



Many processes. One partner.

Partner with Cognizant Business Process Services to modernize your life, annuity and retirement back-office operations – and focus on growth and innovation.

Reinvent Insurance, Retirement Planning

For life insurers and financial services providers, profitable growth and innovation are business imperatives.

But legacy systems saddle too many companies with expensive, outdated systems. Worse, maintaining the old systems often comes at the expense of critical business investments.

How can companies manage their processes and pursue growth? Differentiation starts with nimble operations. That means adapting quickly to changing technology, using analytics to make quicker and better decisions and keeping pace with changes in customer demographics and resultant sales and distribution models. Agile operations also mean adaptable business processes that are managed efficiently and can flex when volume spikes or shrinks.

Our Life, Retirement and Annuity (LR&A) Business Process Service (BPS) Practice helps insurers and financial services companies gain the competitive edge they need. We manage process capabilities so our clients can focus on revenue-generating activities – product development, sales and distribution – and adapt quickly to market changes. Efficiency is key. But so is customer experience.

We manage the full range of business processes, from new business underwriting, policy administration and claims processing to complex financial

products such as retirement plans and mutual funds. Not only do we reduce costs and modernize processes, we help align business and operating models with process optimization. Moreover, we are a fully licensed, third-party administrator where required.

How Cognizant Benefits Your Business

Our portfolio blends IT strength and game-changing business-process experience. Innovation is at the heart of our world-class Financial Services and Insurance Centers of Excellence. The centers – located in Des Moines, Iowa, and Minot, North Dakota – comprise more than 1,000 associates experienced in life, annuity and retirement. The typical associate has six to nine years of insurance and wealth management experience.

By tapping our portfolio of services (see list, next page), insurers and financial services providers gain more effective and cost-efficient ways of working and the new business capabilities they need.

- **Growth.** Every company wants increased speed to market. We help insurers focus finite resources on core competencies, such as entering new markets and introducing new products quickly and cost effectively.
- **Faster processing.** Our centers process new business inquiries rapidly and manage claims quickly and efficiently. Claims that once took five days are often processed in half a day.

- **Improved customer retention.** Our strong onshore presence addresses client demands for local voice presence – and opens new opportunities for companies to deepen customer relationships through effective cross-selling.
- **Enhanced customer experience.** For policyholders, our customer support centers' product experts and licensed financial specialists offer clear, comprehensive answers for basic questions and complex financial products like annuities and retirement planning. For sales representatives, our processes' smooth transactions, make life easier – and leave more time to sell.
- **Flexibility.** Global delivery is key. Our global delivery model frees insurers and financial

services companies to choose the mix of off-shore and onshore business delivery centers that make the most sense for them.

- **Lower costs.** Insurers and financial services providers save 20% to 30% in service delivery costs by using global centers.

For your company's broad range of business processes, choose the one partner that can manage them all. Contact our Life, Retirement and Annuity BPS Practice at InsuranceBPS@cognizant.com and let us help maximize your company's opportunities, because how you take care of business today determines how far your business will grow tomorrow.

LR&A Business Process Services

Annuities

- Mailroom Document Management
- New Business Entry
- VA and FA Policy Owner Services
- Death Claims Processing
- Tax Reporting
- Customer Service Call Center
- Disbursement Processing
- Cash Controls Processing

Retail Life

- Mailroom Document Management
- New Business Entry
- New Business Call Center and Agent Support
- Underwriting Case Management
- Negative Action Correspondence
- Suspense Management
- Policy Owner Services
- Non-financial Transactions
- Premium bearing financial transactions/disbursements
- Contract changes
- Inbound Customer Service Center
- Illustrations and Complex Changes
- Cashiering

Retirement Services

- Mailroom Document Management
- Participant Enrollment
- Beneficiary Maintenance
- Fund Operations
- Customer Contact Center
- Money-in Processes

Distributor Services

- Agent Contracting and Servicing
- Agent Maintenance
- Agents Compensation
- Agents Relationship Team
- Inbound Call and Mail Support

Employee Benefits

- New Business Plan Services, Enrollment Specialist
- Customer Services – Premium Administration
- Customer Service - Policy Service
- Life Claims Processing and Claims Adjudication
- Non-financial Transactions
- Premium Administration
- Policy Issuance/Contract Changes

About Cognizant

Cognizant (NASDAQ: CTSH) is a leading provider of information technology, consulting, and business process outsourcing services, dedicated to helping the world's leading companies build stronger businesses. Headquartered in Teaneck, New Jersey (U.S.), Cognizant combines a passion for client satisfaction, technology innovation, deep industry and business process expertise, and a global, collaborative workforce that embodies the future of work. With over 75 global development and delivery centers worldwide and approximately 211,500 employees as of December 31, 2014. Cognizant is a member of the NASDAQ-100, the S&P 500, the Forbes Global 2000, and the Fortune 500 and is ranked among the top performing and fastest growing companies in the world. Visit us online at www.cognizant.com or follow us on Twitter: [Cognizant](https://twitter.com/Cognizant).



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