

PMA Cinch

Risk Management Information Made Easy



A strategic approach to risk management
with comprehensive claims, loss information,
and data analytics at your fingertips.

PMA Cinch

Powerful Information That Impacts Financial Results

PMA is passionate about helping organizations take a strategic approach to risk management. Timely, comprehensive, and meaningful claims and loss information is crucial in understanding risk exposures.

PMA Cinch enables risk management executives, CFOs, and other professionals to manage their claims information—everything from a quick snapshot of their risk management situation to details of their loss information.

The robust capabilities and flexibility of PMA Cinch allows clients to pinpoint information that can significantly impact their bottom line. Analyzing trends and taking quicker corrective action can enhance operating performance, lower costs, and improve financial results.

PMA Cinch Claims Reporting

- EASY CLAIMS REPORTING
- IMMEDIATE GENERATION OF A PMA CLAIM NUMBER

Report a loss with our tool, helping to ensure you submit the right information the first time. PMA immediately sends you a claim number and you can attach documents, e.g., statements, medical bills, and state forms to your loss report.

Increase Your Efficiency with PMA Cinch

ACCESS PMA CINCH FROM ANY COMPUTER
With an internet connection and your password.

DIRECT COMMUNICATION WITH PMA
Email your PMA claims professional from PMA Cinch.

AUTOMATED ALERTS
Choose to receive automated email alerts if a significant change occurs to a claim, such as incurred change alerts, helping you closely monitor the cost of every claim.

The screenshot displays the PMA Cinch interface for reporting a Workers' Compensation claim. At the top, the PMA COMPANIES logo is on the left, and 'PMA Loss Reporting' is on the right. The main heading is 'Workers' Compensation' with 'Submit' and 'Cancel' buttons. Below this, there are sections for 'Employee Information', 'Occurrence Information', 'Contact Information', and 'Claim Submission'. A 'Comments' box is provided for miscellaneous claim details, with a character limit of 900. There are checkboxes for 'Record Only - no medical treatment and no lost time' and 'Claim Information Email'. The 'Claim Information Email' section includes a checkbox for 'Send Email Copy' and a field for 'Email Address(es)'. At the bottom, there are 'Submit' and 'Cancel' buttons.

Analyze and Trend Your Data Expertly with PMA Cinch

View your program highlights quickly and easily with the Loss Analysis Tool. This interactive feature enables you to organize and view your claims information on an aggregate or individual basis.

MORE FLEXIBILITY AND DATA ANALYTICS

View claims information per your parameters—location, type, status, and accident date range.

FULL-COLOR CHARTS AND VISUALS

Data appears in easy-to-view graphs, charts, and tables, allowing you to grasp information quickly.

