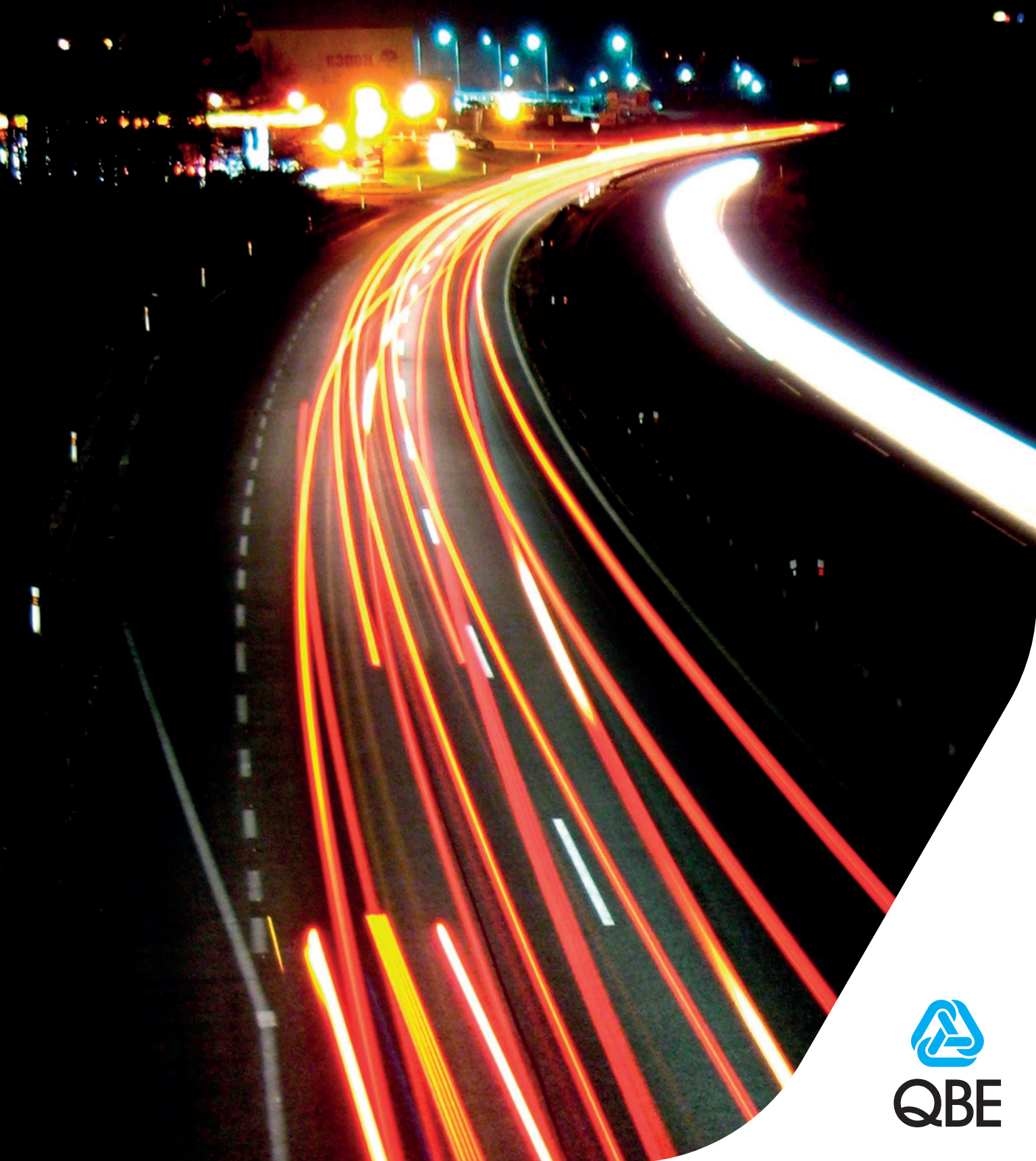


Automotive Protection

Danni - the online policy and
claims management system



Automotive Protection

Intelligent .

Secure .

Powerful .

Global .

