3 July 2008

To: The Broker's Workstation Users

Dear Valued Client:

Re: The Broker's Workstation – Important Releases and Changes

Custom Software Solutions Inc. (CSSI) is pleased to announce the release of the following enhancements and newest features to **The Broker's Workstation (TBW)**:

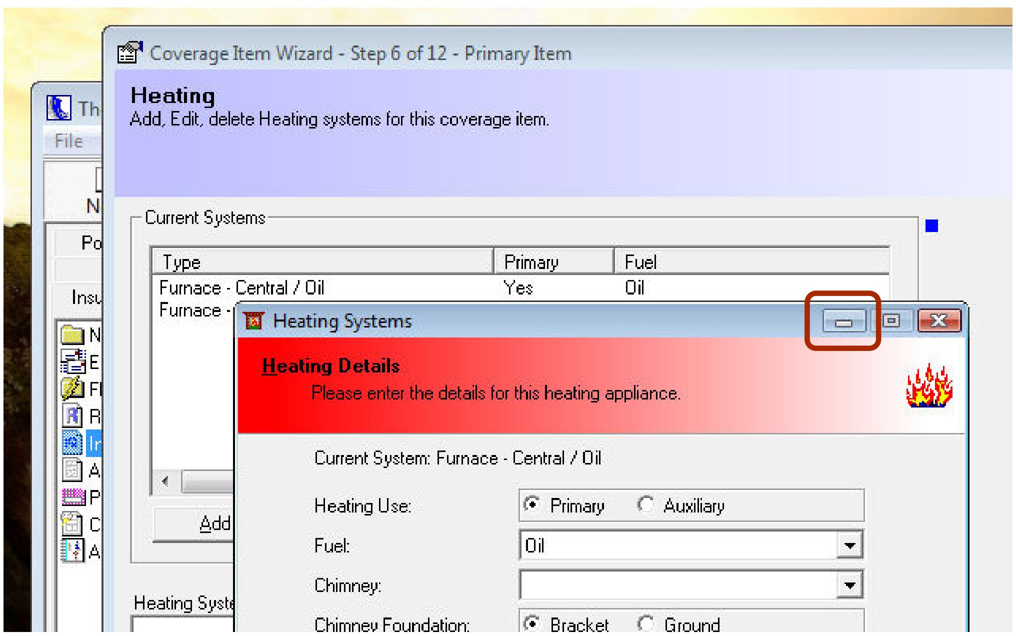
Contents

1. Minimize an Unfinished IntelliQuote (IQ)

TBW Users have requested the ability to pause when working on an IntelliQuote (IQ) document and attend to another task, without losing the IntelliQuote data already entered or having to complete the IQ first. We are pleased to announce the development of an IntelliQuote enhancement that allows TBW users to minimize the IntelliQuote window while creating or editing an IQ. With this new ability, the TBW user can put the unfinished IQ aside to assist a client, complete another task, open and work with another client folder, etc., and then complete the unfinished IntelliQuote.

A new IntelliQuote window cannot be minimized until initial details are entered. However, once the introductory data for the IntelliQuote has been entered, each subsequent window can be minimized by clicking the Minimize button in the top right corner of the window (see Figure 1.1). This will save all information entered in the current window, as well as all information in any other open IQ window.

(Figure 1.1)



After you have clicked the Minimize button, the IntelliQuote will appear in the **Document Tree** (see Figure 1.2) with an icon indicating that the document is incomplete.

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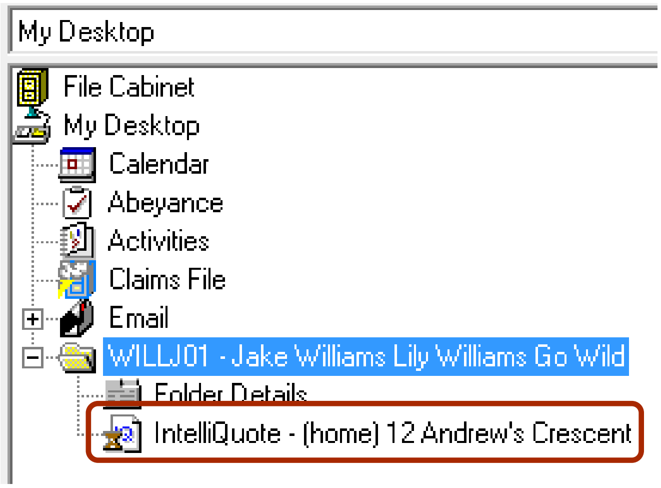
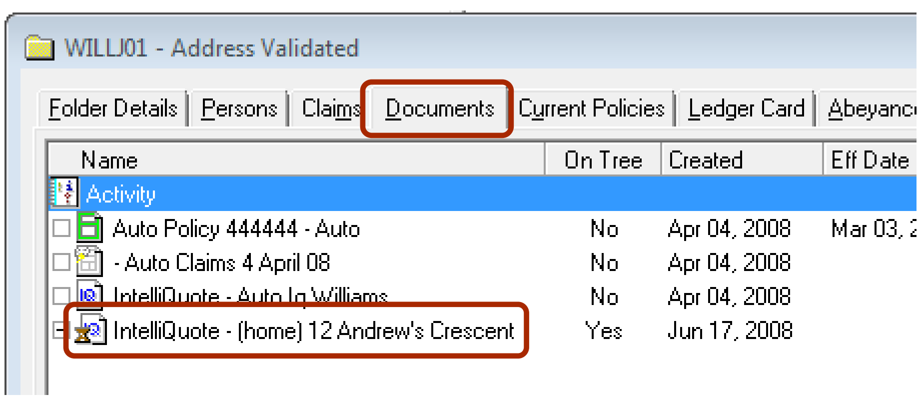
(Figure 1.2)



The incomplete IntelliQuote will also appear in the client's **Folder Details** dialogue box on the **Documents** tab (see Figure 1.3). Once again, the document will be marked with an icon indicating that it is unfinished.

(Figure 1.3)



When the IntelliQuote has been minimized, the user can exit TBW to work on another project, open and work with another client folder, etc. However, when an incomplete IQ has been minimized, the user **cannot** do the following:

- Drop an RCT or a policy transaction onto the IQ.
- Transfer coverages from the IQ.
- Manually check in the client folder before the IQ has been completed.
  - An alert will appear if the user attempts to check in a client folder with an unfinished IntelliQuote.
  - However, an automatic check-in caused by I-Biz, a policy entry, etc. is allowed.

When you are ready to continue to work on an unfinished IntelliQuote, either double click the IQ in the Document Tree, or right click the IQ in the Document Tree and then click **Edit** in the shortcut menu. The IntelliQuote will open to the screen on which the user was last working. All forms that were open will reopen, and all data already entered will be visible.

The Minimize feature can also be used while editing an existing IntelliQuote document if you must pause the process to complete another task. When an existing IQ opened for editing is minimized, it too will be marked in the Document Tree and on the Documents tab in the Folder Details dialogue box with the **Incomplete** icon. Once the modifications are complete, the icon will be removed.

A new or existing IntelliQuote can be minimized as many times as required. Just remember that a document that has not been checked into the File Cabinet since modifications have been made is not a saved document.

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2. Undo a Client Folder Checkout

In response to TBW User requests, we are pleased to announce the development of a feature that allows a TBW user to access a client folder when the folder is already checked out by another user.

This capability requires assignment of user rights. To activate these rights, click **Tools**, **Administrative**, **User Manager**. In the **User Level Access Rights** window, select the user who will be assigned these rights, and then click **Rights**. In the **User Access Rights** dialogue box on the **General** tab, select all checkboxes in the **Undo Client Check Out** row in the **Features** section (see Figure 2.1).

