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Assistant General Manager of Ankara Insurance

Ankara Insurance prefers SFS software for its modular and rule-based parametric structure which allows end-user definitions and takes the programmer out of the daily life

Ankara Insurance, about to realize the 72nd anniversary of establishment, provides services in the insurance with a vast experience, strong capital structure, more than 200 employees, 9 regional manager ships, 2 branch manager ships, 1 liaison office and more than 550 agents. Ankara Insurance, which predicts premiums of 240 million YTL for 2008, has decided to co-operate with a professional software company in insurance solutions as of October 2008 and preferred SFS.

Ankara Insurance predicts a growth of 30% for 2008; SFS has completed back-office and front-office system integrations in as short as 3 months. Damage premium ratios of Ankara Insurance has moved to 63,8 % from 111,8 % in the one-year period, beginning with co-operation with SFS. As of February 2007, the policies are drawn out using

SFS Insurance Solutions. SFS strengthened its technological infrastructure thanks to SFS Insurance Solutions beginning with 2007 and increased the effectiveness of its agents network and overall customer satisfaction.

Management Reports

SFS Management Information Systems has provided flexible and real-time reporting.

Legal Reports

The system is capable of providing SDK and actuarial reports requested by the Treasury periodically.

Green Card

Real-time and online green card policies can be drawn out thanks to TRAMER Information Sharing System.

Natural Gas

Ankara Insurance can draw out natural gas policies simultaneously during the natural gas project acceptance process via iNet Insurance Company Service thanks to Energy Distribution Company Services. Policies generated individually or as a batch by the system can be integrated to Ankara Insurance generating system and reflected to generation and risk reports.

External System Integration

SFS Insurance Solutions and Ankara Insurance External System Integrations (DASK, TRAMER, Green Card) are completed in a short period. As of June 2008, Ankara Insurance completed TRAMER transfers with zero fault.

Customer Informing

Ankara Insurance uses SFS Web Service for customer informing; the customers can list and examine in detail their policies via web interface, within the frame of legal customer informing requirements.

Auto Analysis Integration

Expert assignments during notification entry are directly transferred to Auto Analysis System; the experts can now tract the files more easily. Information entered to Auto Analysis by the experts are also integrated to Ankara Insurance system; so file tracking and data entry is much more easier.

Paynet

Collections from installment cards and other credit cards are now easier thanks to the application, which provides that the policy charges can be collected from such cards during policy entry. Online



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policy withdrawal and collection is provided with 4 cards in Turkey.

Damage infrastructure

E-mail, fax, SMS communication following the notification with the related agency, customer and expert has been provided. Automatic assignment of missing documents during damage notification; fax, e-mail, SMS communication; fax or e-mail communication by the CR has been provided. Job notification to automatically assigned experts and customers via fax, SMS or e-mail communication by the system has also been provided.

Integrated Proposal & Policy Management

Field based validation is made in proposal management. Ray Insurance can create % 100 accurate proposals and policies without any return to the sales points. Each proposal is controlled by the risk selection rules defined in SFS system and accepted as policies. Proposal and policy based authorization system provide the workflows and interactions between the channels, regional offices and headquarter departments when there comes a proposal exceeding the rules.

Proposal printouts, regulation printouts, policy printouts (on laser printers) can all be printed with the templates that we can create and change by SFS designers. All endorsement types of all products are processed with real-time web based system. Flexible policy management reports allow analyzing the production.

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