



Contents Collaboration

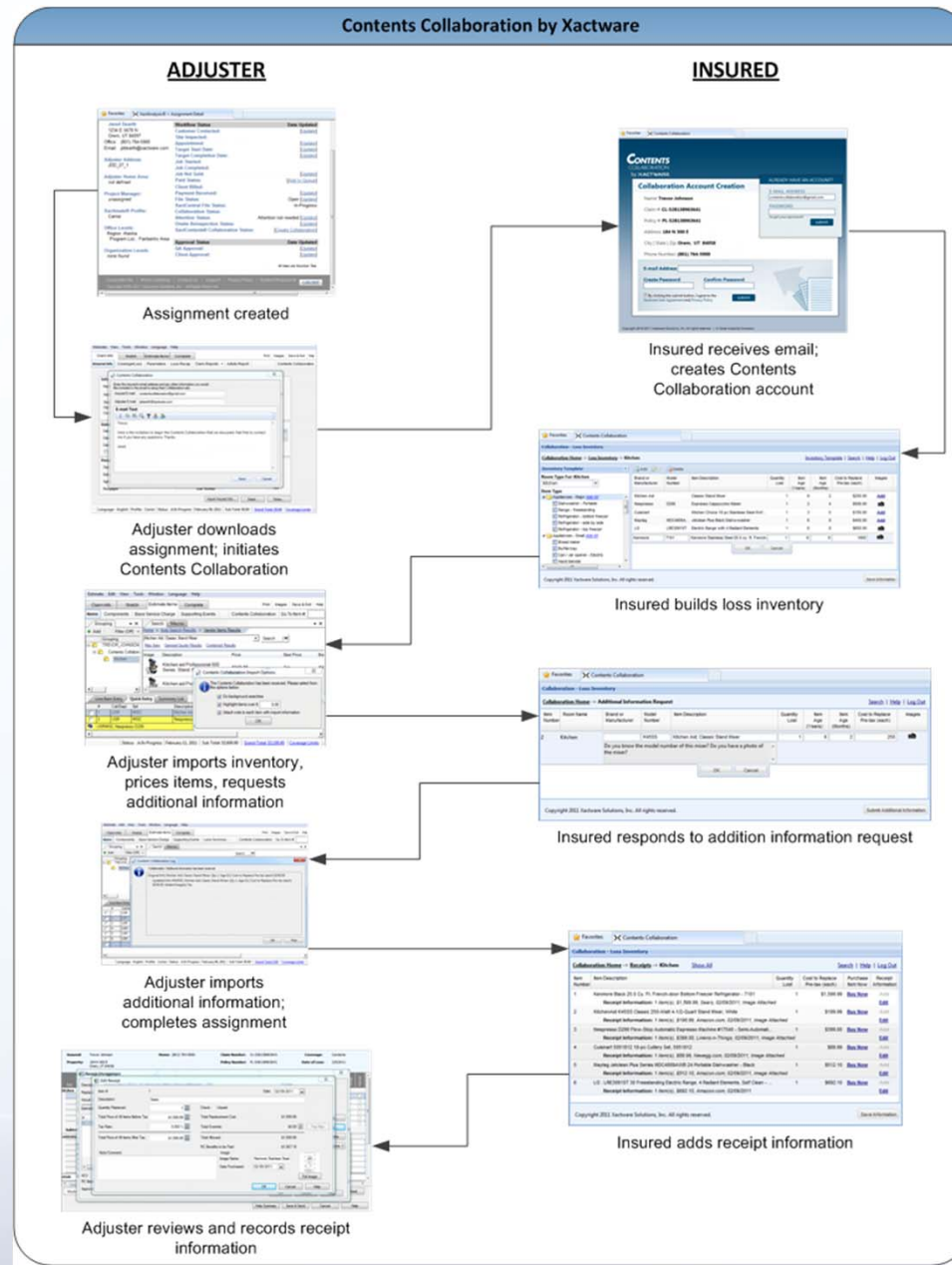
"The best way to be made whole again"

■ Challenges of Inventory Capture Using Excel Import Template




- Adjuster has to transfer document to insured
 - Does the insured know how to download/upload attachments?
- Is the latest import template being used?
- Does insured have Excel?
- How to capture additional detail on specific items?
- How to submit “forgotten” items?
- Cannot show state-specific fraud language easily
- Document submission history
- Template customization
- Column customizations
- Company header/logos

■ Benefits of Inventory Capture Using Contents Collaboration

- Reduces cycle time while increasing customer convenience
- Secure, online portal purpose-built for inventory capture
- Fully customizable
- Room templates
- Saves all insured submissions and stores in XactAnalysis
- Easy to use - Walks insured through entire claim process
- Allows for multiple inventory submissions
- Facilitates additional information requests
- Allows insured to upload images, receipts and documents
- Can define state specific fraud language
- Notifications are sent to both the adjuster and insured when new content is available
- Insured has access to prior claim history
- Adjusters can “publish” reports to site
- “Buy Now” link allows insured to purchase items priced by adjuster
- Insured can enter actual replacement cost values – links directly with Payment Tracker

