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FOR IMMEDIATE RELEASE

NEWS RELEASE

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CRI's Admin eSuite Simplifies Insurance Administration

ATLANTA – Creditor Resources Inc. (CRI), the Atlanta-based marketer of credit insurance and related technology products, has consolidated its previous technology products for the member claims process, claim payments, policy information processing and other insurance financial transactions into one easy-to-use Internet portal called Admin eSuite. It is now available at no cost to CRI credit union customers throughout the U.S. and Canada.

Admin eSuite gives a number of CRI's administrative technology tools a uniform look and allows credit union employees to navigate among all the different functions without leaving the main site. "Admin eSuite is simple and intuitive, with a cleaner look," said Gayla Thompson, a project manager in Information Technology at CRI. "You can now navigate through all the functions and use added enhancements in this one portal."

New features of Admin eSuite include online premium remittance, enhanced reporting capabilities, plus data exports quickly and accurately to spreadsheets for analysis. These features and others allow credit unions to reduce paper and postage costs, reduce errors associated with manual-intensive transactions and save time.

Freedom First Federal Credit Union in Roanoke, VA served as the first Beta-testing site for Admin eSuite, allowing its staff members to benefit from the new technology several months before its widespread release. "My staff is having virtually no problem pulling disability claims payment information. Prior to now, we had to fax these. Money was just sitting out there...that's not happening now," said Loan Services Manager Pam Basham, who oversees the staff using Admin eSuite on a daily basis. "Accessibility to information is much easier. We control the process much better now because of the enhancements."

Northwest Georgia Credit Union in Rome, GA recently started using the claims function in Admin eSuite. Collections Officer Rhonda Copeland said, "it is probably one of the best programs I've ever used. It is a lot more user-friendly than other products, and I find out everything I need to know about claims without having to wait for information. I love it 100 percent!" Copeland also enjoys the new claims forms feature that can be

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downloaded and printed on-site. "Most of the time our members are not familiar with the paperwork when they come here. Now I can give it to them and take care of it on the spot, without them waiting to receive it in the mail. They are happy because they feel like the ball is rolling."

Admin eSuite is a customized one-stop for any time access to the following components (depending upon an individual credit union's product line): Claims, Single Premium Refunds, Single Premium Reconcile, Remittance and/or Mortgage.

Admin eSuite Components At a Glance

- **Claims**

Receive instant access to complete information concerning the claims process of members. Initiate claims process, review open claims, print claims forms, view claim payments, verify the status of returned claims forms, review claims closed in the last 90 days and download open or closed claims to a spreadsheet format for analysis.

- **Single Premium Refunds**

Search for insured members to be refunded, obtain refund quotes and reverse a previous refund issued in error. Eliminate time delays in obtaining refunds along with the need to track paper copies of refunded certificates.

- **Single Premium Reconcile**

Match certificates to your general ledger, and access and view previously reconciled reports. Eliminate dependence on paper reports, phone calls, faxes and other manual processes to manage the business.

- **Remittance**

Receive an audit trail of premium submission amounts and eliminate the need to provide documentation for automatic debiting. View historical premium submissions for single premium close-end and monthly collection reports with this brand-new function.

- **Mortgage**

Search for applications, monitor the status of an existing application, track billings, display status of submitted requests (in Canada only) and download billing data to a spreadsheet format for analysis with this function.

For more information on this or any other CRI product or service, please call Robin Jones at 1-800-521-1670, ext. 2377.

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