

To: Brokers (via LMBC)  
Broker IT Contacts  
Company Contacts  
Non-Lloyd's Brokers  
Lloyd's Managing Agents

market communication

Date: 2 October 2008

Reference: 2008/123

Enquiries to: Data and Information

Tel: +44 (0)1634 887800 Email: [data.information@xchanging.com](mailto:data.information@xchanging.com)

**RE: NEW REPORTING SERVICE – ECF MANAGEMENT INFORMATION  
ECF002, ECF003 AND ECF004**

The market, through the ECF User Group and with the approval of the London Market Repository Board, has commissioned a set of five reports providing management information relating to the usage of ECF. The first of these reports has now been developed by Xchanging and will be made available at no additional charge from the beginning of October to syndicates, brokers and companies wishing to receive them.

The reports to be delivered in October are:

**ECF002 Lloyd's ECF Volumes**

This is a set of monthly reports that provide volumes of all Lloyd's ECF claims that have been completed in the previous month. This service will enable brokers and managing agents to manage their implementation of ECF and monitor their level of ECF take-up.

**ECF003 Lloyd's Non-ECF Volumes**

This is a set of monthly reports that is complementary to ECF002 and provides information relating to the volume of non-ECF Lloyd's claims that have been completed in the previous month. This service will enable brokers and carriers to review their claims that have been processed on paper in order to establish why these have not been presented via ECF.

Continued...

## **ECF004 Cross-Market Incomplete Transactions**

This set of weekly reports provides details of all incomplete ECF transactions. These reports will enable brokers and carriers to review their incomplete transactions and, in particular, monitor 'slow-moving claims'. Separate reports will be provided for brokers, syndicates and companies. The reports will include transactions that are incomplete based on their status on CLASS at the end of the reporting week.

## **Future Services**

**ECF001 Companies ECF Volumes** - This is a set of monthly reports that provide volumes of all ECF claims that have been completed in the previous month. This service will allow companies to manage their implementation of ECF and monitor their level of ECF take-up. A separate market communication will be issued in October providing information on how to register for this service.

**ECF005** is a suite of reports providing management information in relation to ECF cycle times and is currently in development.

Fact sheets describing the available reports and registration forms are attached.

On registration to receive the reports, a detailed specification will be provided explaining the contents of each report. If you have any feedback on the content of these reports or questions that are not answered by the detailed specifications, please refer these to the ECF Best Practice Group by emailing [jordan.quick@loyds.com](mailto:jordan.quick@loyds.com) or [steven.flood@loyds.com](mailto:steven.flood@loyds.com).

The registration forms should be returned by email to Xchanging at [data.information@xchanging.com](mailto:data.information@xchanging.com).

JULIE LYNCH  
DIRECTOR OF SERVICE  
INSURANCE SECTOR

Enc