AGO Insurance Software, Inc.

QUARTERLY NEWSLETTER

Welcome to the final issue of AGO's Newsletter for 2021. We hope that everyone is looking forward to a festive and safe Holiday season!

Happy Birthday to AGO!

While there were many great events in 1982, at the top was the formation of AGO by two pioneers in the insurance software industry, Larry Martin and Joe Costa. A special thanks to our captains, steering the AGO ship through rough seas and guiding us to calm waters.

As we enter into our 40th year of providing P&C enterprise solutions, we look to the future as we continue to lead the way in the insurance software industry with a revolutionary new platform of re-imagined software solutions.

While the hopes were that 2021 would be better than 2020, it has most certainly been a rollercoaster of a year for many on a personal level. As we begin a new year of hope to restore normalcy, it's time to think about what we have accomplished in these difficult times.

Here at AGO, we treat our clients with the utmost care and attention and develop long lasting relationships. Our dedicated team of employees have many years of experience with insurance and are here to help you succeed, not become an obstacle as with other solutions.

AGO has been successfully providing enterprise software solutions to insurance carriers, MGA's, and TPA's since 1982. From our headquarters in northern New Jersey, we have a full Project Management, Development, and Quality Assurance staff here in the U.S.

AGO offers a full enterprise software suite for P&C insurance companies, whether you are looking for just a piece of the puzzle or the whole thing, we have it all. We have been developing enterprise solutions for all personal and commercial lines of insurance for 40 years and have software solutions which include web enabled Quick Quoting, Policy Processing, Premium/Commission Accounting and Claims Management. Additional modules include Automated Compilation/Bureau Reporting, Automated Underwriting, and Agency Systems interface, among others.

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

Please be sure to read the **Fun Page** that is located on **page 4** of this edition of AGO's Newsletter with seasonal and software focused humor.

AGO would like to wish everyone a safe and prosperous 2022 and beyond!

WHAT'S NEW AT AGO?

While 2021 was a difficult year for most, it was especially personal for AGO as we lost a long time employee and friend, Ken Wiik, who passed away earlier this year. He will be missed.

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

Agency Portal:
- Added support for dynamic application questionnaire handling entered by the agent and interfaced to the in-house underwriting system.

Policy Production:
- Added support for dynamic application questionnaire handling for use by underwriting and quote/policy output.
- Added an Inforce Policies by Agent report option, which will generate a report for all agents with inforce policies as of the system date.
- Added support for batch proof of mailing generation for cancellations.
- New option for "Save and Assign" to allow the user to pre-assign a policy number to an application prior to issuance of the policy.
- Added support for real-time Premium Finance interface to generate the quote and finance agreement to be generated with the quote and policy output.

Claims:
- The payment request display of the Claimant Coverage page has been modified to include a option that allows the user to remove a payment request that may be deemed incorrect, inappropriate or unnecessary. The payment request will then be removed as part of processing when the user ultimately clicks the **Leave** button and saves their changes.
- The Review Payments Due page has been modified to enhance the efficiency of the process:
  - This function previously required the user to select a payment and the view Payment Details to modify the payment status.
  - The Action panel has been incorporated on the right side of the list and the user can now affect all necessary payments with one pass through the list of records.
  - The user can still view the details of a pending payment if desired.

Accounting:
ASWeb (See Product Spotlight section)

Bureau Reporting:
- WCSTAT: Added support for Furloughed Employees class 0012/1212 (PA/DE), special handling required for experience and unit totals.

Holiday Word Scrable
(if you get stuck, email us at agosales@agois.com)

Unscramble each set of letters to spell a holiday word. Write your word in the puzzle.

1. LYLOH
2. KHUNKAHA
3. MIPPNUK
4. GOSHPINP
5. NADYC
6. THISGL
7. ALSCOR
8. GILSHE
9. SAMHRICTS
10. DERINERE
11. TRAMONSEN
12. SOYT
13. TSPREES N

#				H				
1				H				
2				A				
3				P				
4				P				
5				Y				
6				H				
7				O				
8				L				
9				I				
10				D				
11				A				
12				Y				
13				S				

Tech Jokes

Thanks to autocorrect, 1 in 5 children will be getting a visit from Satan this Christmas.