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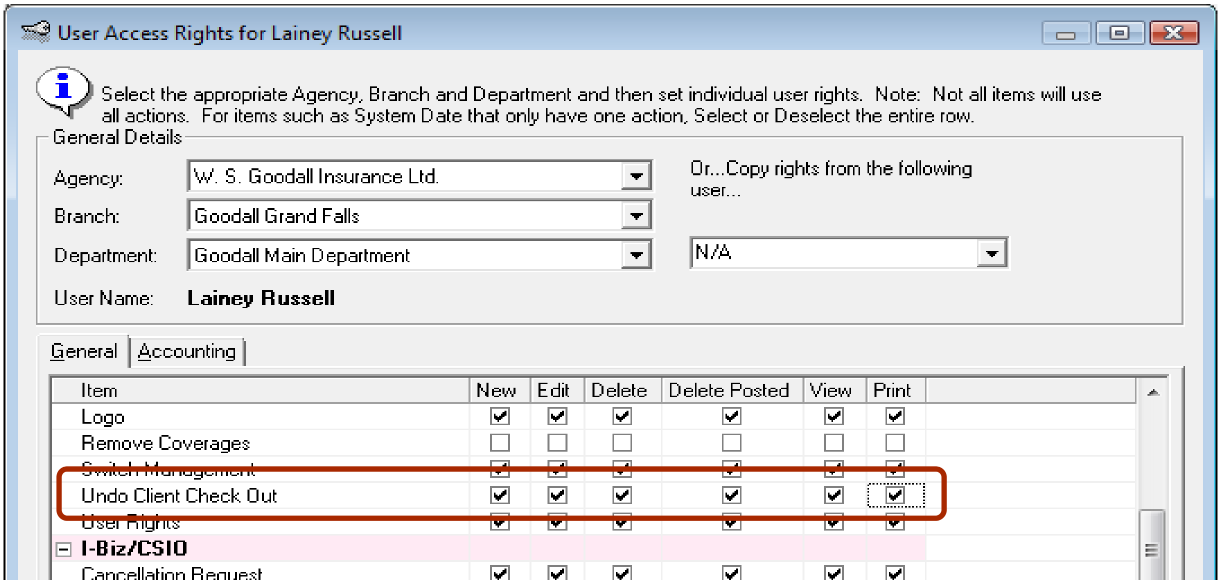
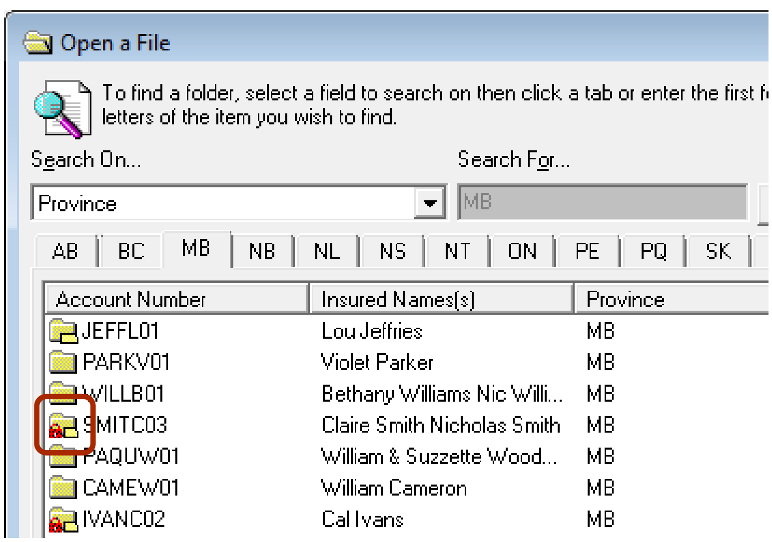
(Figure 2.1)



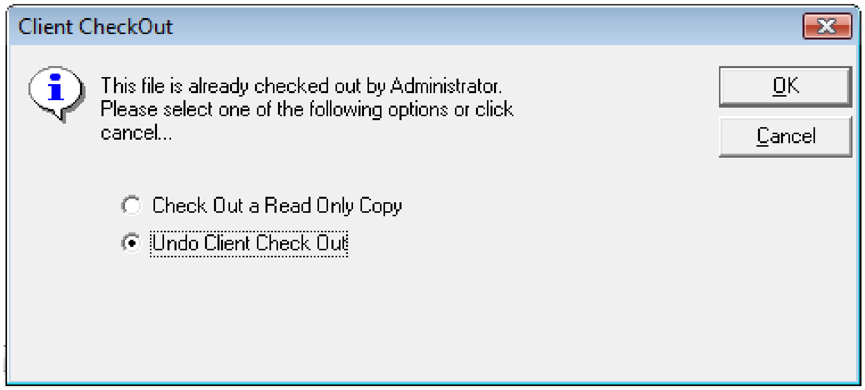
Then, simply search for the target client folder in the File Cabinet. A folder already checked out by another user will be marked with a **Lock** icon (see Figure 2.2).

(Figure 2.2)



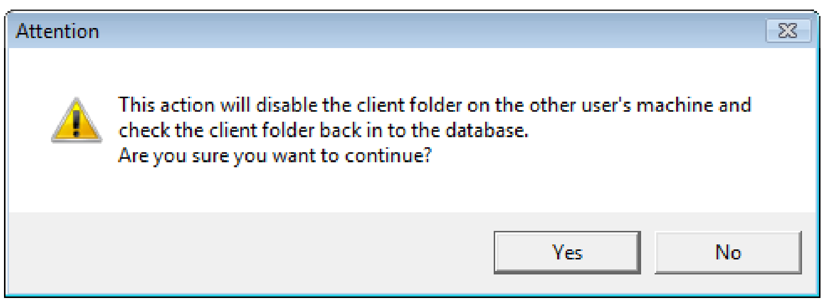
Double click the folder as if to check it out, and the **Client CheckOut** dialogue box will appear (see Figure 2.3). Select **Undo Client Check Out**, and click **OK**.

(Figure 2.3)



In the **Attention** dialogue box, click **Yes** to check the client folder back into the File Cabinet (see Figure 2.4).

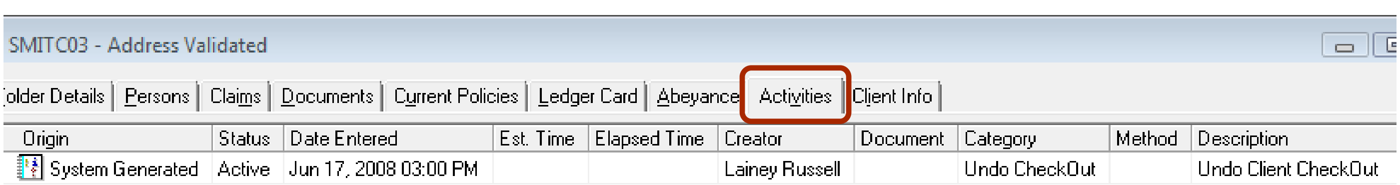
(Figure 2.4)



Another **Attention** dialogue box will appear, indicating that the client folder and any associated documents have been checked into the File Cabinet. The client folder is no longer marked with the Lock icon and can now be checked out by another user.

An **Activity** will automatically be created for this action, documenting who completed the Undo Client Checkout and when it was completed (see Figure 2.5).

(Figure 2.5)



The action will also be communicated to the original user as follows:

- On TBW startup, the following **Attention** dialogue box will appear (see Figure 2.6):

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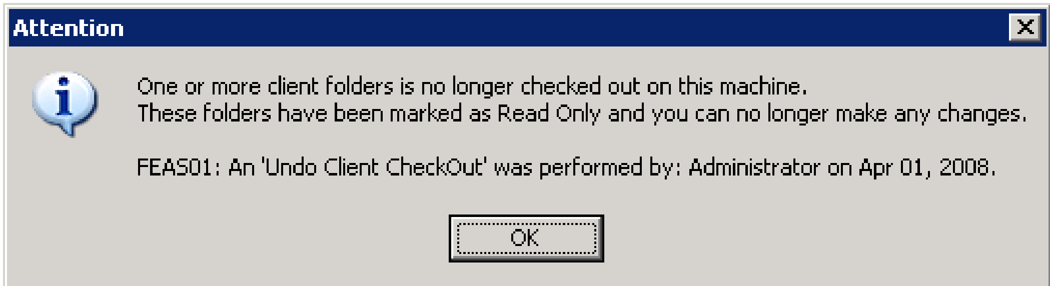
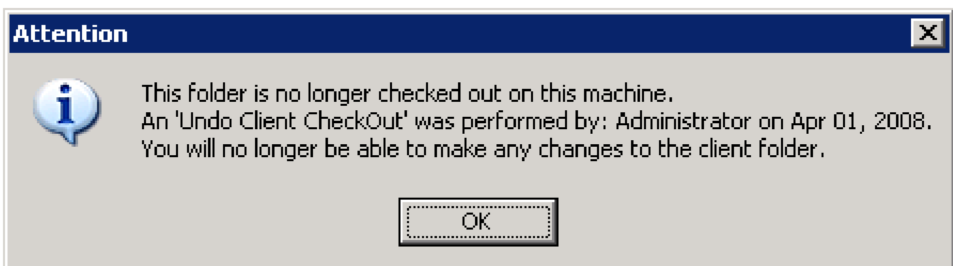
(Figure 2.6)



- The client folder will be available to this user in Read-Only format, so the user can view and print, but not edit, information in the client folder.

- If the original user happens to be using TBW when the Undo Client Checkout is performed, he/she will receive this prompt when trying to check in the client folder or open another client folder (see Figure 2.7):

(Figure 2.7)



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3. Mass Enable / Disable of Service Charges

We are pleased to announce that **The Broker's Workstation** has recently been enhanced with the ability to enable or disable application of service charges to all accounts.

Currently, TBW provides an **Apply Service Charges** parameter that allows a user to determine whether or not a client folder or broker list item will be subject to bulk service charges. However, if the service charges feature for an individual account is disabled or inaccurate, bulk service charge results can be incorrect. In order that each folder needn't be manually checked and updated, the bulk service charges function has been updated to allow a mass enable / disable function.

