ClariNet Release Notes – July 2016

These Release Notes also include numerous important items since the last major release.

NEW FEATURES AND IMPROVEMENTS

1. **[CL-4841] Password security improvements**

2. **[CL-4825] and [CL-4839] - Send Fax directly from ClariNet**

3. **[CL-4814] - Generic Word Templates admin page + download**

4. **[CL-4810] - Export Premium Payment History and Fee Payment History**

5. **[CL-4823] - Give users the option of monthly cash flows in the distribution report**

6. **[CL-4480] - Portfolio Summary: split stats "Nb of Insured Lives" into "Surviving" and "Deceased"**

7. **[CL-4831] - Custom Reporting: add extra servicing columns for Premium Payment Instructions report [CL-4808] - Custom Reporting: add Health Status Contacts, Journals, and Hipaa date**

8. **[CL-4836] - Servicing Medical Records: make date fields optional**

9. **[CL-4837] - Create Case Form: Make Country of Residence and State of Residence optional**

10. **[CL-4838] - Bid Management: display Contact for Counterparty (and allow edit)**

11. **[CL-4812] - Add missing Policy fields to Excel Importer**

12. **[CL-4834] - Improve pricing checks for missing LE Reports and Weightings**

BUGS

13. **[CL-4804] - Fees are being calculated using the illustration NDB instead of PS NDB**

14. **[CL-4824] - Portfolio generator ignores valuation settings**

15. **[CL-4806] - First Premium is Annualized flag is ignored on illustration**

16. **[CL-4807] - Portfolio Valuation ignored Disposal Amount, Date and Type.**

17. **[CL-4826] - Servicing tasks with frequency of every two years not show with correct due date**

18. **[CL-4830] - Portfolio Composition should show archived cases**

19. **Additional bug fixes**

New Features and Improvements

1. [CL-4841] Password security improvements

In the next release of ClariNet, currently scheduled for Fall 2016, we will be enforcing new password security features. These might include (but are not restricted to):

- complexity (alphanumeric, special characters, minimum number of characters)
- expiry (force change every X months)
- prevent reuse (keep last X passwords and prevent reusing them)
- Multi Factor Authentication

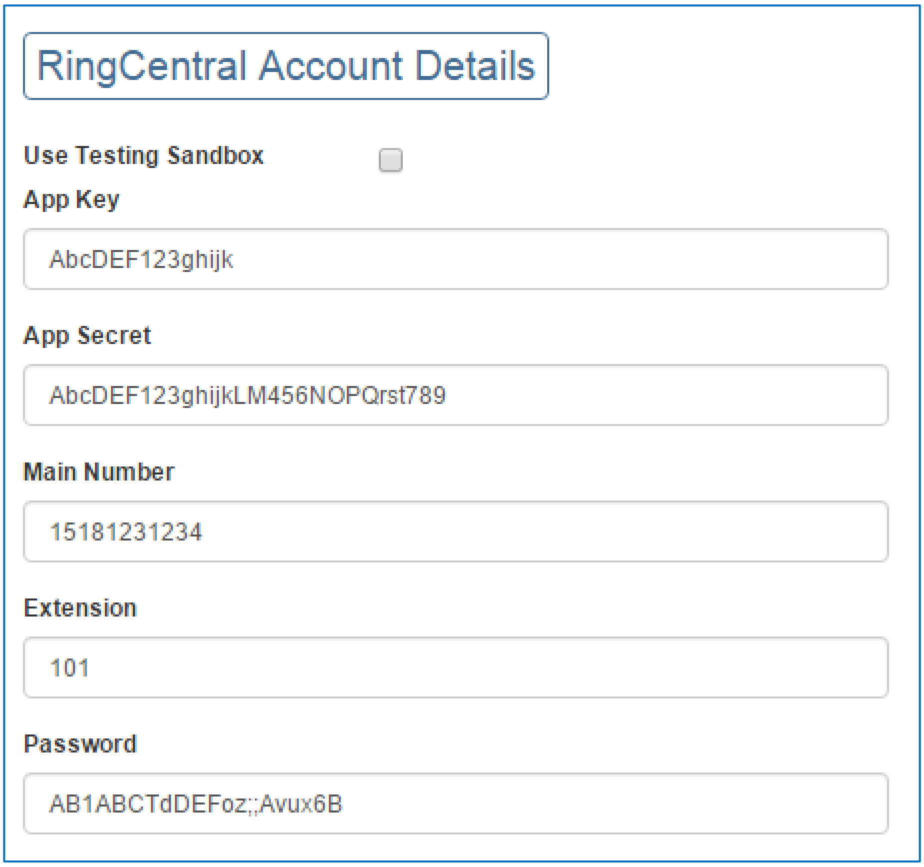
As current passwords expire, new ones will need to comply.

If you have any questions, concerns or requirements regarding security, please contact us.