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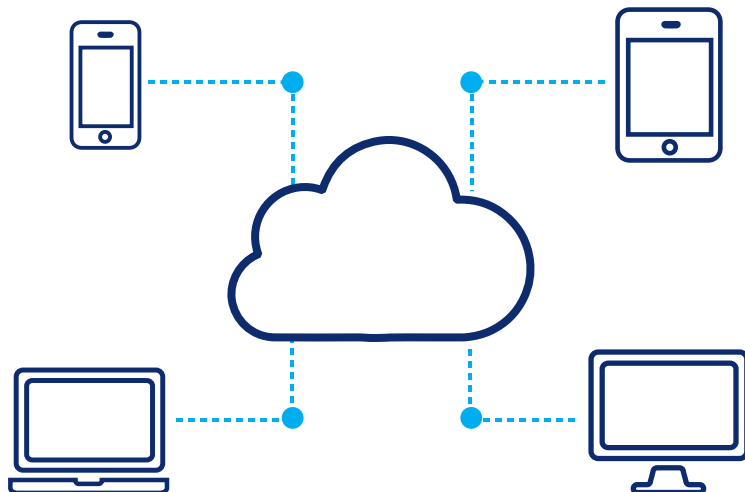
Introduction

Danni is QBE's online administration system for its Automotive Protection product range (see www.QBEeurope.com/AP). It enables manufacturers, dealers and brokers to offer client branded insurance products, and register claims quickly and efficiently via one seamless service.

Launched in 2004, Danni's technology, security and business process support are continually updated to meet your needs.

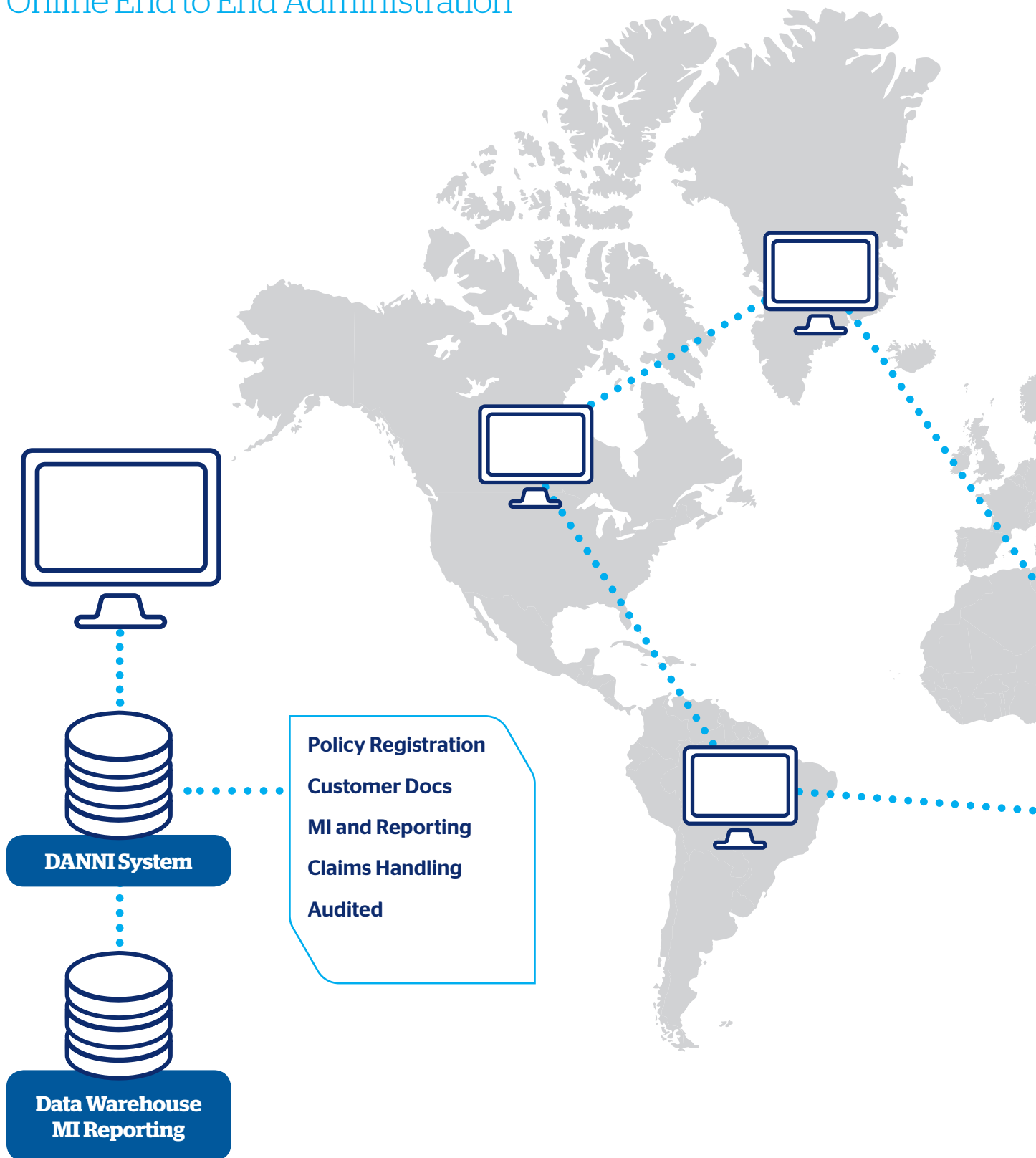
Intelligent . Secure . Powerful .