This function requires assignment of user rights. To activate these rights, click **Tools**, **Administrative**, **User Manager**. In the **User Level Access Rights** window, select the user who will be assigned these rights, and then click **Rights**. In the **User Access Rights** dialogue box, click the

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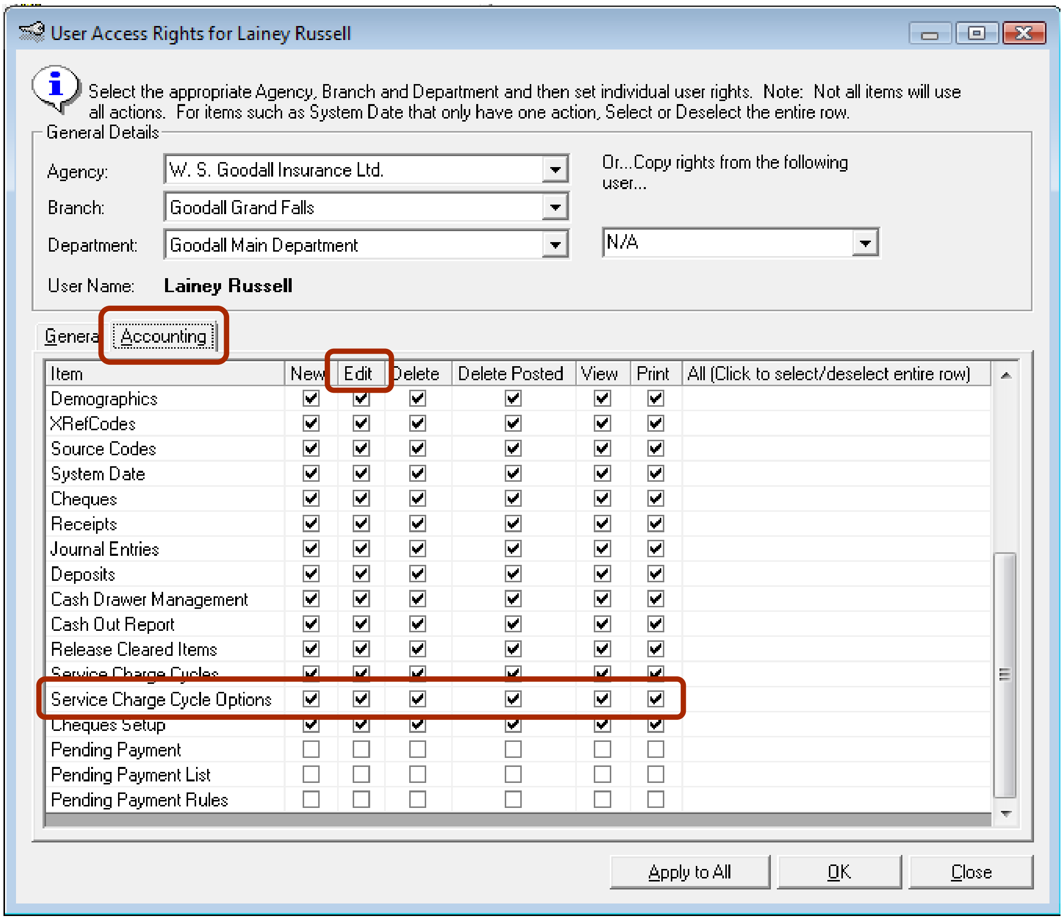
Accounting tab. Then, select the **Edit** option under the **Service Charge Cycle Options** (see Figure 3.1).

(Figure 3.1)



To access the Mass Enable / Disable Service Charges feature, double click **Accounts Receivable** in the Accounting Document Tree. Then, on the **Service Charges** tab, click the **Mass Enable / Disable Service Charges** button on the Service Charges toolbar (see Figures 3.2 and 3.3).

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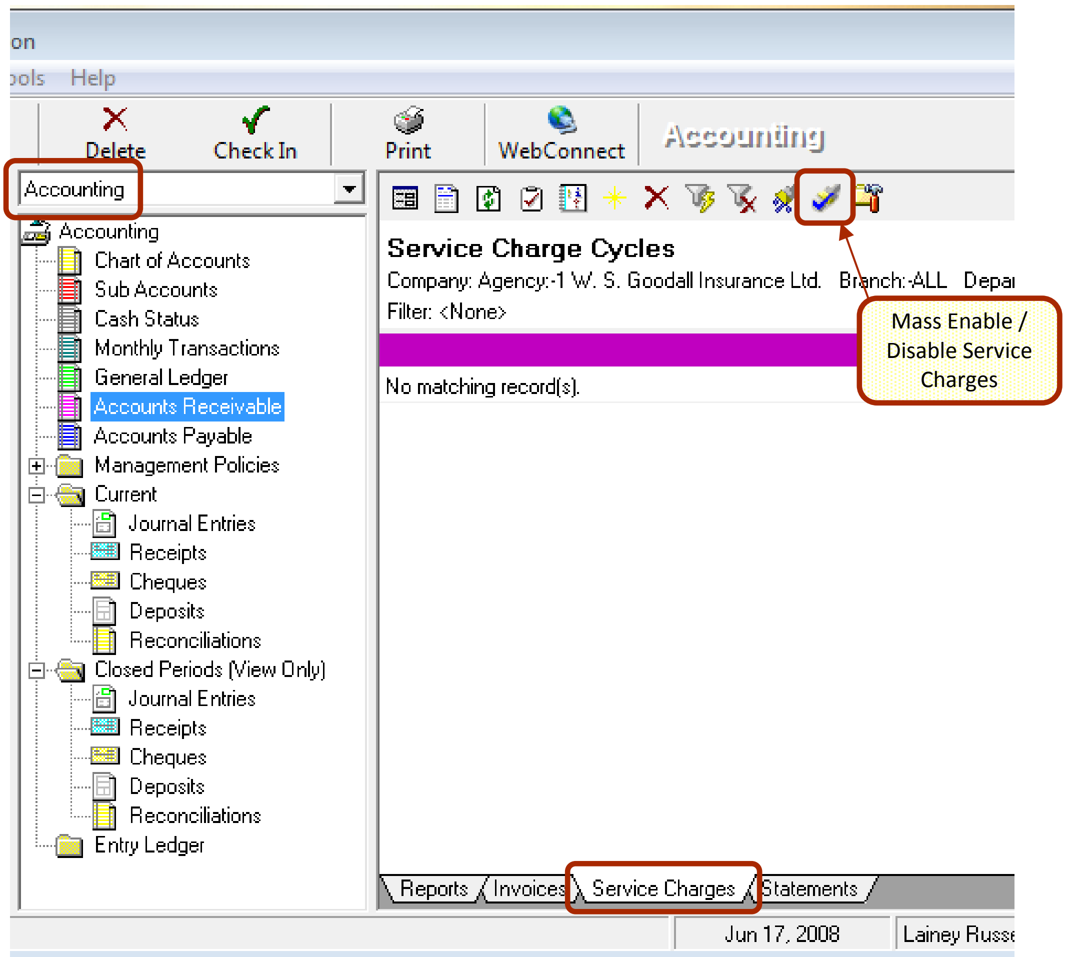
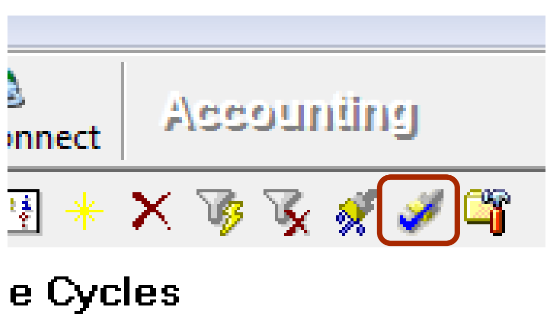
(Figure 3.2)



(Figure 3.3)



The **Mass Service Charge Account Change** window will open (see Figure 3.4). Select parameters, and then click **Apply**.

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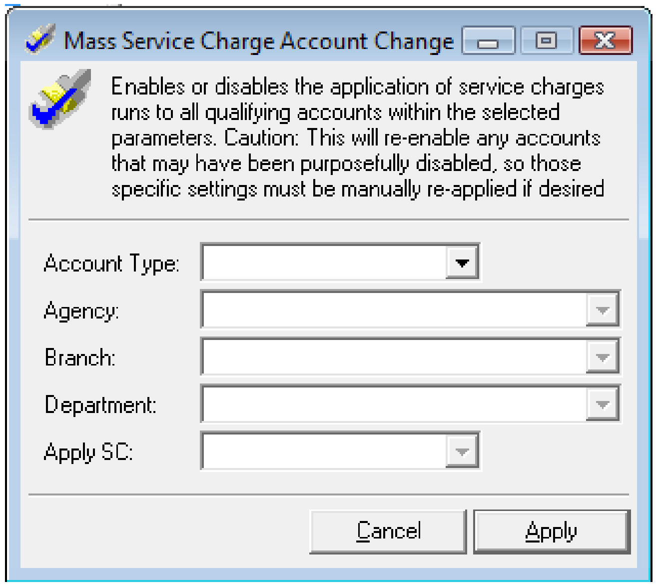
(Figure 3.4)



Enabling or disabling this option will update service charges for all qualifying accounts within the selected parameters. Please remember that enabling this option will re-enable any accounts that have been purposely disabled; as such, these specific settings must be manually reapplied.

Please note that this enhancement is available only on the SQL database platform.

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4. Print a Single Activity or Abeyance

We are pleased to announce an enhancement to **The Broker's Workstation** that enables TBW Users to print a single Activity or Abeyance.

To print an individual activity or abeyance, simply click the **Print** button on the **New Activity** or **New Abeyance** tab in the **Activities** dialogue box when the item is ready to print (see Figure 4.1).

