting team. The project will be delivered in phases, with each phase consisting of multiple two-week sprints. Each phase will enable the delivery of one product at a time to ensure a smooth transition into the business and enable an effective change management process.

To satisfy Global Underwriting requirements, Appsure will deploy a stand-alone instance of the Appsure Platform for the exclusive use of Global Underwriting. This will be hosted by Appsure for Global Underwriting in the Microsoft Azure Australia East region. Having the system located in this region ensures speedy connections for external users and compliance with jurisdictional requirements for storing and processing customer data.

Appsure will be responsible for establishing and configuring the instance. Global Underwriting will be responsible for confirming requirements and testing that the delivered system meets these requirements. The instance will contain two environments: one for development and testing and a production environment to be used by Global Underwriting and their brokers or clients. Any enhancements or bug fixes will be made to the development and testing environment first and formally signed off by Global Underwriting before being promoted to the production environment following a standard software delivery life cycle.

The initial phase of the project will have four/six sprints, each of two-weeks duration, planned to be completed in two to three months.

The high-level plan will involve the following tasks.

Sprint 1 - weeks 1 and 2

- Establish project, define project charter including roles and responsibilities for Appsure and Global Underwriting team members, set up project task tracking and status reporting.
- Review product specification and business operating processes and confirm plan for the current and remaining sprints.
- Produce technical design documentation for configuration of the product within the Appsure Platform and any additional system configuration, including users and roles.
- Confirm and document requirements and design for integration to Global Underwriting back-office systems.
- Confirm requirements for bank statement import and produce technical specification.
- Confirm and document key performance indicators (KPIs) for management reporting.
- Establish Global Underwriting instance of the Appsure Platform.
- Define automated and manual tests for quote, policy and rating.

Sprint 2 to 6 - weeks 3 to 12

- Complete all user stories as defined in Sprint 1 to achieve delivery in 2/3-month time box of 4/6 Sprints.
- Complete instance and product configuration.
- Complete configuration of extract to back-office systems.
- Complete configuration/development of management reports showing defined KPIs.
- Complete configuration of bank statement import process.
- Unit and system test product and associated processes - rating, document production, defined workflows, extract to back-office systems, management reports, bank statement import, cash allocation.
- User acceptance testing of the Appsure platform and the configured product.
- Resolution of any 'showstopper' bugs.

- Set up and verification of production environment.
- Sign off and go live.

The initial phase may require an additional sprint if any of the assumptions below are not met or if requirements change. Any changes to scope or requirements will be treated as variations and handled via a formal change request process where Global Underwriting will approve any changes to scope, timing, or project cost.

Subsequent phases and additional Product Set Up

The implementation of additional products is anticipated to be rolled out in eight/twelve - week programs of work consisting of four/six two-week sprints. The project team will work together to define the required user stories to ensure successful delivery following an agile process using SCRUM. These could run in parallel to achieve earlier completion.

Roles and Responsibilities

The project team will fulfil the following roles on the project.

Appsure

- Project Management - project task identification, monitoring and reporting, key contact for the Global Underwriting team.
- Technical Business Analyst - product specification, system and product configuration and testing.
- System Tester – test the functional delivery.
- Solution Architect - establish, manage, document, and support the Global Underwriting Appsure instance.
- Developer - make and test required code changes to extracts, reports and communication templates and associated documentation.

Depending on the phase of the project these roles will be fulfilled by more than one person and an Appsure consultant may fulfil multiple roles.

Global Underwriting

- System owner - the project owner for Global Underwriting, responsible for co-ordinating Global Underwriting's involvement, signing off completed work, key contact for the Appsure team.
- Underwriters - responsible for confirming business requirements, test scenarios for automated pricing testing and user acceptance testing of delivered products.
- Finance - responsible for confirming bank account and cash allocation processes and user acceptance testing of the delivered system.
- IT – responsible for providing all integration requirements and potential deployment into Global Underwriting infrastructure.

Post Go-Live Operation

Once the Appsure platform is live and operating it is managed and supported by the Appsure support team.

They are responsible for

- First line support for any issues raised by Global Underwriting and ensuring resolution by the wider Appsure team.
- Monitoring and reporting system performance and availability.
- Platform upgrades and new releases of Appsure, after suitable testing and sign off by Global Underwriting.

Assumptions

In preparing this proposal the Appsure team have made the following assumptions.

1. Product specifications are completed and internally signed off by Global Underwriting before Appsure commence any system configuration.

This includes:

- policy wording
- policy numbering scheme/rules
- endorsement wordings
- rating model
- quotation questions
- lookup lists for key rating factors
- limits for automatic binding and referral triggers
- document and communication templates

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- Integration requirements to key systems

2. Business operating processes and rules are defined and communicated to Appsure before commencing any system configuration.

This includes:

- Schedule and timings for interfaces with other systems within Global Underwriting
- Process for cash receipting and allocation
- Debtor management
- Approval and set up of new brokers and broker staff
- Approval and set up of Global Underwriting staff users in the portal
- Business timetables including month end timetables, change freezes and any deadlines for compliance or regulatory reporting where applicable

3. The initial products to be implemented are the current Fire Protection, General Liability (GL), and Professional Indemnity (PI) products, this is to be confirmed and determined by Global Underwriting.

4. Key performance indicators (KPIs) for management reporting are aligned with industry standards and may include quote conversion, GWP earned, cash received, claim rates and distribution channel analysis.

5. Global Underwriting will be responsible for any regulatory or compliance confirmation of the technical solution. Appsure will aid with details of technology used where requested. Appsure is ISO 27001:2022 certified.

6. Appsure will set up the Appsure platform in compliance with Global Underwriting Australia's business continuity plan and provide a disaster recovery plan for the Platform.

7. Global Underwriting to manage all change management within the business, Appsure will assist as required.

8. Banking interface with Macquarie, and credit card provider to be confirmed if applicable.

9. No integration with Sunrise or SCTP. This will be scoped in an additional project.

Costs

The estimated costs for the project - establishment and configuration of Global Underwriting's products in a phased approach, are as follows:

We have provided a Min and Max range as a guide and I have itemised the potential data migration separately.

Phase -Implementation (professional services)	# Sprints	Min		# Sprints	Max
1.Solution setup and Initial Product **Fire Protection, General Liability (GL), and Professional Indemnity (PI)** products	4	$42,000	to	6	65,000
Data migration	2	5,000	to	4	$6,500
Total Implementation		**$47,000**			**$71,500**

**Migration estimate may not be required if only triggered on renewal. Added this amount to cover analysis and potential design for process. (

Once the system is live, Appsure will invoice Global Underwriting at the end of each month for license, hosting and support. Appsure enterprise licence to be charged as follows:

This includes unlimited access to all features of the platform.

Component	Monthly Charge	Annual Cost
Appsure Platform License	$ 7,083.33	$ 85,000.00
Hosting	$ 3,500.00	$ 60,000.00
Total	**$ 10,583.33**	**$145,000.00**

Support and Maintenance*	**$14,500**	**$174,000**

* This can be changed to T&M however for the first 3/6 months it is advisable to have a full FTE engaged.

The applicable Azure hosting tier would be reviewed every six months for the duration of the contract. Appsure has a policy of increasing hosting costs annually based on the

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costs charged to us by Microsoft and revising license and support costs annually in line with CPI.