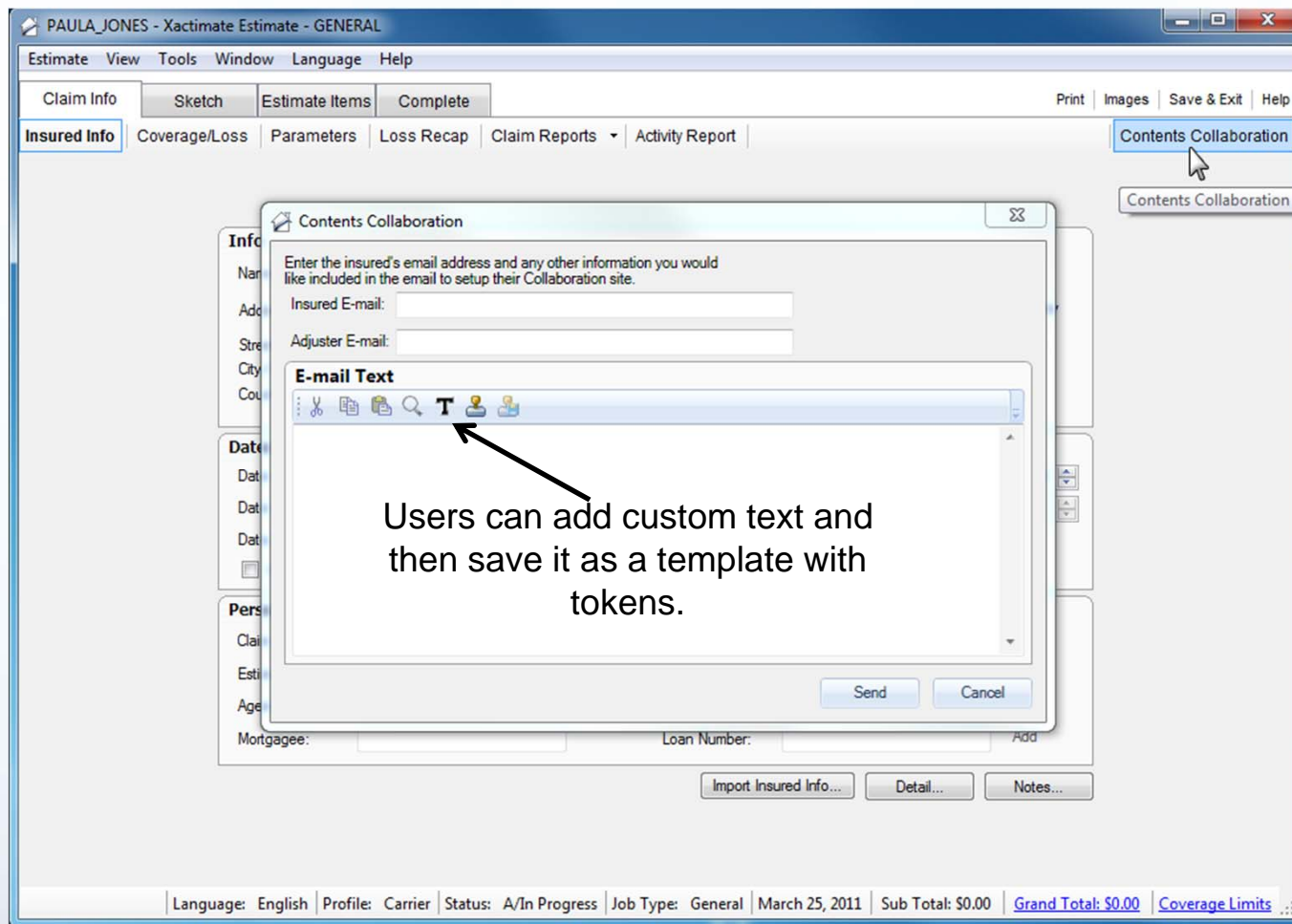


- Initiate the collaboration from XactAnalysis at any point in time.
 - Allows the insured to start inventorying immediately
 - Track whether or not the collaboration has been started
 - In some cases, the inventory can be ready before an adjuster is assigned
 - EDI Initiation coming in 2011 Q2 release

Details	Client/Policy	Map	Action Items (0)	Notes (1)	Documents (0)	Photos (0)
Assignee Information SafeHaven Insurance Company Aaron C. Brunko 1426 East 750 N Orem, UT 84097 Office: (801) 764- Fax: (111) 111- Email: acbrunko@		XactAnalysis Status Assignment Received: 28-Mar-2011 08:57:30 AM Adjuster Notified:		Date Updated		
<div style="text-align: center;">  </div>						
CREATE XACTCONTENTS COLLABORATION ancel						
Adjuster Address ACB.27.3		Claim #: CL-43993383		dated		
Adjuster Home Address not defined		Property Owner: Paula Jones		Client: Safe Haven - Staff pdate		
Project Manager unassigned		Assignee: Aaron C. Brunko, SafeHaven Insurance Company		Created by: Aaron C. Brunko pdate		
Xactimate® Prof Carrier		Email From: <input type="text"/> (REQUIRED) 		pdate		
Office Levels: Region: Alaska Program Loc.: I		Email To: <input type="text"/> (REQUIRED) 		pdate		
Organization Levels: none found		Opening Statement: <input type="text"/>		pdate ueue		
<div style="text-align: center;"> <input type="button" value="UPDATE STATUS"/> Cancel </div>						
XactCentral File Status: In-Progress						
Collaboration Status:						
Attention Status: Attention not needed [Update]						
Onsite Reinspection Status:						
XactContents® Collaboration Status: [Create Collaboration]						

■ Initiate from XactContents

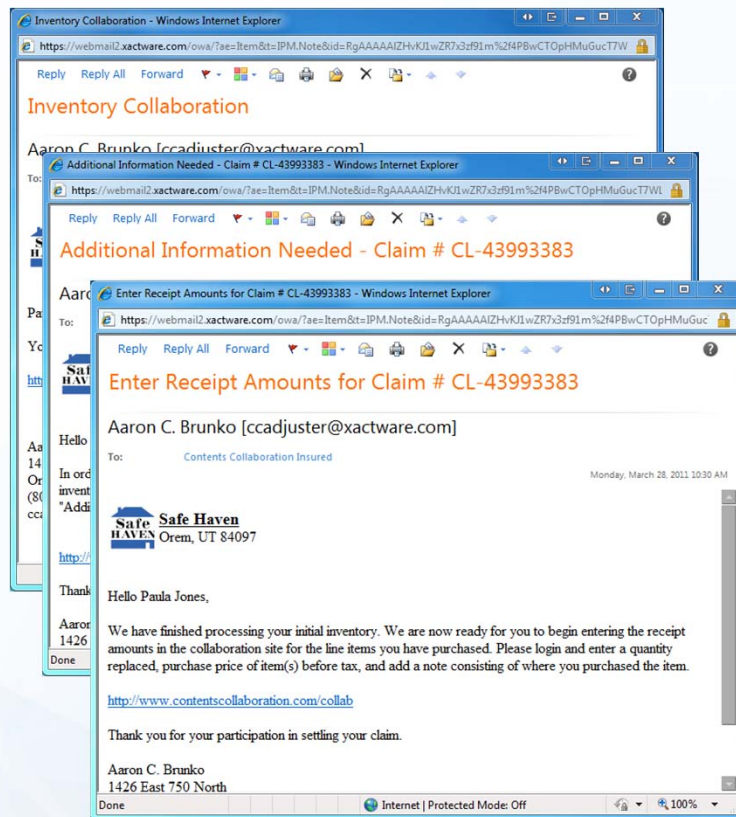
- Gives the adjuster the control of deciding if and when to start the Contents Collaboration
- Users must be connected to the Internet to initiate a Contents Collaboration