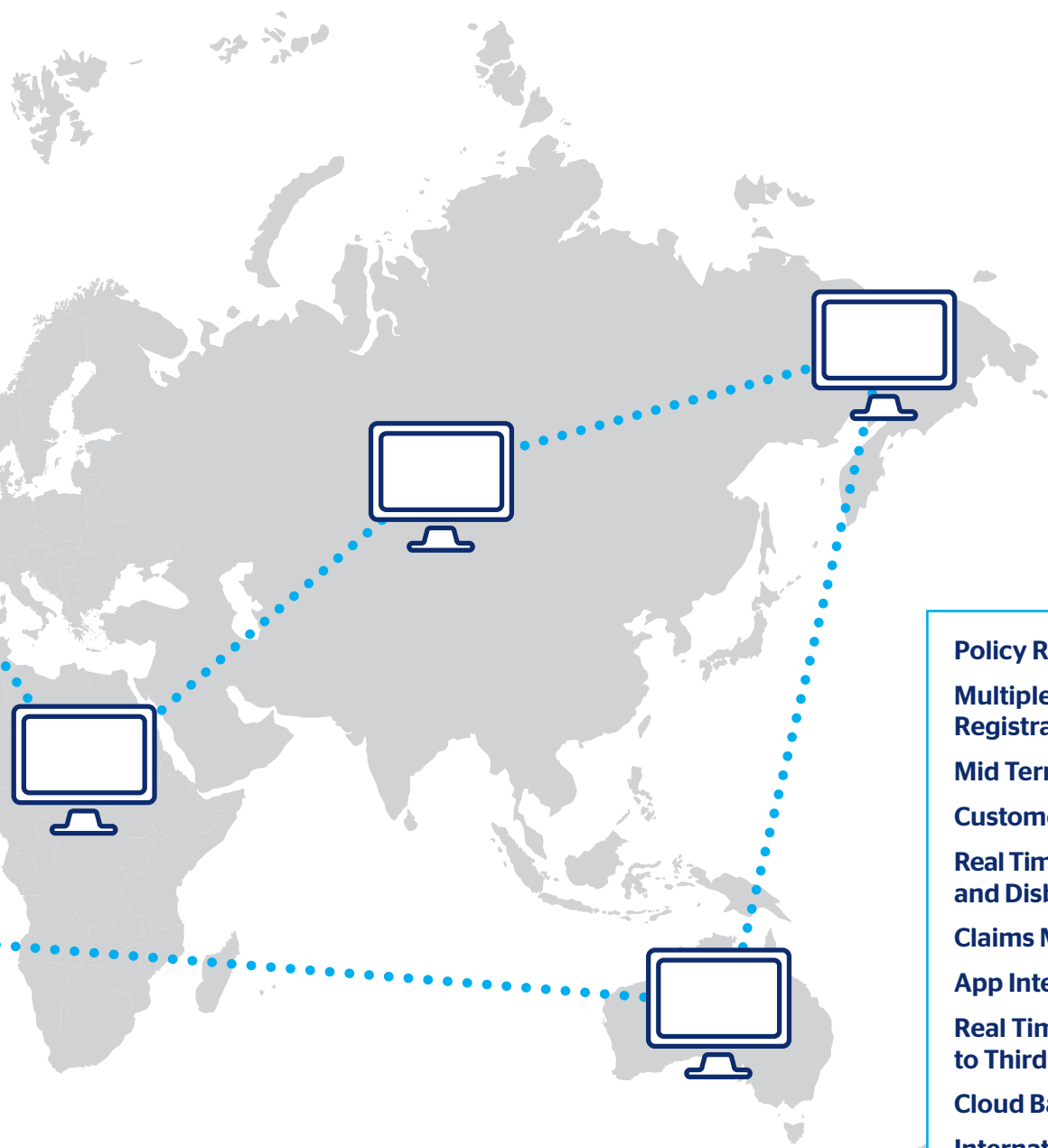
- App Server Integration
- Audit Trail
- Claims Management
- Client Branding or White Label
- Cloud Based System
- Customer Terms and Conditions
- Fully Internationalised
- Mid Term Adjustments
- Multiple Product Registration
- Policy Registration
- Real time control of Rating and Disbursements
- Real time Integration to Third Party systems
- Reporting and MI



