

Integrated Digital Administration Paves the Way for Institutional Annuities Growth

With the aging of the population and the ongoing volatility of the capital markets, institutional annuity providers can deliver much needed long-term income stability to both pre-retirees and retirees. While most institutional annuity providers offer the necessary capital, investment expertise, and risk management capabilities, they must also overcome challenges with their current operations and technology to benefit from those market opportunities. The challenges fall into three categories: 1) new case implementation; 2) case administration; and 3) data access and enrichment for advanced analytics. Vitech helps its customers meet these challenges with what we call **integrated digital administration**.

NEW CASE IMPLEMENTATION – BETTER DATA QUALITY AND BETTER PENSION RULES SUPPORT

On-boarding and implementation in the group annuity purchase or PRT market is a repetitive process that must be done quickly and efficiently. Insurers need a solution for handling difficult data and contractual rule challenges that reduce operational efficiency. Census and other plan participant data from pension plan sponsors varies in format, quality, and consistency, requiring robust utilities for data loading, data scrubbing, and data comparison that many insurers lack. Vitech provides these capabilities out of the box as part of our V3locity benefit administration platform.

DATA IMPORT AND QUALITY UTILITIES FOR PARTICIPANT DATA

Data Loading/Import	Accept participant census data from plan sponsor in any electronic format – flat file, Excel, others.
Data Standardization/Re-formatting	Re-formatting tool standardizes formats of the submitted data, for upload to administration system.
Data Editing/Scrubbing	Data scrubbing and editing tools to ensure the accuracy and completeness of the participant, benefit, and payment data.
Data Comparison for Consistency	Data comparison tool to compare data across different files (benefit data, payer data, pricing data) to locate and reconcile data discrepancies.
Data Enrichment	Easily enrich and update participant data using third party data sources (electronic death master file, PBI, LexisNexus) for address, gender, date of birth, date of death, and other data.

Insurers and benefit administration vendors often fall short in new case implementation. At this step in the process, insurers need to quickly and accurately capture all the pension plan contractual provisions and related business rules that drive all ongoing pension administration activities for the full participant lifecycle. The absence of these features often results in slow and expensive manual processing.

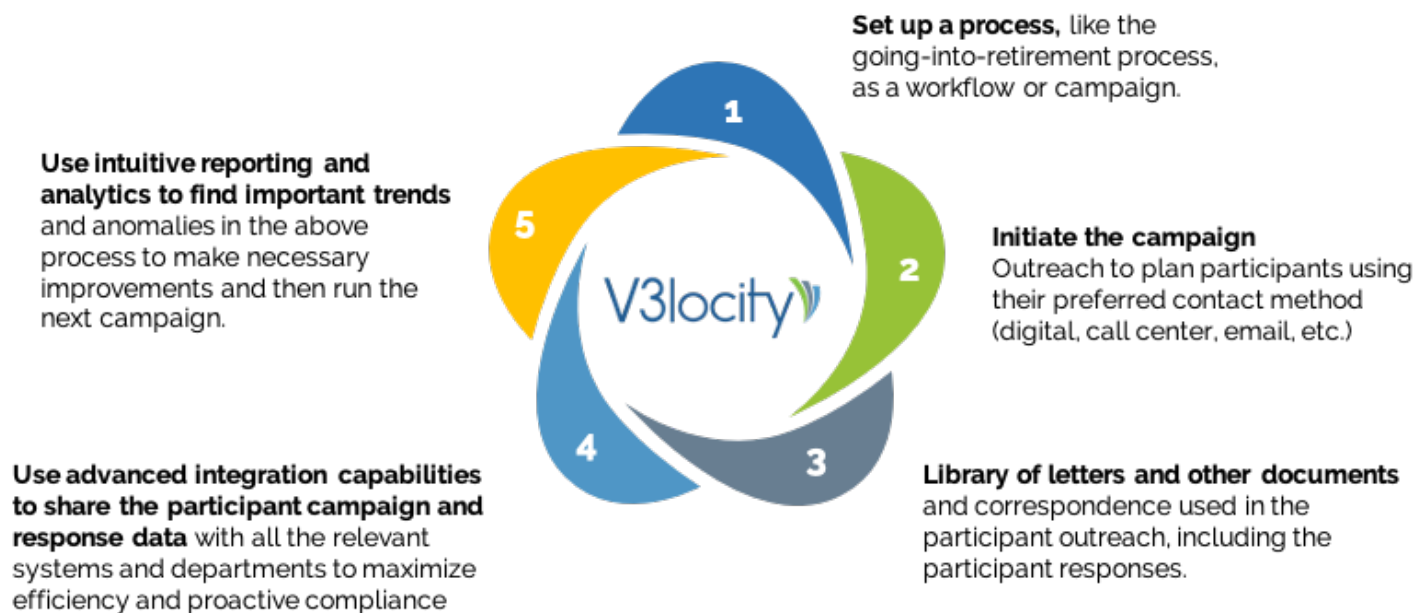
The contractually defined benefit provisions determine eligibility rules, benefit calculation rules, and the payment rules used in processing and paying retirement and death benefits within a pension plan. Such benefit provisions are key to providing the flexibility and depth to support important features like early, normal, and delayed retirements, optional forms of annuity and lump sum payouts, as well as cash balance, pre-retirement, and post-retirement death benefits.

