

CARRIER BEST PRACTICES

Scope:

Before requesting that a broker submit a claim via ECF, confirm it is in scope.

Documents:

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

Ensure all claims and policy documents are loaded with correct details, in their relevant locations and categories if appropriate.

If there are no documents present on the IMR, be aware that some Brokers are experiencing up to 24 hours delay when loading documents. Users should also contact Xchanging's Service Desk to inform of the delay in transfer of the documents.

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.

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

Check documents loaded to the IMR are allocated to the correct class transaction.

When scanning documents, ensure they are clear and legible.

If documents are loaded to the repository, ensure notification is sent to all parties involved.

Signings:

Note that risks signed via A&S do not necessarily have a visible stamp on the copy slip. The OSND can be found at the bottom of the UMR page within the CLASS Summary.

Responses & Comments:

Lead Agreement Parties should only use up to 8 lines for their comments in Public Comments, leaving 7 lines for subsequent Agreement Parties, including XCS. Comments exceeding this limit, and all previous lead comments, should be included in an attached Word document, which is loaded to the IMR.

In accordance with the SP&P, all query and subsequent comments must be loaded to the Repository as a document. This is possible through an attached word document.

It is the responsibility of the Insurer (Leader or XCS) who add the 2nd Agreement Party on a Special Category Risk, to notify them that they have been added to the CLASS record as an Agreement Party.

Contact Details:

Users, ensure your full name, full contact telephone number and email address (if possible) are included on each transaction. Carriers should record this information on the fields provided in the Market Response screen or Public Comments.

MI Reporting (Short-Term):

Users are able to obtain basic clarity on the current status of ECF CLASS transactions by reviewing their awaiting actions list.

30/05/2008

Performance:

Transactions and resolved queries must be processed in a suitable timescale.

For quicker/convenient access to policy documentation select the "View UMR" button, this will open a second window giving access to the slip, wording etc

Claims and Transactions:

When updating a transaction or document, ensure all agreement parties & other 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.