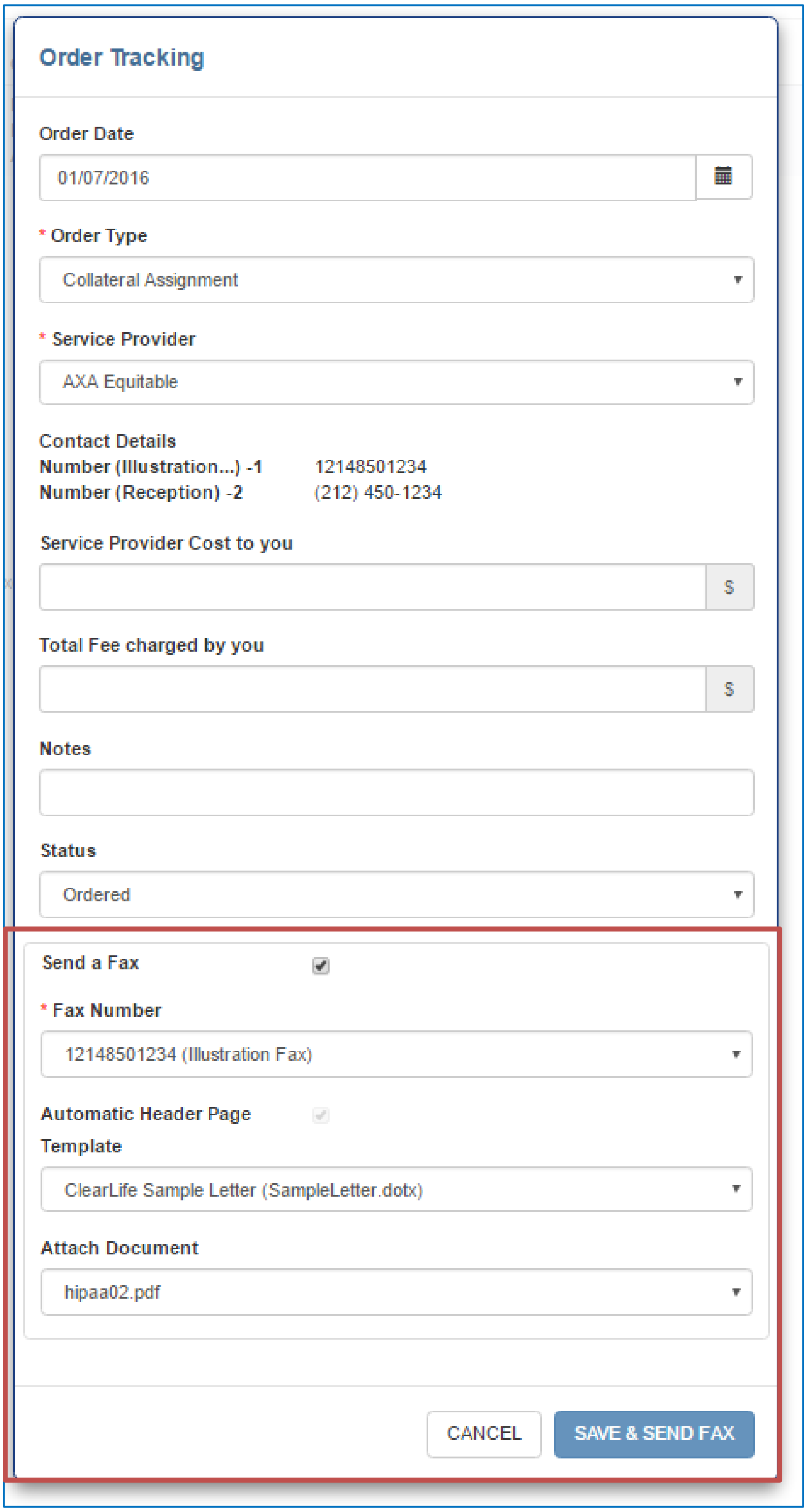
2. [CL-4825] and [CL-4839] - Send Fax directly from ClariNet

Subscribers to the Servicing Module in ClariNet can now add the ability to send faxes directly from the Order Tracking feature of ClariNet (note that there is a small additional monthly fee to add this functionality). This is useful to send Collateral Assignment, Illustration or VOC orders for example. Using this feature requires that you have an Enterprise account with RingCentral, a cloud-based provider of phone systems.

Once enabled, you can set the RingCentral account details in Admin/Subscriber Information:



To send a fax with your Order, go to Case Summary, Order Tracking and click Edit to switch to the full list. You can send a fax from the Add or Edit popup:



The fax will be composed of three parts:

1) The header page, automatically generated by RingCentral. It will be possible to remove this page in a future update.
2) A template in MS Word DOTX format, previously uploaded in Admin/Exports & Reports/Document Templates. See next item CL-4814 for more information.
3) A PDF document that has already been uploaded into the Case.

In a typical scenario, the Word template would contain Case data inserted by way of ClariNet Building Blocks, as in the following example. For help on Building Blocks or building templates, check: https://www.clarinetlive.com/user/help/document-templates

Sample COMPANY

CLARINET™

Wednesday, 06 July 2016

SAMPLE

Dear **{Policy Carrier}**:

We write today as a 3rd Party Authorized On Behalf of **{Servicing Settings: Registered Owner Name}** TAX ID **{Servicing Settings: Registered Owner Tax ID}**.

Please process the following Collateral Assignment on the following **{Policy Carrier}** Policy:

{Insured Name (Primary)} -- POL# **{Policy Number}**

Attached you will find Executed Collateral Assignment Form along with Corporate Resolution.

Please send Written Confirmed Collateral Assignment processed to 3rd Party

FAX# 123-123-3456.

Please let me know if you have any further questions or need additional information.

I can be reached at 123-123-1234 ext.111 or someone@somewhere.com.

Thank you for your attention with this matter.

Sincerely,

Bob Smith

Sample Company LLC

3. [CL-4814] - Generic Word Templates admin page + download

You can now upload templates in MS Word DOTX format in Admin/Exports & Reports/Document Templates.

They are in the same format as in Bid Management/Offer Letter and in the Closing Transaction/Contract Package. Each template contains Case data inserted by way of ClariNet Building Blocks. For help on Building Blocks or building templates, check: https://www.clarinetlive.com/user/help/document-templates

They can be used in the Fax feature (see previous item CL-4825/4839).

