

Save time and money, with no extra cost to your agency.

Provide superior customer service with one-click customer inquiry.

All of this is possible with Westfield and AMS TransactNOW.

AVAILABLE TRANSACTIONS

With Westfield, you can perform these transactions through your management system, without having to remember your Westfield username and password:

- Policy summary and endorsements
- Billing inquiry
- Claims inquiry and loss runs
- Automated web site sign on via Carrier Passport
- PL quote request

TransactNOW also works with over 60 other carriers and a variety of other transactions such as endorsements, policy inquiry and quote requests.

GET A NON-EXPIRING USERNAME FOR REAL TIME

We now offer non-expiring usernames and passwords for use in Real Time transactions from your agency management system. This eliminates your need for a password when you enter Westfield's web site through your management system. To get a non-expiring username, please send a request by e-mail or fax and note that you are specifically requesting a non-expiring username for Real Time.

E-mail: agencyhelp@westfieldgrp.com
 Fax: 330.887.7001

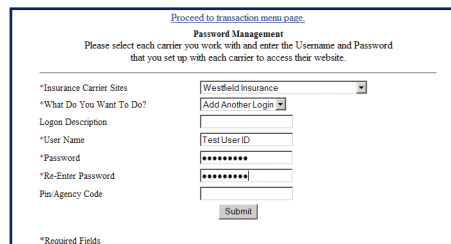
EASY SETUP INSTRUCTIONS

First, download and install TransactNOW: At www.transactnow.com, fill out the Request Form and then follow the steps in the Training Guide (link is in the upper left corner of the TransactNOW home page).

Once you have installed and set up TransactNOW, you just need to add your Westfield logins via the manage passwords link.

To configure your Westfield password, click Start → All Programs → TransactNOW → Configure TransactNOW.

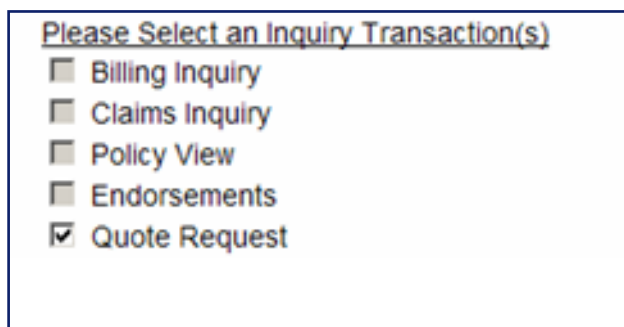
Enter your master password created during your installation, then choose to Add Login to enter your Westfield username and password.



To use TransactNOW for Westfield inquiry

functionality, pull up the client you wish to inquire on, and click the specified management system export button in your AMS management system.

Choose the transaction you wish to perform and click Submit. That's it! Your requested inquiry information will appear in your internet browser in seconds!



How your agency can benefit

WHAT COULD YOUR AGENCY SAVE?

- Inquiry transactions through your AMS management system can cut the time it takes to perform your most common customer service tasks by over 75%!
- Savings come from not having to open your browser, navigate to the carrier site, enter your username and password, and search for your content.

Check out the AMS TransactNOW cost savings calculator on Agent's Web Passport to personalize the cost savings to your agency. Located under the Resources tab, click on "AMS Real Time Cost Savings Calculator." See the example below.

Real-Time Cost and Time Savings Calculator - Enter your agency's specific information in the grey boxes to calculate your savings

Agency Information		Savings Per Month			
Full CSR cost/hr	\$26				
Inquiry Transactions per month/CSR	70				
Quote Transactions per month/CSR	50				
Average Inquiry time via company site	3 min				
Average Quote Time via company site	15 min				
Average Inquiry Time via TNOW	0.5 min				
Average Quote Time via TNOW	5 min				
Year One Planned Users		Users	\$ Savings	Time Savings (hrs)	
Q1 Users	5	Jan	2	\$1,083	42
Q2 Users	2	Feb	3	\$2,167	83
Q3 Users	1	Mar	5	\$3,250	125
Q4 Users	1	Apr	6	\$3,683	142
Total Users	9	May	6	\$4,117	158
		Jun	7	\$4,550	175
		Jul	7	\$4,767	183
		Aug	8	\$4,983	192
		Sept	8	\$5,200	200
		Oct	8	\$5,417	208
		Nov	9	\$5,633	217
		Dec	9	\$5,850	225
		Totals		\$50,700	1,950
Average Time/Money Savings per transaction					
Money	\$5.42				
Time	12.50 min				

