INSURANCE TECHNOLOGIES

Support Instant ID in FireLight prior to Signature Process

FIRELIGHT BASE

FireLight®

Platform

SUPPORT INSTANT ID IN FIRELIGHT PRIOR TO SIGNATURE PROCESS

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iConnect Design Approach - Support Instant ID in FireLight prior to Signature Process

Project Overview

For this enhancement, we will want the ability to be able to call into LexisNexis before accessing the E-Signature process. This call can be made for each signer type, and the user will be validating the signers through a custom action button which will be manually selected. This feature will be highly recommended, but not required for use. Once the button is selected, a call will go to LexisNexis. In the response from LexisNexis, a code will be sent back validating the identity of the user. With this code, rules can be written in order to display a message giving the user instructions on how to proceed.

The user will also be limited in how many button clicks they will be allowed to make, but should be selecting each signer type with a maximum call per signer.

As an optional feature, the initiating organization can access the LexisNexis use through a detailed report, to validate that this configuration is being utilized in an appropriate manner.

To utilize this enhancement, FireLight will need to add the ability to implement with the provider in order to initiate web service calls for third party configurations, as well as connect the custom action button to the web service call using the custom action sequence.

Impacts:

-Form Design - Custom Action

-Form Rules

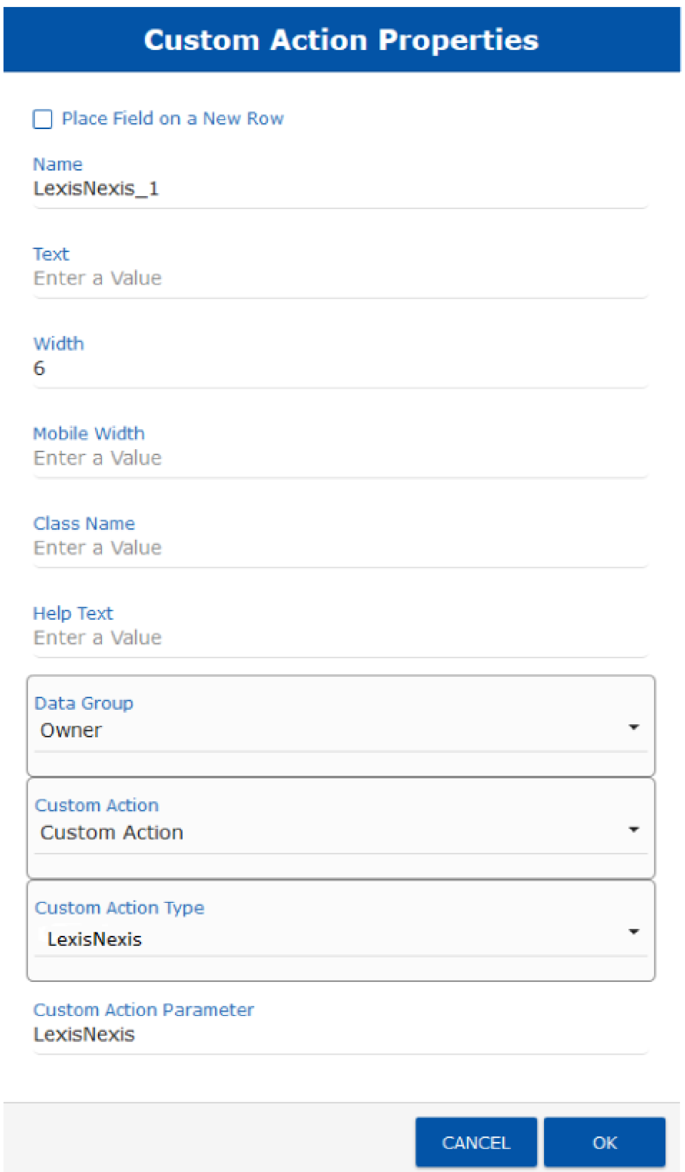
-Reports - LexisNexis Usage Report

-Mapping - Data Groups and dataitems

-Audits - New section of LexisNexis information displayed, outside of the e-Sig process

1 Admin: Create a "Custom Action Type" for LexisNexis

We will need to add "LexisNexis" to the Custom Action Type when a Custom Action is added onto a button function through the form designer.