Continuous e-mail notifications

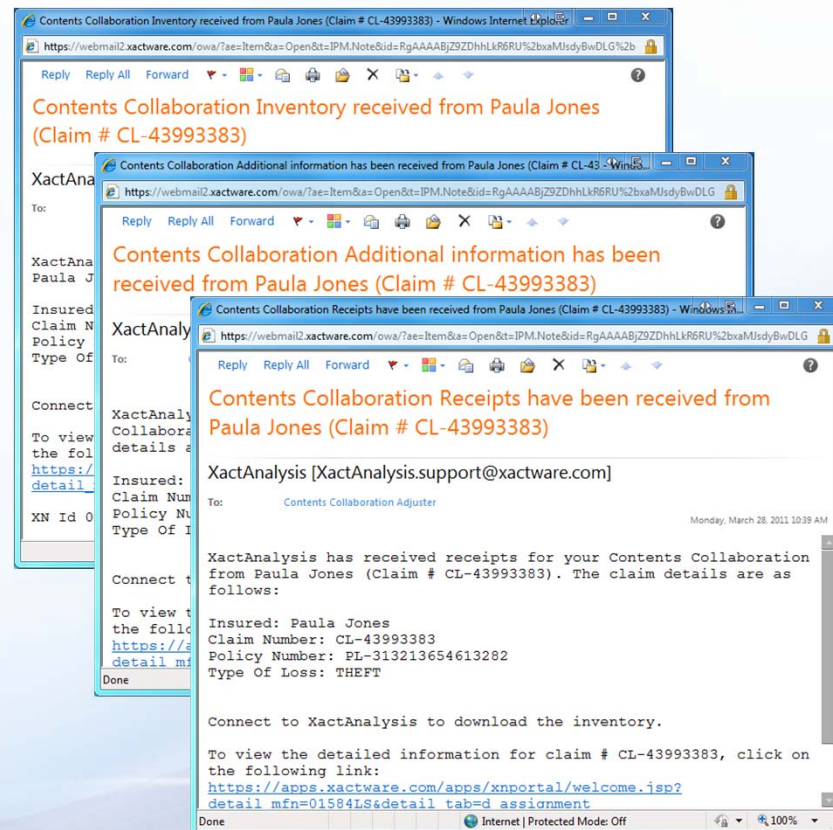
Insured Notifications:

- Collaboration Generation
- Additional Information Needed
- Replacement Cost Benefits



Adjuster Notifications

- Inventory Submitted
- Additional Information Submitted
- Receipt Information Submitted



■ Collaboration Account Creation

- Insured information displayed – adding credibility to site
- Insured able to create an account to log into for each stage of the claim
- Also designed to work in an iFrame to appear seamless to the insured
- Accessible by multiple internet browsers

The screenshot shows a web browser window titled "Contents Collaboration - Windows Internet Explorer". The address bar displays the URL: <https://www.contentscollaboration.com/collab/CreateAccount.aspx?0=ccinsured%40xact>. The page features the "CONTENTS COLLABORATION by XACTWARE" logo at the top left. The main heading is "Collaboration Account Creation".

The form displays pre-filled insured information:

- Name: **Paula Jones**
- Claim #: **CL-43993383**
- Policy #: **PL-313213654613282**
- Address: **318 North 900 East**
- City | State | Zip: **Orem, UT 84097**
- Phone Number: **(801) 764-5900**

Below this information are input fields for:

- E-mail Address
- Create Password
- Confirm Password

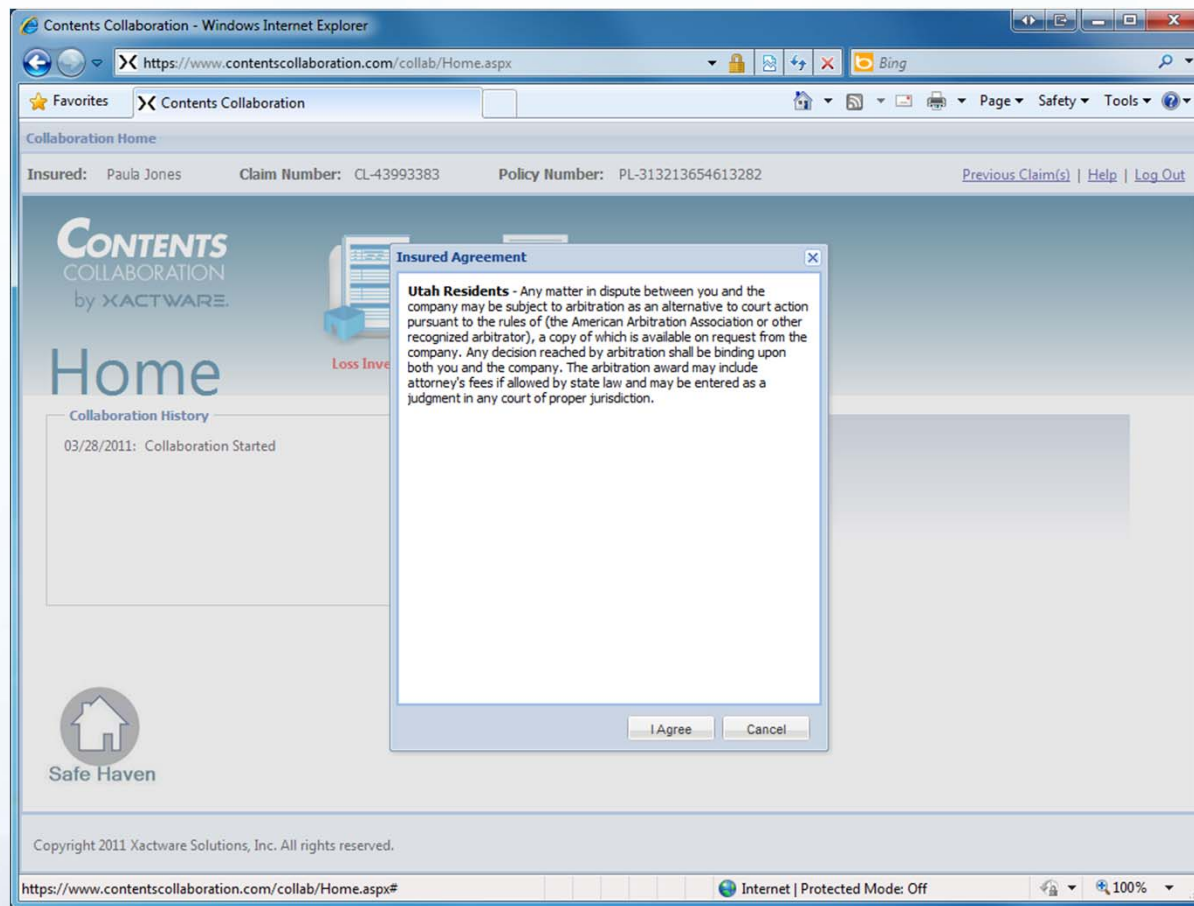
A checkbox is present with the text: "By clicking the submit button, I agree to the Xactware User Agreement and Privacy Policy". A "submit" button is located at the bottom right of the form.

