

Town & Country Comments

“Always Moving Forward”

New Development of INS PRO

Twenty five years ago, it was very rare to see people using an i-Pod or any sort of portable digital MP3 player as their method of listening to music. Cars were not fully loaded with navigation systems and video systems required a controller to be connected. There were no social networking accounts such as Twitter or Facebook. For the most part, making a phone call was the main reason for owning a cell phone. Now it is 2011 and look at the fancy features that are being advertised for computers, cars, video systems, cell phones and other products.

It is phenomenal the ways technology has changed and most significantly how it has shaped the way the world communicates. There is no argument to be made that the methods of communication are certainly different than what they were decades ago and they will continue to change. With those statements in mind, Town and Country Computer Services (TCCS) knows the great importance of innovation and will persist in using the latest technology as a reliable solution to benefit your company.

As new developments occur outside the insurance industry, our INS PRO programmers are also in the process of updating INS PRO with a fresh look, more control of application preferences and enabling you to multi-task. The software will be completely web-enabled by using a suite of state of the art tools, including Silverlight and Microsoft Visual Studio.

The upcoming feature changes will provide valuable benefits and advantages! Overall it will help companies save time to focus on important business obligations and profit gains. As American inventor, engineer and founder of DELCO, Charles F. Kettering once said, “the world is hesitant of change, yet it is the only thing that brought progress.” TCCS agrees with Kettering; that change will be beneficial for your business to progress in a positive manner for the future.

TCCS plans on presenting a sneak peak of the new development of INS PRO at our upcoming user conference in May. We invite you all to join us at our multi-day event. We are confident that you will be pleased with the plans we have for the future.

Inside this Edition

New Web Enabled Features	2
Agent Email Capability	2
Mutual Inspection Bureau	3
Client Recognition	3
User Conference 2011	3
Important Dates	3

INS PRO Email Capability

Is your company “going green” or “eco-friendly”? Help save the environment one click at a time by setting up the Email Capability feature. The email feature allows you to send reports via email individually or simultaneously, attach separate documents, edit existing messages, setup default messages and headers, along with automatically sending emails on a timer.

In the 2010.1 update, the Agent Email file was expanded to collect an email address for Personal and Commercial Lines Cancellation Notices. This enables the company to email cancellation notices to the applicable agency representative. Furthermore, the 2010.2 update added the ability to email declarations.

TCCS guarantees that the email capability will add quality to your company in many ways. It will save your company hundreds of dollars on administrative costs in handling paper, and postage. As well as reduce time significantly and is more convenient than traditional mail. Another valuable benefit, companies will see instant feedback after delivery.

Current Email Capability’s Reports:

- Direct Bills
- Non-Pay Cancellation & Non-Renewal Notices
- Agent Commission Statements
- Agent Reimbursements
- Agent Billing List
- Cancellation & Reinstatement Letters
- Losses by Agents
- Loss Ratio Report Earned to Incurred
- Claim Acknowledgment Letters
- Loss History Report
- Agent Experience Report
- New & Cancelled Policies by Agents
- Direct Bill Premium Report
- Policy Change Notices
- Selected Policy Holder List
- Print Inspection Orders
- Policy Quotes & Declarations

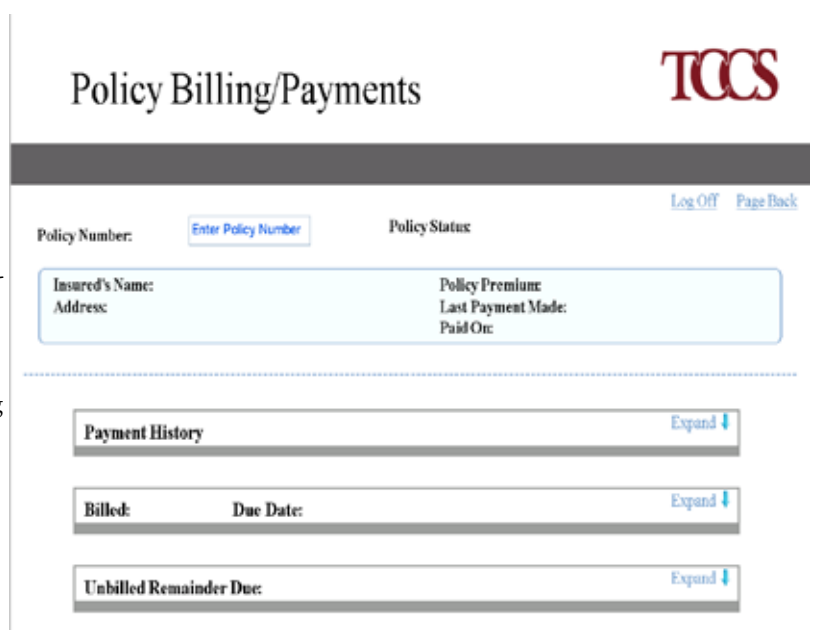
More reports are constantly being added.