Acceptance Criteria

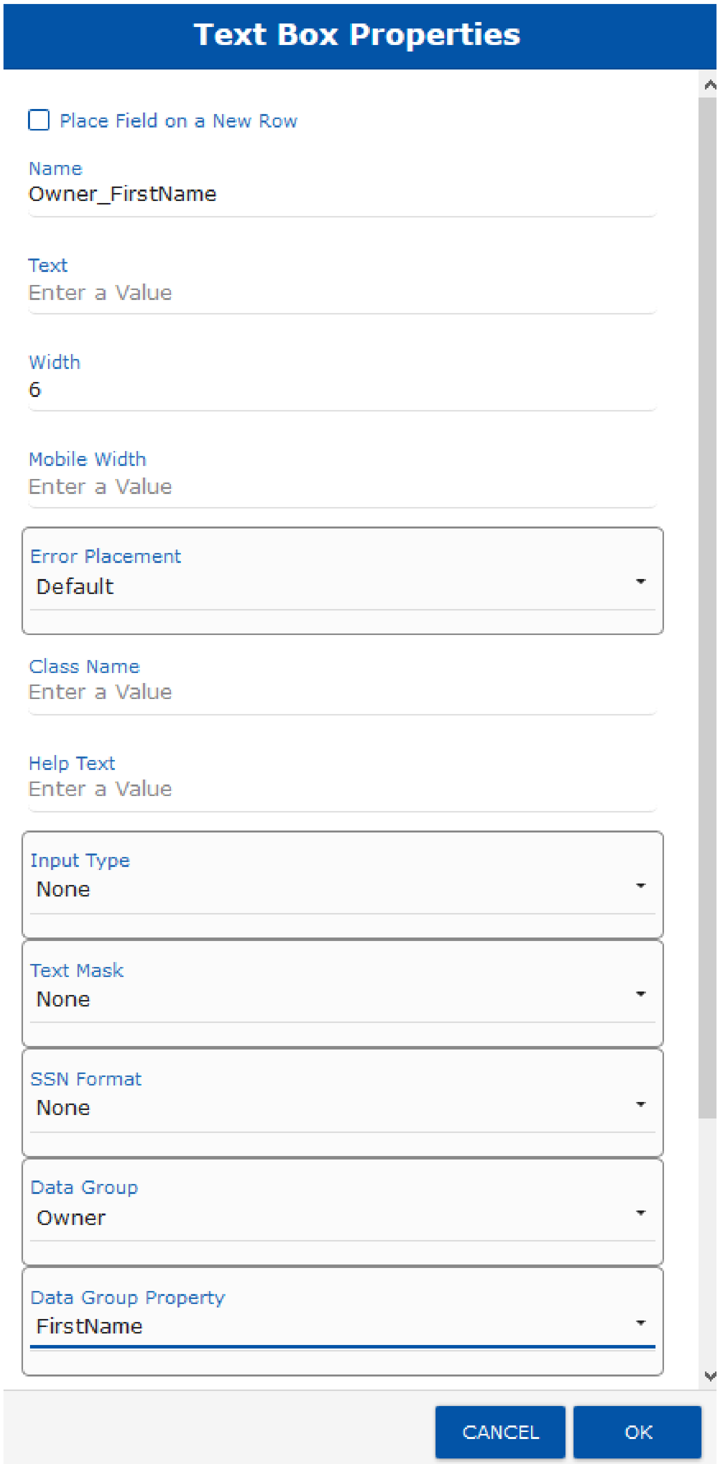
- "LexisNexis" will show in the Custom Action Type dropdown as one of the options when Custom Action is chosen in the Custom Action Dropdown

2 Set Data Group and Data Group Properties when LexisNexis is chosen

When selecting Signer Type on the Data Group, the data group properties that are required are:

-First Name
-Last Name
-Street Address
-City
-State
-Zip
-DOB
-SSN
-Phone Number

This would be based on all signer types (excluding the Agent) that the client chooses through LexisNexis. This could include Owner, Joint Owner, Annuitant, Joint Annuitant, and Payor.


Text Box Properties
Place Field on a New Row
Name
Owner_FirstName
Text
Enter a Value
Width
6
Mobile Width
Enter a Value
Error Placement
Default
Class Name
Enter a Value
Help Text
Enter a Value
Input Type
None
Text Mask
None
SSN Format
None
Data Group
Owner
Data Group Property
FirstName
CANCEL
OK

Acceptance Criteria

- When Signer Type is chosen through the Data Group, the data group properties that are required are First Name, Last Name, Street Address, City, State, Zip code, DOB, SSN, and Phone Number
- These data group properties can apply to all signers that the user chooses to assign them to. This can include Owner, Joint Owner, Annuitant, Joint Annuitant, and Payor.
- Verify that additional CRM functionality still works as expected (if applicable)
- If Data groups and Data group properties are going to be used to identify LexisNexis values, they must have the Data groups and Data group properties set in the forms regardless of having it in the wizards.

