

To: All Broker Contacts
All Company Contacts
Managing Agents

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market communication

RE: XCHANGING PARTNERS WITH ACORD TO IMPLEMENT NEW MESSAGING SOLUTION

Xchanging, a DXC company, is pleased to announce its partnership with ACORD Solutions Group to implement a new messaging solution as part of a commitment to future-proofing services for digitalised business.

ACORD's iConductor will replace the current Xchanging ACORD Gateway (XAG) in providing a gateway for messaging services, including Writeback, DRI and PbS.

The decision to add ACORD's iConductor to Xchanging's portfolio means a key partnership with the global data standards experts and implementation of a product already successfully being used by other organisations. It will provide new technology that offers scalability as well as longevity of service and support.

The new messaging solution will also be a critical component in the DXC Digital Marketplace, a new Global Speciality Insurance platform containing highly automated and customisable AI powered services, such as claims, premium handling and settlement, to serve our London Market clients of today and support Lloyd's 'Future at Lloyd's' vision.

Key Information

- It is expected that the implementation of the new gateway will be low impact to customers, with no interruption to existing service.
- There will be some work to complete in respect of service providers and/or customer internal IT departments, such as repointing URLs, amended registrations and Market Acceptance Testing.
- There will be no change to structure of messages in scope and legacy data will be available.

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- The team behind the project will work closely with its stakeholders in order that rollout plans can be collectively agreed.
- Commencement of roll-out is targeted for Q2/Q3 2020.
- Associations have been engaged and we will work with them, our customers and service providers throughout the project.
- ACORD's iConductor will only replace the Xchanging Acord Gateway (XAG). The Xchanging Distribution Hub (XDH), Xchanging's other messaging platform, will be unaffected.

Next Steps

- Service providers and customers affected by the project will be contacted and will be invited to a webinar session in Q3/Q4 this year where more information will be available and there will be an opportunity for Q&A.
- Follow up meetings will be offered.
- Detailed technical and operational readiness discussions will commence later this year.

Please contact the project's Engagement Manager, Aimee Carracher, at aimee.carracher2@xchanging.com if you would like to discuss this communication.

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ACCOUNT GENERAL MANAGER
LONDON MARKET TRANSFORMATION