



Policy Claim and Reporting Solutions™

ADMINISTRATION SOFTWARE FOR

**OEM
WARRANTY**



**SERVICE
CONTRACTS**



**REPLACEMENT
PLANS**



**PRODUCT
SERVICE PLANS**



INDUSTRIES WE SERVE



APPLIANCES



ELECTRONICS



HOME



FURNITURE

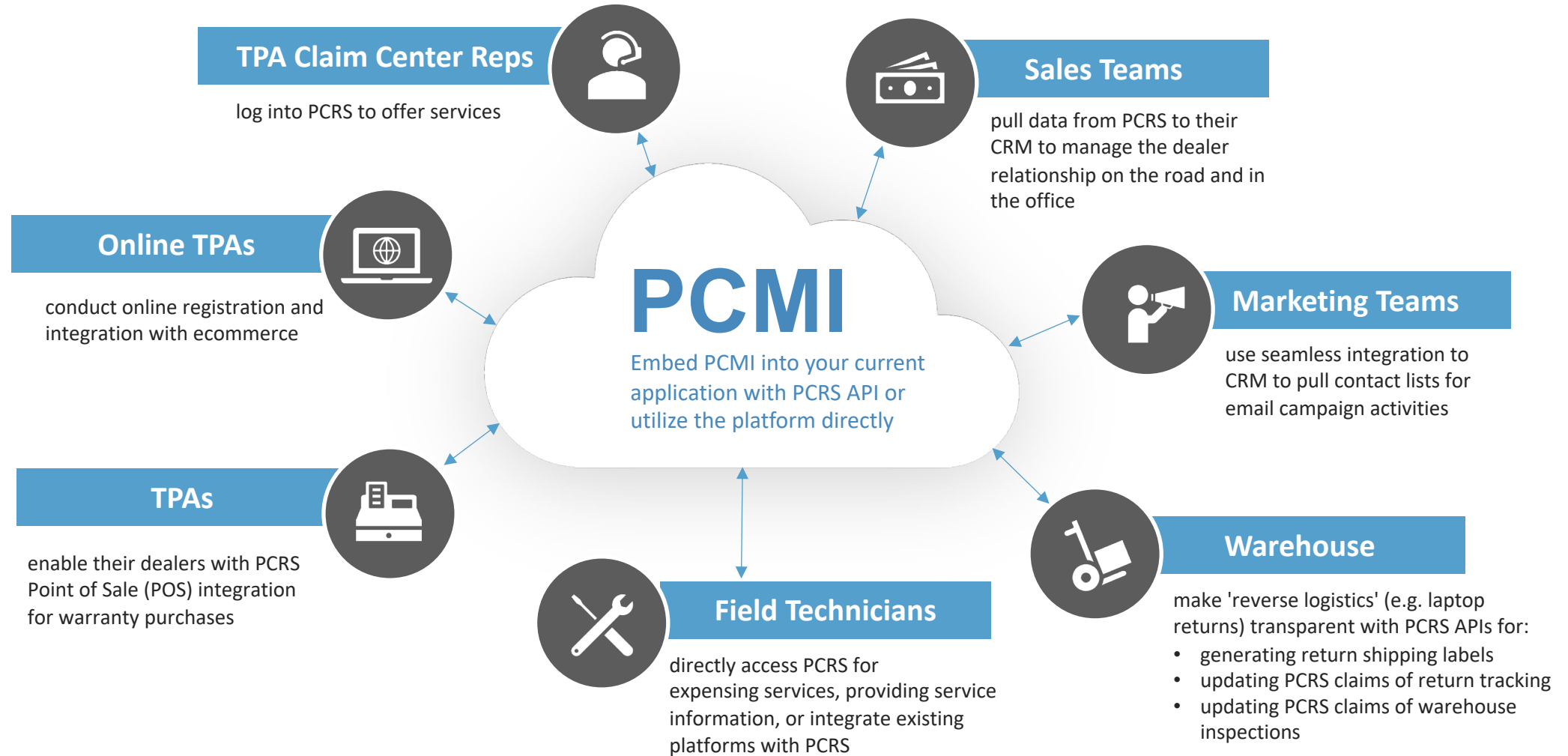


UTILITIES



HVAC

OUR AUDIENCE



