SmartOffice

CRM for Financial Advisors

The Goal

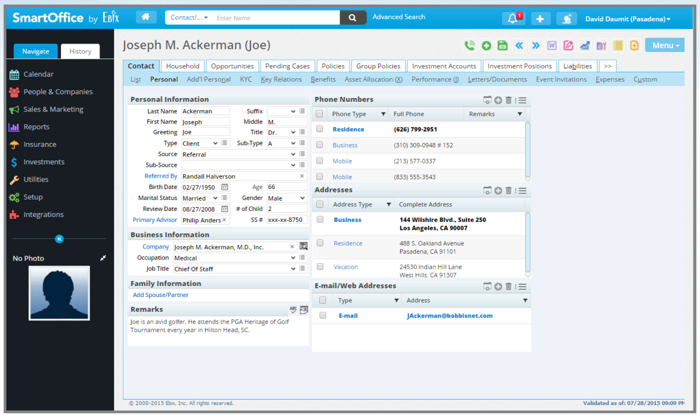
As a financial services professional, your business is unique. But across the financial services distribution chain, professionals all share one common goal: to deliver top client service in an efficient, profitable manner.

The Solution

Ebix's SmartOffice solution is designed to help you achieve your goals by addressing your immediate needs and giving you the flexibility to add functionality as you continue to grow your business. As one of the industry's most proven solutions, SmartOffice is a flexible platform and a robust, industry-specific solution that delivers tangible business benefits. SmartOffice is the only proven, web-based solution on the market today that is designed from the ground up to help financial services professionals deliver excellent client service that creates trusted relationships and generates more revenue.

Standard CRM Features

- **SmartOffice Anywhere** provides REAL browser/device independence and access to your CRM data anywhere, anytime—no plugins or extra modules necessary.
- **Client Tracking** helps manage valuable information such as personal, family, business, key relations, and household policy data. An integrated SmartPad tracks each activity and interaction, capturing notes, email text, appointments, phone calls, and more.
- **Activity Tracking & History** helps schedule and track the history of all client/case advisor activities. Log appointments, phone calls, projects, and associated action items. Receive optional prompts for scheduling follow-up actions. Managers can schedule events for their staff, including assignments, team meetings, and other critical business events. Auto-alerts provide call and appointment reminders.
- **Calendar/Time Management** provides day, week, and month views, group and resource scheduling, and appointment and event planning. Quickly view unfinished and overdue projects; print a daily, weekly, or monthly itinerary; or find a block of time available for a team meeting.
- **Document Tracking** captures and logs both electronic and scanned documents, attaching them to the case or the contact. Supports virtually all Windows-compliant document and image file types.
- **Advanced Search** makes it fast and easy to find individuals or businesses by partial name, lead source, phone number, or Social security number. Search supports a multitude of additional fields including city, state, zip code, policy number, account number, and more.
- **Management Reporting** lets you easily create standard and custom reports that provide visibility into operations. From the amount of selling activity taking place, to the flow of pending cases through the agency, to the underwriting experience and placement ratios with their respective carriers, management can gain an understanding of where to focus their attention.
- **MS Office Integration** allows you to access SmartOffice without ever leaving Office applications like Outlook or Excel.



Contact Detail Screen

Sales & Marketing Solutions

- **Opportunity Tracking** helps track and manage every sales opportunity. A detailed Opportunities Dashboard gives management instant visibility into each opportunity to determine the best course of action. Views include opportunity-specific activities and communication, where each opportunity falls within the sales pipeline, and how actuals compare to the sales forecast.
- **Lead Tracking** helps your organization effectively manage and distribute new leads. Measure the effectiveness of marketing campaigns by tracking the follow-up and successful close of new business.
- **Event Tracking** helps you and your staff manage every aspect of event planning—from initial marketing outreach, to follow-on communication, attendee registration, on-site planning, and lead tracking and follow-up.

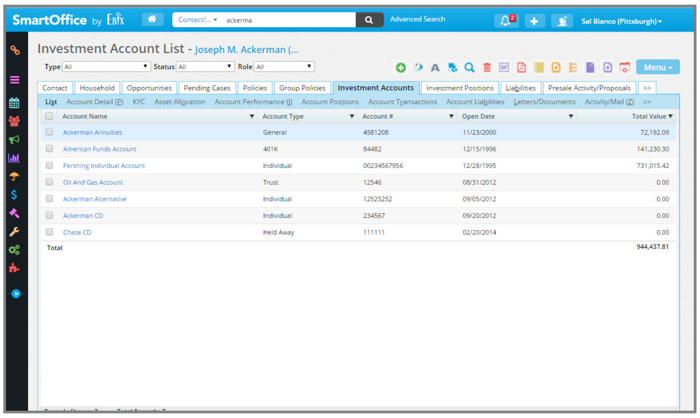
Investment Solutions

- **Investment Tracking** helps advisors grow a profitable managed account business. Download financial data from leading data providers at the touch of a button, and then export client accounts and positions to popular sales illustration and needs-analysis programs. The Asset Allocation feature helps manage assets, identifies when a client's assets are out of balance, and alerts advisors.

