

MEDIA RELEASE

HCF launches major improvements to mobile app

Sydney, 16 July 2014 – Australia's largest not-for-profit health insurer, HCF, has announced significant improvements to its mobile app, including a photo-based claims processing tool that will make HCF members' claims processing among the fastest in the industry.

Now HCF members will be able to submit claims via a photo uploaded through the app, which is then scanned automatically and processed within minutes. The HCF app, available on Apple and Android devices, has been developed by ReadSoft, a global leader in document process automation.

HCF is the first ReadSoft customer globally to automate claims through a mobile app. The new system will significantly streamline HCF's claiming systems, improving productivity while also making it easier and more intuitive for members to claim.

Commenting on the changes, Patrick Shearman, Chief Information Officer of HCF, said: "We're delighted at the improvements that have been made, in close partnership with Readsoft, to our mobile functionality. Ultimately, the claiming process is now faster, more convenient and, importantly, more efficient.

"HCF is always looking to improve the claims process from a customer service perspective, and today's announcement represents another significant step in that direction," Mr Shearman said.

The ability to lodge claims via photos was only one of the changes announced today. In addition, members with an extras policy can check their remaining limits for the year, helping them to make the most of their policy, as well as find out how much they'll get back on a specific extras service to help them to plan their finances.

Further information and access to the app can be found at Hcf.com.au/mobile-apps or see the footage of the app on [Channel 9's 12 July Today show](#).

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About HCF

HCF is Australia's largest not-for-profit health insurer, currently covering more than 1.6 million Australians. HCF has exceeded the industry growth rate each year for the past five years, consistently pays back more in benefits from earned contributions than the industry average, and the best no-gap medical coverage in every state of Australia. The financial strength of HCF is supported by its strong capital backing, and the lowest management expenses of the major funds. HCF members benefit from an extensive branch network and access to HCF's expanding network of dental and eyecare centres. HCF Life offers innovative add-on insurance protection for illness and accidents. HCF has been awarded the highest possible five-star rating by financial services ratings agency, Canstar Cannex, in its survey of private health insurance. Visit www.hcf.com.au for more information about HCF.

About ReadSoft

ReadSoft simplifies business for organizations of all sizes with applications for business processes such as [accounts payable automation](#), [accounts receivable](#), [sales order processing](#), and multichannel [mailroom automation](#). Its on-premises and cloud [document process automation solutions](#) enable some of the world's largest corporations as well as small and medium businesses to compete and thrive in today's environment by improving customer and supplier satisfaction, increasing operating efficiency, and providing greater visibility into business processes. ReadSoft is the world's number one choice for [invoice processing automation](#), and its applications integrate seamlessly with ERP systems from [SAP](#), [Oracle](#), [Microsoft](#), as well as with many other business systems. Since 1991, the company has grown into a worldwide group, delivering industry expertise and support in 17 countries on six continents through its local and global partner network. ReadSoft is headquartered in Helsingborg, Sweden, and its share is traded on the NASDAQ OMX Stockholm's Small Cap list. Visit www.readsoft.com.