

Royal Neighbors of America



ROYAL NEIGHBORS SNAPSHOT:

Financial Strength:

\$1.1B Assets
\$190M Certificateholders' Surplus
A- Excellent A.M. Best Rating*

Financial Protection:

\$3.7B of Coverage
\$30.6M Life Claims Paid
43 State Footprint

Community Reach:

200,000+ Members
220+ Chapters
258,000+ Volunteer Hours

Member Savings:

\$1.4M Saved by Members
4,470+ Discounts Provided

Social Good:

\$175K Scholarships Awarded
\$100K Grants Provided
\$1.2M Total Philanthropic Spend
\$17M+ Total Social Good Delivered

Payment Processing Need:

Royal Neighbors of America is a unique provider of life insurance and annuities whose mission is to protect women financially and empower them to improve their lives, families and communities. Royal



**INSURING LIVES
SUPPORTING WOMEN
SERVING COMMUNITIESSM**

Neighbors was founded as a membership organization in 1895 by nine women who recognized the need to insure the lives of women and their families. Today, with headquarters in Rock Island, Illinois, and an operation in Mesa, Arizona, Royal Neighbors serves more than 200,000 members.

Royal Neighbors processes various forms of payment from members, including payment stubs with corresponding checks, checks only, as well as several other forms of payments. With over 200,000 members, it was vital to Royal Neighbors to find a payment processing solution that would automate their process, accelerate funds, and improve their overall payment operation. It was also critical the solution was from a provider they could rely on.

Choosing the Right Partner:

In 2010, Royal Neighbors identified RP Solutions, Inc. (RPS) as a partner to meet their remittance needs. Royal Neighbors selected RPS's ExpertRPS, a complete on-premise, desk-top, image-based remittance processing solution. They selected ExpertRPS because it was compact and streamlined and provided an excellent user-friendly customer experience to match. After an initial needs review, customizations were designed for Royal Neighbors to ensure their specific business needs and processes were met in their rollout of ExpertRPS. Before her retirement in Spring 2019, Candy Reid, Accounting Supervisor for Royal Neighbors, stated, "RP Solutions has always provided quick responses when questions arise, and their training staff has always been exceptional to work with. We always work with the same people who know our system and uniqueness in certain areas." The relationship between Royal Neighbors and RPS has continued to grow over the years, providing opportunity for both organizations to benefit.

Moving to TPS:

In 2018, Royal Neighbors chose to upgrade to RP Solutions' new Transaction Processing Services (TPS) Platform. TPS includes a highly customizable suite of services for payment processing, document imaging, and workflow management. TPS is a cloud-based payment processing platform with configurable workflows, AR integration options, transaction clearing, reporting, image archive, and more, which better met Royal Neighbors's changing needs. TPS was also designed to be extremely user-friendly, and as a cloud-based solution on-boarding, training and go-live is much faster than a historic

on-premise solution. "With TPS being cloud-based, each of our Remittance employees were trained remotely and the RPS staff assisted with creating a detailed processing procedure. The training was excellent, and this conversion was mostly seamless," stated Reid. "We couldn't be happier with our decision to upgrade to the TPS Platform and maintain our relationship with RPS."

The Results:

Royal Neighbors has experienced many benefits since switching to TPS. First and foremost, upgrades happen automatically, and at no cost. With traditional on-premise

solutions, upgrades are costly, may require system downtime, and generally require technical support from both the provider and internal teams. In contrast, with TPS, Royal Neighbors is always on the latest version, enjoying the latest features and functionality in payment processing. "We are happy to provide Royal Neighbors with a solution that will support their needs now and into the future. TPS gives Royal Neighbors the ability to enjoy a greater speed of service, increased functionality, and a reduction in their internal IT support needs. Additionally, our relationship with Royal Neighbors is a great example of our overall customer experience driven culture." said President David Johnson. Royal Neighbors has been an RPS client for nearly a decade and spans over two platforms. "We have a true partnership with RPS." stated Reid. RPS gains valuable use-case knowledge and ideas to help continue

to provide the latest technology needs in payment processing. "RPS is as much dependent on its customers, as they are on RPS to facilitate their payment operation. We are dedicated to providing our customers with the best customer experience possible and are delighted with the friendships we form with our customers throughout those experiences." added Johnson.

Reduction in IT Support:

With TPS, data and images are stored in the cloud. "We found researching and recovering images through the system was quite easy, so this eliminated the need to store images on internal servers and reduced the support needs from our IT Department." stated Reid. Royal Neighbors also found the ease of access to Archive allowed them to better serve their clients when questions arise. In addition, TPS allows images to be maintained in accordance with the Royal Neighbors document retention policy. "Converting to TPS also allowed us to satisfy safety requirements vetted out by our Security Manager," noted Reid. Cloud-based TPS is able to offer best in class security without tapping into any internal IT resources.

Operational Efficiencies:

Like many companies, Royal Neighbors has a name and address change box on their payment notices. TPS utilizes Mark Sense recognition to determine whether or not data is present in an address change location on a coupon. In the case of Royal Neighbors, the Customer Service Team, which is a different department, handles these changes. Therefore, RP Solutions customized a workflow step that outputs images of coupons with name or address changes on them. This allows the Customer Service team to login to that workflow to view these

Benefits

- Automatic, no cost upgrades
- The latest payments functionality
- Automatic Disaster Recovery
- Reduced internal IT Support
- Elimination of pre-sorting checks
- Direct daily deposits
- Simple Archive and retrieval
- On-demand reporting
- Improved check handling and processing
- More time to focus on customers

images and subsequently make the name or address change to the Policy Administration system. Prior to implementing TPS, the Customer Service team had a much more manual process, dealing with the individual paper stubs each day and entering the information directly from the stubs. Having access to the digital file has reduced their time and effort, while improving their accuracy. According to Reid, "The file for our address changes has had a big impact."

Reid concluded, "Overall, TPS has significantly improved payment processing at Royal Neighbors, and the RP Solutions team has consistently provided exceptional service. Our overall experience has been positive/excellent."