Local Knowledge, Global Reach

Online End to End Administration

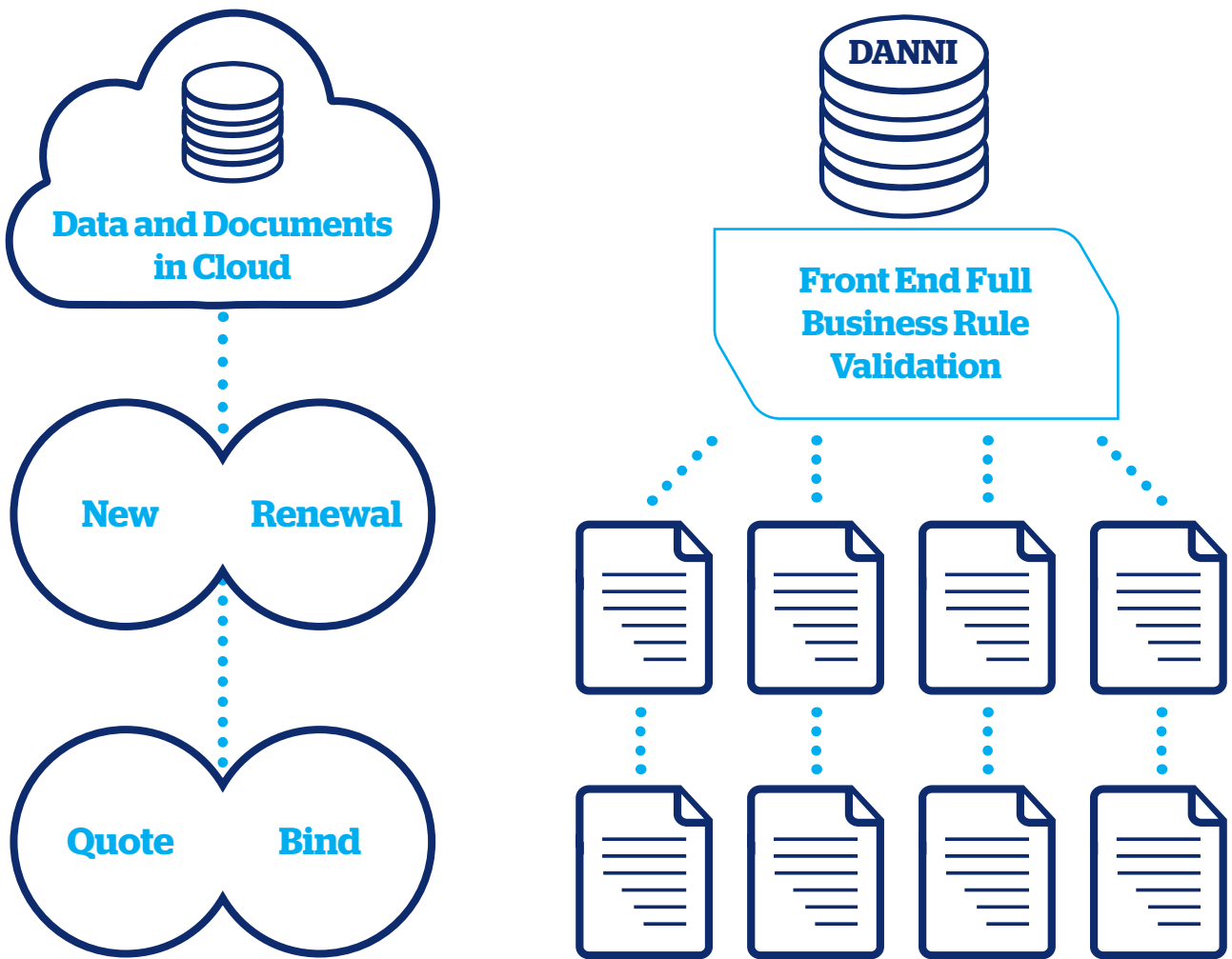




- Policy Registration**
- Multiple Product Registration**
- Mid Term Adjustments**
- Customer T&C's**
- Real Time control of Rating and Disbursements**
- Claims Management**
- App Integration**
- Real Time Integration to Third Party systems**
- Cloud Based System**
- Internationalised Reporting and MI**
- Audit Trail**
- Client Branding or White Label**

Policy Registration

Intelligent and Secure



Workflow Management

Maximum efficiency

Quote Process

- New Quote
- Multiple Quotes Same Customer
- Search Stored Quotes
- Renewal Quote
- Re-Quote



Rating

- Flexible Rating structures and Disbursements
- Client Variable Rating and Premium
- Tax rules supported



Branding

- System Branding
- White Label
- Multiple Branding
- App Integration



Policy Registration

- Online Policy Registration
- Multiple Products supported
- Excess / Deductibles
- Variable Levels of Cover
- Claims Limits



Document Management

- Quote Documentation (Branded or White Label)
- PDF Customer Policy Schedule (Branded QBE or White Label)
- Customer T&Cs
- Point-Of-Sale Documentation
- Document stored against Policy history



Mobile Access

- Anytime, Anyplace, Anywhere
- Easy to use
- Responsive Design
- Intuitive User Interface
- Desktop PC's
- Apple Macs