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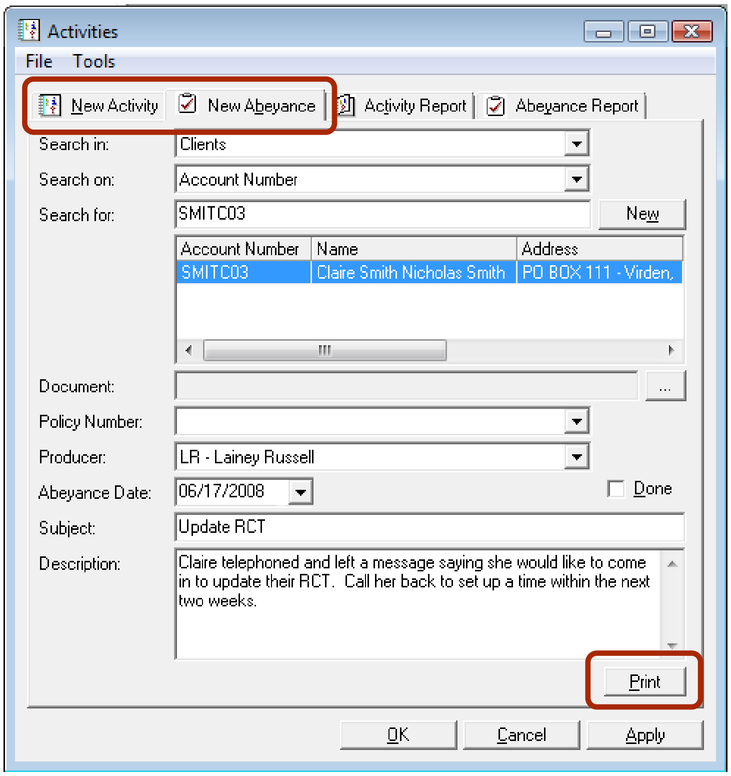
(Figure 4.1)



The document will either print immediately, or, if the **Use Print Preview** option (**Tools**, **Options**, **Printing**) is activated, the Print Preview window will open so the document can be viewed before printing.

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5. Copy a Previous Journal Entry

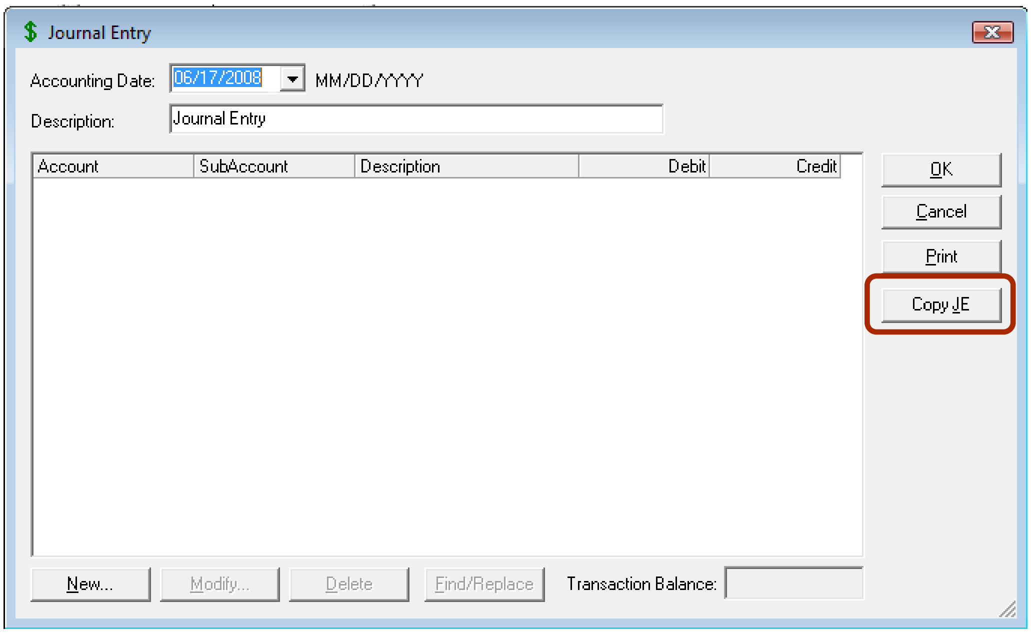
TBW Users have asked for the ability to copy an existing Journal Entry (JE), rather than manually entering each detail of a new Journal Entry that is virtually identical to an existing JE. We are pleased to announce that TBW users can now use a previous Journal Entry as the foundation for a new Journal Entry.

In a production environment, many detailed transactions recur throughout the year. Often these entries are virtually identical from cycle to cycle. Rather than entering all details for each new Journal Entry, a TBW user can now reuse a previous Journal Entry (from either an open or a closed month) as the foundation for the new entry. Not only will this capability save significant data-entry time and effort, but it will also improve accuracy.

To copy the information in a previous Journal Entry for use in a new JE, either double click or drag and drop the **Journal Entry** icon found in the **Tray**. In the **Journal Entry** window, click the **Copy JE** button (see Figure 5.1).

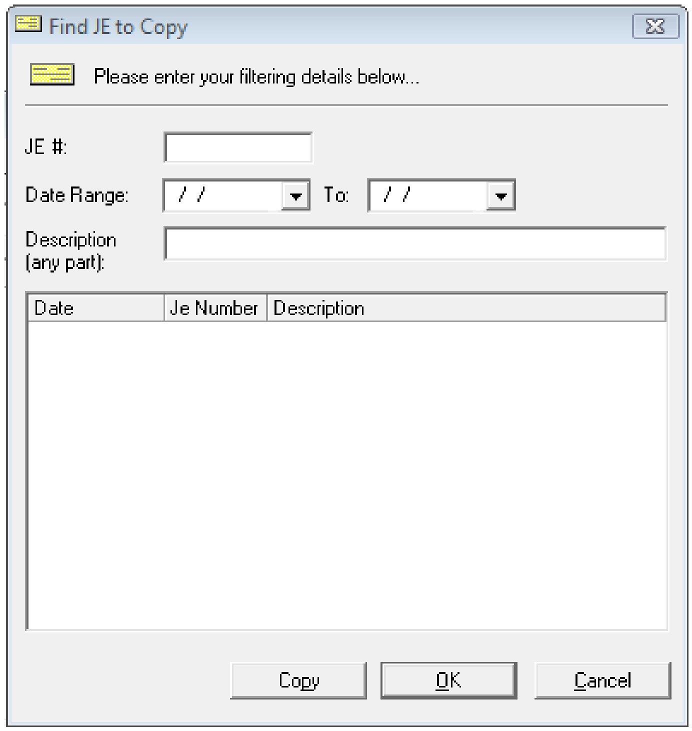
- Note that the **Copy JE** button is available only when creating a new Journal Entry, and not when an existing JE is opened for editing.

(Figure 5.1)



The **Find JE to Copy** dialogue box will open (see Figure 5.2), allowing the user to find and select the existing Journal Entry to copy.

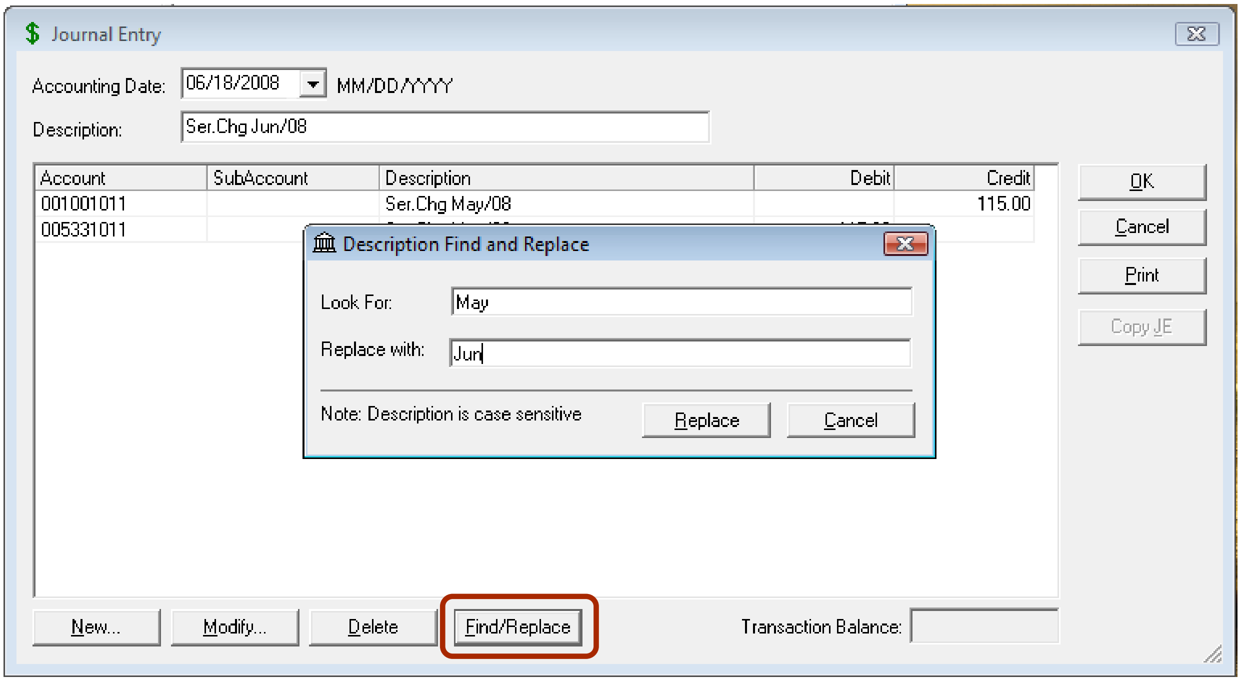
(Figure 5.2)



Enter as many search parameters as possible in the **Find JE to Copy** window, and then click **OK**. From the list of entries that appears, select the entry to be copied, and then click the **Copy** button. The details of the selected Journal Entry will be copied to the **Journal Entry** window.