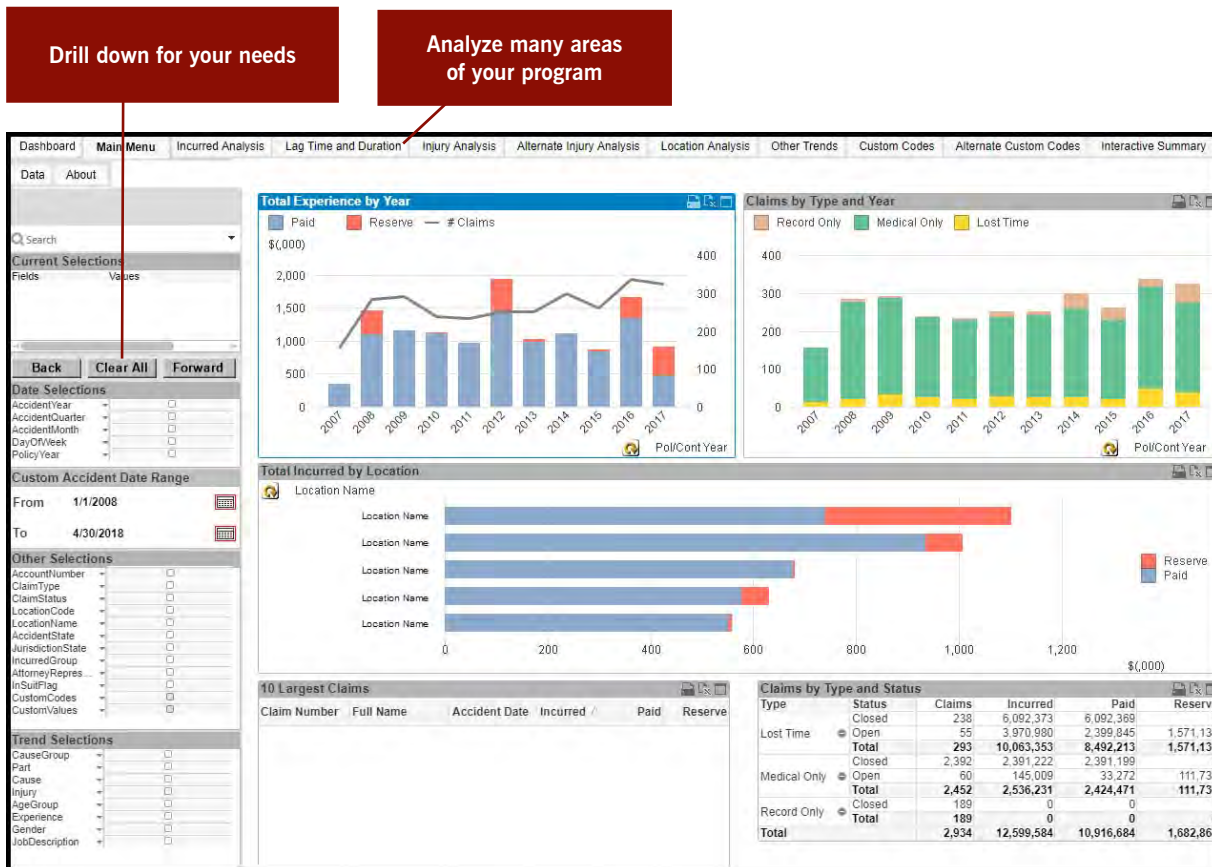
COMPREHENSIVE DATA

Display elements are based on detailed data in your existing loss reports.

EASE OF USE

Highly intuitive and requires minimal training.