MODULAR SOLUTIONS



POLICY
ADMINISTRATION



CLAIMS
ADMINISTRATION



SERVICE NETWORK
DISPATCH



RISK
MANAGEMENT



CONNECTED
PLATFORM



ANALYTICS &
REPORTING

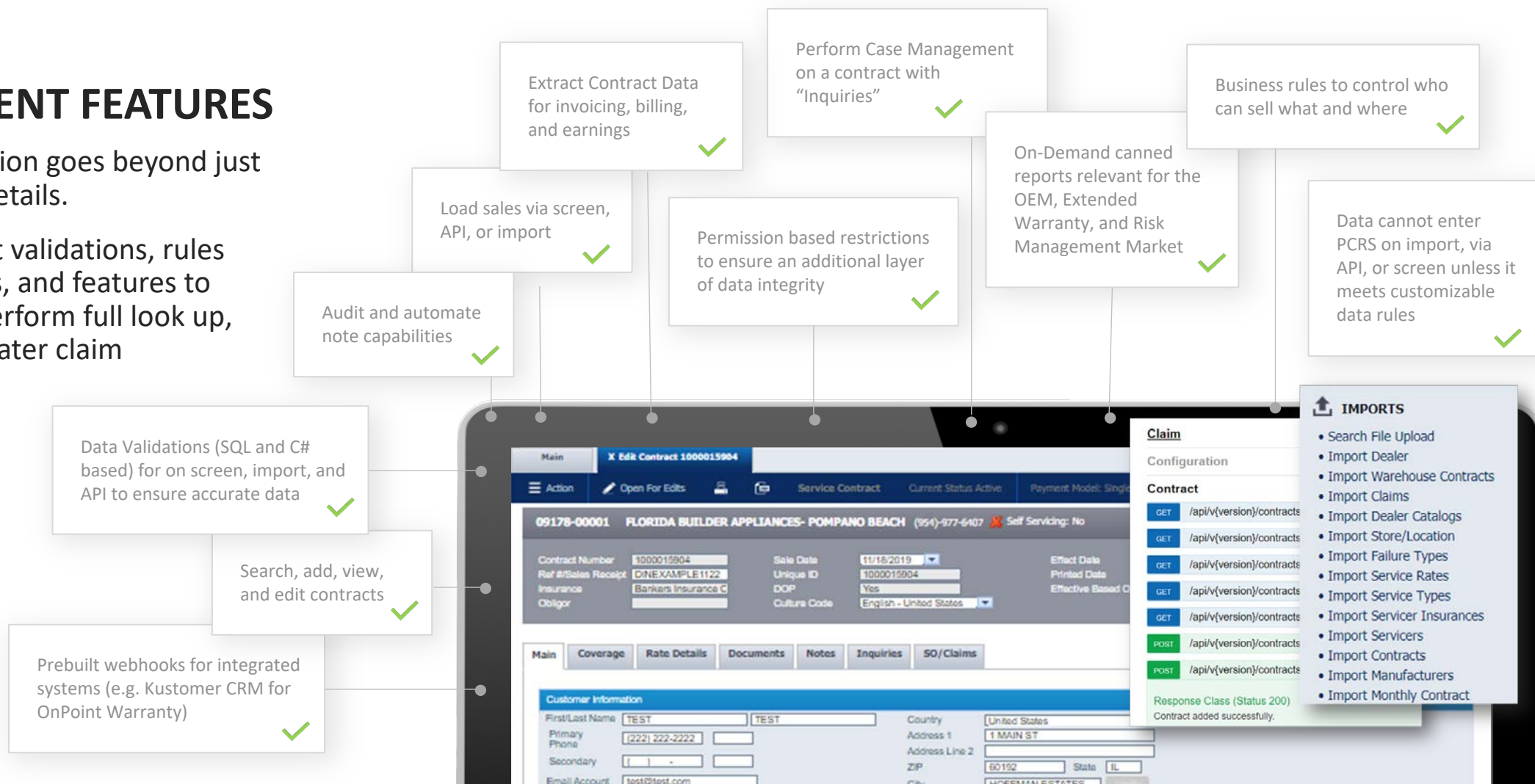


POLICY ADMINISTRATION

ADVANCED MANAGEMENT FEATURES

Policy Administration goes beyond just storing contract details.

