



Gradatim Insurance Services

GRADATIM

With the increasing interest in microfinance across the world, insurance providers are beginning to focus on microinsurance as a new line of business. People, the world over, are slowly beginning to understand that insurance is the best form of financial protection. However, providing affordable insurance services to low-income segments remains a challenge for providers. Besides the high costs of marketing, sales, commissions, underwriting, individual administration, the perceived paying capacity of low-income segments deters providers.

To serve this market, it is important for providers to ensure that the products and services are delivered at the “right” costs without compromising on the quality of service. Efficiency, cost reduction and improved margins are essential for success in this segment and today, having select business processes being managed by an outsourced partner has become the norm for improving operational efficiency.

Gradatim’s comprehensive suite of services for the microinsurance industry is delivered through a combination of deep domain knowledge, global market exposure and internal competence building, backed by robust technology platform.

Gradatim’s Microinsurance Technology Platform-MF Insure: Enabling High-Quality Utility Services at Optimized Costs

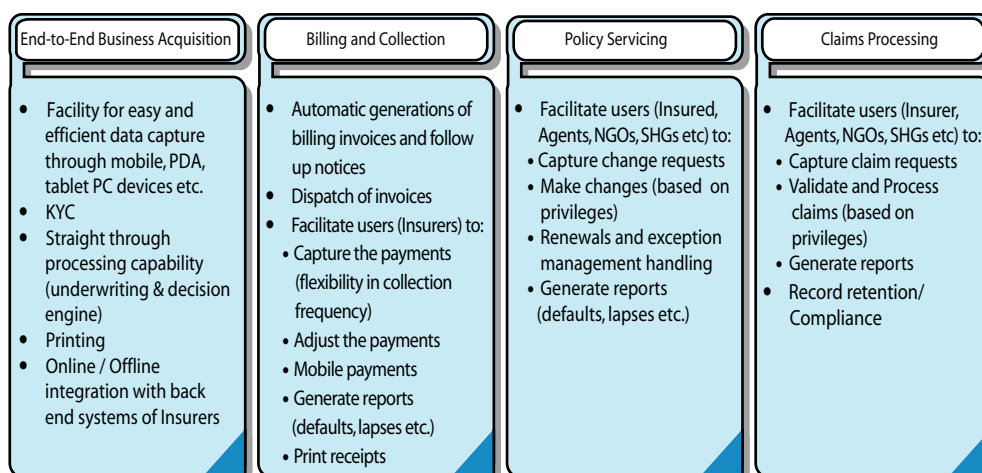
At Gradatim, we have pioneered on-demand utility services to deliver enhanced and superior service in the most efficient and cost-effective manner. Our model provides “high value returns for low value transactions” by substantially reducing the cost of sales, underwriting, claims administration, collection, payments, new business acquisition and servicing.

Our multi-channel, multi-device and on-demand technology platform enables us to deliver reliable services to insurers and various stakeholders including - agents, intermediaries, microfinance institutions (MFIs), banks, employees, managers and regulators. Our technology platform enables product intelligence for actuarial support, MIS and reporting improving management and governance substantially.

The platform is built on a scalable architecture with external services and robust infrastructure. With the platform, insurers and various distribution channels can operationalize their business goals across all lines of insurance business – Life, Health, Non-life and Pensions while retaining control over processes and business as a whole.

Microinsurance Service Offerings: Simplifying Microinsurance, Sustaining Growth

Our comprehensive range of core services for the microinsurance industry offered through the Business Process Utility (BPU) model includes:



Gradatim’s difference is its focus for the micro transaction industry together with the vision for simplifying business operations leveraging technology and the underlying domain expertise.

