AGO Insurance Software, Inc.

ANNUAL NEWSLETTER

Welcome to the annual issue of AGO's Newsletter for 2024. As we wrap up the year, we want to take a moment to give a special thank you to our customers, whether you've been part of our family for years or are a recent addition, your support inspires us to keep improving and innovating. We're proud to be part of your journey and look forward to making the next year even better together.

Since 1982, AGO has successfully provided insurance carriers, Managing General Agents and Managing General Underwriters with cost effective, quality tools to process their business. AGO offers both a complete solution and a modular approach to systems. Our core products are Policy Processing, Premium Accounting, Expert Underwriting, Claims, Agent Rating and Bureau Reporting.

Our systems are backed by insurance software professionals who are readily available to answer client questions and implement your solution. Our business analysts and development staff have years of insurance industry experience, which makes licensing AGO software a value not only for streamlining your business processes, but gives you access to our extensive base of insurance knowledge. At AGO, we're not only proud of our products, but we're also proud of our people.

All development, installation, training and service is done direct by AGO. We offer a complete end to end solution with all components developed solely by AGO. You'll find that doing business with AGO is easy and seamless, our professionals are experienced, knowledgeable and friendly.

Visit us at **www.agois.com** for all product offerings.

From all of us, we wish you a joyful holiday season filled with warmth, laughter, and meaningful connections. Here's to a successful and happy New Year!

WHAT'S HAPPENING AT AGO?

On the product side, some of the functional changes incorporated:

All Products:

- Update to support "forgot password" handling to allow users to manage their own passwords rather than having an administrator having to change the password.

Agency Portal:

- We are pleased to announce the introduction of **Auto-Save** to the quoting process! We know how important it is to ensure that no work is lost, especially when dealing with complex insurance quotes. This new feature will automatically save the information as the agent progresses through an indication.
- Agents can now add additional attachments to previously submitted pricing indications, streamlining communication and ensuring all relevant information is included.

Policy Production:

- Added enhancements to the Driver screen, designed to improve driver management and provide clearer insights for policy processing. These updates include the addition of a "Non-Approved Driver" selection and modifications to the duplicate driver results display. Drivers marked as "Non-Approved" will be treated the same as named excluded drivers regarding policy output, ensuring proper handling in documentation and processing.
- You can now edit any type of remark you've entered in the system up until the Issuance of the application. This update allows you to make necessary adjustments and corrections, ensuring that your remarks are accurate and aligned with your application requirements.
- Modify policy search to include search option by Drivers License # (Auto lines only).

Accounting (ASWeb):
### (See Product Spotlight section)

Claims:

- Introduced a new safeguard to ensure compliance and accountability in managing reserves. The system will now enforce user authority when attempting to make increases or reductions to existing reserves, enhancing control and security.
- To enhance accuracy and ensure proper handling of reserves, we've introduced a new confirmation prompt when users attempt to make a "Final" payment in the Payment Request process. When a user selects "Final" payment, the system will display a confirmation prompt asking them to verify that they intend to close out the reserves for the associated Coverage and Kind (Loss/Expense).

PRODUCT SPOTLIGHT

Introducing AGO's latest innovation, **APECS**, packed with numerous advanced automation features. In this issue, we spotlight an exciting component of this new product: Accounting System–Web (ASWeb). ASWeb represents the next generation of AGO's accounting solutions. It retains all the legacy features of our previous accounting products, reimagined for modern use, and introduces several new functionalities.