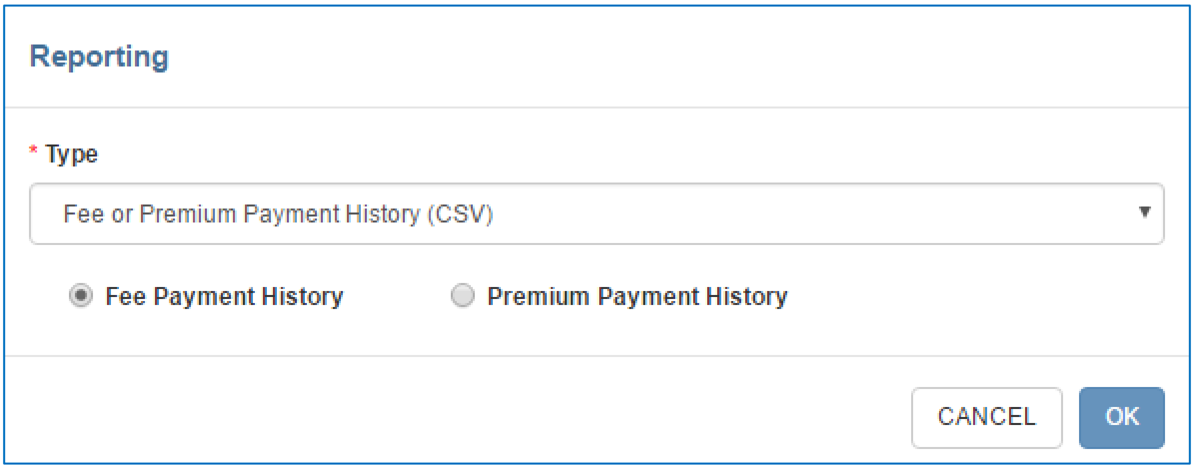
They can also be downloaded directly from Case Summary/Documents. This feature can be used to create simple reports or documents that get automatically populated with Case data:

Document Templates

Name	File Name	Populate
ClearLife Sample Letter	SampleLetter.dotx	
Marketing One Pager overview	CaseOverview template 003.dotx	

4. [CL-4810] - Export Premium Payment History and Fee Payment History

A new predefined Report has been added to export Fee Payment History or Premium Payment History in a similar format:



The file will contain the data from Case Summary/Premiums/Premium Payment History or Case Summary/Fees/Fee Payment History:

Premium Payment History

Payment Date	Payment Amount $	NDB $	Comment
06/12/2013	5,000.00	10,000,000	
07/12/2013	5,000.00	10,000,000	

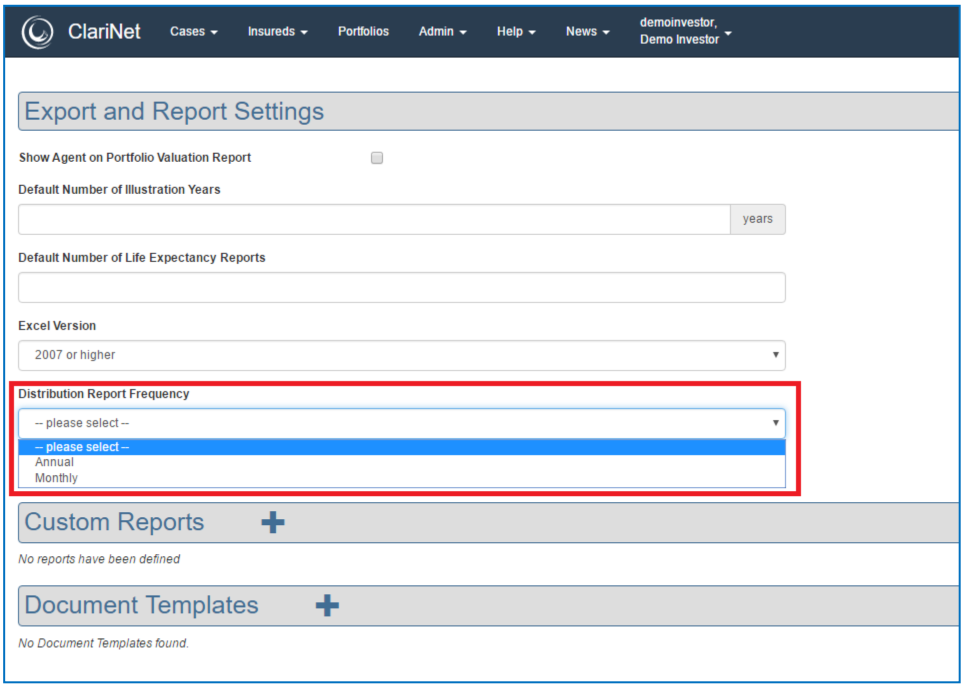
The file format is in the same format as for uploading. You can therefore download all the data for a Portfolio, make changes as required (maybe linked to your accounting or banking software) and then re-import the data into ClariNet.

	A	B	C	D	E
1	Case Reference	Payment Date	Payment Amount	NDB	Comment
2	Case 6680	07-Dec-13	100000		some optional comment here
3	Case 6680	06-Dec-13	300000		
4	Case 6680	06-Dec-13	50000		another comment
5	Case 6680	01-Jun-14	100000		
6	Case 6680	01-May-14	32050	2000000	comment: ndb is optional
7	Case 6680	01-Jun-14	32050	2000000	comment: ndb is optional
8					

To delete a payment, simply enter the Case Reference and Payment Date with a blank value for Amount, NDB and Comment.

5. [CL-4823] - Give users the option of monthly cash flows in the distribution report

The Monte Carlo Distribution Report can now be generated with either monthly or annual cashflows giving more detailed analysis of portfolio cashflow behaviour. The setting is available in the Export And Report Settings section.



If no setting exists, it defaults to Annual.