On the right side of the form, there is a section titled "ALREADY HAVE AN ACCOUNT?" with an "E-MAIL ADDRESS" input field containing "ccinsured@xactware.com", a "PASSWORD" input field, and a "forgot your password?" link. A "submit" button is also present in this section.

The footer of the page reads: "Copyright 2010-2011 Xactware Solutions, Inc. All rights reserved. | A Verisk Analytics Company". The browser's status bar at the bottom shows "Done", "Internet | Protected Mode: Off", and a zoom level of "100%".

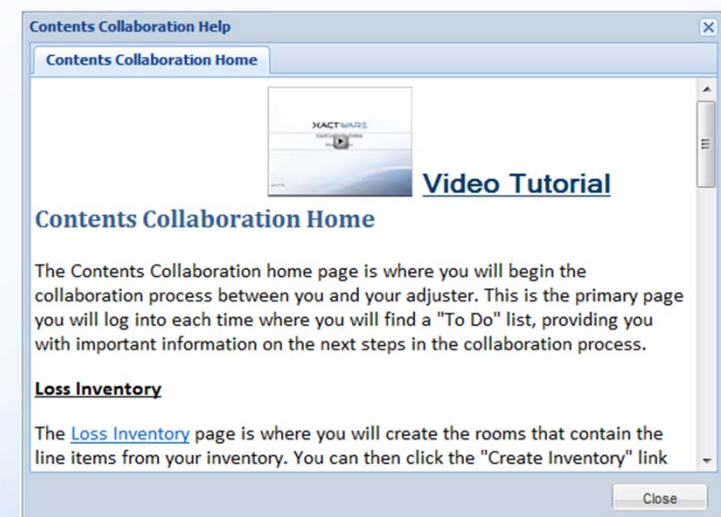
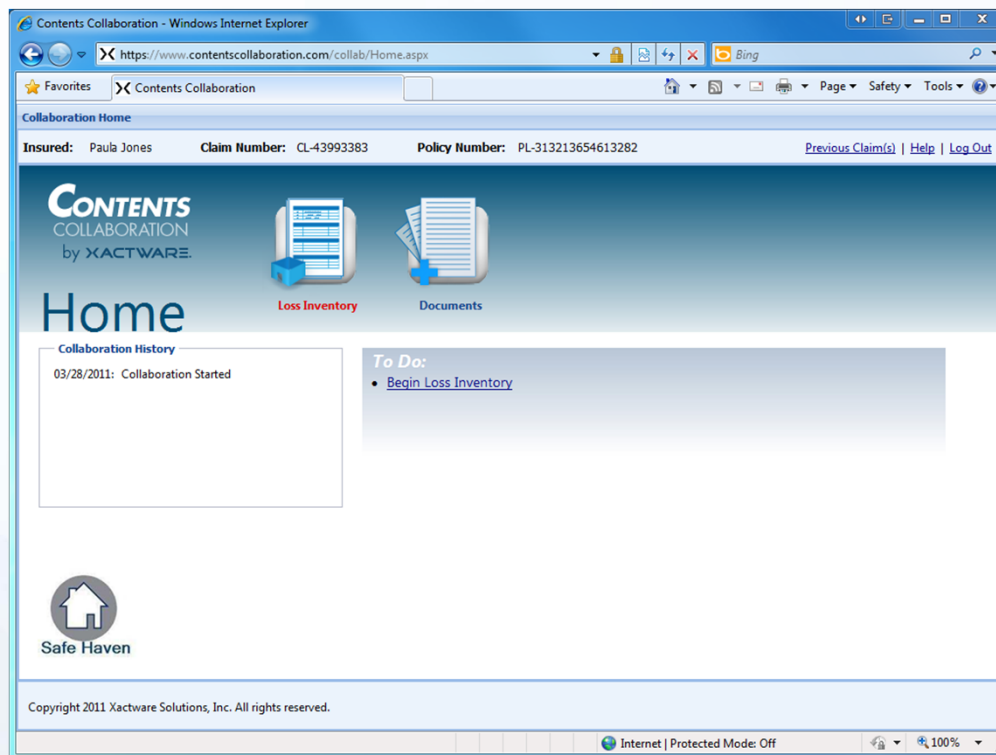
■ Insured Agreement – Opening Statement (or Fraud Language)

- Can be displayed on first login, inventory submission (at any point in time), additional information submission, and receipt submission
- Agreement stored for later access by carrier