Vitech's V3locity supports robust provisioning and business rules for administering both simple and complex pension plans.

ONGOING ADMINISTRATION – PARTICIPANT ENGAGEMENT, INTEGRATED WORKFLOWS, AND BETTER REPORTING

Insurers need a closed loop, integrated approach for participant engagement, participant campaigns and related workflows, and advanced reporting. They need an integrated, digital administration capability that we are excited to provide with V3locity.

To provide a contemporary customer experience and achieve sustained engagement with plan participants, insurers require a sophisticated, ongoing campaign outreach model. This model should also enable marketing cross-sell/upsell opportunities for other products, like voluntary benefits insurance products. V3locity provides both deep and broad pension plan administration capabilities integrated with workflows, campaign management, digital self-service, documents and correspondence and extensive APIs to streamline business processes and share tools that provide data across all relevant departments and systems (marketing, compliance, printing/mail room, call center, valuation).



ADVANCED ANALYTICS AND REPORTING – EASIER ACCESS TO DATA TO MANAGE RISKS AND OPTIMIZE OPERATIONS

Institutional annuity providers need access to the data necessary to optimize the business, particularly participant retirement, mortality, demographic and behavior data. V3locity provides much easier access to data and data enrichment sources for the following:

- Retirement and mortality data feeds important business intelligence for pricing, underwriting, valuation, and finance.
- More accurate data on the cost of administration used to refine pricing for new cases, based on type of liability (e.g. deferred lives).
- Participant demographics and behaviors regarding retirement decisions used for planning resources for the in-force business and enable more accurate resource planning for new business.
- Access to the above data (retirement, mortality, participant behavior) builds deep expertise in specific industries to price new business more aggressively and still meet financial return requirements.

Vitech provides the closed loop, integrated digital administration capabilities that institutional annuity providers need to accelerate growth of their businesses. We look forward to understanding your needs and discussing how Vitech can help you grow your institutional annuities business with V3locity.

ABOUT VITECH

Vitech is a global provider of cloud-based benefit and investment administration software. We help our clients expand their offerings and capabilities, streamline their operations, gain analytical insights, and transform their engagement models. Vitech employs over 1,200 professionals serving over 100 of the world's most successful insurance, retirement and investment organizations. Our market-leading platform V3locity, is a transformative suite of complementary applications that offer full life cycle business functionality and robust enterprise capabilities. An innovator and visionary, Vitech has been recognized by Celent as a three-time XCelent award winner. For more information, please visit our website at www.vitechinc.com.