Value Added Services for Insurers

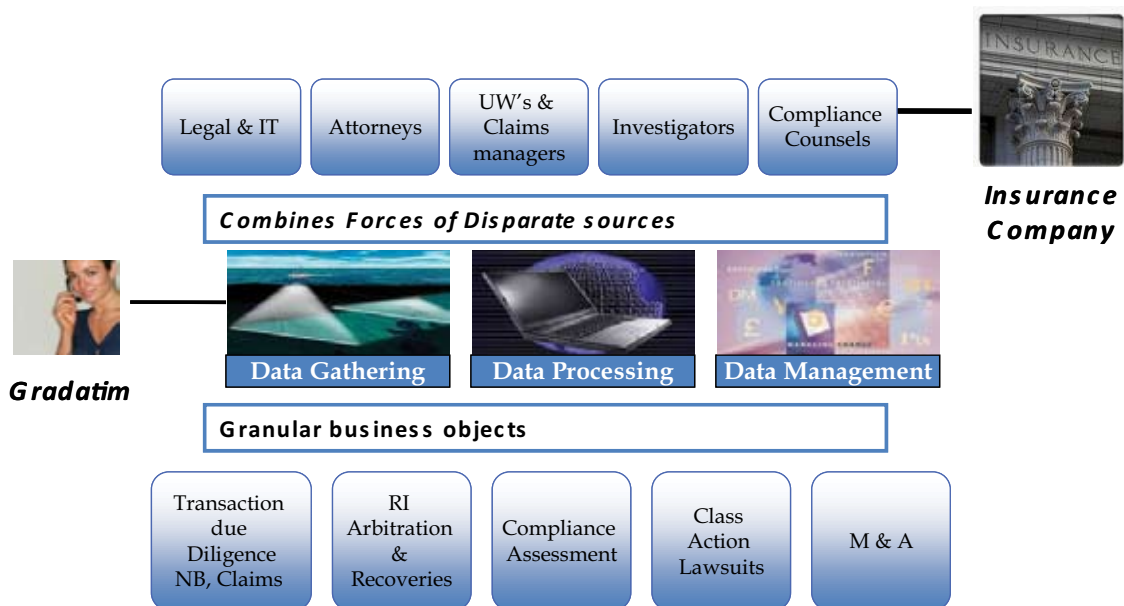
Insurance e-Discovery Services

The complexity of financial issues makes compliance, litigation, transaction due diligence, and M&A due diligence in insurance industry exceptionally document intensive. Insurers worldwide are commissioning various ways to comply with this so called 'e-discovery' issues relating to preserving and producing e-mails and other electronically stored information (ESI), which requires significant re-engineering, especially to make stored data available and searchable.

The key challenges include: -

- The wide variety of digital information stored in e-mail, text messaging, word processing files, spreadsheets and databases
- Huge quantities of frequently redundant data that are processed through employees' personal computers and handheld devices
- Access to information across geographies and the cost of time and effort involved

Gradatim offers its e-discovery as a Business Process Utility service and our technology platform enables you to deal effectively with today's information overload and the need to find the critical items on-demand collaborating with multiple entities at the same time.

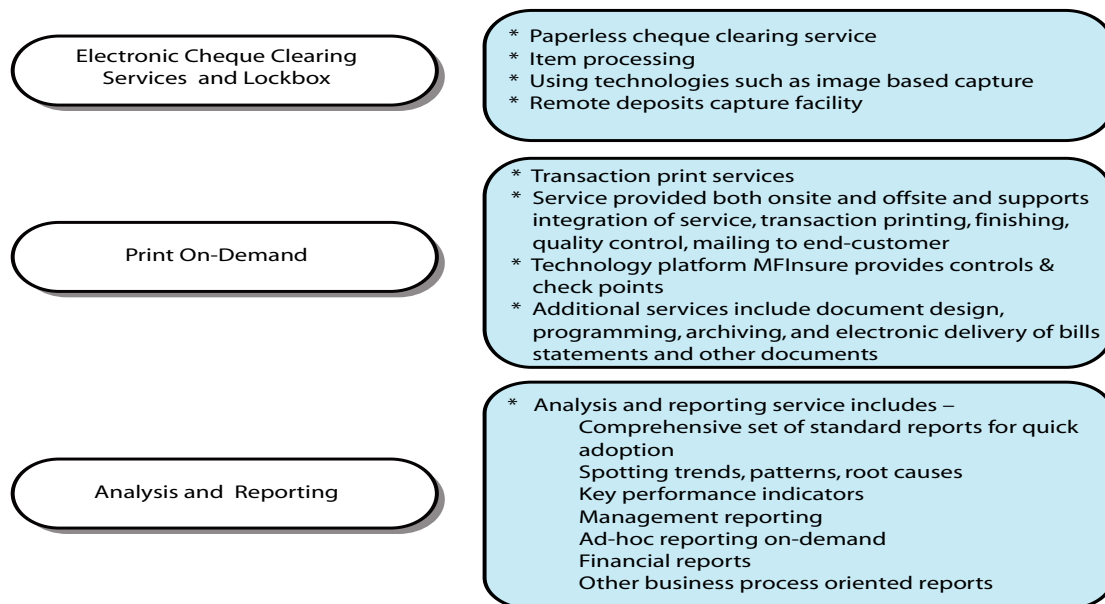


Transaction due diligence	RI arbitration and recoveries	Compliance assessment
<ul style="list-style-type: none"> <input type="checkbox"/> Identifying risk exposures <input type="checkbox"/> Assessing the value of a transaction or deal collaborating with multiple entities at the same time <input type="checkbox"/> Documentation review <input type="checkbox"/> Independent review of your insurance arrangements 	<ul style="list-style-type: none"> <input type="checkbox"/> Review of reinsurance provisioning and arrangement <input type="checkbox"/> Tracking and agreement of (re)insurance transactions <input type="checkbox"/> Protection of assets via standstill agreements and arbitration <input type="checkbox"/> Dispute resolution via collection, arbitration, mediation, debt trading or commutation 	<ul style="list-style-type: none"> <input type="checkbox"/> Interpreting and commissioning statutory and regulatory legislation <input type="checkbox"/> Keep technical and regulatory knowledge up to date <input type="checkbox"/> Conduct risk and compliance assessment audits of all business areas <input type="checkbox"/> Maintain the integrity and accuracy of the Registers and Matrices <input type="checkbox"/> Analyse and interpret documentation
<p style="text-align: center;">Class action lawsuits</p> <ul style="list-style-type: none"> <input type="checkbox"/> Case management <input type="checkbox"/> Contract management <input type="checkbox"/> Maintaining expert witness testimony 	<p style="text-align: center;">M & A</p> <ul style="list-style-type: none"> <input type="checkbox"/> Electronic data room <input type="checkbox"/> Consolidated view of information across departments 	