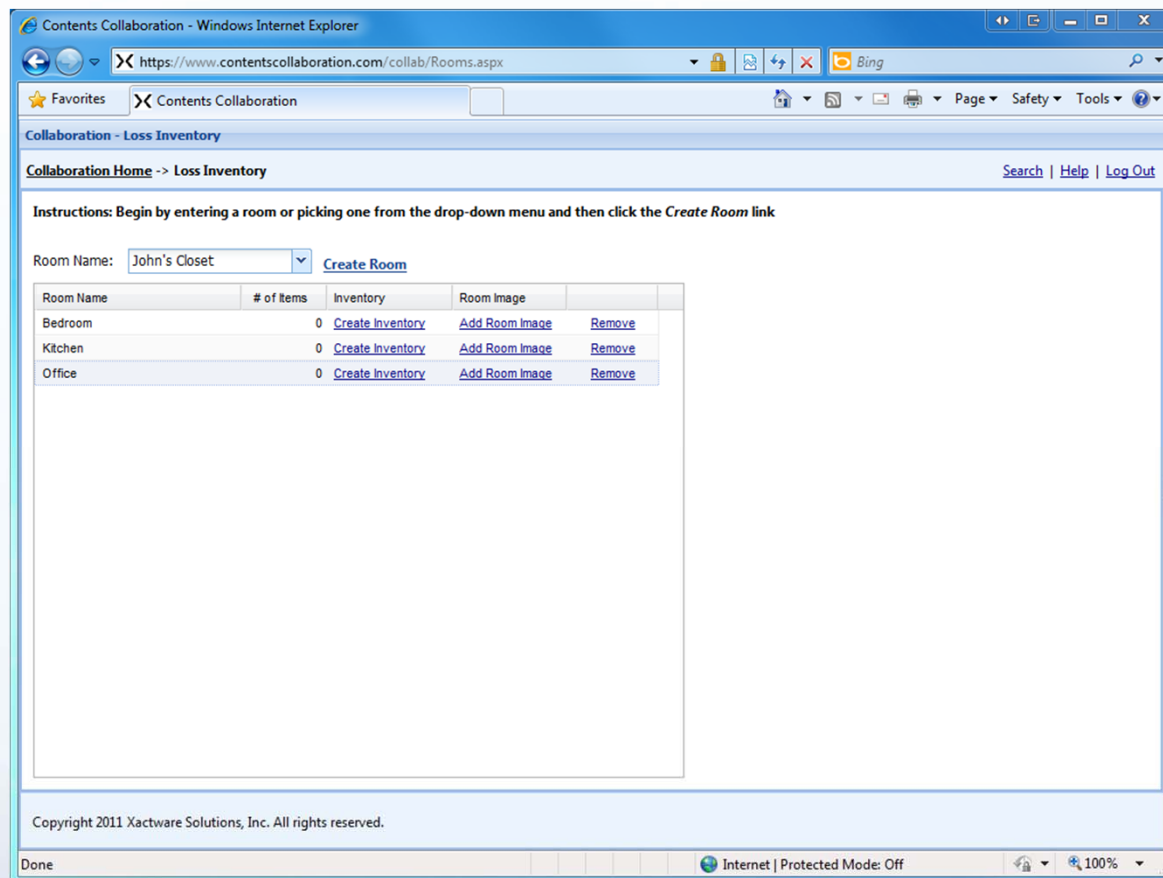
■ Easy to Navigate

- Icons show up in Red when the insured needs to perform an action
- To Do: Section helps insured know where they need to go
- Real Time Training accessible by clicking Help
 - RTT based on where the user is presently at in the application
- Video helps available to the insured



■ Room/Grouping Creation

- Easily create grouping elements (rooms) by typing or picking from a list
- Attach images for each room if available
- Show how many items exist in each room
- Create Inventory specific to room



■ Inventory

- Continuously add items by entering information and pressing enter or clicking OK
- Pick items from a template – automatic item categorization
- Columns can be:
 - Ordered
 - Renamed
 - Hidden
- Changes take place immediately
- Items automatically saved
- Insured able to add images to items
- Navigate back to rooms by clicking Save Information or by clicking Loss Inventory in the navigation bar

The screenshot shows the 'Contents Collaboration - Windows Internet Explorer' window. The address bar displays 'https://www.contentscollaboration.com/collab/Inventory.aspx?roomId=4'. The page title is 'Collaboration - Loss Inventory'. The navigation bar includes links for 'Collaboration Home', 'Loss Inventory', 'Office', 'Inventory Template', 'Search', 'Help', and 'Log Out'. The main content area features a table with columns: Brand or Manufacturer, Model Number, Item Description, Quantity Lost, Item Age (Years), Item Age (Months), Cost to Replace Pre-tax (each), and Images. The table contains three rows of data: a Lenovo WS10 laptop, a black leather high back office chair, and a Dell 2407WFP LCD monitor. A left sidebar lists various item types under the 'Room Type For: Office' dropdown, including 'Hard drive - External - Computer', 'Headset', 'Home / Desktop computer', 'Ink cartridge', 'Inkjet / Deskjet / Officejet printer', 'iPad - *Specify size and if 3G or not', 'Keyboard', 'Laptop/Notebook adapter card', 'Laptop/Notebook computer', 'LCD monitor - *Specify size', 'Modem', 'Monitor - Touch screen', 'Mouse', 'Network bridge / Access point', 'Network interface/ethernet card - US', 'Network print server', 'Network router', 'Network Servers - Complete / stand e', 'Network servers - Storage only', 'Network switch', 'Power protector & adapter', and 'Printer, scanner, fax, & copier combo'. At the bottom of the window, there is a 'Save Information' button and a copyright notice for Xactware Solutions, Inc.

Brand or Manufacturer	Model Number	Item Description	Quantity Lost	Item Age (Years)	Item Age (Months)	Cost to Replace Pre-tax (each)	Images
Lenovo	WS10	Laptop computer	1	1	6	\$1,800.00	
		Black leather high back office chair	1	3	8	\$250.00	
Dell	2407WFP	Dell 24 inch LCD monitor	1			0	

■ Inventory Submission

- Performs a check to make sure the insured filled out all required information
- Opening statement agreements displayed
- Inventory is hidden from insured and sent down to the adjuster
- Insured can add supplemental items if needed

Contents Collaboration - Windows Internet Explorer

https://www.contentscollaboration.com/collab/Rooms.aspx


Collaboration - Loss Inventory

Collaboration Home -> Loss Inventory [Search](#) | [Help](#) | [Log Out](#)

Instructions: Begin by entering a room or picking one from the drop-down menu and then click the [Create Room](#) link

Room Name: [Create Room](#)

Room Name	# of Items	Inventory	Room Image	
Bedroom	11	Create Inventory	Add Room Image	Remove
Kitchen	0	Create Inventory	Add Room Image	Remove
Office	0	Create Inventory	Add Room Image	Remove


Submit Inventory

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Done Internet | Protected Mode: Off 100%

- **Original Inventory - XactAnalysis**
 - Original information stored in XactAnalysis
 - Searchable PDF
 - Printable PDF
 - Stores original information which cannot be modified

Details Client/Policy Map Action Items (0) Notes (1) Documents (0) Photos (0) Sketches (0) Activity Log SkyeTec