PMA Cinch Loss Analysis Tool

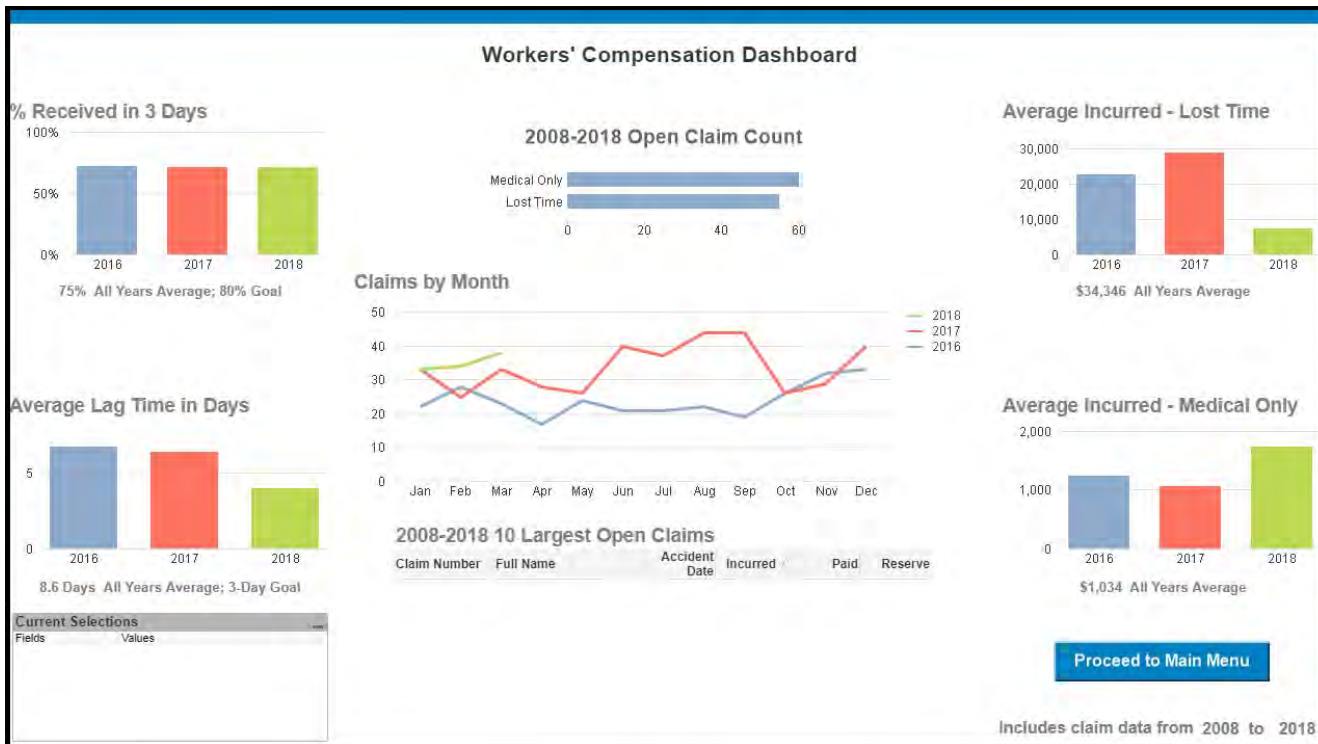


Drill down for your needs

Analyze many areas of your program

Executive Dashboard

Displays a high-level summary of your claim activity and performance indicators.



PMA Cinch Security and Privacy

PMA Cinch is protected by several layers of cyber security monitoring, testing, and control tools. Only authorized users have access to data.



HEAR FROM OUR CLIENTS

“As a PMA Cinch user for two years, I like the transparency of the system. It's easy and quick to access data for benchmarking, tracking, and setting goals. Increasingly, data is vital for making informed decisions. I appreciate that I can easily share risk management data with city officials in various departments, so they have the same information to make collaborative decisions. The analytics in PMA Cinch keep evolving too. My time in PMA Cinch is well spent.”

— Tomek Furtak
Administrative Operations Manager, Risk and Capital Improvement Programs, City of Hartford

Detailed Loss Information

Workers' compensation, commercial auto, general liability, and property claims information. You'll have access to the data you need to impact your results, including:

- Claimant information, accident particulars, and descriptions
- Managed Care Savings, including Explanation of Benefits (available for most medical payments)
- Accident cause, part of body, nature of injury, and location of losses
- Financial Information—view detailed data, including incurred, paid, recovery, and reserve amounts
 - Detail for Medical, Indemnity, and Expense loss lines
 - Reserve Analysis by loss line
 - Detailed listing of payments
- Detailed, real-time view of claims professional log notes, organized by date, with the ability to filter by category

Loss Reports at Your Convenience

You select the day of your report delivery and the frequency (choose from available options), as well as automatic distribution to other authorized users.

CUSTOMIZED REPORT LIBRARY

You can create a personalized list of your most frequently used loss reports for faster and easier retrieval and viewing.

ROBUST STANDARD REPORTING PACKAGE

Over 100 standard reports and many optional reports available.

ABILITY TO GENERATE YOUR OWN REPORTS

Export your claims data into an Excel worksheet, allowing you to create your own reports.

CUSTOM REPORTS

Customized reports can be developed for your specific needs.



OSHA 300 REPORT TOOL

OSHA record keeping can be time consuming and tedious. With PMA Cinch, the time it takes to create OSHA logs is significantly reduced.

It can provide you with a list of your workers' compensation claims for the current and previous calendar years. Add or revise data on your claims to update the OSHA log, as well as remove non-recordable claims from OSHA tracking.

With our OSHA 300 Report Tool, you can capture the data to meet the new OSHA electronic reporting requirements.

PMA Cinch Claims Inquiry Tool

With a few simple clicks, you can easily access the claims information you need. You can drill down to obtain extensive detail on a specific claim—or obtain a list of claims meeting all your required criteria.

Information from Claims Inquiry is updated daily and available to you 24/7.

PAYMENT DETAIL SCREEN

Allows you to select information that includes medical, indemnity, expense, and loss payments. You will see extensive payment and claims information, right down to whether or not a specific payment has been cashed.

Loss Line	Payment Issue Date	Check Number	Invoice Amount	Payment Amount	Payment Status	Vendor/Payee Name
Medical	09/10/2015	C008880322	\$141.00	\$98.18	Cashed payment	SAMPLE DOCTOR

Check Detail Information

Check Number: C008880322
Voucher Number: K002789666
Payment Amount: 98.18
Payment Date: 09/10/2015
Payment Status: Cashed payment
Payee Name: VENDOR: SAMPLE DOCTOR
Payee Address: 123 HOSPITAL DRIVE BLUE BELL PA 12345

Claim Information

Policy Number: 201400
Insured's Name: ABC COMPANY
Claimant Name: INJURED WORKER
Accident Date: 10/31/2014
Claim Office: HARRISBURG
PMA Call Center: (888) 476-2669

Loss Information

Loss Line: Medical
Billed Amount: 141.00



HEAR FROM OUR CLIENTS

“As the claims consultant for a multi-million dollar, multi-state Group Captive, I have been a PMA Cinch user for over five years. During that time I have found the information it provides to be invaluable in helping me monitor losses on a macro and micro level. Additionally, the user support is outstanding. PMA Cinch is convenient, intuitive, comprehensive, and robust. I heartily recommend it.”