The user can then edit the new Journal Entry as he/she wishes using the **Modify** button and/or the **Find / Replace** button. Select the entry, and then click the **Modify** button to make changes to the details of the entry. Click the **Find / Replace** button to change every occurrence of a word, phrase, or number in the **Description** to another word, phrase, or number (see Figure 5.3).

(Figure 5.3)



Please note that this enhancement is available only on the SQL database platform.

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6. Copy a Previous Cheque Transaction

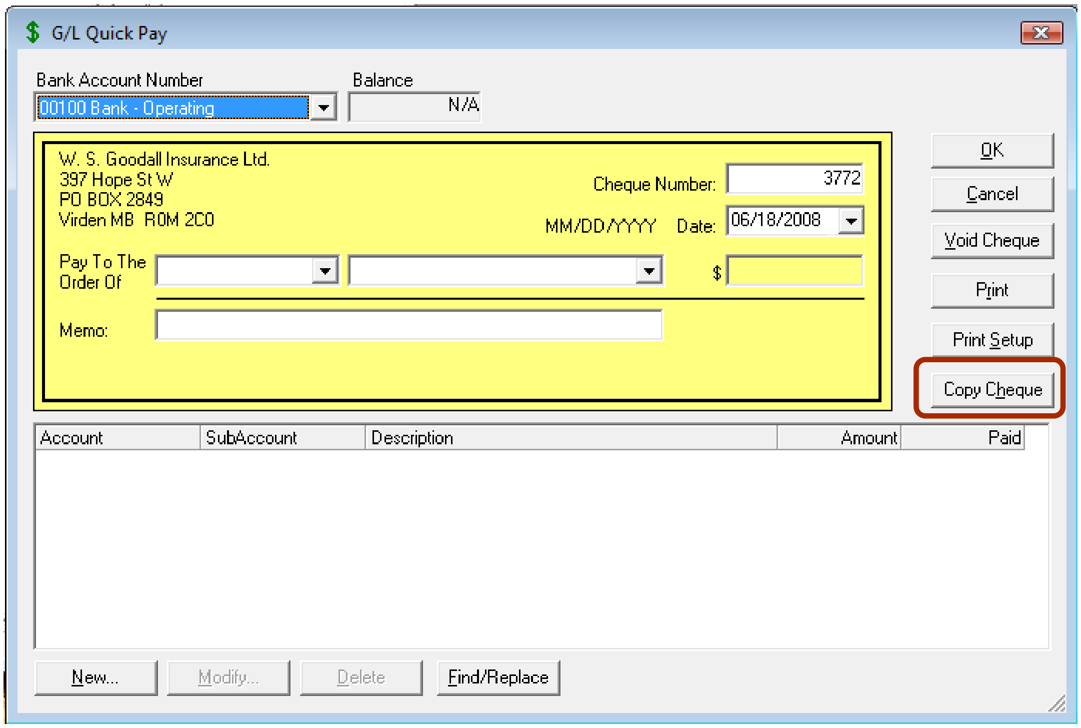
TBW Users have asked for the ability to copy an existing Cheque Transaction, rather than manually entering each detail of a new Cheque that is virtually identical to an existing Cheque Transaction. We are pleased to announce that TBW users can now use a previous Cheque as the foundation for a new Cheque.

In a production environment, many detailed transactions recur throughout the year. Often these entries are virtually identical from cycle to cycle. Rather than entering all details for each new Cheque, a TBW user can now reuse a previous entry (from either an open or a closed month) as the foundation for the new Cheque. Not only will this capability save significant data-entry time and effort, but it will also improve accuracy.

To copy the information in a previous Cheque for use in a new Cheque, either double click or drag and drop the **Cheque** icon found in the **Tray**. In the **G/L Quick Pay** window, click the **Copy Cheque** button (see Figure 6.1).

- Note that the **Copy Cheque** button is available only when entering a new Cheque, and not when an existing Cheque is opened for editing.

(Figure 6.1)



The **Find Cheques to Copy** dialogue box will open (see Figure 6.2), allowing the user to find and select the existing Cheque to copy.

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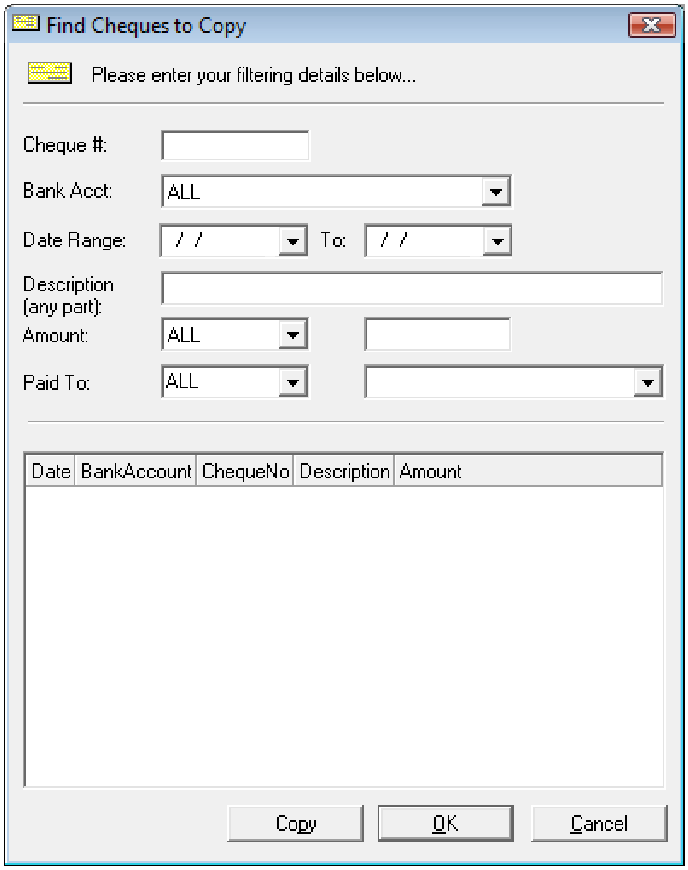
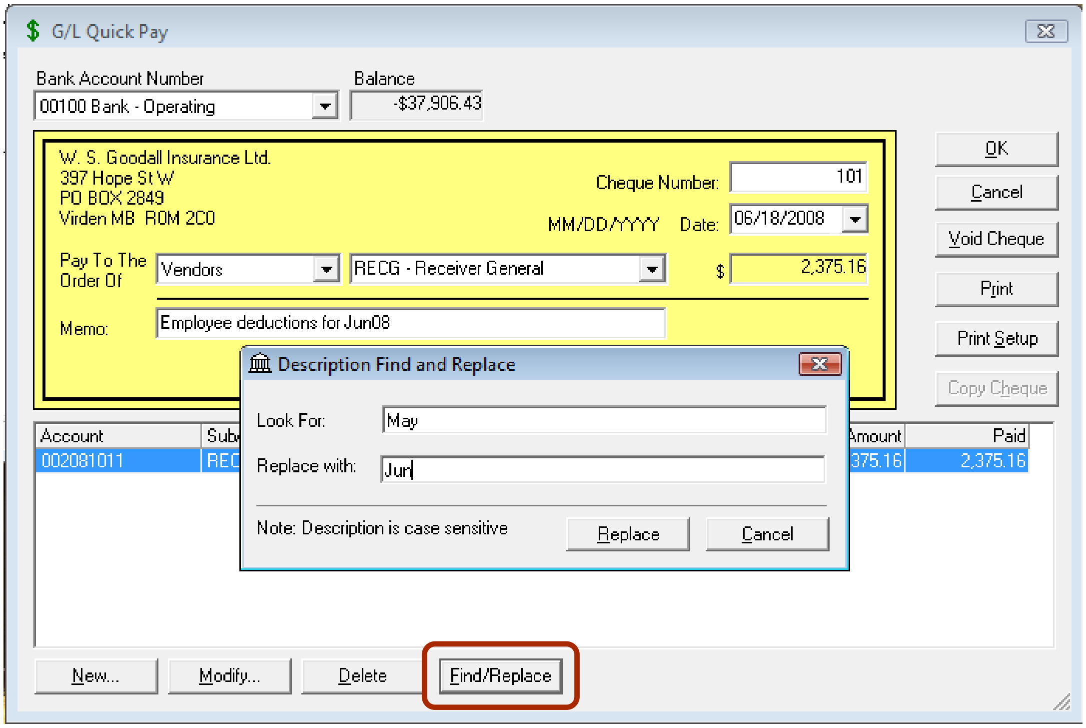
(Figure 6.2)



Enter as many search parameters as possible in the **Find Cheques to Copy** window, and then click **OK**. From the list of cheques that appears, select the cheque to be copied, and then click the **Copy** button. The details of the selected Cheque will be copied to the **G/L Quick Pay** window.

The user can then edit the new Cheque as he/she wishes directly on the Cheque, or by using the **Modify** button and/or the **Find / Replace** button. Click the **Modify** button to make changes to the details of the cheque. Click the **Find / Replace** button to change every occurrence of a word, phrase, or number in the **Description** to another word, phrase, or number (see Figure 6.3).

(Figure 6.3)



Please note that this enhancement is available only on the SQL database platform.

