

**Friends' Provident Life Office demonstrated a new 'friendly' quotation system for its life assurance business at the British Insurance Brokers Association conference at the Royal Bath Hotel, Bournemouth (April 29-May 1).**

The system, developed in conjunction with Rediffusion Computers, makes use of viewdata technology to display instant quotations to brokers on standard TV sets. It has been running experimentally with a dozen brokers within a 25-mile radius of Dorking, Surrey, since February this year.

FRENTEL, as Friends' Provident has named the system, puts the independent brokers into direct touch with the Friends' Provident well-known GLADIS computer system. Instead of getting on to the local Friends' Provident branch office by telephone and asking for a quotation, the broker uses a keypad to enter information on his client's name, age, policy type and premium into his viewdata TV.

The TV set is connected via the telephone network to

# Friends' Provident develops viewdata system for Life quotations

Friends' Provident's IBM 3033 GLADIS computer system which responds with a firm quotation, using colour to enhance the presentation and highlight important aspects of the quotation such as sum assured, tax relief and surrender values after five, ten and 15 years.

The viewdata TVs effectively emulate the IBM 3270 terminals that are normally used in the 35 Friends' Provident branches

around the country.

Rod Wild, assistant general manager responsible for the Friends' Provident data processing systems, commented that "An increasing number of policies are being sold by brokers using the new viewdata system." Client reaction was also favourable, he reported. "Most people seem to be responding well to the system and are finding it helpful to be able to see

immediately what they would be paying for under a particular policy," he said.

For Friends' Provident, the viewdata concept represented a "new low-cost method of communication which shows considerable potential for the future performance of the company," he added.

A Rediffusion R1800/50 computer system with 32 ports and 33 megabytes of disk storage, together with Viewdata Plus software, has been installed at Dorking under a £100,000 contract. The next phase of the project will be to interface to the national Prestel viewdata network operated by British Telecom, using the Gateway facility, to allow for wider use of the FRENTEL system by brokers around the country.



Picture shows Friends' Provident Life Office demonstrating the 'FRENTEL' quotation system at the BIBA conference.

# Rediffusion's videotex system scores another success at BIBA

Following the successful running of the ABAL conference, Rediffusion Computers installed its videotex Conference Management System a week later at the British Insurance Brokers Association conference held at the Royal Bath Hotel, Bournemouth (April 29 to May 1).

Eight colour TVs were installed round the hotel displaying details of all conference and social events for the delegates and their wives.

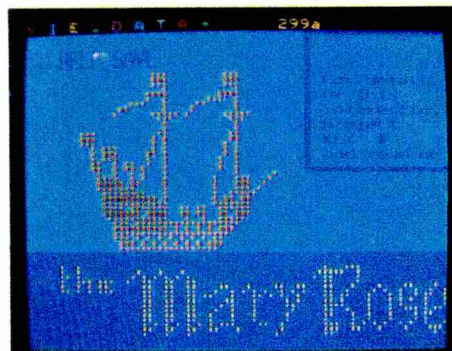
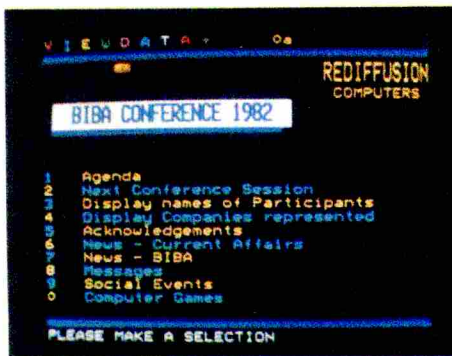
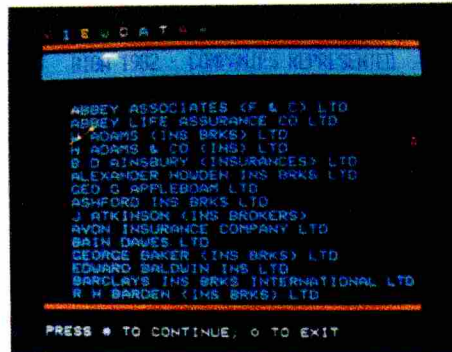
The system was used extensively by the delegates who were most appreciative with the up-to-the-minute information they received at the touch of a button.

## Rediffusion Computers are invited to help run ABAL again

The Bank of California, the organising bank, under the chairmanship of the Bank of America, invited Rediffusion Computers, for the second year running, to provide a videotex-based Conference Management System at the American Bankers Association of London Operations Committee annual conference. The conference was held at Alvierston Manor Hotel, Stratford-upon-Avon from April 18-21 1982.

The videotex system provided a syndicated newsreel and message service for the delegates from seven TVs. They were installed in the conference room, bar, lounge, reception area and main hotel corridor.

The conference was very successful and both organisers and delegates praised the excellent information and communications provided by the Conference Management System.



Pictures show the type of information which can be displayed on Rediffusion Computers' videotex-based Conference Management System.