— Mara A. Delaney
Director of Claims & Loss Prevention
Foodservice Insurance Group



HEAR FROM OUR CLIENTS

“As a frequent user of PMA Cinch, I am very pleased with the system. One of its greatest strengths is it gives the user the ability to quickly and easily extract data according to your own needs, whether it’s a ten-year history of all claims or details of an individual claim. PMA is by far the best company I’ve worked with for workers’ compensation programs.”

— John T. Kelley, Jr.
Risk Management Safety Officer,
State of Delaware

ACCESS TO LOG NOTES

You have instant access to all your claims professional’s and nurse case manager’s real-time log notes such as step-by-step actions, status of your claims, reserves, action plans, medical payments, etc.

The screenshot shows the 'Log Notes' section of the PMA Cinch application. At the top, there is a navigation bar with options like Home, Claim Inquiry, Reports, New Claim Entry, OSHA, Settings, Help, and Exit. Below this is a 'Claim List' section with 'Prev Claim' and 'Next Claim' buttons. The main area is titled 'Claim Information' and displays details for Claim Number W000000000, Claimant Name INJURED WORKER, Accident Date 10/31/2014, and Status Closed. There are buttons for 'Email Adjuster' and 'Add to Watch List'. Below the claim information, there are tabs for General, Worker-Accident, Financial, Payments, Diary, and Log Notes. The 'Log Notes' tab is active, showing a table with columns for Note, Category, Date Created, Created By, and Note Description. The table contains three entries:

Note	Category	Date Created	Created By	Note Description
83	Loss Management	11/13/2015	Adjuster	IW Contact Received call from IW She never returned the TTD checks from back in February 2015 She will mail back today
71	General	3/24/2015	Supervisor	closing file. IW at MMI
70	Loss Management	3/19/2015	Adjuster	MI WC 760 \$ccDocLink(47477929) completed missing information on Form WC.760 Termination reason code A - RTW with no wage loss

Below the table, there is another entry with Note 67, Category Reserve, Date Created 3/5/2015, Created By Adjuster, and Note Description Medical. Below this, there is a text entry: 'Increased medical to accommodate outstanding bills.'

YOUR PERSONAL PMA CINCH DIARY

You can set up a diary of your personal log notes to make it easier to track claims, record your next steps, and take preventive and corrective actions. You can schedule automated reminders for delivery to your email address—and they’re added to your PMA Cinch home page for additional convenience.

The screenshot shows the 'Diary' entry form in the PMA Cinch application. It features a navigation bar at the top and a 'Claim List' section. The main area is titled 'Claim Information' and displays details for Claim Number W000000000, Claimant Name INJURED WORKER, Accident Date 10/31/2014, and Status Closed. There are buttons for 'Email Adjuster' and 'Add to Watch List'. Below the claim information, there are tabs for General, Worker-Accident, Financial, Payments, Diary, and Log Notes. The 'Diary' tab is active, showing a form with the following fields:

- Create Entry** (button)
- Category**: Diary (dropdown menu)
- Status**: Open (dropdown menu)
- Due Date**: 4/27/2016 (calendar icon)
- Subject**: Sample (text input field)
- Text**: My reminder text (text area)
- Save** and **Cancel** (buttons)

About PMA Companies

With over 100 years of experience, we are a trusted leader and recognized expert in commercial risk management insurance solutions and services. We specialize in workers' compensation and holistic TPA services. With a relentless focus on clients, we work with them to jointly tackle the risk management challenges that impact their total cost of risk and business results.

Our service-driven culture is one of accountability, teamwork, and performance—so every day, every employee is working hard on behalf of our clients.

PMA Companies includes **PMA Insurance Group**, **PMA Management Corp.**, and **PMA Management Corp. of New England**. Headquartered in Blue Bell, Pennsylvania, PMA Companies is part of the Old Republic General Insurance Group (www.orgig.com), the largest business segment within the Old Republic International Corporation (NYSE: ORI), one of America's 50 largest shareholder-owned businesses and currently ranks among the Fortune 500 list of the nation's biggest companies.

