

To: Broker Contacts
Company Contacts
Lloyd's Managing Agents
Software Providers

market communication

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Enquiries to: **Premium & Policy**

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Claims

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RE: CONTINGENCY ARRANGEMENTS IF THE IMR IS UNAVAILABLE

As part of regular contingency planning, Xchanging has refreshed the Contingency Arrangements for premium and claims processing should the IMR be unavailable for an extended period.

The processes for submitting premiums and claims are laid out in the attachment. Should an incident occur, which renders the IMR unavailable for more than 5 business hours, Xchanging will, engage with the market (via the market associations) to determine impact, invoke the 'Contingency Arrangements' and, directly inform the Market of the procedures that are to be followed. At the same time, we will provide any additional details relevant to the specific circumstances of the incident and criteria relating to both the volume and prioritisation of submissions through the process, should that be required. We would ask that you retain a copy of this communication for your records.

If you have any queries please refer to the contacts detailed above and in the attachment.

ANTHONY CROYDON
HEAD OF SERVICE
XCHANGING INSURANCE SECTOR
Enc

Premium and Policy

Email submission procedures for when the IMR service is unavailable – Company and Syndicate'.

1. Xchanging will initially direct all resources to processing any paper submissions in presentation date order.
2. Where there is a requirement to complete processing of work previously submitted to the IMR or a new submission, the following procedures will apply:

Scenario 1	Scenario 2
Prior electronic submission needs to be processed as a matter of urgency	New Submission requires urgent processing
<p>The broker should contact Xchanging and request High Priority handling by the use of the current Urgent Submission process.</p> <p>Please refer to the Insurance Portal at</p> <p>https://insuranceportal.xchanging.com/cms/main/menu/9%20-%20XIS%20Submissions/Urgent%20Submissions</p> <p>An urgent reference will be allocated and the broker will be asked to submit new documents, via email, to a specific mailbox. Details of this mailbox will be included in the communication found at the link detailed above.</p> <p>When the IMR service is restored signing references will be uploaded as per current process. No further actions should be necessary.</p>	<p>The broker should contact Xchanging and request High Priority handling by the use of the current Urgent Submission process.</p> <p>Please refer to the Insurance Portal at</p> <p>https://insuranceportal.xchanging.com/cms/main/menu/9%20-%20XIS%20Submissions/Urgent%20Submissions</p> <p>An urgent reference will be allocated and the broker will be asked to submit new documents, via email, to a specific mailbox. Details of this mailbox will be included in the communication found at the link detailed above.</p> <p>The target position is to have the documents submitted as email and retrospectively loaded to the IMR. A work order will not be created.</p> <p>Loading of documents to the IMR will ensure they are available for subsequent A&S processing and Electronic Claims File (ECF) submissions.</p> <p>The default position is that signing references will not be loaded to the IMR in these instances.</p>

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3. XIS will process these cases in the normal way
4. Priority will be given to premium items. Numbers are expected to be very low as circumstances that warrant this special process are expected to be relatively few.
5. Brokers applying for urgent premium submissions will be expected to provide a case for the inclusion of the items as a priority in advance of standard DR procedures being invoked. This may include, but is not limited to, high value premiums, claims pending notice of cancellations, prompt payment warranties and SDD updates to avoid deferred instalment funding.
6. Each case will be dealt with on its own merits at the time of the incident.

Details of processed items will be advised to brokers in the usual manner via the BSM. Xchanging will maintain a record of those items that have been processed as urgent submissions under the procedure outlined above. A reconciliation process will then take place to ensure that appropriate systems are synchronised as necessary. The reconciliation approach will depend upon the exact circumstances that caused the IMR failure initially and will be subject to more detailed communication at the time.

For further information please contact:

Jean Tait

Jean.Tait@Xchanging.com

Claims

Email submission procedures for when the IMR service is unavailable – Syndicate only.

Key principles:

1. Brokers will remain custodian of the file and lead/2nd lead Managing Agents may request a full or partial (electronic or paper) copy of the file at any time.
2. Lloyd's Managing Agents (Syndicates) will need to ensure continued compliance with the 2010 Claims Scheme.
3. Any queries should be directed to the broker/Xchanging/appropriate party via email.
4. Brokers must adhere to in scope ECF rules, both now and in the future as and when enhancements are delivered.
5. Brokers must ensure a copy of the slip, declarations and any endorsements are attached to the emails. If these documents are not present Xchanging will be unable to process your request.

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6. Normal processing SLAs will apply – 2 Days for Settlements and 5 Days for Advices.
7. Urgent cases will be considered on a best endeavour basis.

On return of the IMR service:

- Brokers to create a subsequent transaction against the relevant UCR and backload the documentation submitted for signing whilst the IMR was unavailable OR depending on circumstance, (claim being agreed outside of ECF as a first advice or FAWS (first advice with settlement)) the Broker will backload the required documentation to ECF upon next update of the claim (as agreed with the Lead carrier).
- Brokers to advise, in 'Broker Comments' section, *'No XCS CLASS entry required - this TR is for record purposes only, as it was previously signed via a non ECF submission whilst the IMR was unavailable.'*
- On agreeing the transaction, the leading underwriter to advise in the 'Public Comments' section that *'No XCS class entry is required'*.

Xchanging mailboxes for email submissions:

Brokers may direct submissions to: XCSpaperTP@xchanging.com

In the case of Aviation first advices email: XCSAviation&FNOLTeam@xchanging.com

Urgent* submissions may be sent to: urgentpaper.tpsettlements@xchanging.com

*Brokers please note that leads will need to confirm any urgent settlement in the CP form

Electronic LCCF form:

Brokers may submit an electronic LCCF – for security the lead must provide additional confirmation via email of the agreed payment amount – brokers must pass this onto Xchanging in order for the payment to be processed

CP forms – for completion by leads on all transactions:

For first transactions a complete CP form must be completed:

CP Instruction
Form.docx

For subsequent transactions an abridged version of the form must be completed:

CP Instruction Form
for emails.docx

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Step by step process flow for all parties:

Step by step process flow.pdf

Detailed process flows (new elements of the process are highlighted in red):

Standard Process.pdf Complex Process.pdf

For further information please contact:

Paula Storey

Paula.Storey@Xchanging.com

Matthew Routledge

Matthew.Routledge@xchanging.com