

BROKER BEST PRACTICES

Scope:

Before submitting a claim, confirm it is in scope (Please refer the ECF Scope document or the ECF SP&P documents available on the Market Reform website).

Multiple OSND claims without dependencies can be submitted as single signings on ECF.

Documents:

Ensure documents are clear, concise and are named in an informative manner (Not Doc 1, Doc 2 etc).

If duplicate documents are inadvertently loaded, Brokers should endeavour to describe such documents as duplicates (Though please note that Brokers may not be aware of any duplication).

Note that it is possible for XIS to restrict the view of duplicate documents by removing access rights (contact the Xchanging Service Desk to arrange this).

Ensure all claims and policy documents are loaded with correct details and attached to their relevant transactions.

Users should be aware that the (Created) Document Date refers to the document being loaded, which is not necessarily the original document date.

Ensure the (Original) Document Date is always included in the specific field, and if not, that it is included in the document description as described in the SP&P document naming convention (using format YYYYMMDD, e.g. 1st February 2006 becomes 20060201).

When loading documents, it is recommended that only formats detailed in SP&P be used, unless prior agreement has been met by other parties.

Only load one slip per policy at UMR Level (Please note: Some internal systems may restrict Broker control over the slip being loaded)

When scanning documents, ensure they are clear and legible.

Reinstatement documents should be loaded to the UMR and placed in the Miscellaneous/Historical folder.

If an adjuster requests an additional document via a query response, the document should only be loaded to the transaction in which the request was made (rather than previous or subsequent TRs).

Refrain from attaching the same documents in different formats, without clearly labeling them as identical *e.g. if a document is originally loaded as a .msg file and then a .pdf copy is added because the Lead is unable to access the original .msg file, the .pdf document should be named "Copy of ... document"*.

Signings:

Load all Non-A&S Additional Premium signings with OSNDs to the UMR section of the repository.

To prevent XCS rejection on slips, ensure the correct OSNDs are included on all transactions.

Responses & Comments:

Ensure all Public / Narrative comments are read and actioned where appropriate, irrespective of the response given on a transaction.

Ensure Broker Narrative is clear, concise and informative.

30/05/2008

Although it is the Lead's responsibility to notify a 2nd Agreement Party on a Special Category Risk, Brokers should inform the 2nd Agreement party of a claim (where possible).

Indicate any further Agreement Parties within the Broker Narrative field, so the Lead is aware of who to select.

Give clear explanation of the reason for a specific transaction in the Broker Narrative, including any additional relevant information e.g. *"Additional adjuster's report attached. Please also note change in reserve"*.

ECF & Paper Submissions:

Paper files must not be used to support an ECF Entry.

Be aware that some insurers may hold their own files (e.g. Confidential Reports), which are not put onto ECF, e.g. Kidnap & Ransom. Details of which can be found in the SP&P.

Contact Details:

Users, ensure your full name, full contact telephone number and email address (if possible) are included with any transaction. "Broker Narrative" is a suitable location for this information to be recorded.

Performance:

Transactions and queries must be processed in a suitable timescale with notification sent to other parties involved.

Claims and Transactions:

Ensure the correct Broker and Underwriter references are included on all claims.

If deleting and replacing a transaction, explain the reason for doing so on the IMR in the new transaction narrative, and ensure that all comments, from any agreement party, relating to the deleted or replaced transaction are loaded to the IMR in a document.

When updating a transaction or document, ensure all relevant parties are notified of the change. When making a non-material change (e.g. correction of a spelling mistake), notification to all relevant parties may not be required.

'Ensure the Slip Lead field on CLASS is completed with the Syndicate/Company code of the lead bureau underwriter. This applies even if the actual slip lead is a non-bureau underwriter. Syndicate/Company codes should be 4 digits for Lloyds syndicates (e.g. 0033), 5 for LIRMA companies (e.g. A2403) and 7 for ILU (e.g. 3108012).

If a claim is complex, consider calling or meeting with the adjuster to guide them through the ECF entry (as brokers would have with a paper file).

If a claim has more than one agreement party (before XCS), the broker should be responsible for chasing the claim and ensuring all agreement parties are aware of it.