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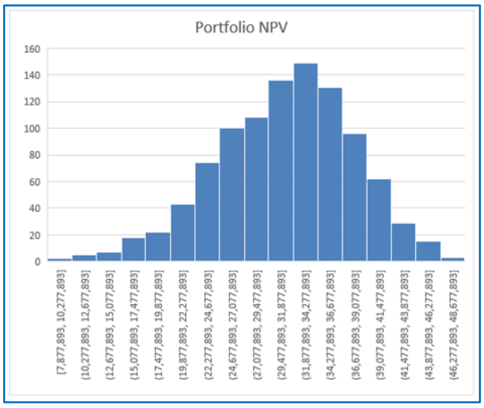
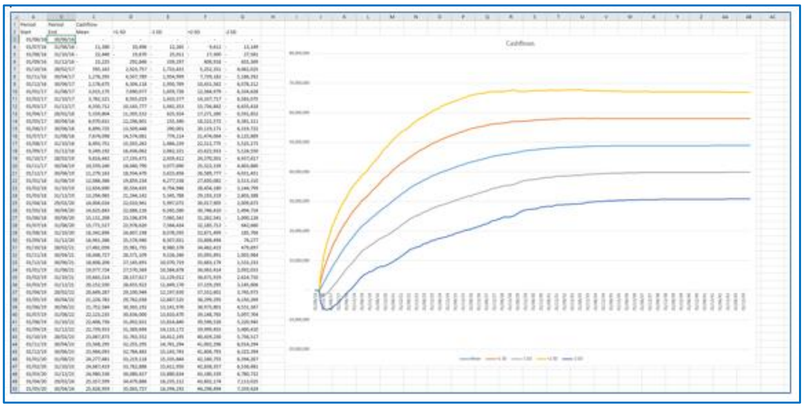
This report is described in detail in an FAQ. It contains detailed analysis of the behaviour of the simulated Portfolio including:

- Mean, min, max, standard deviation and confidence intervals for:
  - Total Cash Flows;
  - Net Death Benefit;
  - Premiums; and
  - Number of surviving Policies.
- A chart showing the mean Total Cash Flows of the Portfolio over time with a +/- two standard deviation line above and below.





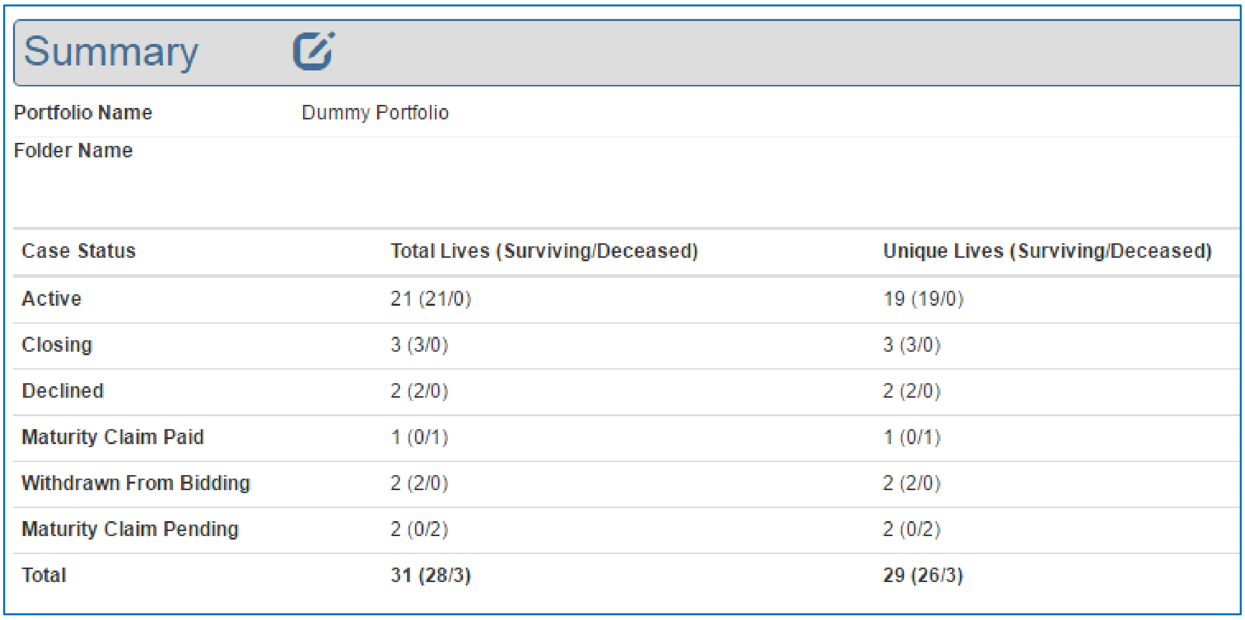
6. [CL-4480] - Portfolio Summary: split stats "Nb of Insured Lives" into "Surviving" and "Deceased"

The Portfolio Summary now shows an extra column for Total Lives. The existing column was renamed Unique Lives.

Total lives: ignores Linked Insureds.

Unique lives: takes into account Linked Insureds in Insured Consolidation. No on-the-fly checks are done.

In either case, only Date of Death must be filled to count as Deceased.



Summary

Portfolio Name: Dummy Portfolio

Folder Name

Case Status	Total Lives (Surviving/Deceased)	Unique Lives (Surviving/Deceased)
Active	21 (21/0)	19 (19/0)
Closing	3 (3/0)	3 (3/0)
Declined	2 (2/0)	2 (2/0)
Maturity Claim Paid	1 (0/1)	1 (0/1)
Withdrawn From Bidding	2 (2/0)	2 (2/0)
Maturity Claim Pending	2 (0/2)	2 (0/2)
Total	**31 (28/3)**	**29 (26/3)**

7. [CL-4831] - Custom Reporting: add extra servicing columns for Premium Payment Instructions report