All data is hosted on dedicated servers and encrypted using Secure Sockets Layer (SSL). SSL technology secures the data-room by encrypting information and providing authentication.

Data Analysis and Management Services

Data is the key ingredient for insurers and microinsurance distributors in the insurance value chain. Effective use of data provides the competitive edge in the market place. Managing the data in terms of completeness, transparency and accuracy while reducing the cost and time associated with data collection, storage and dispersal can be challenging. Technology now can give improved access, added capabilities of analytical tools, and help in better data management. At Gradatim, we have tools and technologies to analyze and manage data providing an integrated view of your business. By this means, both the analytical and reporting capabilities as a service on-demand and the payment and print on-demand are extended, delivering high return on information.

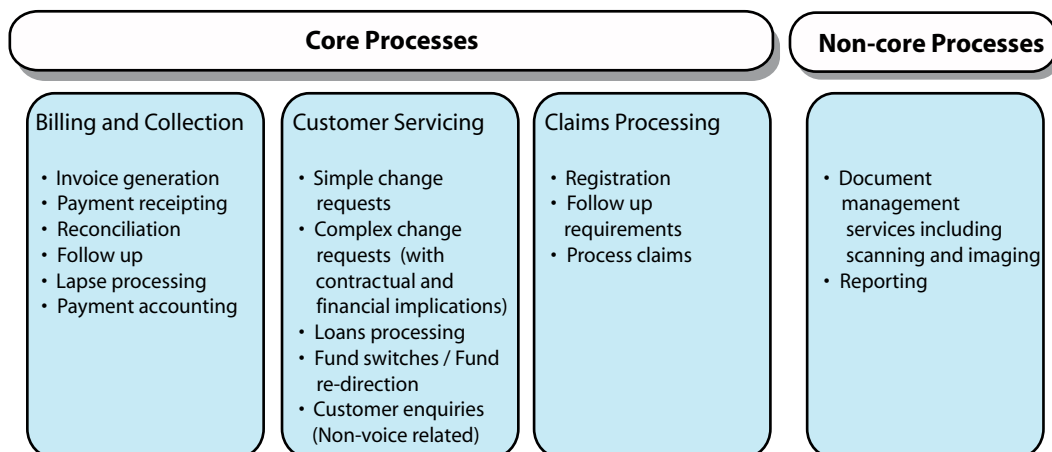


Closed Book Services

Handling closed book policies is a challenge for insurers considering high cost of maintenance, dealing with legacy systems and the consequent low returns.

Gradatim can play a significant role in helping manage closed books efficiently and cost effectively. Gradatim's technology enabled closed book administration services help insurers reduce costs and improve customer satisfaction.

Our closed book administration platform is futuristic and incorporates the principles of Service Oriented Architecture (SOA). Various business functions are encapsulated in to well-defined modules that make it easy to customize. It is integrated with workflow and BPM components to improve process efficiency and facilitate process optimization. Our closed book services encompass both the core as well as non-core processes.



Product Design Services

Providers in the microinsurance business face the dual challenge of dearth of innovative products as well as lack of appropriate distribution channels.

At times, the distribution channel lack the resources required to quantify and manage distribution eventually resulting in end-customer dissatisfaction, low penetration and premature death of the product.

To address these issues, Gradatim can help setup design prototypes of microinsurance products for production launch on our hosted platform and enable insurers and distribution channels to carry out a concept testing in a specific territory or customer segment prior to a full fledged launch.

By providing our services on a proven technology platform and integrating the backend processes with front-end Point of Sale (POS) devices, we empower insurance companies and their distribution channels to go to market in the quickest possible time.

Gradatim's Value Proposition

- Focused specialist provider in Micro-Transaction space
- End-to-end insurance services encompassing front office, technology, processes, infrastructure, manpower and back office
- Strong insurance and banking domain experts
- Customized solutions
- Technology based services across BFSI addressing their micro requirements
- Services across geographies to leverage economies of scale

With Gradatim as a partner, insurers and microtransaction providers can –

- Reduce cost and increase operating efficiencies
- Focus on core business operations as management time and capital is released
- Bring the administrative cost per policy down

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