Downloads/Integrations (ask your rep for details)

- Albridge Web Services
- Investigo / Broadridge
- DST
- National Financial / Fidelity
- Pershing
- TD Ameritrade
- Stern Agee
- DAZL
- Raymond James
- LPL Brachnet (per Advisor)
- Many more! (For a complete list, go to www.ebixcrm.com/partners)

- **SmartView for Clients** leverages the power of your web-based SmartOffice solution to publish detailed policy and investment portfolio information to a secure web page, giving clients the information they need to make important decisions—day or night, seven days a week.



Client Investments

Insurance Solutions

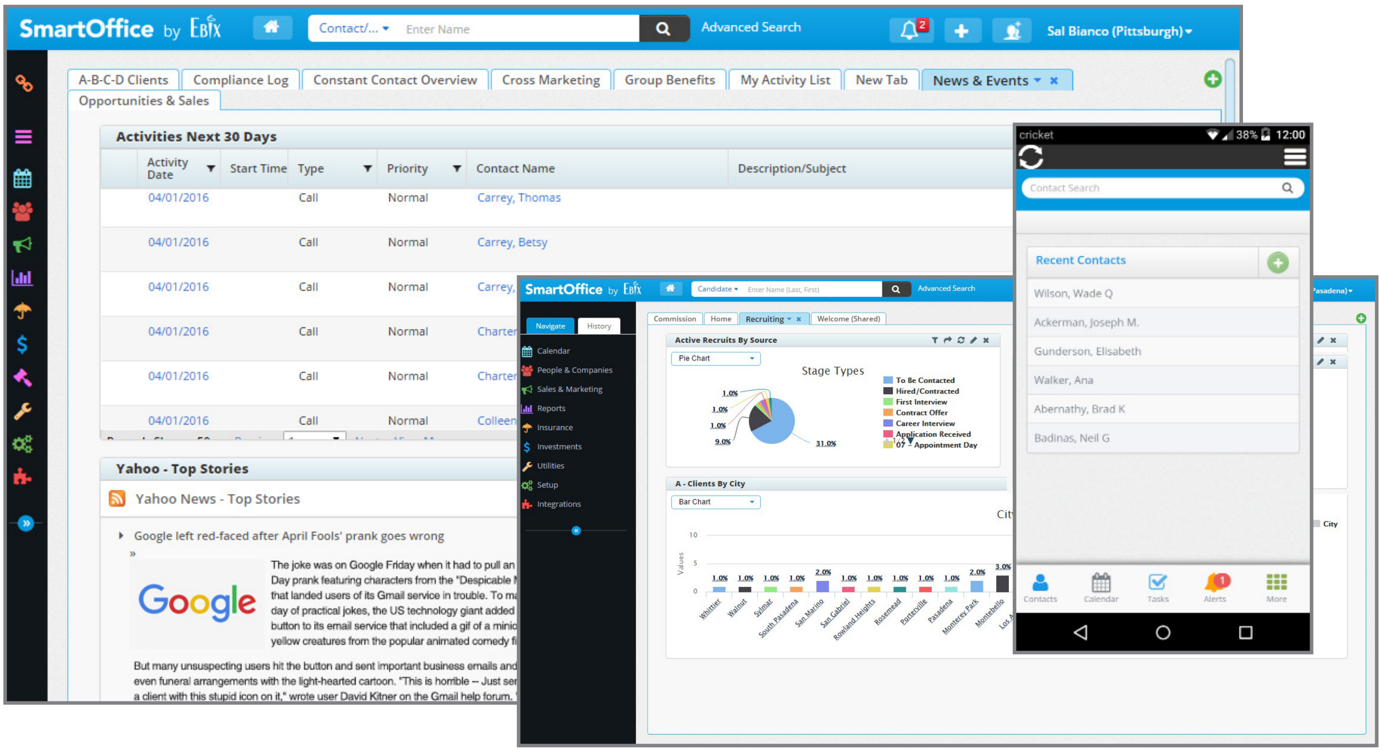
- **Policy Tracking** covers all types of policies (including Life, DI, Medical, LTC, Annuity, Group, Auto, Homeowner, and Umbrella) and lets you view policy information globally or by individual, group, or household. You can also track the purchase or sale of subaccount shares for variable life policies.
- **SmartView for Advisors** lets you provide live pending case status and underwriting updates online. Advisors and agents access their information via user ID and password, eliminating the need for time-consuming telephone calls and helping them to serve their clients faster and more effectively.
- **Commission Tracking for Advisors (Lite Version)** helps calculate and track commissions due and paid for each policy sold by the advisor. In addition, forecast expected commissions and reconcile payments from the carriers.