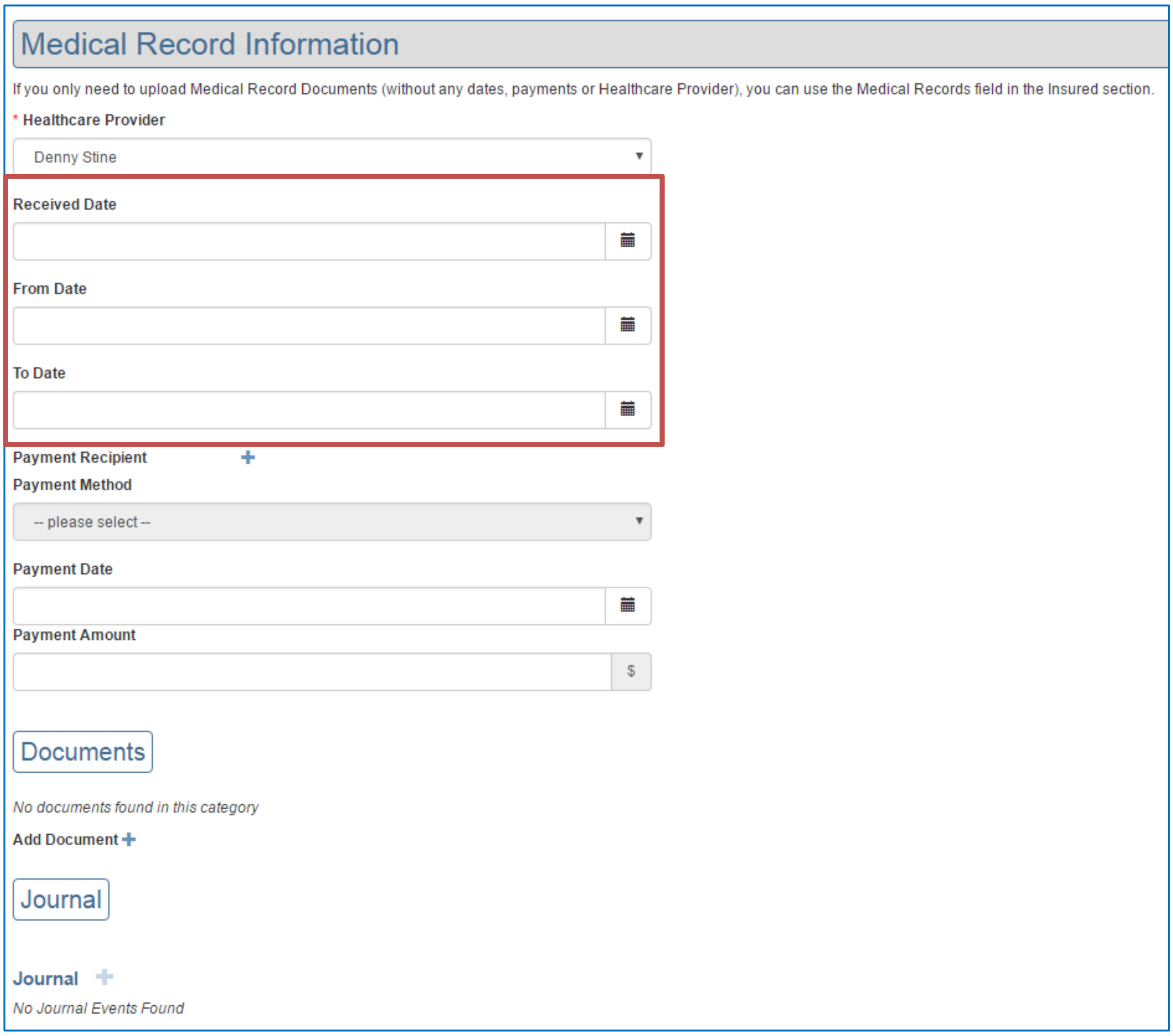
[CL-4808] - Custom Reporting: add Health Status Contacts, Journals, and Hipaa date

Numerous columns related to Servicing were added to Custom Reporting:

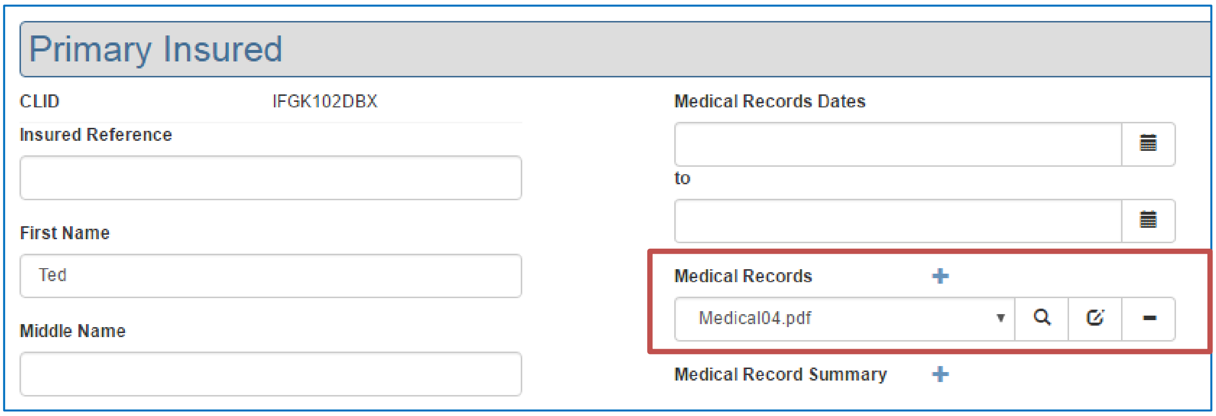
- Servicing Carrier Payment Method: Details split into individual parts (Account Number, Bank Name, Method, Routing, Swift Code...).
- Current Month Total Scheduled Amount: Total amount scheduled this month, using the selected Premium Schedule on the Premiums tab ("Use?" checkbox in the top table denotes the PS used for Servicing Tasks).
- Health Status Contacts for both Insureds (name, address, email, telephone...).
- Journal Event details for both Insureds (contact date, method, follow-up, notes...).