Show Unapproved Show All Select Unapproved Documents Select All Clear All

Approve Item(s) Reject Item(s)

Most Recent Uploaded Documents Add Documents

Date	File Name	Type	Description	Status
28-Mar-2011 09:34 AM	INVENTORY SUBMISSION.PDF	Adobe Acrobat Document	Inventory Submission	Not yet approved

https://apps.xactware.com/apps/shared/XNStreamFile?ddid=01584LS&file=463416121.PDF - Windows Internet Explorer

https://apps.xactware.com/apps/shared/XNStreamFile?ddid=01584LS&file=463416121.PDF

1 / 1 75% Find

1. Office

Item Number	Brand or Manufacturer	Model Number	Item Description	Quantity Lost	Item Age (Years)	Item Age (Months)	Cost to Replace Pre-tax (each)
1	Lenovo	W510	Laptop computer	1	1	6	\$1,800.
2			Black leather high back office chair	1	3	8	\$250.
3	Dell	2407WFP	Dell 24 inch LCD monitor	1	1	3	\$800.
4	Logitech		Wired mouse	1	1	4	\$80.
5			Keyboard	1	2	3	\$80.
6	Annie		Innd Touch	1	1	0	\$300.

Corporate Copyright 2

■ Inventory download to XactContents

- Adjuster is notified that the inventory is ready
- Connects to XactAnalysis to download the inventory
- Inventory Import options when opening the estimate
- Similar to the Import from Excel Option today
- Images and Documents automatically imported into the Assignment

PAULA_JONES - Xactimate Estimate

Estimate View Tools Window Language Help

Claim Info Sketch Estimate Items Complete

Items Components Base Service Charge Supporting Events Labor Summary Contents Collaboration Go To Item #:

Grouping Filter (Off) Search Home > Auto Search Results

PAULA_JONES

Contents Collaboration

Office \$4,015

Combined Sources

XactContents Combined Search Results (70 Matching Items)

XactContents Searches

Integrated Internet Searches

Refine Results By:

Price

Brand

Under \$280

\$280 - \$740

\$740 - \$1,280

\$1,280 - \$1,980

Over \$1,980

Brainydeal

CellularFactory

IBM

LENOVO

Refurb Computer

Line Item Entry Quick Entry Summary List

#	CatDept	Sel	Act	Description	Coverage	Reported Cost	Unit Cost	Qty	Total RCV	Age	Use
1	USRM	MISC	+	Lenovo #W510, Laptop computer	Contents	\$1,800.00	\$1,800.00	1	\$1,800.00	1.5	Normal
USRMISC Lenovo #W510, Laptop computer, Quantity Lost: 1, Age: 1.5, Cost to Replace Pre-Tax (each): \$1,800.00											
5	CMP	KEYBD	+	Keyboard	Contents	\$80.00	\$80.00	1	\$80.00	2.25	Normal
CMPKEYBD Keyboard, Quantity Lost: 1, Age: 2.25, Cost to Replace Pre-Tax (each): \$80.00											
CMPKEYBD 34 - Microsoft ergon											
6	ELC	MP3T	+	Apple, Ipod Touch	Contents	\$300.00	\$300.00	1	\$300.00	1	Normal
ELCMP3T Apple, Ipod Touch, Quantity Lost: 1, Age: 1, Cost to Replace Pre-Tax (each): \$300.00											

Attachment Type: Image

File...

Image Name: 33 - Lenovo W510 Lap

Taken By: Paula Jones

Date Taken: 03/28/2011

Description:

Attach to previous item (USRMISC)?

OK Cancel

Full Image

Language: English Profile: Carrier Status: A/In Progress

Language: English Profile: Carrier Status: A/In Progress March 28, 2011 Sub Total: \$4,015.00 Grand Total: \$3,290.03 Coverage Limits

■ Questions, More Info Needed?

- Check the items you need more information on
- Click XactContents Collaboration to request additional information
- Add a note consisting of the information you need
- Notifications take place for both the insured and the adjuster

The screenshot displays the Xactware software interface. The main window is titled 'Contents Collaboration - Windows Internet Explorer' and shows a table of items with columns: Item Number, Room Name, Brand or Manufacturer, Model Number, Item Description, Quantity Lost, Item Age, Item Age, Cost to Replace Pre-tax (each), and Images. The table lists items 5 and 6, both in 'Office' rooms. Item 5 is a 'Microsoft Ergonomic Keyboard' and Item 6 is an 'Apple, iPod Touch'. Below the table, there is a section for 'Adjuster Note' with a text area containing the question 'How many GB was the iPod Touch?'. A 'Contents Collaboration Log' dialog box is open in the foreground, displaying a message: 'Collaboration: Additional information has been received.' The log shows the original and updated information for both items, including quantities, ages, and costs. The dialog box has 'OK' and 'Print' buttons. The background window also shows a 'Line Item Entry' section on the left and a 'Submit Additional Information' button at the bottom right.

Contents Collaboration Log

Collaboration: Additional information has been received.

Original Info: Keyboard; Qty 1; Age 2.3; Cost to Replace Pre-tax (each) \$80.00
 Updated Info: Microsoft, Ergonomic Keyboard; Qty 1; Age 2.3; Cost to Replace Pre-tax (each) \$80.00; Added Image(s) No

Original Info: Apple, iPod Touch; Qty 1; Age 1; Cost to Replace Pre-tax (each) \$300.00
 Updated Info: 32 GB Apple, iPod Touch; Qty 1; Age 1; Cost to Replace Pre-tax (each) \$300.00; Added Image(s) No

OK Print

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Submit Additional Information

Internet | Protected Mode: Off

■ Uploaded Reports

- Specify which reports are uploaded to the insured
- The insured can access them whenever they want
- Potentially remove the need to email or physically mail to the insured

CONTENTS
COLLABORATION
by XACTWARE.