“Fab” New Features On The Web

The newest “fab” feature available for agents on the web is Accounts Receivable Inquiry. It is an easy to use screen that lets your agents view policyholder billing information.

The image to the right illustrates a sample of the Accounts Receivable Inquiry screen. The screen allows agents to view the status of a policy, demographic information, payment history, and billed or unbilled payments. The screen is tailored to your company’s preferences of color and logo and can be further customized. Our main objective is to provide you with features that save your agents’ time in a fast pace environment, allowing them to log on and answer questions for your clients.

TCCS has added several new lines along with Homeowners and Mobile Homeowners to web quoting: AAIS Dwelling Fire, AAIS Farm Properties, AAIS Personal and Premises Only Liability, and Business Owners Policy. More lines will be added in the future and we will continue to keep our clients updated.



“I am so glad we moved into INS PRO. It’s nice to have actual support for software and it even feels like you guys care”- Marc Heidrich from Centre County Mutual

Mutual Inspection Bureau

Town and Country Computer Services (TCCS) successfully works with many business partners to provide the best quality system to suit our clients' needs. We value every close relationship and are confident the relationships will continue to substantially grow in a positive way. *Mutual Inspection Bureau, Inc.* (MIB) is one of our valuable partners. The company has been providing inspection services for over 80 years.

How does TCCS utilize MIB's products and services in our application? Through INS PRO, companies have the option to print/email orders to MIB for inspection reports on selected policies. There are three programs involved which are accessed through the Supplemental Files System:

- Policy Holder Name & Address Maintenance
- Enter MIB Inspection Report Orders
- Print Email/Inspection Report Orders

Past Due Inspection Orders and Print List of Outstanding Inspection Orders can be added to the menu depending on your preferences. A beneficial feature of MIB inspection order processing is the ability to create an electronic inspection report file that can be transmitted via e-mail to MIB, instead of the traditional printed report. This time and money-saving feature eliminates mailing/faxing delays. Want to know how you can license this in INS PRO? Contact our sales department today!

User Conference 2011

Mark your calendars for

Monday, May 16 & Tuesday, May 17

TCCS is pleased to invite you to our 2011 Multi-Day Conference at the Saratoga Hilton hotel at an exceptional location in downtown Saratoga Springs, New York.

At the conference, attendees will learn about the new innovations in INS PRO, be able to communicate ideas personally to our staff, find beneficial ways to enhance your insurance processing, and touch base with other INS PRO users.

We look forward to seeing you in May and guarantee that you will find the conference informative, fun, and an overall great experience.

INS PRO Client Recognition

TCCS is happy to recognize the following anniversaries of our clients and friends that use the INSurance PROcessing System. Thank you for choosing INS PRO and we hope to move forward with your company for many more years to come.

25 Year Anniversary

Oswego County Mutual Insurance Co. - 03/04/11
Central Co-operative Insurance Co. - 03/17/11
Madison Mutual Insurance Co. - 03/18/11
Genesee Patrons Co-op Insurance Co. - 10/10/11

20 Year Anniversary

Otsego Mutual Fire Insurance Co. - 05/15/11
Claverack Cooperative - 08/1/11

10 Year Anniversary

FM Global - 02/07/11
Canonsburg Mutual Fire Insurance Co. - 10/23/11

Important Dates

Sunday, April 10 -Tuesday, April 12-

AAIS Main Event at the Ponte Vedra Inn & Resort

Friday, April 22

Good Friday-Office will be closed

Monday, May 16- Tuesday, May 17

2011 TCCS User Conference at the Saratoga Hilton

Monday, May 30

Memorial Day-Office will be closed

Wednesday, June 1- Friday, June 3

NYIA's Annual Conference at the
Turning Stone Resort



Town and Country Computer Services, LLC

210 Morris Road
Schenectady, NY 12303

(800)388-7779
TCCS-**INSPRO**.com

<<Person>>

<<Company>>

<<Address>>

<<Address2>>

Just a Reminder

Don't forget to send your news items and comments for our next issue!

We look forward to including your articles.

Please direct these items to: Sales@tccs-inspro.com
Subject: T&C-Comments

