

## **PRESS RELEASE**

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### **JCRS Announces the Release of JEMs® for Agents**

New agent software tool takes a proactive approach to minimizing jewelry insurance losses and detecting fraud.

LAS VEGAS, NV – May 23, 2004 — The P&C industry now has a new tool to facilitate the agent's role in the jewelry insurance process. The tool, a software program called JEMs® for Agents, addresses the industry-wide problem of collecting important, useful, and relevant information for properly insuring jewelry.

JEMs® for Agents has been developed by JCRS Inland Marine Solutions, Inc. ([www.jcrs.com](http://www.jcrs.com)) of Oakland, CA. The leader in jewelry underwriting and claims mitigation, JCRS is also the developer of the ACORD Jewelry Standards and Forms.

JEMs® for Agents enables agents to analyze jewelry information, score jewelry appraisals, calculate insurance-to-value, and create item schedules, descriptions, values, and premiums. Built around the ACORD 18 Jewelry Appraisal and Claim Evaluation Form, the software includes ACORD data standards for transmitting collected jewelry information in multi-part MIME.

JEMs® for Agents joins JEMs® for Claims and JEMs® for Underwriting, a suite of software products that "puts insurers in control of jewelry insurance processes." JEMs® for Claims was the recipient of ACORD's Process Redesign Award.

"Our new JEMs® for Agents software fills an important need facing the insurance industry," says David W. Hendry, Jr., president of JCRS. "Annual jewelry insurance losses represent a billion-plus dollar a year problem industry-wide. What's more, most of these losses, which are paid out in "total loss" claims, could be mitigated or avoided if agents have the necessary tools for scoring information and identifying potential problems before they get to underwriting," Hendry explains. "Typically," Hendry elaborates, "claims departments, by their

nature, react to a loss based on whatever jewelry information is available, which is usually incomplete, inaccurate, and often bogus. JEMs® for Agents takes a proactive approach by enabling agents to collect and evaluate critical information based on ACORD Jewelry Standards. In short, the better agents can do their job, the better underwriters and adjusters can do theirs.”

To help build awareness of ACORD Jewelry Standards, JCRS conducts an 8-hour Continuing Education course. The Jewelry Insurance Workshop covers a variety of information about the jewelry business and jewelry insurance, including ACORD Jewelry Standards and Forms. According to Hendry, students are surprised to learn that there are such standards and forms. About 500 agents and CSRs have attended the workshop in the last year, and student response has been excellent. Furthermore, workshop graduates are attracting new business, which often leads to cross-selling opportunities, Hendry reports.

JEMs® for Agents is currently deployed in an ASP-environment. The software is undergoing further development as a desktop application incorporating Smart Client Web services based on .net, SQL, SOAP, and related Microsoft technologies, and also employs currently available and emerging ACORD standards.

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JCRS is the leading developer and provider of jewelry underwriting and claims mitigation solutions, which support both insurance professionals and jewelers involved in the jewelry insurance process — appraisals, underwriting, claims, replacement, and salvage. JCRS services, tools, and resources also link insurance and jewelry professionals, enabling them to offer efficient and high-quality jewelry insurance services to their customers.