Loss Inventory



Documents



Receipts



Reports

Home

Collaboration History

- 03/28/2011: Collaboration Started
- 03/28/2011: Inventory Submitted
- 03/28/2011: Additional Information Requested
- 03/28/2011: Additional Information Submitted
- 03/28/2011: Reports Received
- 03/28/2011: Reports Received
- 03/28/2011: Receipts Requested

To Do:

- [Continue Loss Inventory](#)
- [Review Uploaded Reports](#)
- [Enter Receipts](#)

Collaboration - Reports

Collaboration Home -> Reports

Reports - 28-Mar-2011 10:29 AM

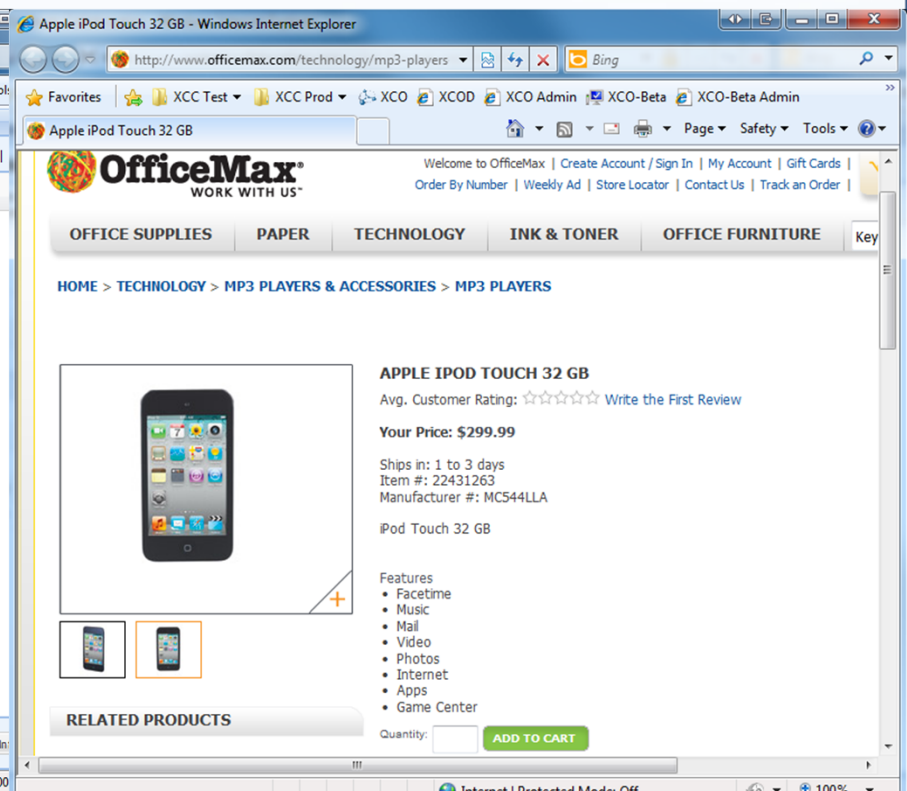
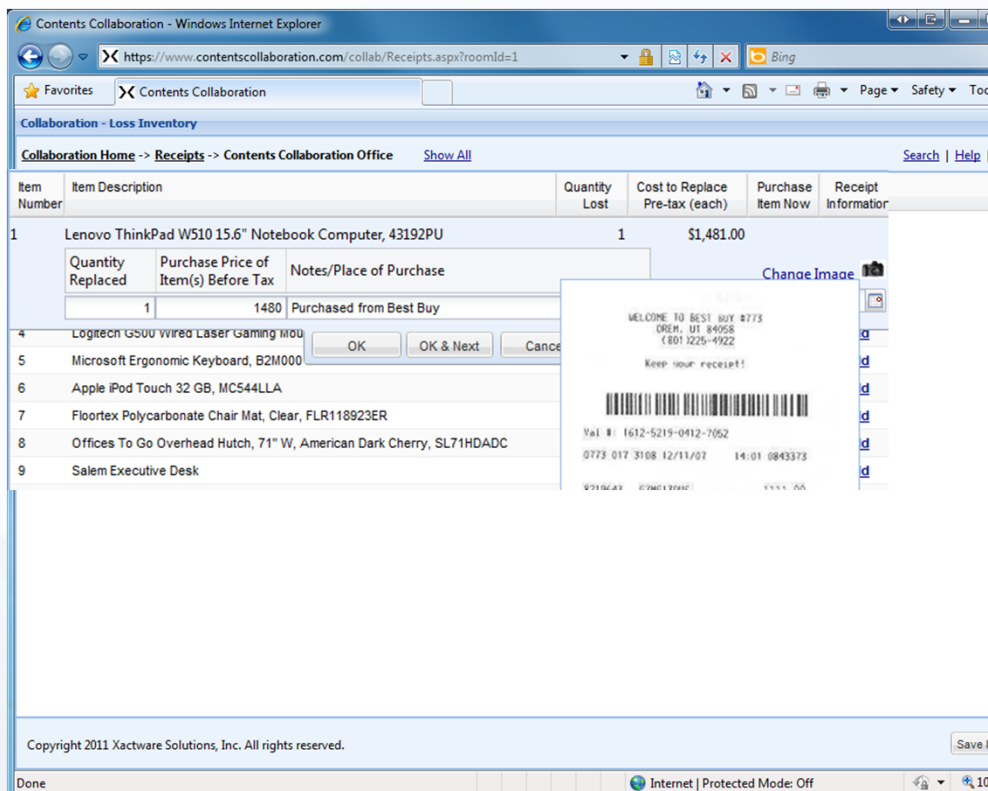
File Name	Description
 FINAL_DRAFT_DEPREC_CAR	Insured Report
 PMT_TRACKER_WORKSHEET	Payment Tracker - Worksheet
 PMT_TRACKER_PMT_SUMMARY	Payment Tracker - Payment Summary
 Payment Tracker Detail	Payment Tracker Detail

Reports - 28-Mar-2011 10:29 AM

File Name	Description
 FINAL_DRAFT_DEPREC_CAR	Insured Report

■ Receipt Management

- Insured able to click “Buy Now” to purchase items
- Insured will enter the quantity replaced, ARC amount before tax, and a description of where they purchased the item
- Insured can also attach an image of the receipt from the retailer



■ Receipt Amounts

- Actual Replacement Costs are automatically imported into the Payment Tracker
- A log will help the adjuster keep track of which items to focus on each time
- Items with multiple quantities will automatically be flagged as partial payments
- Adjuster able to view a full image of the receipt for clarity

Payment Tracker Receipt Log

Collaboration: Additional information has been received.