AGO's ASWeb component of the APECS solution is a robust, browser-based application crafted to streamline insurance accounting processes. Rich in features, ASWeb manages premium billing, premiums receivable, commissions, return premiums payable, and reporting, among other capabilities. It seamlessly integrates with existing AGO Policy and Claims products or can be incorporated with your current in-house or third-party software.
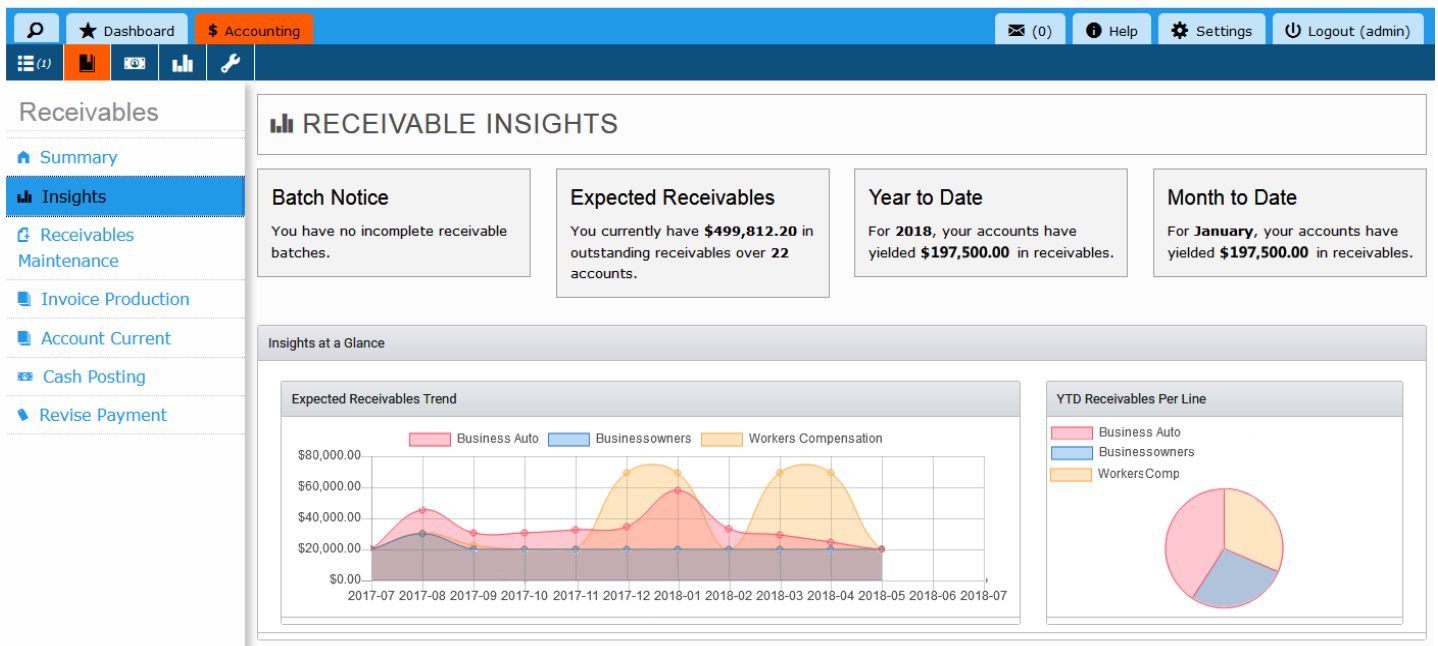
Benefits
- Real time interface with AGO's policy system
- Capability to export information to general ledger
- Capable of ACH, lock box and credit card transactions
- System security maintained at function and user level
- Focused valuations and charts provide instant insight into business

Features

Payable Processing
- Payment Entry
- Return Premiums
- Check Production
- Check Void
- Commission Due (for multiple entities)
- Payables Pending Report
- Remarks/Notepad Screen

Premiums Receivable
- Open/view multiple accounts concurrently
- Cash Posting
- EFT/ACH Available
- Account Crediting
- Premium Waiver
- Unapplied Cash Processing
- Support NET of Commission Payments for Agency Bill
- NSF Processing (apply NSF fee)

Premium Billing
- Invoice Entry
- Installment Billing Entry
- Invoice Production – account based, per LOB or by policy
- Cancellation Processing by days overdue or end of policy equity
- View invoice/correspondence image demand

WHO'S NEW?

We're thrilled to announce that **Jennifer Pierce** has joined us as our new **Business Development Specialist**!

Jennifer brings a wealth of experience and a proven track record of fostering growth and building lasting client relationships. Her expertise in identifying opportunities, developing strategic partnerships, and driving business success will be instrumental as we continue to expand and strengthen our services.

Company Information

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