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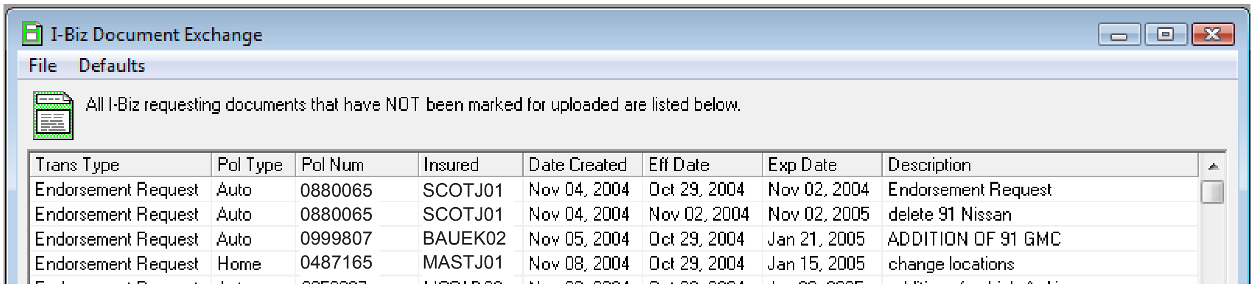
7. Create an Unmarked I-Biz Documents Report

We are pleased to announce an enhancement to **The Broker's Workstation** that allows the TBW user to view in report form all I-Biz documents that have not been marked for upload.

To access this function, click **Tools**, **I-Biz Tools**, **I-Biz Unmarked**. The report containing all unmarked I-Biz documents will be created (see Figure 7.1).

(Figure 7.1)



The user can interact with this report only to view, sort (by clicking the appropriate column header), or print the list.

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8. Remove Coverages from an Auto Policy Document

We are pleased to announce a new functionality that allows TBW Users to remove coverages from a CSIO or manual Auto policy. The user can then pull coverages from another document.

This function requires assignment of user rights. To activate these rights, click **Tools**, **Administrative**, **User Manager**. In the **User Level Access Rights** window, select the user who will be assigned these rights, and then click **Rights**. In the **User Access Rights** dialogue box on the **General** tab, select all checkboxes in the **Remove Coverages** row in the **Features** section (see Figure 8.1).

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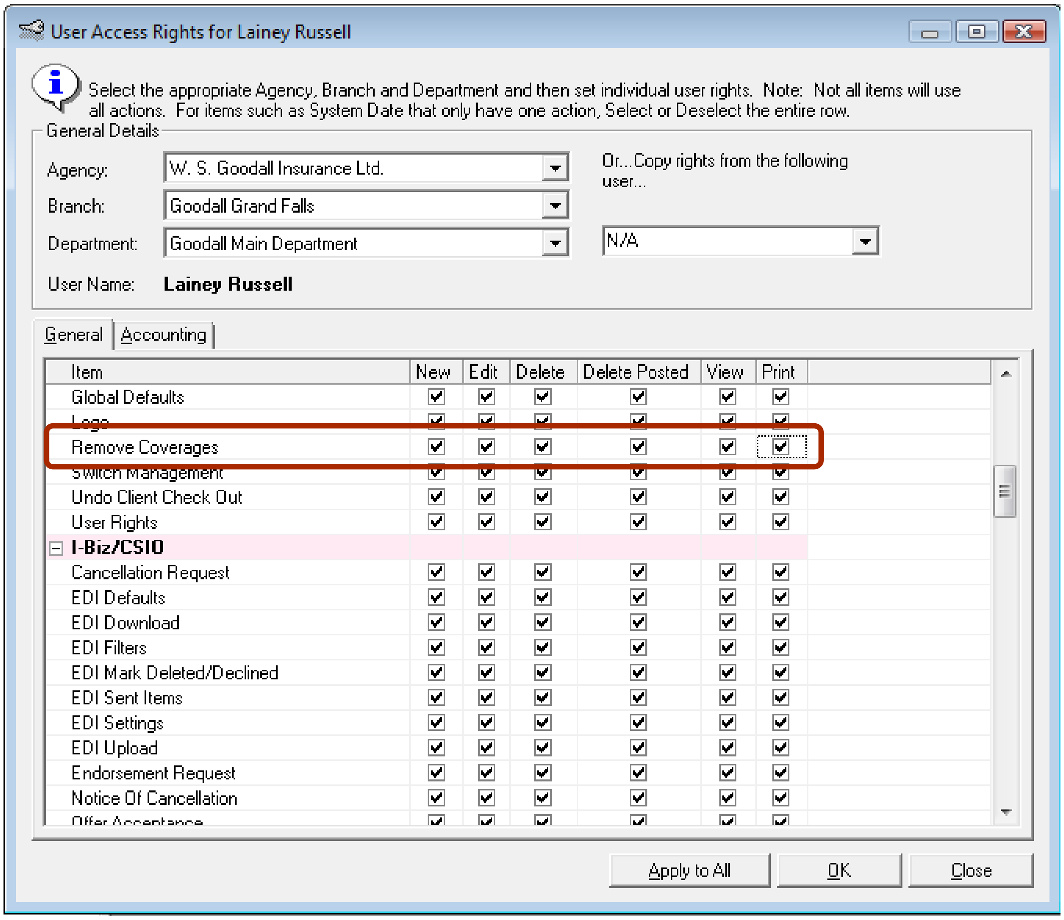
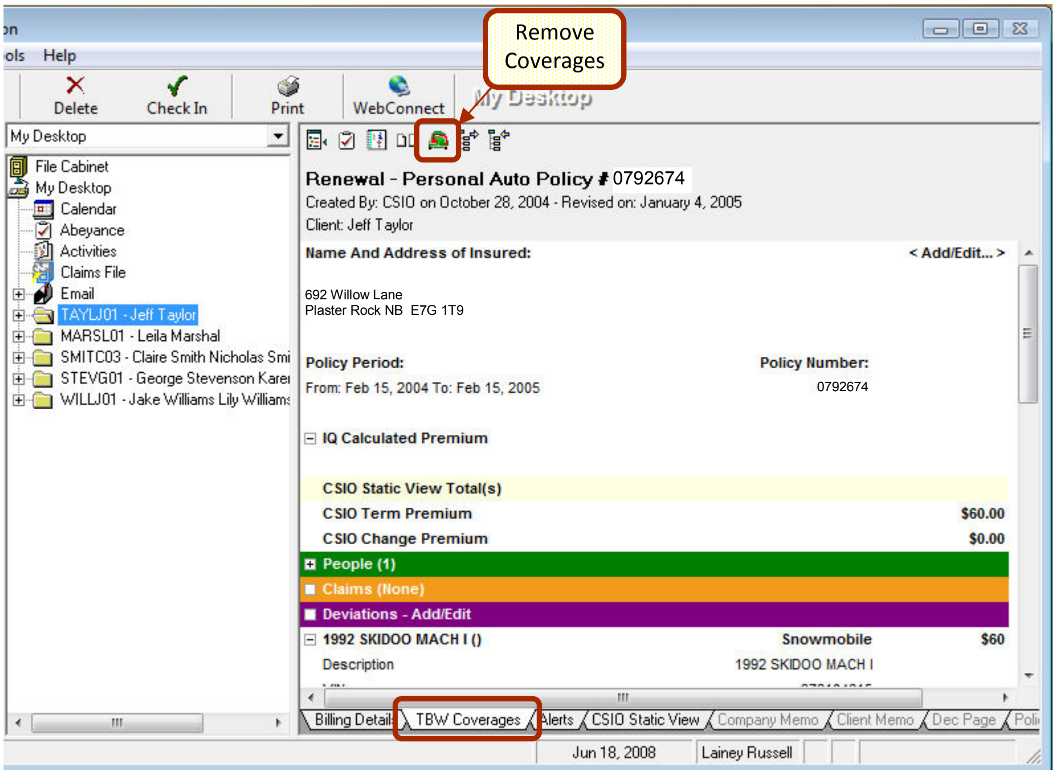
(Figure 8.1)

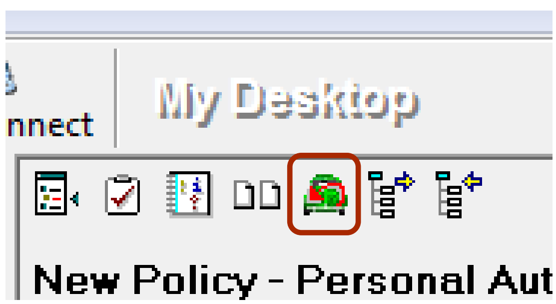


To use the **Remove Coverages** feature, open an existing policy and click the **TBW Coverages** tab in the Viewer Window. Click the **Remove Coverages** button on the TBW Coverages toolbar (see Figures 8.2 and 8.3).

(Figure 8.2)

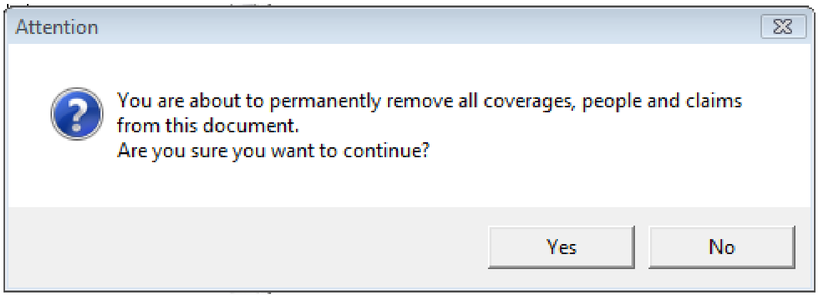


(Figure 8.3)



In the **Attention** dialogue box that appears, click **Yes** to remove all coverages (see Figure 8.4).

