

Sunrise™ Exchange FAQ

What is Sunrise™ Exchange?

Sunrise™ Exchange is the insurance industry's revolutionary electronic service enabling insurers and intermediaries to transact in real time over a broad and expanding range of insurance products and services. EbizExchange offers two solutions: Sunrise™ Exchange working with a compliant broking system and Sunrise™ Exchange working with Executive.

What is Executive?

Executive provides access to the complete range of Sunrise™ Exchange capabilities. It is a stand-alone client and policy management system for electronic trading exclusively through Sunrise™ Exchange. It is the ideal solution for intermediaries who do not have a compliant broking system.

What are the costs involved?

The Sunrise Exchange license fee is from \$700 (exclusive of GST) per annum. Licensing is based on the number of concurrent users per geographic location. Please check with your broking system vendor for any additional fees that may be associated with accessing Sunrise™ Exchange through their system.

The Executive license fee is from \$1000 (exclusive of GST) per annum. Licensing is based on the number of concurrent users per geographic location.

Note:

Other costs that you will need to be aware of, and are responsible for, are the fees to your nominated Internet Service Provider (ISP) and any fees for third party software licenses, and installation of software or hardware to gain access to Sunrise™ Exchange and its components.

What do I need to run Sunrise™ Exchange?

You will need a broadband Internet connection, one suitable for the volume of business and the number of users that will be using Sunrise™ Exchange.

Each workstation using Sunrise™ Exchange will need to be running a minimum of Windows 2000 or above, Internet Explorer 6.0 or 7.0 (with Microsoft Java Virtual Machine active), and Adobe Acrobat Reader 5.0 or later.

Note:

If you are using a compliant broking system you should refer to your broking system vendor for minimum requirements to operate your broking system.

Once your broadband is installed, the connection will need to be secured between your office and Sunrise™ Exchange. This is done using a Virtual Private Network (VPN) with IPsec security protocol. If more than 6 concurrent users are required for Sunrise™ Exchange, you will require a Cisco Router.

More information on technical specifications can be found in the document **Preparing for Sunrise Exchange**.

Does Sunrise™ Exchange run in a networked environment?

Sunrise™ Exchange has been designed to run on either a single workstation (PC) or on multiple workstations. However, if you require Sunrise™ Exchange to run on multiple

workstations, you will need to ensure that all PCs meet the minimum software requirements, have Internet access, and have access to the VPN.

I have more than one office that I would like to conduct electronic processing from. Can Sunrise™ Exchange accommodate this?

Sunrise™ Exchange can accommodate multiple sites as long as all sites have broadband Internet access. Multiple site access will attract additional site license fees.

Can more than one person use an insurer's product through Sunrise™ Exchange at any one time?

There is no limit to the number of PCs that can simultaneously use Sunrise™ Exchange. However, the performance of Sunrise™ Exchange depends on the speed of the connection you have to your local Internet Service Provider (ISP).

How do I get more products on Sunrise™ Exchange once I'm connected?

You will need to contact your insurer(s) to get access to additional products. If you are not currently connected to an insurer, then the insurer will complete and send a connection request to EbixExchange. EbixExchange will then send you the necessary details for you to access the insurer products through Sunrise™ Exchange.

What training is available?

EbizExchange in conjunction with our technology partners have developed training materials and programs for Sunrise™ Exchange. More information about Sunrise™ Exchange training is available by emailing training@ebixexchange.com.au.

Which broking system vendors have a Sunrise™ Exchange compliant broking system?

Ebiz Australia Pty Ltd
CBS & eGlobal +61 2 8467 3000
WinBEAT +61 3 9899 3388
www.winbeat.com.au

BA Insurance Systems
Brokers Advantage & Ibais +61 9934 1800
www.bais.com.au

NAS Insurance Brokers
Finnas +61 8 9480 8900
www.nasinsurance.com.au

NAQ Technology
BrokerPlus +61 2 9232 1766
www.naqtechnology.com.au

Omega Nominees Pty Ltd t/a Realtime Computing
Realtime +61 8 9481 0607
www.rtime.com.au

InsuranceConnect
Broker Central +61 1800 231 297
www.insuranceconnect.com.au

How do I get connected to Sunrise™ Exchange?

To connect to Sunrise™ Exchange you must first complete a Sunrise™ Exchange Registration, available on www.ebixexchange.com.au. A purchase order will then be sent to you for signature.

A Sunrise™ Exchange License Agreement and instructions on how to set up your VPN will be sent to you after EbixExchange have received a connection request from an insurer, and your

signed purchase order has been returned. Once these have been completed you will be invoiced for the Sunrise™ Exchange license fee.

Upon payment of the license fee, EbixExchange will send you information on how to configure your system for Sunrise™ Exchange and your connection will be activated. EbixExchange will then advise your insurers that you are ready to start transacting business electronically.

[Where can I find more information?](#)

Further documentation has been provided to assist with connecting to Sunrise™ Exchange. Please refer to:

- [Preparing for Sunrise™ Exchange](#)
- [VPN Information Sheet](#)
- [Broadband Connection Considerations](#)

Alternatively, contact Client Service on 1800 331 018 and be directed to one of our Intermediary Relationship Managers.