CSSI Newsletter

Issue 8 - Autumn 2012

It's Movember and time to make a difference.

At CSSI, we have joined with our sister company, Andrew Agencies, to participate in Movember.

Men's health is a cause we are passionate about, but, in order to make a difference, we need your help. Our team's commitment is to each grow a moustache for the month of November and, in doing so, raise vital awareness and funds for prostate cancer and male mental health.

We are asking you to help support our personal journey by making a donation. The size of the donation isn't important; every little bit helps Movember continue its funding of world class programs. If you want to know more about what you'll be helping to fund, you can visit http://ca.movember.com/about/funding-overview/

To highlight the importance of what we are doing, take a look at these statistics:

- 1 in 7 men will be diagnosed with prostate cancer in their lifetime
- This year, 26,500 new cases of the disease will be diagnosed
- 1 in 5 men will experience a mental illness this year

If you'd like to help change these statistics, please donate to our team here: http://ca.movember.com/team/502789. If you're interested in the work being done, take a look at the *Programs We Fund* section on the Movember website: http://ca.movember.com/about/funding-overview/

Thank you in advance for supporting our efforts to change the face of men's health.

CSSI / Andrew Agencies Movember Team

President's Message

You will find included in this newsletter an article I wrote published in the October *Canadian Underwriter* titled "Countdown in Real Time." The article deals with a topic I have written about in this space a couple of times over the last year, that being The Insurance Brokers Association of Canada's (IBAC) automation data exchange initiative. I ask that, if you have not read the article in *Canadian Underwriter*, please do so here. This initiative is very important to the success of our industry. At CSSI, we are making great strides with our products, both at the Broker and the Company level, to be a leader in the "Real Time" initiative. CSSI is currently working with two Insurance Companies in a test environment to pilot first quarter 2013 a complete working "Real Time" solution that meets the IBAC definitions and rules.

Scott Andrew, President and CEO, CSSI

What's New

Client Services

Some important reminders, information about the Old Policy Entry Conversion deadline, and how to contact our Client Services Team... **More**

Sales & Marketing

The Sales & Marketing Team has completed another Trade Show circuit, connecting with existing clients and showing TBW to new prospective clients in the Maritimes, Saskatchewan, and Ontario... **More**

Development

Projects in TBW Realtime, IntelliQuote, TBW Desktop, New Business Upload, EDocs, Accounting, Commercial, and TUW have been keeping our Development Team busy. **More**

Release Update

New Releases

Recent updates to TBW include the Ledger Card search tool, the ability to access credit score forms from policy documents, Auto Transact and Batch Transacting of downloaded policies, and more. **Get Details...**

Upcoming Releases

Soon-to-be-released features include an MGA Broker Expiry List (TUW), a one-step RIBO Form 1 Report, Budget and Related Reporting, and more... **More**

Product Updates

View details about our many recent product updates on the *Updates* page on our website ... **More**

Press Releases

Wawanesa and CSSI work together to launch New Portal Functions

"CSSI and Wawanesa Mutual Insurance are pleased to announce the launch of Wawanesa's Policy Transaction Engine (PTE) on its Broker Portal using CSSI's I-Company software product..." **Read the article**

Countdown in Real Time *(Canadian Underwriter, October 2012)*

"The Insurance Brokers Association of Canada's (IBAC) automation data exchange initiative offers great promise to enhance broker connectivity. Its use, however, must be in line with clearly defined standards..."
Read the article

The straight-through processing of a transaction finally achieved *(Insurancewest, September 2012)*

"The broker capability to complete all transactions with a carrier inside the agency's broker management system in real time has finally become a reality. In July, Custom Software Solutions Inc. launched a web-based exchange for Peace Hills Insurance…" **Read the article**

IBAS Convention
L-R: Kevin Houston, Cynthia Elliott, Meaghan Canada, and Bill Murray

Insurance Brokers Atlantic Convention
Brock Andrew

IBAO Convention
Robert Eslinger

Halloween at CSSI
L-R: Dianne Conrad and Tracy Alexander

Halloween at CSSI
L-R: Richard Whidden, Cynthia Elliott

Upcoming Training

Our online broker training sessions will be offered on the following dates:

◇ **NOVEMBER 6 – 8, 2012**
◇ **DECEMBER 4 – 6, 2012**
◇ **JANUARY 2013 – TBA**

Please contact us at training@cssionline.com for more information or to register for training.

Available Training Sessions

- Get Started with The Broker's Workstation
- Get Working with Property Insurance
- Get Working with Auto Insurance
- Accounting Administration
- Accounting on The Broker's Desktop
- Accounting on The Accountant's Desktop

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