(Figure 8.4)



All information will be deleted (including coverages items, people, claims, alerts, effective and expiry dates, policy category, etc.), and the TBW Coverages tab will contain just the **Add / Edit** line. The user can pull coverages from another document as desired.

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9. Alphanumeric Policy Numbers in Abeyances

We are pleased to announce the development of an Abeyance Policy Number functionality that allows use of a policy number containing letters and/or numbers in an Abeyance.

To this point, Abeyances could refer to policy numbers in numeric form only; if letters were contained in a policy number, the letters were simply omitted and only the numbers shown. With the new capability provided by this enhancement, when an Abeyance refers to a policy number, all elements, both alpha and numeric, will be shown (see Figure 9.1).

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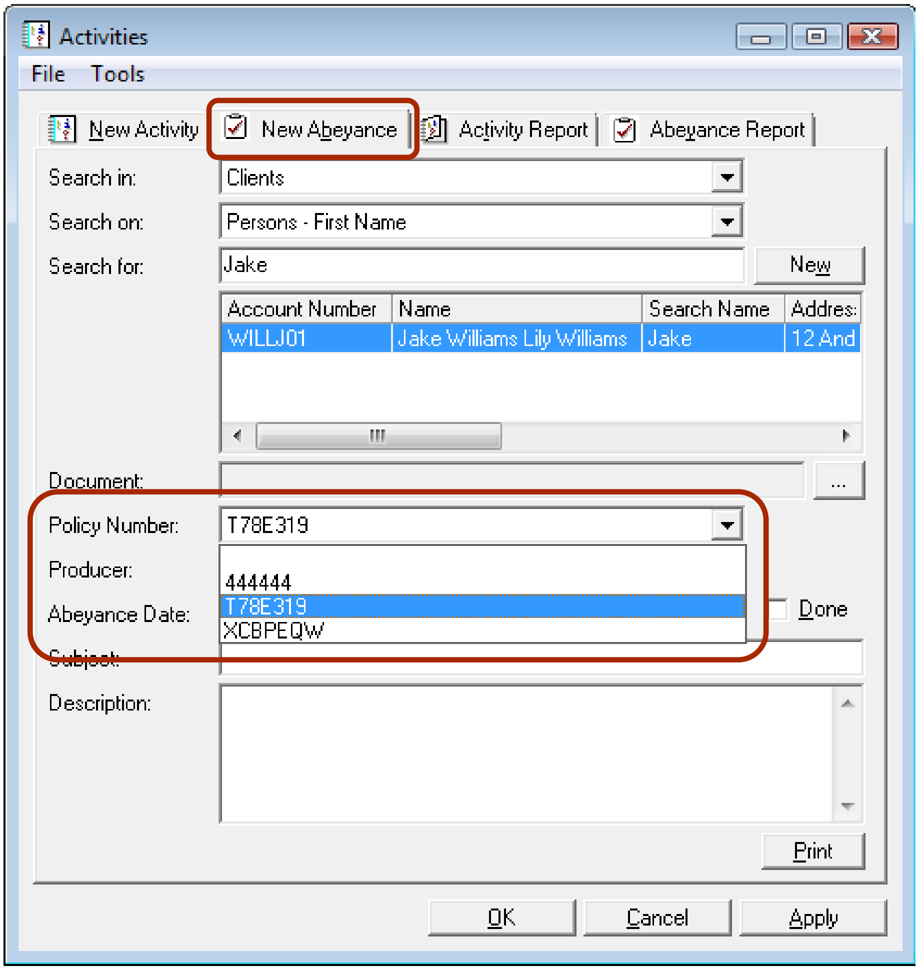
(Figure 9.1)



This new capability is available when a new Abeyance is being created, and also when an existing Abeyance is being viewed, edited, printed, etc.

Please note that this enhancement is available only on the SQL database platform.

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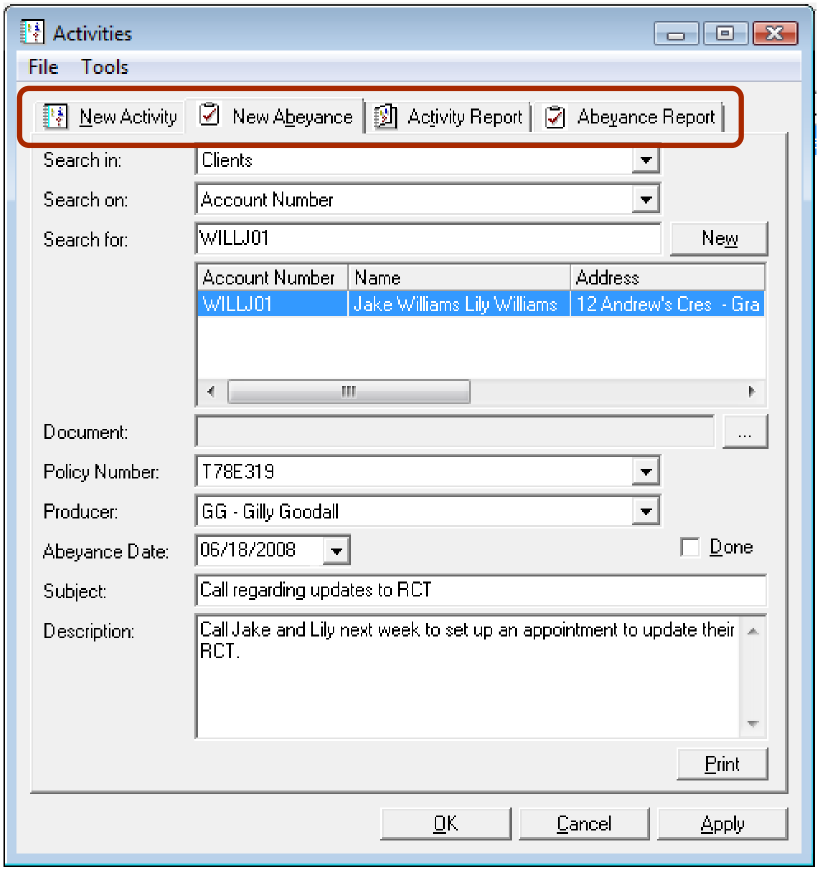
10. Improved Abeyance Editing in the Master Abeyance List

A further enhancement to Abeyances in TBW is the ability to edit Abeyances in the Master Abeyance List with the new **Abeyance Edit** window. Previously, editing an Abeyance through the Master List was done with the Abeyance Item dialogue box; however, now an Abeyance edit will be completed in the Activities dialogue box (see Figure 10.1), providing the user with access to advanced functions and to the Activity and Abeyance Reports, as well.

(Figure 10.1)



To take advantage of this new enhancement, open the **Abeyances Master List**, and then double click the Abeyance to be edited. The **Activities** dialogue box will open to the **New Abeyance** tab. Make any modifications required, and then click **OK** to save the changes and close the window, or click **Apply** to save the changes, post the Abeyance, and then continue to use the Activities window.

Please note that this enhancement is available only on the SQL database platform.

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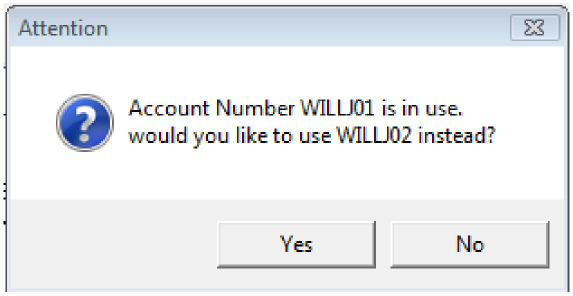
11. Alternate Client Folder Numbers

We are pleased to announce a Client Folder Number enhancement that provides TBW Users with another automatically generated option when naming a newly created client folder or renaming an existing client folder in TBW.

When a new client folder is first checked in, the folder must be assigned a client folder or account number. A suggested folder number is automatically generated, and the user can use or override this value. If the suggested number is overridden, and the number the user chooses instead is already in use, a dialogue box will appear, suggesting the next available value as a client folder number (see Figure 11.1).

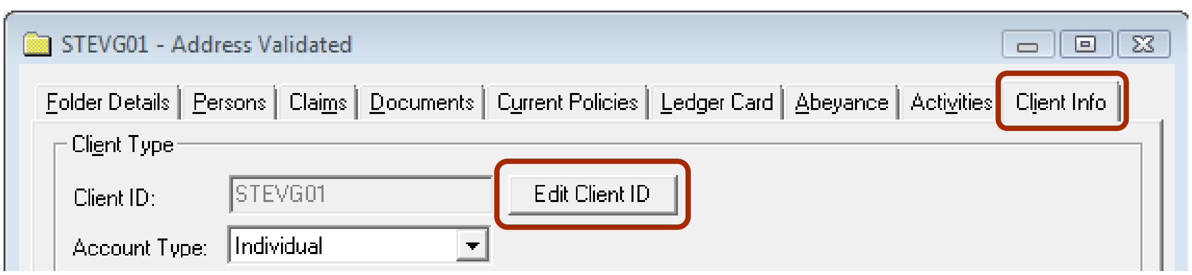
(Figure 11.1)



The user can use this second suggested client folder number, or can choose yet another client folder number for the file. Alternate values will continue to be suggested if the client folder numbers chosen are already in use.