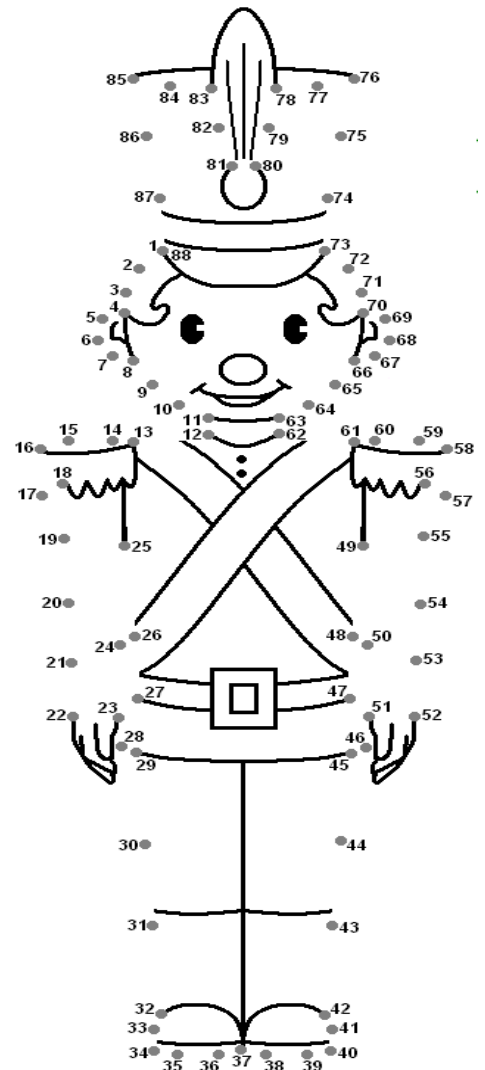Q. What is the biggest lie in the entire universe?
A. "I have read and agree to the Terms & Conditions."

Q. Why did the PowerPoint Presentation cross the road?
A. To get to the other slide.
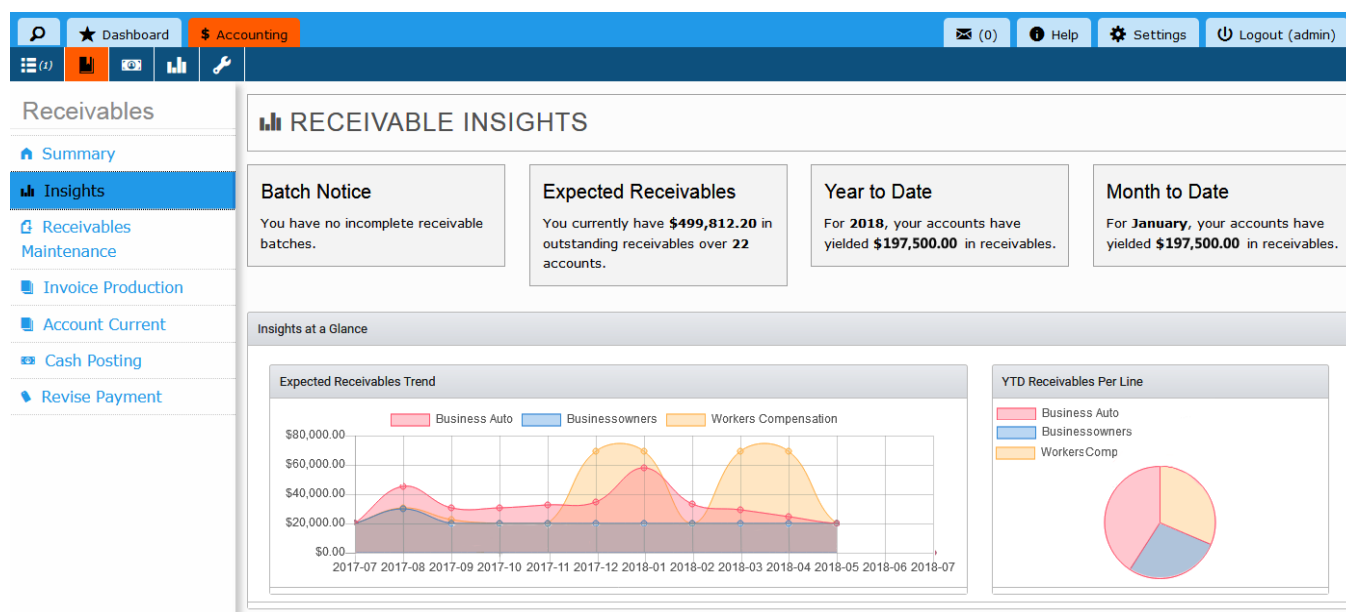
Bill Gates teaches a kindergarten class to count to ten.
"1, 2, 3, 3.1, 95, 98, ME, 2000, XP, Vista, 7, 8, 10."

Product Spotlight

AGO's latest product offering, Advanced Platform/Enterprise Cloud Solution (APECS), has many new and important automation features. In this issue, we will highlight the component of this exciting new product: Accounting System–Web (ASWeb). The ASWeb component is designed as the next generation of the AGO accounting product and while all the legacy accounting product features will exist in the new component (re-imagined), there are a number of new features.

AGO's ASWeb component of the APECS solution is a comprehensive browser-based application designed to make insurance accounting easier and more efficient. Features-rich, ASWeb handles premium billing, premiums receivable, commission, return premiums payable and reporting, among many other capabilities. ASWeb can be utilized with existing AGO Policy and Claims products, or integrated 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 images demand

WHO'S WHO?

President: Larry Martin

Vice President: Joseph Costa

Product Managers: John Hageneder / John Manko

Quality Assurance Team Leaders: Alla Soyfer / Maryann Kovacs

Office Manager: Melanie Hardie

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