PCRS offers robust validations, rules engine, workflows, and features to enable users to perform full look up, entitlement, and later claim adjudication.





CLAIMS ADMINISTRATION

ADVANCED MANAGEMENT FEATURES

PCRS offers robust claims entry and processing to ensure your business' success.

Capture troubleshooting details for servicers while insights populate to show prior solutions of similar products/similar claims – reducing servicer dispatching costs

Configurable workflows per TPA and can managed via screen, import, or API

Create claims against any product on a contract – service request claims, request fulfillment, customer cash settlement, advance exchanges and holds

Specialized links, fields, alerts, and validations to quickly check entitlement and adjudicate

Permission and role-based claim adjudication

Changes saved into history for auditing

Advanced options for 3rd parties to perform claim creation outside of PCRS and performing remote adjudication controlled by the TPA from PCRS

Leverage PCMI's APIs to administer claims outside of PCRS

The screenshot displays the PCRS Claims Administration interface, which is divided into several sections for managing claims. At the top, there are tabs for 'CONTRACTS', 'REPORTS', and 'SERVICE'. Below these, a 'Claim Adjudication Tool' is visible, featuring a table with columns for Status, Question, Answer, Coverage Name, Subcategory, Category, and Manufacturer. The table lists several claims, including one with the question 'Was the device dropped into water or liquid?' and another with 'Is the claim related to food loss?'. Below the table, there are sections for 'Main', 'X Claim Search', and 'X Claim NO CLAIMS 1'. The 'Main' section shows a 'Service Order Information' form with fields for Service Type, Service Order #, Claim #, Date resolved, Priority, and Service Type. The 'X Claim Search' section shows a 'Service Order Information' form with fields for Service Type, Service Order #, Claim #, Date resolved, Priority, and Service Type. The 'X Claim NO CLAIMS 1' section shows a 'Service Order Information' form with fields for Service Type, Service Order #, Claim #, Date resolved, Priority, and Service Type. The bottom section shows a 'Dealer Information' form with fields for Dealer Name, Dealer Code, Dealer Phone, Self Servicing, Selling Retailer, Buying Group, Customer Name, Customer Type, Caller First Name, Caller Last Name, Prime Phone, Secondary Phone, Dispatch Method, Service Power, and Fax.



SERVICE NETWORK DISPATCH

SERVICERS CAN BE SETUP FOR DISPATCHING

- ✓ During a claim, dispatch the most relevant servicer
- ✓ Send payment or other alerting notifications to servicers
- ✓ Optional support for 3rd party dispatch tools
- ✓ Supported logic for preauthorization and auto approvals

Servicer Dispatch

Dealer: ALTON Selling Retailer:

Product Information

Manufacturer: MAYTAG(71) Model: GFW450SSMW Condition: New
Category: Washer Subcategory: WASHER(551) Service Location:
Serial #: 787890768869

Product Location

Business: NO
Address Line 1 5345 N CANFIELD
Address Line 2
Postal Code: 60656 State: IL City: CHICAGO Country: UNITED STATES