3 Integration with LexisNexis web service

Implement the ability to connect to the LexisNexis Web service call through a custom action initiated by the user. This call will only need to validate the user and will not need to authenticate the user selected. Data will be pulled from data group and data group properties set through the form and wizard properties within the form designer.

Acceptance Criteria

- User will be able to initiate a web service call to LexisNexis and validate the specified signer type

4 Create New Data Group Properties to use LexisNexis

Create the following data group properties for LexisNexis custom action:

-LexID

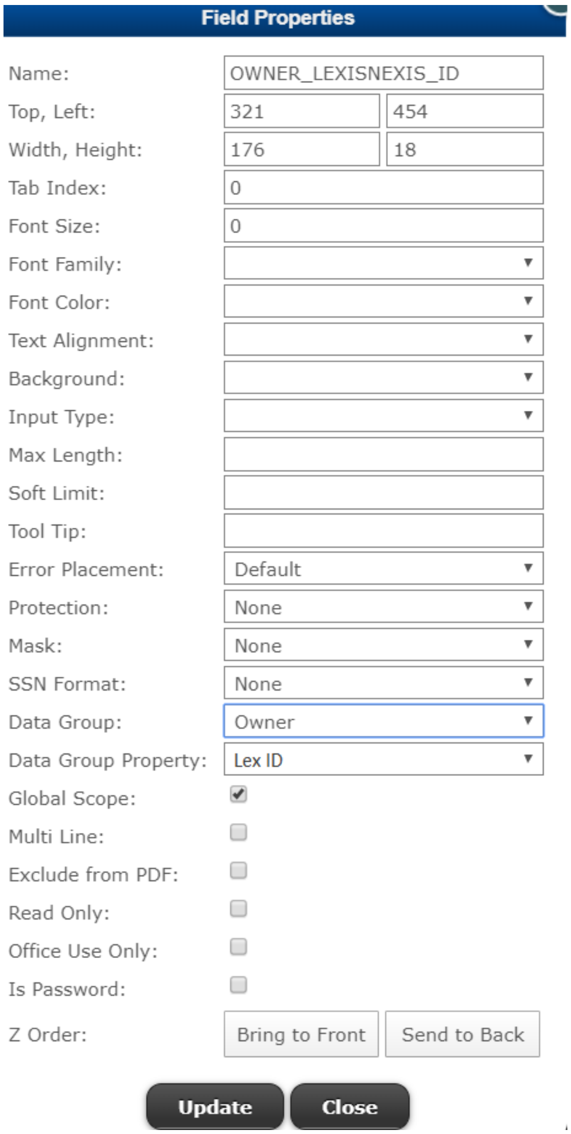
-CVI Score

-NAS Score

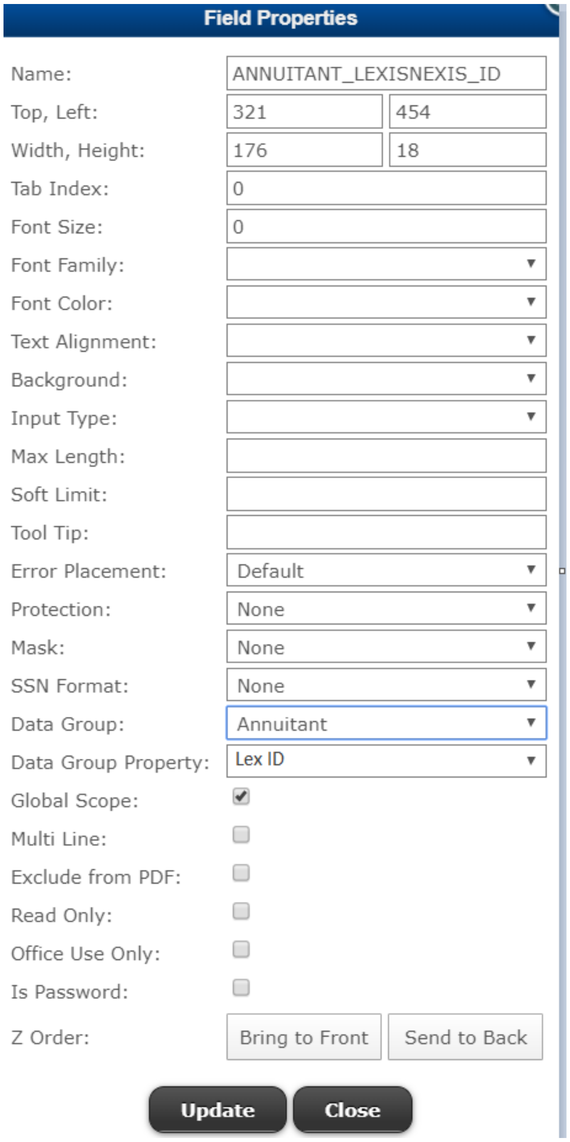
-NAP Score

-Pass/Fail Score

When the data is returned from LexisNexis, it'll be associated with the data group properties and data group. Example: Data Group is set to Owner, the Data Group Property is set to LexID. FireLight will populate that field with the value associated with the Owner LexID. Client Defined dataitems can be used to create rules.



Example:2 Data Group is set to Annuitant, the Data Group Property is set to LexID. FireLight will populate that field with the value associated with the Annuitant LexID. Client Defined dataitem can be used to create rules.



Acceptance Criteria

- The custom action button has to be associated with the data group, and set to LexisNexis.
- Associate the Owner Lex ID with the Owner Data Group and the data group property of Lex ID. Same for Annuitant, Insured, and Payor. This will apply to any data group that is associated with the data group property and matches the custom action button for the data group.

- Associate the Owner CVI Score with the Owner Data Group and the data group property of CVI Score. Same for Annuitant, Insured, and Payor. This will apply to any data group that is associated with the data group property and matches the custom action button for the data group.
- Associate the Owner NAS Score with the Owner Data Group and the data group property of NAS Score. Same for Annuitant, Insured, and Payor. This will apply to any data group that is associated with the data group property and matches the custom action button for the data group.
- Associate the Owner NAP Score with the Owner Data Group and the data group property of NAP Score. Same for Annuitant, Insured, and Payor. This will apply to any data group that is associated with the data group property and matches the custom action button for the data group.