#	Item Description
1	Lenovo ThinkPad W510 15.6" Notebook Computer, 43192PU
2	Black Leather High Back Executive Office Chair
3	Dell UltraSharp U2410 (464-7346) Black 24" 6ms Widescreen LCD Monitor, 464734

Payment Tracker - Estimate: PAULA_JONES

Insured: Paula Jones **Home:** (801) 764-5900 **Claim Number:** CL-43993383 **Coverage:** Contents
Property: 318 North 900 East **Policy Number:** PL-313213654613282 **Date of Loss:** 3/28/2011

Item #	Description	Quantity	Unit Price	Total Price	Less Recoverable	Actual Cash	Actual Replacement	Actual Replacement Cost	Outstanding	RC Benefits	Estimated	Pending
1	Lenovo ThinkPad W510 15.6" Notebook Computer, 43192PU	1	\$1,582.45	\$1,582.45	\$0.00	\$0.00	\$1,582.45	\$1,582.45	\$0.00	\$0.00	\$0.00	\$0.00
2	Black Leather High Back Executive Office Chair	1	\$202.50	\$202.50	\$0.00	\$0.00	\$202.50	\$202.50	\$0.00	\$0.00	\$0.00	\$0.00
3	Dell UltraSharp U2410 (464-7346) Black 24" 6ms Widescreen LCD Monitor, 464734	1	\$55.50	\$55.50	\$0.00	\$0.00	\$55.50	\$55.50	\$0.00	\$0.00	\$0.00	\$0.00
				Total			\$3,686.50	\$3,686.50				

Edit Receipt

Item #: 1 **Date:** 03/28/2011
Description: Purchased from Best Buy
Quantity Replaced: 1 **Check:** Unpaid
Total Price of All Items Before Tax: \$1,480.00 **Total Replacement Cost:** \$1,582.45
Tax Rate: 6.850 % **Total Override:** \$0.00 **Pay Max:**
Total Price of All Items After Tax: \$1,581.38 **Total Allowed:** \$1,581.38
RC Benefits to be Paid: \$473.66
Note/Comment:
Image:
Image Name: 06-Samsung 55 LCD TV
Date Purchased: 03/28/2011 **Full Image**
OK **Cancel** **Help**

Less ACV Payments Made	(\$1,875.48)	Outstanding ACV Settlement	\$0.00	Ungrouped	\$0.00
Outstanding ACV Settlement	\$0.00	Less Overpayment	\$0.00	Deferred Payment Pending	\$615.24
		Total Payments Pending	\$615.24		

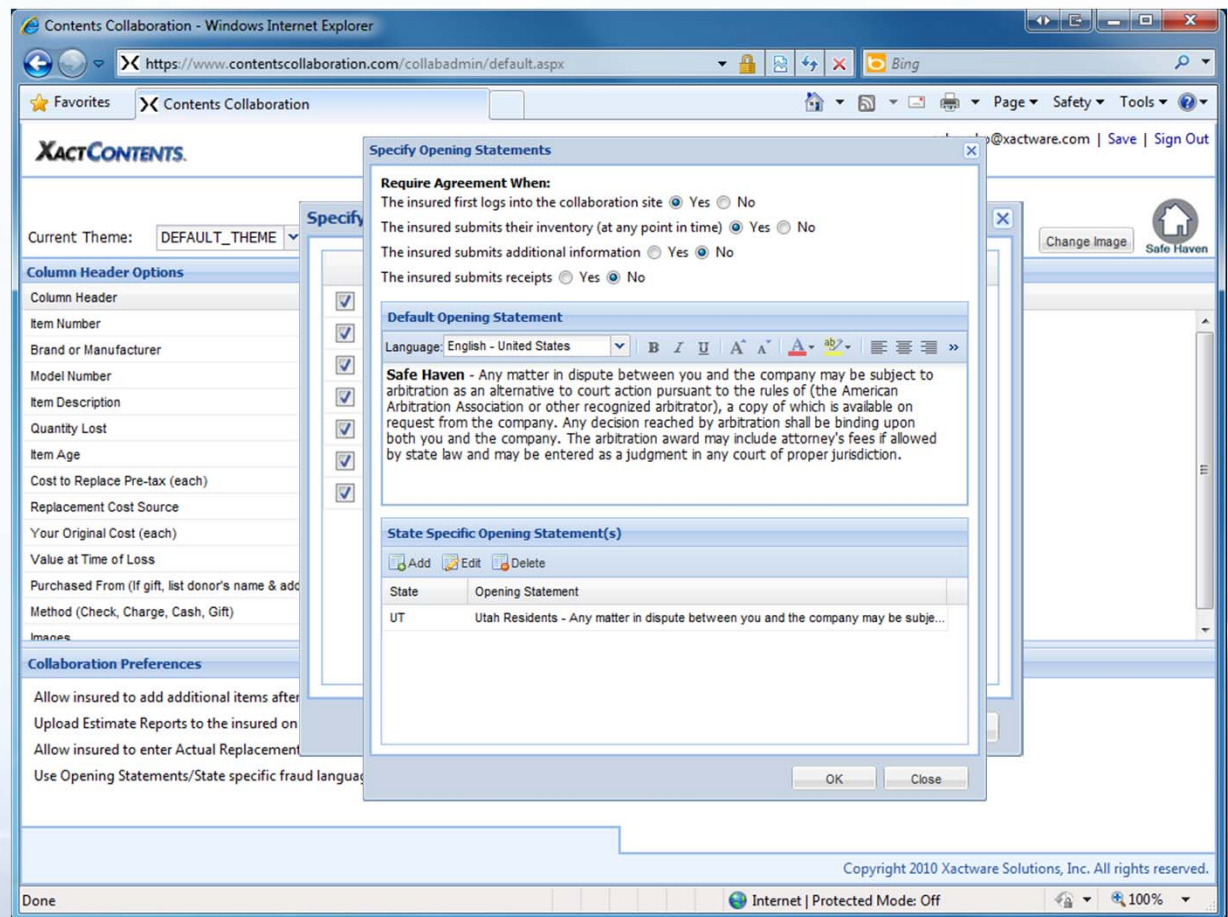
Submit for Payment **Hide Summary** **Save & Send** **Cancel** **Help**

■ Control how the site will look and behave

- Company Logo
- Colors
- Column header organization, labels, shown or not, and required for completion

■ Preferences

- Control Supplements
- Reports
- Receipt Amounts
- Opening Statements
- Fraud Language



XACTWARE®