☐ Show all servicers

SELECT	SERVICER NAME & ADDRESS	SELF SERVICING	SERVICER STATUS	DISTANCE	SEALED SYSTEMS	CUSTOMER SATISFACTION	RATING	VALID INSURANCE	FACILITY TYPE	CONTRACTED	MFG AUTHORIZED
<input type="radio"/>	JUSTIN X MILLER 5345 N Canfield CHICAGO, AZ 60656	<input type="checkbox"/>	Customer	N/A	<input type="checkbox"/>	0	0	<input type="checkbox"/>	All	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="radio"/>	ALTON REFRIGERATION CO INC 2996 HOMER ADAMS PARKWAY ALTON, IL 62002	<input checked="" type="checkbox"/>	Self Servicing	244.08	<input type="checkbox"/>	5	4	<input checked="" type="checkbox"/>	Standard	<input type="checkbox"/>	<input type="checkbox"/>
<input type="radio"/>	EIKI INTERNATIONAL, INC. 30251 ESPERABZA RANCHO SANTA MARGARITA, CA 92688	<input checked="" type="checkbox"/>	Suspended	1714.42	<input type="checkbox"/>	5	3	<input type="checkbox"/>	Standard	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="radio"/>	MARCONE APPLIANCE PARTS CO. ONE CITYPLACE DR STE 400 SAINT LOUIS, MO 63141	<input type="checkbox"/>	Suspended	266.68	<input type="checkbox"/>	5	3	<input type="checkbox"/>	Standard	<input type="checkbox"/>	<input type="checkbox"/>
<input type="radio"/>	BWG 11101 ROOSEVELT BLVD N SAINT PETERSBURG, FL 33716	<input type="checkbox"/>	Suspended	N/A	<input type="checkbox"/>	1	1	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
<input type="radio"/>	PCMI TEST SERVICER 333 S NORTH DR GREEN BAY, WI 53214	<input type="checkbox"/>	Suspended	175.48	<input type="checkbox"/>	1	1	<input type="checkbox"/>	Standard	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Send follow up email ☐ No



RISK MANAGEMENT

EXECUTIVE LEVEL FEATURES

- ✓ Create earnings, profits, and revenue recognition through flexible earnings configuration and reporting to better understand your risk exposure
- ✓ Lower level staff features to enable loss controls at the call center (reduce the number and size of losses)
- ✓ Allows an insurer or TPA to make data driven decisions to reduce risks/maximize ROI

RPT637 - Earnings Summary 2019 Nov-27 08:43 AM

State/Prov: ALL
Agent: ALL
Product Type: ALL
Report Group: ALL
Earning Date: 5/1/2019