8. [CL-4836] - Servicing Medical Records: make date fields optional

Medical Records in the Servicing section are meant to be quite thorough. They could drive Orders to a third party for example: in this context, knowing which date “gaps” need filling is important. However, to increase flexibility, the three date fields have been made optional (Received, From and To dates):



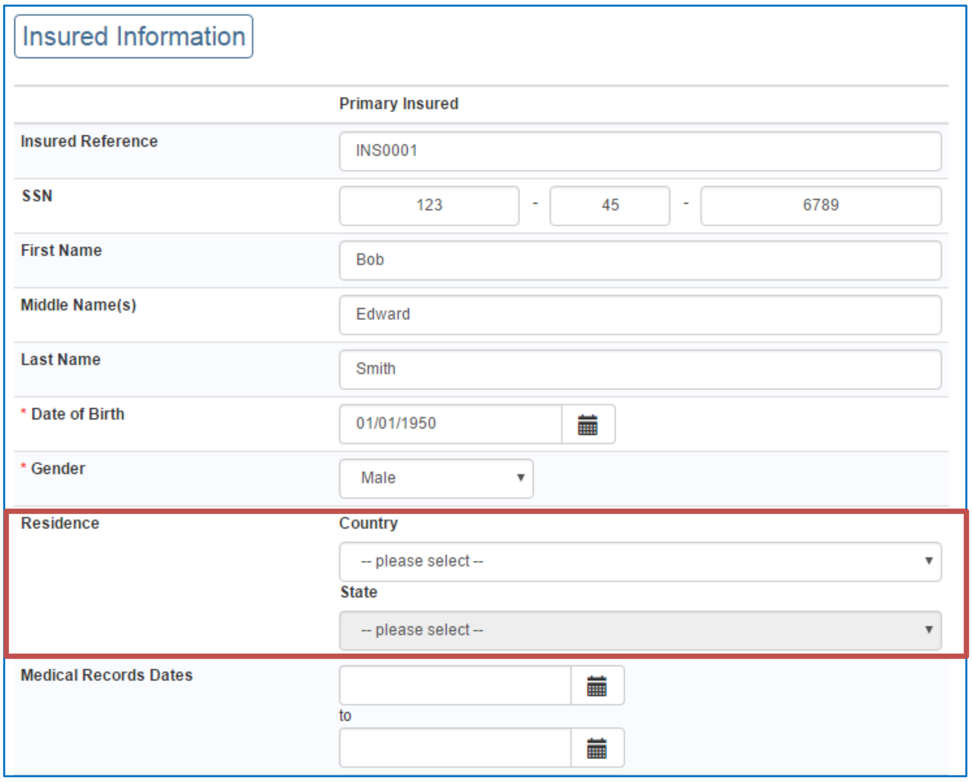
Note that if you only need to upload Medical Records Documents without attaching any dates, you can upload them in the Insured section where no details are required:



When using AutoImport (which add Documents into Cases directly from a third party source), newly added Documents are created under Uncategorised Documents. They can easily be moved to the Insured's Medical Records documents, not to the "Servicing" Medical Records.

9. [CL-4837] - Create Case Form: Make Country of Residence and State of Residence optional

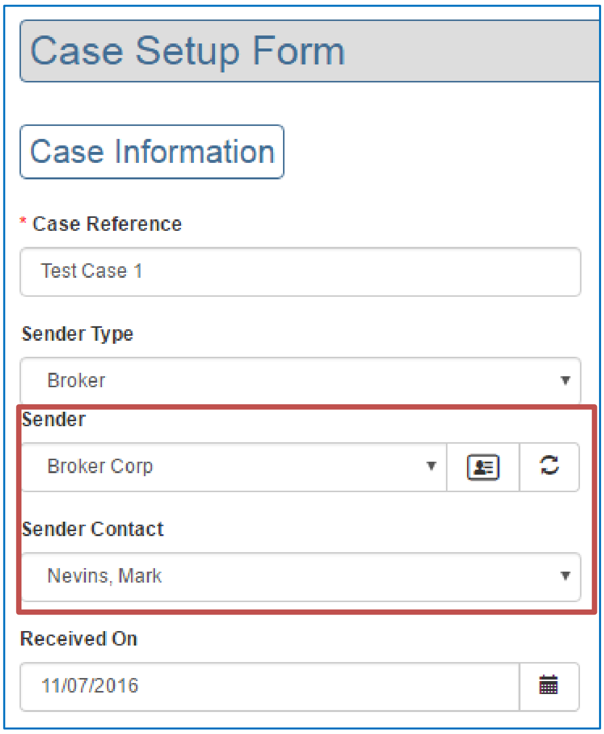
Country and State of Residence are now optional for the Insured, in particular on the Create Case Form:



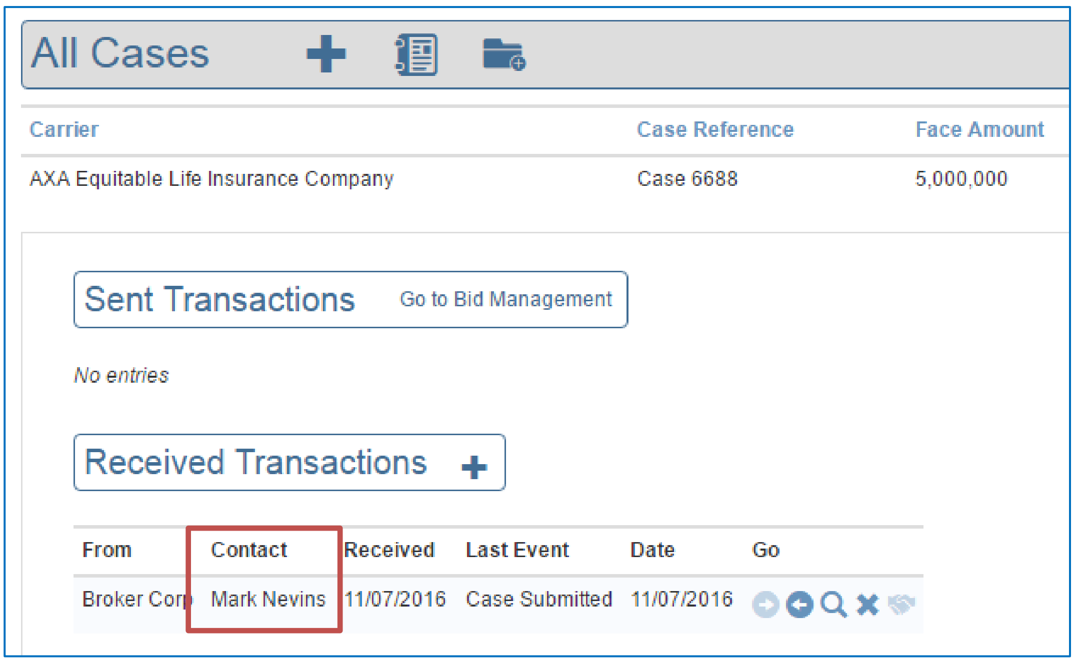
Note that if you set the Country to United States, then the State becomes required.

