

Optimize Your Time —Ease Your Workload

Automating processes reduce human error, minimize administration and man hours, and most importantly, help contain costs. Transamerica's new Admin eSuite gives community bankers a secure, web-based portal to Transamerica's back-office processing systems. Bankers have instantaneous access to their accounts' loan protection related data 24 hours a day, seven days a week.

Instant online access to your community bank's insurance financial transactions means that you can quote a

refund, view reports, initiate claims for an account, reconcile refunds and remittance for the month and so much more. Account specific tasks are determined based on product type(s) and technical capabilities. Admin eSuite supports single premium; monthly collection; mortgage; GAP insurance; and debt protection business.

The tool's search capability allows community bankers to pull certificate records, track the status of the protected borrower from inception to termination,

view how much premium has been collected on a given certificate and quickly determine if the certificate is eligible for a claim or refund.

Users can track claim status (open, closed, denied) and view detailed information such as the reason a claim was denied, the date a claim was paid and the amount the claimant received. A repository of forms associated with claims is also on file, so bankers can determine if all the necessary paperwork has been received and processed.

Transamerica is one of ICBA Reinsurance's providers of credit life and disability insurance products and services. Selected for its A+ rating and commitment to the community bank marketplace, community bank shareholders of ICBA Reinsurance have free access to a variety of marketing, education and administrative support. ■

ON THE WEB: www.icbareinsurance.com

CALL US: (888) 790-6625



Tip: Each state has different licensing requirements for individuals who sell credit life and disability insurance. Go to the National Association of Insurance Commissioner's website www.naic.org to see the specific requirements for your state and make sure your community bank is in compliance.



Essential Sales Skills for Community Bankers Wrap-Up

ICBA Reinsurance would like to congratulate the following community bankers who won \$200 Visa gift cards due to their participation in the *Essential Sales Skills for Community Bank Professionals* training program. From June through November, ICBA Reinsurance and Transamerica offered monthly webinars that focused on core sales skills such as “The Power of Questioning” and “The Sales Cycle.”

August winner Senior Vice President Steven Wangen of First State Bank of Harvey in Harvey, N.D. recently said, “The training provided by ICBA Reinsurance and Transamerica provides good information and is a good reminder to provide insurance to our customers. The one-hour training sessions are convenient and usually easy to fit into our busy schedules.”

June Winner: Deb Loeffler, Personal Bank/Lender, Community Resource Bank, Northfield, Minn.

July Winner: Deb Johnson, AVP, Wells Federal Bank, Wells, Minn.

Aug. Winner: Steven Wangen, SVP, First State Bank of Harvey, Harvey, N.D.

Sept. Winner: Laura Bogard, Regional SVP, German American Bancorp, Ind.

Oct. Winner: Scott Loween, AVP Lending, First National Bank of Wadena, Minn.

ICBA Reinsurance and Transamerica are working to develop a training schedule for 2012 and will make an announcement in the coming months. If you are an ICBA Reinsurance and Transamerica client and would like to schedule training for your community bank call ICBA Reinsurance for more information.