Agent	Insurance Company	Earning Date	Contract Count	Net Admin Amount	Admin Earned Cumulative	Admin Unearned	Net Reserve Amount	Reserve Earned	Reserve Unearned	Net Commission	Commission Earned Cumulative	Commission Unearned	Written Total	Earned Total	Unearned Total	Net Retail Markup Amount	Retail Markup Earned	Retail Markup Unearned
EPC	01	05/01/2019	1,160	11,365.60	11,365.60	0.00	73,430.50	73,430.50	0.00	5,335.15	5,335.15	0.00	39,375.25	39,375.25	0.00	2,045.00	2,045.00	0.00
		05/01/2019	45	554.00	554.00	0.00	3,133.68	3,133.68	0.00	212.32	212.32	0.00	3,940.00	3,940.00	0.00	0.00	0.00	0.00
		SubTotal	1,205	11,919.60	11,919.60	0.00	76,564.18	76,564.18	0.00	5,547.47	5,547.47	0.00	43,315.25	43,315.25	0.00	2,045.00	2,045.00	0.00
GBS	01	05/01/2019	208,130	2,593,776.03	2,593,776.03	0.00	4,404,193.73	4,404,193.73	0.00	3,325,574.10	3,325,574.10	0.00	77,234.05	77,234.05	0.00	45,303,853.45	45,303,853.45	0.00
		05/01/2019	2,068,817	25,575,148.71	25,575,148.71	0.00	14,789,956.57	14,789,956.57	0.00	11,827,433.23	11,827,433.23	0.00	245,945.00	245,945.00	0.00	328,533,444.36	328,533,444.36	0.00
		SubTotal	2,276,947	28,168,924.74	28,168,924.74	0.00	19,194,150.30	19,194,150.30	0.00	15,153,007.33	15,153,007.33	0.00	323,179.05	323,179.05	0.00	45,632,297.81	45,632,297.81	0.00
GUAR	01	05/01/2019	32,109	323,966.77	323,966.77	0.00	3,078.64	3,078.64	0.00	612,820.96	612,820.96	0.00	10,789.62	10,789.62	0.00	5,169,489.52	5,169,489.52	0.00
		05/01/2019	194,977	2,035,955.53	2,035,955.53	0.00	3,324,049.74	3,324,049.74	0.00	2,207,547.41	2,207,547.41	0.00	36,975.04	36,975.04	0.00	20,464,713.53	20,464,713.53	0.00
		SubTotal	227,086	2,359,922.30	2,359,922.30	0.00	6,402,698.48	6,402,698.48	0.00	2,820,368.37	2,820,368.37	0.00	47,764.66	47,764.66	0.00	25,634,203.05	25,634,203.05	0.00
FUM	01	05/01/2019	19	325.10	325.10	0.00	258.96	258.96	0.00	550.20	550.20	0.00	650.00	650.00	0.00	1,435.05	1,435.05	0.00
		05/01/2019	78	1,312.64	1,312.64	0.00	1,253.58	1,253.58	0.00	1,253.58	1,253.58	0.00	2,625.28	2,625.28	0.00	2,482.96	2,482.96	0.00
		SubTotal	97	1,637.74	1,637.74	0.00	1,512.54	1,512.54	0.00	1,803.78	1,803.78	0.00	3,275.28	3,275.28	0.00	3,918.01	3,918.01	0.00
EQT	01	05/01/2019	520,057	4,868,572.64	4,868,572.64	0.00	4,445,752.26	4,445,752.26	0.00	3,381,101.12	3,381,101.12	0.00	77,278.54	77,278.54	0.00	45,303,853.45	45,303,853.45	0.00
		05/01/2019	1,450,845	10,708,204.74	10,708,204.74	0.00	8,740,597.74	8,740,597.74	0.00	2,659,949.74	2,659,949.74	0.00	48,485.14	48,485.14	0.00	51,646,555.21	51,646,555.21	0.00
