



## **RSA EXPANDS USE OF DESKTOP CLAIMS SOFTWARE TO AUTOMATE HANDLING OF PROPERTY CLAIMS**

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**TORONTO, ONTARIO--(Marketwire – January 20, 2011)** - Symbility Solutions Inc., a wholly-owned subsidiary of Automated Benefits Corp. (TSX-V:AUT), is pleased to announce that RSA Insurance Group plc (RSA) has expanded its use of Innovation Group's Innovation Symbility desk top triage system (Triage) in a move which increases automated claims handling across its UK property insurance business.

The Triage software implemented in 4 call centres around the UK is used to process property claims throughout RSA's UK operation. Innovation Symbility's Triage functionality enables RSA's property claims handlers to accurately define the scope and complexity of a claim during the first notice of loss. This allows staff to choose the correct fulfilment route from their desktop in a consistent and accurate manner.

Ian Currie, UK Technical Claims Director at RSA, said, "Innovation Group's Triage solution enables us to provide our customers with the claims consistency and quality which RSA is renowned for. We are always looking for ways to innovate and improve our customer experience and Triage has enabled us to advance the efficiency of our operation and remain the leader in the marketplace."

Triage is marketed in North America under the name Symbility Inside Adjuster. Symbility Inside Adjuster aids insurers in quickly estimating the scope of a loss during the first notice of loss (FNOL) without necessarily requiring escalation to field adjusting.

Symbility Inside Adjuster's simple six step process visually guides users through collecting data from the insured ensuring that all loss data is captured while the insured's retention of loss details is still current. Data is checked against the insurer's pre-defined claim handling standards for deviations from best practices. Fulfillment of the claim may take the form of instant settlement or escalation to the field, dependent upon the insured's mandates determining the complexity of the claim. As with all Symbility products, Symbility Inside Adjuster's open architecture design allows the integration of claims data into



the entire claims settlement process across multiple applications. FNOL information can connect into claims management systems, policy systems and billing systems, regardless of the platform being used.

“We are very proud of the Symbility Inside Adjuster application and its innovative, integrated concept,” states James Swayze, CEO, Symbility Solutions, Inc.. “Having successfully deployed this solution to insurers in the United Kingdom, I am confident of the effect it will have on the North American market as well.”

### **About Automated Benefits Corp. and Symbility Solutions Inc.**

Automated Benefits Corp., headquartered in Toronto, Canada, is a software company dedicated to developing applications for the insurance industry in North America and Europe. The Corporation currently has two platforms: Symbility and Adjudicare.

Symbility automates property insurance claims through its three complementary software components which afford users the mobility, speed and control needed to efficiently and quickly move onto the next claim. *Symbility Claims Connect* is the collaborative workflow management tool that gives every claim participant real-time access to the claims they are working on. *Symbility Inside Adjuster* is an integrated application designed to streamline the first notice of loss process which leads to faster settlement of claims. *Symbility Mobile Claims* software is an estimating tool that increases speed, efficiency and accuracy by allowing on-site claims processing.

Adjudicare is a software solution used by local insurance brokers and third party administrators across Canada in the adjudication of health and dental claims. Adjudicare’s software pays claims in real time giving clients optimum flexibility along with transparent disclosure on the benefit plan’s financial performance.

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