This function also applies not only to naming a new client folder, but also to the renaming of an existing client folder. When the **Edit Client ID** button is clicked on the **Client Info** tab in the **Folder Details** dialogue box (see Figure 11.2), the user can select a different client folder number. If the number chosen is already in use, another value will be suggested. The user can use this suggested number or can choose another client folder number for the file.

(Figure 11.2)



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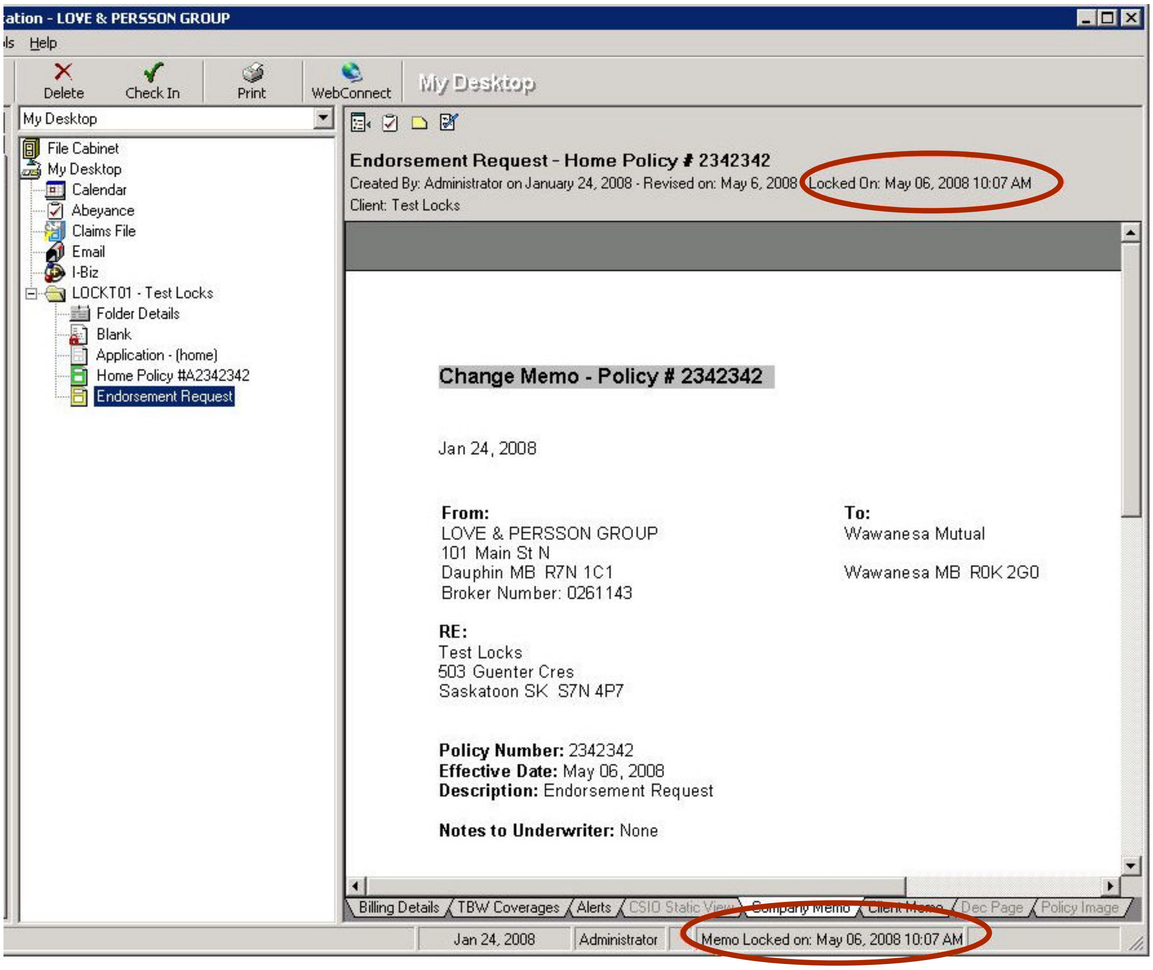
12. Lock the Date while Locking a Document

In response to TBW User requests, we are pleased to announce a **Lock Date** enhancement to the Lock function. The Lock function protects a document from being edited or deleted and, with this new functionality, the Lock Date will now be stored for future reference when a user clicks the **Lock** button in a Change Memo, a WordPro document, or an Application form.

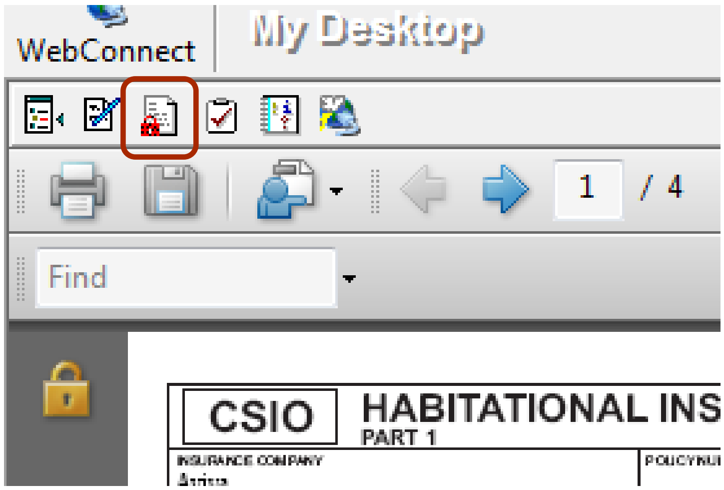
When the locked document is opened and viewed, the Lock Date will be displayed on the **Status Bar** (see Figure 12.1). Change Memos will also display the Lock Date on the document header (also see Figure 12.1).

(Figure 12.1)



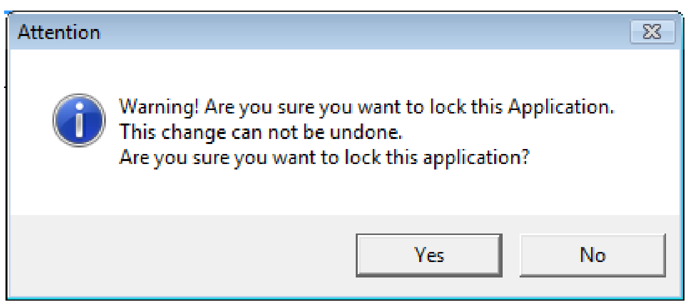
To activate this function, click the **Lock** button (see Figure 12.2) in the Change Memo, WordPro document, or Application Form in which you are working.

(Figure 12.2)



In the **Attention** window that appears, click **Yes** to lock the document (see Figure 12.3). The document will be locked, and the Lock Date will be saved and stored.

(Figure 12.3)



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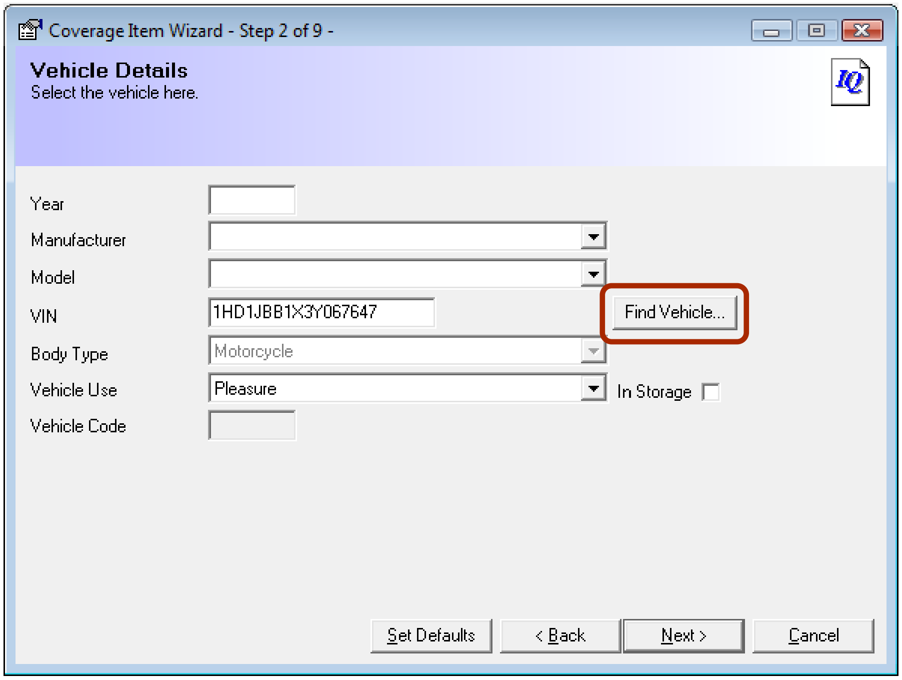
13. Motorcycle VIN Search

TBW Users have asked for the ability to search for motorcycle vehicle details based on the motorcycle VIN. We are pleased to announce the development of a new functionality that allows a VIN Search for motorcycles.

When the TBW user is completing the IQ Coverage Item Wizard for a motorcycle, he/she can enter the VIN, and then click the **Find Vehicle button** (see Figure 13.1).

(Figure 13.1)



Details for the vehicle will automatically be entered in the other fields in the window. The user can then continue on with the remaining steps in the Wizard.

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Please run the TBW Remote Update Utility to access these changes.

Please share this information with all TBW users in your office(s). For assistance in using or with any questions regarding these enhancements and features, please contact our Support Team at 1-888-291-3588 (toll-free telephone).

Thank you for using **The Broker's Workstation**.

Yours sincerely,

Custom Software Solutions Inc.