		SubTotal	1,970,902	15,576,777.38	15,576,777.38	0.00	13,186,350.00	13,186,350.00	0.00	6,041,050.86	6,041,050.86	0.00	125,763.68	125,763.68	0.00	96,950,408.66	96,950,408.66	0.00
FUM	01	05/01/2019	36,261	203,959.57	203,959.57	0.00	234,002.91	234,002.91	0.00	66,031.51	66,031.51	0.00	4,214.05	4,214.05	0.00	134,407.63	134,407.63	0.00
		05/01/2019	9,757	89,234.44	89,234.44	0.00	4,537.77	4,537.77	0.00	59,591.29	59,591.29	0.00	178,488.00	178,488.00	0.00	9,075.54	9,075.54	0.00
		SubTotal	46,018	293,194.01	293,194.01	0.00	238,534.68	238,534.68	0.00	125,622.80	125,622.80	0.00	4,392.05	4,392.05	0.00	143,483.17	143,483.17	0.00
FUM	01	05/01/2019	2,048,834	16,280,642.93	16,280,642.93	0.00	15,595,491.78	15,595,491.78	0.00	2,887,402.12	2,887,402.12	0.00	284,735.09	284,735.09	0.00	51,486.76	51,486.76	0.00
		05/01/2019	502	509,326.36	509,326.36	0.00	3,304,493.04	3,304,493.04	0.00	221,016.76	221,016.76	0.00	430,710.07	430,710.07	0.00	24,482.89	24,482.89	0.00
		SubTotal	2,550,836	16,790,000.00	16,790,000.00	0.00	18,899,984.82	18,899,984.82	0.00	3,108,418.88	3,108,418.88	0.00	715,445.16	715,445.16	0.00	75,969.65	75,969.65	0.00
EQT	01	05/01/2019	99,667	18,866.24	18,866.24	0.00	15,291.20	15,291.20	0.00	93,383.76	93,383.76	0.00	1,639.77	1,639.77	0.00	159,425.50	159,425.50	0.00
		05/01/2019	1,401,842	14,247,154.34	14,247,154.34	0.00	279,630.06	279,630.06	0.00	6,416,301.54	6,416,301.54	0.00	144,773.02	144,773.02	0.00	11,050,662.72	11,050,662.72	0.00
		SubTotal	1,501,509	14,266,020.58	14,266,020.58	0.00	294,921.26	294,921.26	0.00	6,509,685.30	6,509,685.30	0.00	146,412.79	146,412.79	0.00	11,210,088.22	11,210,088.22	0.00
FUM	01	05/01/2019	77,308	15,162.55	15,162.55	0.00	11,887.50	11,887.50	0.00	84,388.32	84,388.32	0.00	1,804.18	1,804.18	0.00	1,305.15	1,305.15	0.00
		05/01/2019	1,915,202	1,332,008.97	1,332,008.97	0.00	6,902,536.48	6,902,536.48	0.00	1,546,259.47	1,546,259.47	0.00	116,754.68	116,754.68	0.00	26,003.97	26,003.97	0.00
		SubTotal	2,000,000	1,347,171.52	1,347,171.52	0.00	6,914,423.98	6,914,423.98	0.00	1,630,647.79	1,630,647.79	0.00	118,558.86	118,558.86	0.00	27,309.12	27,309.12	0.00
FUM	01	05/01/2019	3,354,591	3,109,330.90	3,109,330.90	0.00	2,891,446.03	2,891,446.03	0.00	3,356,214.32	3,356,214.32	0.00	284,294.71	284,294.71	0.00	50,776.51	50,776.51	0.00
		05/01/2019	1,253	47,445.91	47,445.91	0.00	776,594.53	776,594.53	0.00	7,613.73	7,613.73	0.00	14,551.17	14,551.17	0.00	838,169.61	838,169.61	0.00
		SubTotal	4,607	3,156,776.81	3,156,776.81	0.00	3,668,040.56	3,668,040.56	0.00	3,363,928.65	3,363,928.65	0.00	298,845.88	298,845.88	0.00	55,327.62	55,327.62	0.00