- Apple iPads
- Apple iPhones
- Android Devices



Claims Processing

Best Practice Solution

The Claims portal provides a best practice solution for controlling the full Claims lifecycle.

Designed with a high level of business intelligence, Danni provides measurable claim improvements.

It simplifies the complex and brings accuracy and consistency to the claims process.

Claims functionality allows Adjustors to accurately record, manage, update and pay claims online



The system allows Dealers / Brokers to enter claim information directly online providing total transparency of the claim process for all Stakeholders



The system is fully auditable providing enhanced control regardless of geographical location



Adjust Claims Online
(visibility for all parties)



Reserving and Final Settlement figures



Dealer Claims Portal
(online claims processing)



Delegated Authority Limits



Claims Status
(track full claims lifecycle and transparency)



Automated Assessment Checks



Upload Documentation
(photos and documents)



Online Claim History and Audit Reporting



Integration

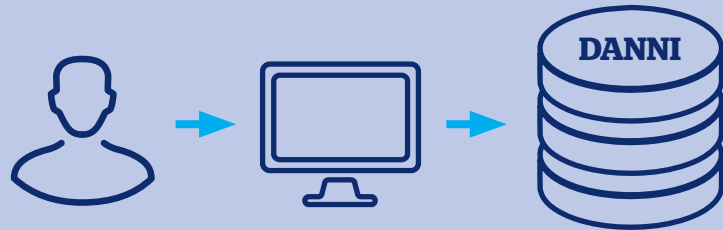
Data entry options

Data Entry into the QBE DANNI system can be made by a number of mechanisms

The system provides the following simple options, Direct User Input, File Upload from local system and Web Service link.