10. [CL-4838] - Bid Management: display Contact for Counterparty (and allow edit)

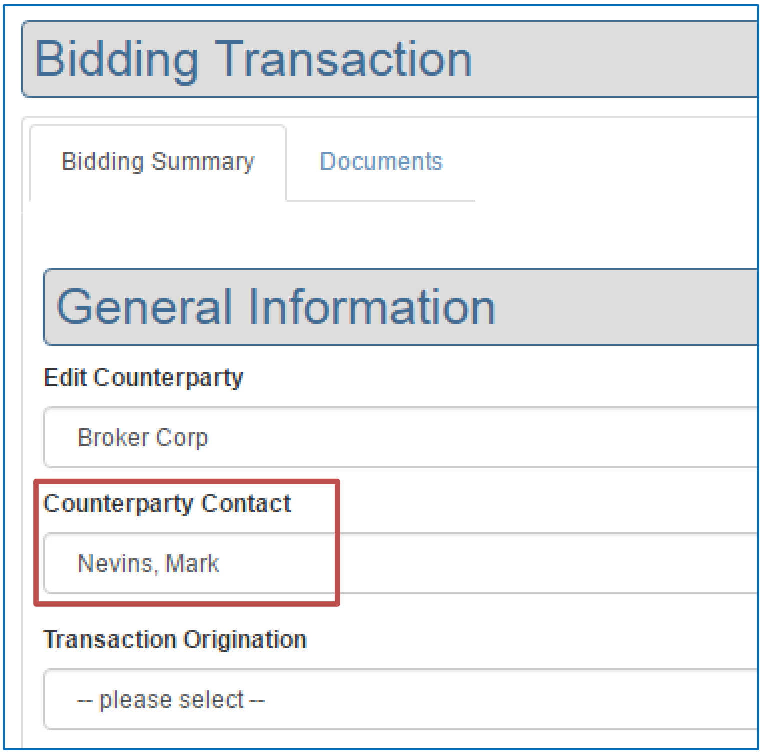
When creating a Case using the Case Setup Form, a Received Transaction is created with the Counter Party set as this Sender. The same can be achieved clicking the + icon in the Received Transaction in the Case List.



However, even if the Sender Contact was specified, this information was not shown or editable anywhere. This is now shown in the Received Transaction table:



It can be edited when viewing the Received Transaction:



Note that this is only possible for Received Transactions with a CRM Organisation as the Sender. It is not possible with ClariNet to ClariNet Transactions.
Also note that the Counterparty can only be edited if no event has been recorded after the initial Bid event. Once events are recorded, only the Contact can be changed.

11. [CL-4834] - Improve pricing checks for missing LE Reports and Weightings

When running pricing, ClariNet checks that LE Report Weightings add up to 100%. We have improved the error checking and the errors are now more pertinent.

12. [CL-4812] - Add missing Policy fields to Excel Importer

All Policy fields have been added to the Excel Uploader. We have ordered the rows in the Excel file to match the web page. However note that the order of the rows is not important and therefore previous Excel templates are still valid.

Also note that the row called "Loan Amount" (under Policy) included in previous templates is invalid and should be removed.

9	**Policy**		
10	Policy Number	TX001	T
11	Carrier Reference	67121	
12	Issuing Carrier	Transamerica Occidental Life	
13	Face Amount	1200000	
14	Maturity Age	100	
15	Extended Db Rider	None	
16	Policy Date	05/05/1995	
17	Issue Date	05/05/1995	
18	Issue State	US-NY	U
19	Life Policy Type	UniversalLife	E
20	Death Benefit Type	Level	
21	Return Type	Variable	
22	Term Policy Type		
23	Whole Policy Type		
24	Coverage Type	Individual	
25	Age Basis	ALB	A
26	Lapse On CSV	0	
27	Joint Life Payout Type	SecondToDie	S
28	Policy Product	A Test Product	
29	Percent Of Premium Charge	5.50%	
30	POPC Above Target	0.50%	
31	Per Unit Charge	1000	
32	Per Unit Charge Frequency	Quarterly	M
33	Per Policy Charge	60.5	
34	Per Policy Charge Frequency	Monthly	A
35	Current NGCR	0.50%	
36	IsConverted	TRUE	
37	Conversion Date	10/10/2000	
38	Conversion Premium	5500.99	
39	Issue Date Converted Policy	10/10/2000	
40	Policy Date Converted Policy	10/10/2000	
41	Owner Type	Trust	
42	Previously Viaticated	TRUE	
43	Foreclosed	TRUE	
44	Premium Financed	FALSE	
45	Bankruptcy	FALSE	
46	Country Of Ownership	United States	
47	State Of Ownership	US-IL	
48			

Bugs

13. [CL-4804] - Fees are being calculated using the illustration NDB instead of PS NDB

Previously, the per-NDB fees (set in the Fees Template from Admin->Pricing & Risk->Fee Templates) was incorrectly based on the NDB in the illustration. It is now based on the NDB in the Premium Schedule.