CONNECTED PLATFORM (API'S)

APIS & IMPORTS TO ENABLE SALES

- ✓ Rate, contract, and remit in real-time directly with our APIs
- ✓ Need functionality beyond PCRS? Use our APIs to build your own screens or extend automation between systems
- ✓ API Library maintained and continually updated on client accessible Swagger page

<u>Claim</u>	
Configuration	
Contract	
GET	/api/v{version}/contracts/GetContracts
GET	/api/v{version}/contracts/GetCoverages
GET	/api/v{version}/contracts/GetState
GET	/api/v{version}/contracts/GetContractDetails
GET	/api/v{version}/contracts/GetCoverageDetails
POST	/api/v{version}/contracts/Renew
POST	/api/v{version}/contracts/AddContract
Response Class (Status 200)	
Contract added successfully.	



IMPORTS

- Search File Upload
- Import Dealer
- Import Warehouse Contracts
- Import Claims
- Import Dealer Catalogs
- Import Store/Location
- Import Failure Types
- Import Service Rates
- Import Service Types
- Import Servicer Insurances
- Import Servicers
- Import Contracts
- Import Manufacturers
- Import Monthly Contract

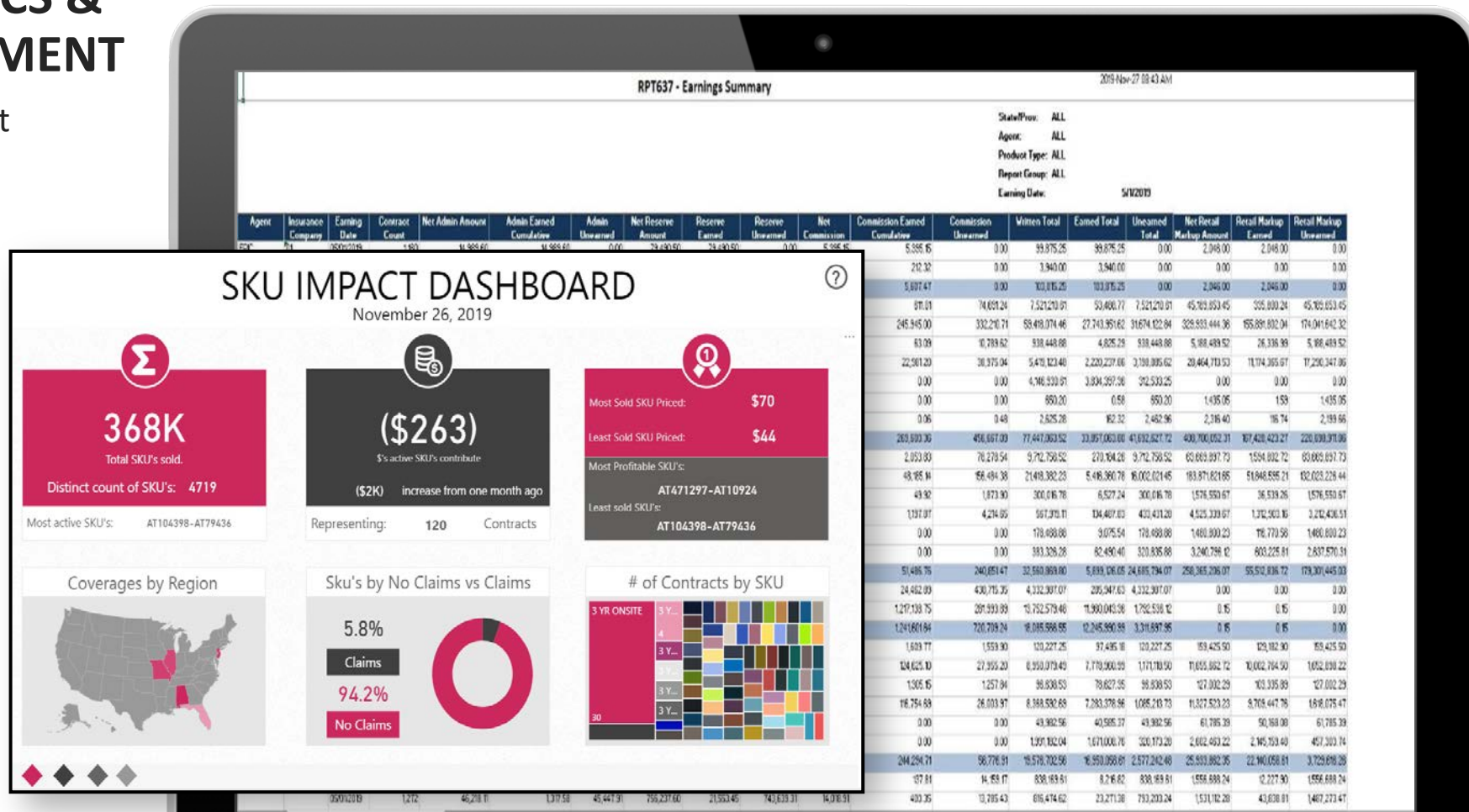


ANALYTICS & REPORTING

PCRS OFFERS ANALYTICS & REPORTING MANAGEMENT

Leveraging the power of Microsoft Power BI for near real time Analytical Dashboards.

SSRS for operational reporting.



GLOBAL SUPPORT

- Contract and Claim modules can be deployed in each PII Compliance Zone – GDPR, China, US, etc.
- Each compliance zone interfaces with our global Risk Management Module for insurance reporting and tracking



LET'S START SOMETHING GREAT

SCHEDULE A DEMO

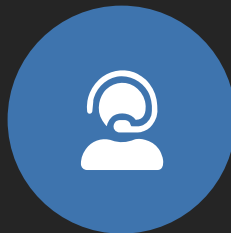
pcmicorp.com/request-demo



POLICY
ADMINISTRATION



CLAIMS
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NETWORK DISPATCH



RISK
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ANALYTICS &
REPORTING