Direct User Input into DANNI

User enters Data directly onto DANNI manually



File Upload from Local System

File produced and sent periodically



Web Service Link

Realtime link between both systems



Products Supported

A full range of product support

Products currently supported

**New
Warranty**

**Used
Warranty**

**Top Up
Warranty***

GAP

SMART

MOT

Recovery

*** Insured and
Guarantee
(Obligor)**

(Other Products or Derivatives
can be configured).

**The system is fully bespoke and can be customised
to meet your business requirements and products**

Full product rating and disbursements held online

Full Rating Control

Dealer Variable Premium

*(Different Dealers can have different rates on the
same scheme)*

Cancellations

(Real Time Refund Calculations)

Amendments

(Online Real Time including Policy Version Control)

System Features

A comprehensive feature set

Internationalised

- Multiple Languages
- Multiple Currency
- Local Tax and Rules



Quote and Policy Distribution

- Multiple Quote and Policy Documentation Distribution
- Print (PDF or Word)
- Mail Merge (Traditional Mailing)
- Email
- Online (Customer Documentation Online Portal)



Hosted Cloud Solution

- Online Cloud System
- Mobile Working (iPad, Smart Phones)
- Fully Mirrored Disaster Recovery Site
- Fully Supported Secure Environment



Reporting

- Powerful MI/Reporting capabilities
- Integration to Data-Warehouse
- Online Bordereaux



Integration

- XML
- CSV
- Soap (Real Time Web services)
- Look up to Third Party Systems
- Uploads from Third Party Systems
- App server integration



B2C Consumer Website

- White Label or Branded site
- Online Quote
- Online Quote Adjustment
- Online Bind Process with Full Rating Parameters
- Online Payments (integration with Third Party payment solutions)
- Online Email or Policy Documentation Production



Claims Handling

- Dealer / Broker Online Claims Registration
- Multiple Claims Same Registration
- Online Claims Adjustment
- Delegated Authority Limits (Approval / Decline)
- Multiple Hub Access to Claims
- Claims Audit / Claims Referral
- Pay Claims



Audit Trail

- Full Audit Trail of User Actions
- Quote Production
- New Policies
- Renewals
- MTAs
- Claims



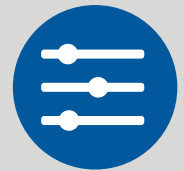
Claims Workflow Management

- Dealer Claims Portal
- Bespoke Referral Processes
- Delegated Authority Limits per User Role
- Transparent Claims Processing



Mid Term Adjustments

- Online Self Service for Mid-Term Adjustments
- Automatic MTA Adjustment (rule based)
- Online MTA Workflows and Delegated Authority
- Cancellation Rules
- Full Audit Trail of Change



Benefits

How DANNI can help you

Rapid Deployment

Customised, bespoke solution tailored for your business.

Control

Reduced leakage, control rating, coverage and full documentation Data.

Accurate and equal access to the Data for all the Stakeholders.

Collaboration

Web platform allows the solution to be used by multiple Stakeholders across regions.

Smart

Solution works on Smart devices allowing multi point access to information.

On-Demand

Self-serve solution - available for use when needed.

Intelligent

Online reporting providing rapid and accurate MI of the business

Improved Administration

Reduced errors, duplication and omissions.

Response Times

Faster response times with full workflow management.

Audit

Fully audited actions (all actions recorded).

Transparency

Complete visibility of User actions, decisions and all supporting documentation.

Easy To Use

Modern, intuitive User Interface working across all devices such as PC, Mac, Tablets and Smart phones.