14. [CL-4824] - Portfolio generator ignores valuation settings

The Life Expectancy Report settings (from Case->Valuation Settings) was being ignored when valuing a Portfolio on the Portfolio Generator page. These settings are now used correctly.

15. [CL-4806] - First Premium is Annualized flag is ignored on illustration

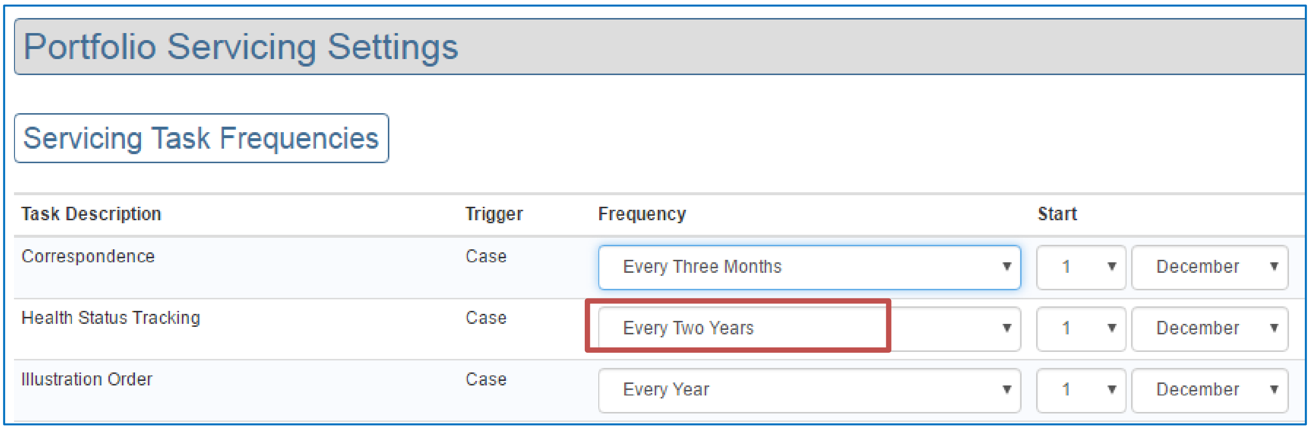
For Whole Life Cases, the flag setting "First Premium is Annualized" was being ignored by the Premium Calculator. This setting is now being recognised.

16. [CL-4807] - Portfolio Valuation ignored Disposal Amount, Date and Type.

The Portfolio Pricing was ignoring the Disposal values, leading to an incorrect, non-zero valuation. These values are now used and the price now matches the individual Case Valuation.

17. [CL-4826] - Servicing tasks with frequency of every two years not show with correct due date

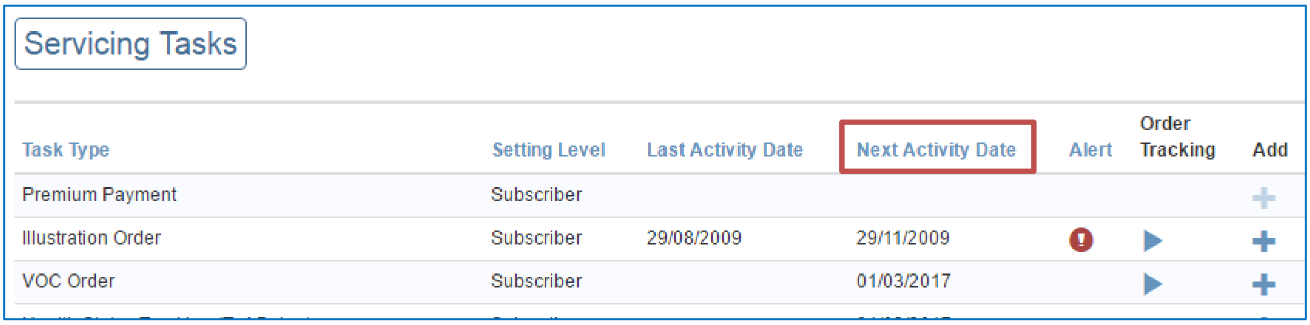
If a Servicing Task Frequency was set to "Every Two Years":


Portfolio Servicing Settings

Servicing Task Frequencies

Task Description	Trigger	Frequency	Start	
Correspondence	Case	Every Three Months	1	December
Health Status Tracking	Case	Every Two Years	1	December
Illustration Order	Case	Every Year	1	December

Then the Next Activity Date was calculated incorrectly. This has now been resolved:


Servicing Tasks

Task Type	Setting Level	Last Activity Date	Next Activity Date	Alert	Order Tracking	Add
Premium Payment	Subscriber					
Illustration Order	Subscriber	29/08/2009	29/11/2009			
VOC Order	Subscriber		01/03/2017			

18. [CL-4830] - Portfolio Composition should show archived cases

Archived Cases were always hidden throughout ClariNet. The only way to see an Archived Case is to use the Advanced Search and select the "Last Status" criteria and set it to "Archived".
However, this means Archived cases in a Portfolio were hidden.
They are now displayed correctly in the Composition tab.
Please note however that you cannot add Archived Cases to a Portfolio. They have to be restored first.

19. Additional bug fixes

The following items have also been resolved:
[CL-4840] - Certain alerts (documents, events) cause Whoops
[CL-4811] - Second insured on joint life case picking up blended smoking status from first insured
[CL-4802] - Fix Excel downloader to work on Office 2016 for Mac OSX
[CL-4803] - Excel Uploader: Servicing Carrier and Registered Owner contact details not set correctly