
Actions and Decisions

Best Practice Group

10th June 2008

Attendees:

Stephen Roach (Marlborough)	Trevor Barry (XL)	Martin Robinson (Guy Carp)
Pippa Dunn (Hiscox)	Shaun Evans (Marsh)	Jordan Quick (Lloyd's)
Tim Lovick (Catlin)	Steve Flood (Lloyd's)	Tony Collins (XCS)
Judith Hermite (RITC)		

Apologies: M. Wilson, D. Hughes, C. Reay, S. Lawrence, B. Le Page, T. Hammond.

Previous Meeting Minutes:

The previous minutes were agreed subject to minor amendments. The amendments include changes to the Broker Best Practices document, which will be circulated separately.

E-MRCE:

S. Flood asked the group if they were aware of a process to alert adjusters of a change in policy conditions. The group confirmed the only process in place was manual notification via email. S. Flood and J. Quick agreed to raise the topic with the A&S User Group.

Deletion of CLASS entries on ECF Update:

J. Quick advised that a change request was being created to address the deletion of CLASS entries issue. The change request is being progressed by the ECF Process Review Group.

CLASS and IMR Password Issue Update:

J. Quick confirmed a fix had been identified for the CLASS and IMR password issue. The fix was tested during the previous week (commencing 2nd June) and was deployed into the live environment during the previous weekend (commencing 7th June).

Website Update:

J. Quick informed of the ongoing website review, explaining that a meeting had been arranged with Market Reform to discuss the available options for amending the website. S. Flood requested the group provide any suggestions for improving the website to aid in the meeting discussions (due Thursday 12th June).

Live Issues:

Ref	Issue	Comments
46.	M. Robinson informed of XIS removing documents when they have not been asked to. Some examples include XIS being unable to view a slip loaded by the broker.	M. Robinson is to raise specific examples with T. Collins.
47.	T. Collins informed of organisations using employee system logins after the employee has left their organisation.	T. Collins stated this should not be done, as it may cause many issues when using the system.
48.	S. Evans advised of Fee Collection Agencies taking control of a Broker's UCR and removing the Broker's access to that UCR.	S. Flood explained that the ECF User Group is aware of this and the issue has been incorporated into part of the ACL work.
49.	T. Barry questioned the level of international take up.	S. Flood informed of Lloyd's China being almost ready to use ECF. To assist in the availability of ECF, the IMR contract review is considering 24 hour CLASS availability.

Actions:

Ref	Action	Owner	Deadline
26.	Provide the group with an update on the findings from the XIS removing documents issue discussions.	TM. Robinson and T. Collins	08/07/2008
27.	Raise the issue of XIS not locating documents with G. Kennard and J .Ticehurst.	J. Quick	08/07/2008

ECF Best Practice Group Action Log

Date: 10/6/2008

No	Actions	Resolution / Notes	Date Raised	Deadline	Status	Individual(s)
16	Establish if there is any documentation to support the process detailed in Issue 28 (Requests for CAT codes (specifically sub-prime markets) to be entered by XCS are being included in the Carrier's Public Comments)	08/04 TH advised an update is due from C. Campbell. 13/05 Need more detail about Issue 28. 15/05 JQ included Issue 28 wording in the action description. 10/06 TC to provide update at next meeting.	11/03/2008	08/04/2008	Open	T. Collins, T. Hammond & N. George
20	<i>Provide an update on the 'Deletion of CLASS entries in ECF' issue.</i>	<i>13/05 JQ provided brief update. Action to remain open as further info required. 10/06 JQ informed of ECF PRG taking on the issue as a CR. Action Closed.</i>	08/04/2008	13/05/2008	Closed	J. Quick
22	Issue 37 – Establish if XCS' Currency document can be circulated to the market.	13/05 TH advised this is being looked into. 10/06 TC advised TH had been waiting for their EMT to sign off.	08/04/2008	13/05/2008	Open	T. Hammond
23	<i>Confirm MRSNG are aware of the restrictions to document loading when detailing the process for legacy claims.</i>	<i>10/06 JQ confirmed the Legacy Group were aware of the restrictions. The process has not yet been documented. Action Closed.</i>	13/05/2008	10/06/2008	Closed	J. Quick
24	Circulate the 2nd Agreement Party Pro Forma and Singleton Binder Pro Forma to the group.	10/06 TC to follow up.	13/05/2008	10/06/2008	Open	T. Hammond, C. Campbell & J. Quick
25	<i>Escalate the issue of Carriers not being able to view sequence references within the IMR to the ECF Process Review Group.</i>	<i>14/05 CC & JQ raised at ECFUG and agreed to DRAFT CR (Action 160 on ECFUG list). 10/06 JQ confirmed a CR had been raised with the ECF PRG. Action Closed.</i>	13/05/2008	10/06/2008	Closed	J. Quick
	Provide the group with an update on the findings from the XIS removing documents issue discussions.		10/06/2008	08/07/2008	Open	TM. Robinson and T. Collins
	Raise the issue of XIS not locating documents with G. Kennard and J. Ticehurst.		10/06/2008	08/07/2008	Open	J. Quick