Contact Us

Get the information you require

If you would like to know more about Automotive Protection and how we can help you, please speak to one of our team - you can contact us here:

QBE European Operations
Plantation Place
30 Fenchurch Street
London
EC3M 3BD
United Kingdom

Shaqeel Hussain

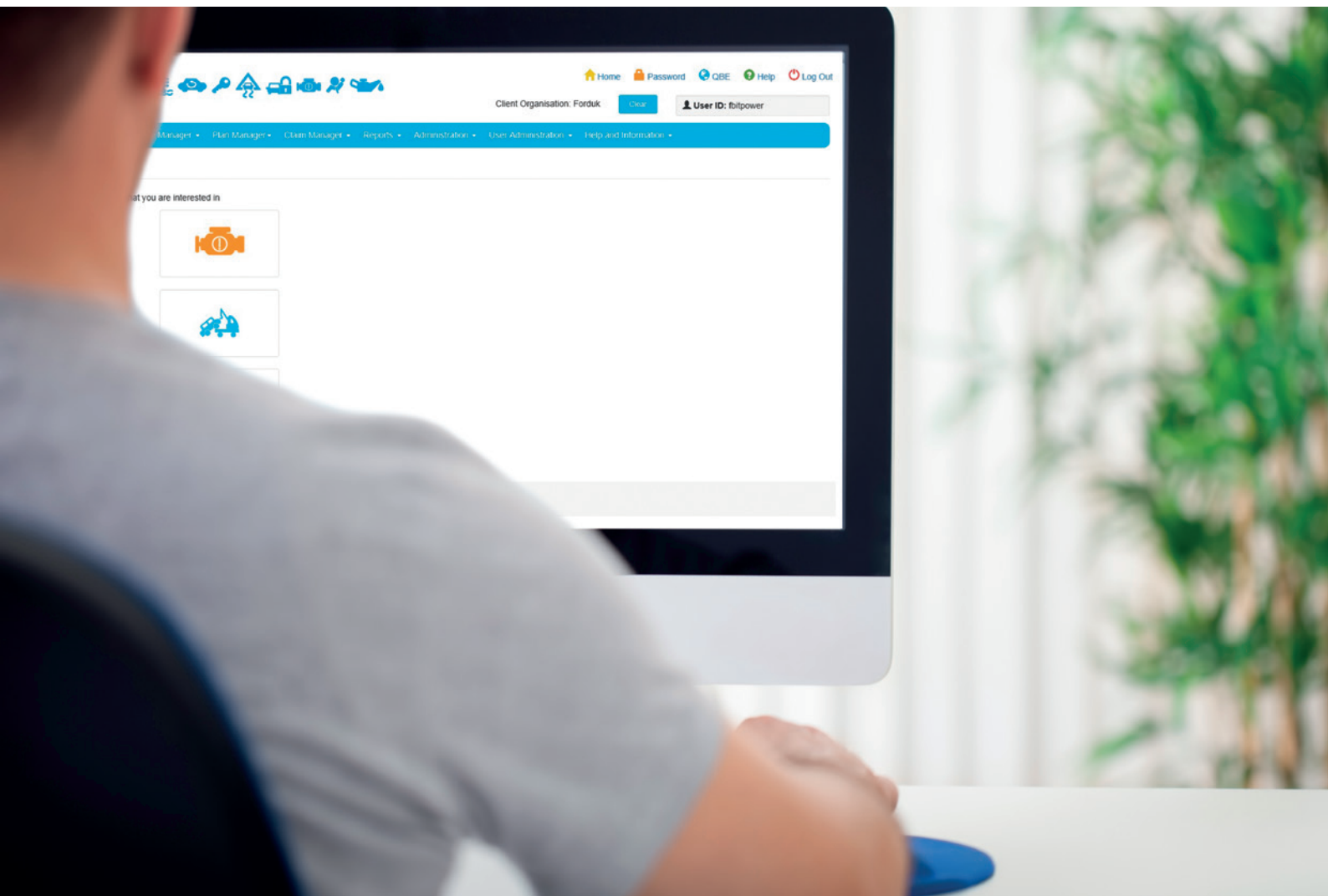
Head of Automotive Protection

Tel: 020 7105 4244

E-mail: shaqeel.hussain@uk.qbe.com

www.QBEurope.com/AP

We look forward to hearing from you



QBE European Operations

Plantation Place, 30 Fenchurch Street, London EC3M 3BD

tel +44 (0)20 7105 4000

www.QBEurope.com

QBE European Operations is a trading name of QBE Insurance (Europe) Limited and QBE Underwriting Limited, both of which are authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

6535GC/AUTOMOTIVEPROTECTION/APR2016