- Associate the Owner Pass/Fail Score with the Owner Data Group and the data group property of Pass/Fail Score. Same for Annuitant, Insured, and Payor. This will apply to any data group that is associated with the data group property and matches the custom action button for the data group.
- FireLight will associate form rules with client defined dataitems through data groups and data group properties

5 Creation of Instant ID

LexisNexis will send a pass/fail status, CVI score, and IT will store CVI value, as well as the NAP and NAS values.

Acceptance Criteria

6 Audit: Move Identify Information from Signature section

In order to capture the identify information in correct order on the audit report, we'll need to move it from the Signature portion to a new section listed as "Identity Verification Summary"

This summary will capture the LexisNexis information that is sent back to FireLight including the Instant ID, CVI, NAP, NAS, as well as the Party information - Party Name, and Party Type.

Acceptance Criteria

- Identity Verification Summary will be listed as its own section within the audit report if the Lexis Nexis call is not occurring within the signature portion

- The summary will include all of the scores: CVI, NAP, NAS, and LexID as well as the party name and Party type that is being validated.

7 Audit History: Change Verbiage of Audit message for Custom Action selection

We will want to change the current verbiage of the Audit Message for when a Lexis Nexis call occurs through the custom action button. The message will be displayed as such: "FireLight made a web service call on behalf of {0} to LexisNexis for the {1} in the activity {2}"

The {1} is the party information that needs to be represented.

This message will display in both the audit history and the report.

Acceptance Criteria

- When a custom action call occurs for Lexis Nexis, the audit history will display "FireLight made a web service call on behalf of {0} to LexisNexis for the {1} in the activity '{2}'"
- This message will display in both the audit history and the report

8 Capture LexisNexis Call in Edit App within the Service Request Table

We need to be able to capture the LexisNexis Call information from the custom action call within the service Request table. This would include the LexID, NAS, NAP, CVI and pass/fail scores. This will be on each party and each call as well.

Acceptance Criteria

- All information sent back from the LexisNexis custom action call will be stored within the Service Request table for each party and call.