- **Pending Case Management** helps you take control of multi-carrier, multi-product new business processing by leveraging Ebix's DataXchange solution to automatically download carrier status updates directly into the Policy Tracking data fields. Case managers can accept Home Office updates automatically or use side-by-side processing to manually validate new data.

Pending Case Downloads (ask your rep for details)

- AIG
- Allstate
- Aviva USA
- The AXA Group
- Genworth Financial Group
- ING Group
- Legal and General American, Inc.
- Lincoln Financial Group
- Manulife Financial
- Metropolitan Life Insurance Company
- Nationwide
- North American Company for Life and Health
- Pacific Life
- Phoenix Companies
- Protective Life
- Prudential
- The Savings Bank Life Insurance Company of Massachusetts (SBLI)
- Securian
- Sun Life Financial
- Transamerica
- United of Omaha

- **Group Benefit Tracking** helps track group benefits data, giving you the information you need to advise your business clients on which products to add to their employee compensation package, as well as track key employees to cross-sell individual products.
- **Production Dashboard** provides a consolidated view of production numbers for individual advisors, branch offices, or organizations in a clear, easy to understand format. The production numbers are rolled up nightly from the information entered into the SmartCaseManager module. These numbers appear on each Advisor's record and can also be included in Dynamic Reports for purposes of analysis.
- **Commission Tracking (Full Version)** helps track and manage commissions to ensure payment from every carrier and payment to every agent. Commission specialists can build contracts and track commissions at user-defined hierarchy levels to identify, report, and resolve unpaid commissions. This feature can also build commission projections to assist with forecasting of revenue.



Access SmartOffice data anywhere, anytime using the device of your choice. To learn more, call 800.777.9188.

Some of our important industry integrations.

- ActiFi
- AdvisoryWorld Financial Technology
- Albridge Solutions – A PNC Company
- Advicent
- Aqumulate – Data Consolidation Services
- BOSS – Back Office Support Service
- Broadridge – Investigo is a division of Broadridge
- Copytalk – Dictate life, in YOUR terms!
- charles SCHWAB
- Fidelity WealthCentral
- Docupace Technologies
- DST Systems
- eMoney Advisor
- Finance Logix
- Financial Computer Services, Inc. – Keeping your information safe
- Laser App Software
- Laserfiche
- MarketingLibrary.net, Inc.
- MailChimp
- Mobile Assistant
- MoneyGuidePro – Financial Planning SMARTware
- Morningstar
- National Financial – Streetscape
- Orion Advisor Services, LLC
- Pershing
- PreciseFP
- SEI – New ways. New answers.
- sterne agee
- TD Ameritrade
- Zywave

SmartOffice
Powered by Ebix

Signator Investors, Inc.™
powered by John Hancock Financial Network

Signator All-Inclusive Package Features	Monthly Price Per User $65
Contacts	✔
Calendar and Time Management	✔
Comprehensive Notes and History (SmartPad)	✔
Document/File Storage	✔
Microsoft® Office Integration (Word/Outlook/Excel)	✔
Microsoft® Outlook Plug-In	✔
Mass Communication	✔
Mobile (SmartOffice Anywhere)	✔
Insurance Tracking (SmartPolicies)	✔
Investment Tracking (SmartInvestments)	✔
Group Insurance Tracking (SmartGroupBenefits)	✔
Position Level Investment Download (Albridge®)	✔
Dynamic Report Creation	✔
Letter/Email Template Administration	✔
Sales/Workflow/Process Tracking (SmartOpportunities)	✔
Agent Commission Tracking (SmartCommissions – LITE)	✔
Lead Tracking and Distribution (SmartLeads)	✔
Event Management (SmartSeminars)	✔
Recruit Tracking (SmartRecruiting)	✔
All available Vendor Partner Integrations (e.g. eMoney, LaserApp, Mobile Assistant)	✔

Additional Options

MS Exchange Sync: Exchange Sync is an automatic, secure connection between Microsoft Outlook and SmartOffice, ensuring your key data on both applications is consistent, accurate, and syncronized. For more information, please contact your sales representative.

Monthly Price Per User: $5