

To: All Broker Contacts
All Company Contacts
Lloyd's Managing Agents
Market Repository Contacts
Software Providers
Date: 10 October 2016
Reference: 2016/093
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market communication

RE: SYSTEM AVAILABILITY FRIDAY 21 OCTOBER TO SUNDAY 27 NOVEMBER 2016

Xchanging would like to inform customers that, due to the forthcoming November release, system environments will be unavailable as follows:

- | | | | |
|-------------------|--------------------|---------|----------------------|
| • Saturday 22 Oct | Training & Testing | All Day | No service available |
| • Sunday 23 Oct | Training & Testing | All Day | No service available |
| • Saturday 19 Nov | Training & Testing | All Day | No service available |
| • Sunday 20 Nov | Training & Testing | All Day | No service available |
| • Saturday 26 Nov | Production | All Day | No service available |
| • Sunday 27 Nov | Production | All Day | No service available |

Training and Testing will be available between Monday 21 November and Friday 25 November but the environment will have been upgraded ahead of the implementation into Production planned on 26-27 November.

Please note: Production data delivery and Message Distribution Service **will be affected**. They will run on Friday 25 November instead of Saturday 26 November.

Continued...

Summary of the Changes

This release introduces new systems and enhancements to a number of services including the following:

1. CSRP Pbs Release 1.1b (i)
Builds upon the recently implemented ACORD messaging standard to deliver claims functionality and enhancements to premium functionality.
2. IMR Replatform Phase 1 & Integration 2 Drop 1
Foundation deployments for impending IMR upgrade due to come live in forthcoming Releases.
3. Lloyd's International Shared Services – Singapore Claims
Introduces claims to the existing premium and policy service giving a full end to end solution to Lloyd's customers.
4. Write Back CR11
ECF enhancements to mitigate potential for transactions re-released by the brokers being incorrectly applied whilst awaiting carrier responses.
5. Write Back CR19 OBDRI and DRI Search
Changes to the existing systems to enhance the capabilities of Outbound DRI and DRI Search Services.
6. Production Fixes.

Should you have any questions regarding this communication please contact the Xchanging Service Desk, contact details as above.

ANTHONY CROYDON
HEAD OF SERVICE
XCHANGING INSURANCE SECTOR