

**FROM:** Director, Worldwide Markets  
**LOCATION:** G12  
**EXTENSION:** 5998  
**DATE:** 9 May 2003  
**REFERENCE:** Y3056  
**SUBJECT:** SCHEME CANADA – SYNDICATE CLAIMS  
MESSAGE SERVICE  
**SUBJECT AREA(S):** Change to frequency of messages.  
**ATTACHMENTS:** None  
**ACTION POINTS:** Notify systems suppliers  
**DEADLINE:** 1<sup>st</sup> July 2003

### **Purpose of bulletin**

This bulletin advises managing agents and their system service suppliers that the frequency of the syndicate claims message (SCM) for Scheme Canada business will be changing in order to improve the service of supplying claims data to syndicates.

### **Background**

The current SCM service for Scheme Canada business produces a quarterly message to advise syndicates of claim details at a binding authority block level. Three individual monthly claims bordereaux are aggregated to produce an overall single set of messages for SCM output.

Managing agents will be aware of the convergence of the two London market claims systems by Xchanging Ins-sure Services. As part of this work, Worldwide Markets have been working with Xchanging Ins-sure Services make improvements in the SCM service from the new claims system (CLASS).

### **Changes**

From 1<sup>st</sup> July 2003, Xchanging Ins-sure Services will generate (at the request of Underwriters) all Scheme Canada SCM's monthly rather than quarterly.

Managing Agents should note that the above change also applies to I item claims (claims designated as items of special interest, usually above \$100,000) in order to correspond with the data fed from Canada and recorded using Lineage.

Claims data provided from Canada each month will be loaded to CLASS, via an improved blocking process, then output to syndicates as SCMs within a few days of receipt of the data in the UK. If there are any claims that do not load cleanly to the database, these will be subject to additional verification functionality provided by Xchanging Ins-sure Services using CLASS and Lineage. The result of this will be the provision of daily SCM advices for any such exception items, as and when they correctly process.

It is expected that the transition to this new, more timely service, will bring about some key business data improvements, in particular in relation to reconciliation. The additional cost of providing this service from Xchanging Ins-sure Services is minimal and brings this business into line with other binding authority business that operates on a monthly bordereau basis. It should be appreciated that in addition to coverholders and Lloyd's Canada, Xchanging Ins-sure Services and Xchanging Claims Services are using Lineage to process claims, so all data entry is via the same source system, thus improving reconciliation of claims data.

There will be no changes to the content or format of the SCMs other than that for convergence.

Xchanging Ins-sure Services will be discussing this service enhancement with managing agents in the next few weeks, to ensure a smooth transition.

#### **Further Information**

For further information on the SCM changes for Scheme Canada, please contact ENQUIRE on extension 2999 or email; [ins-sure.Enquire@ins-sure.com](mailto:ins-sure.Enquire@ins-sure.com)

This bulletin has been sent to compliance officers of managing agents and known software houses.