Introduction

2019 has been a significant and progressive year for the geographical expansion, and extension of message types across the community. In this issue of the newsletter we can read about many examples of organisations working together to deliver efficiencies and create a better infrastructure.

I would like to thank everyone involved for their significant efforts in 2019, and look forward to an even more successful 2020.

I would also like to wish you and your families a Very Merry Christmas and a Happy New Year.

Simon Squires | AXA XL & Ruschlikon Group Chair

Ruschlikon Italy Kicks off!

On May 14th, 2019, representatives of the Italian (re)insurance industry met at the Swiss Re International Office in Milan for an intense three-hour knowledge sharing session on ACORD, the Ruschlikon Initiative and the potential journey of the Italian market into an automated/digitized (re)insurance administration process. Around 40 representatives from local insurance companies, local representatives of global (re)insurance companies and brokers participated.

Topics covered by the speakers ranged from global insurance market trends with a special focus on Italy (Bill Pieroni, CEO ACORD), to an awareness session on the Ruschlikon initiative and its direct link to the ACORD standards, as well as its coexistence with the various block chain initiatives (Regis Delayat, CEO Cogitanda France).

This was followed by specifics of the logic and workflow of eMessages such as the CM, TA, Acknowledgement, FA, Query and the solution for the bordereaux market via 'Settlement Group Reference' (Enrico Alessandri, System and Process Expert, Swiss Re), before moving on to a discussion and the feedback round table with the participants. Aldo Capurro elaborated on the activities performed by C Consulting on system enhancements and the planned roadmap towards full B2B capability by mid 2020.
With a second event in early September 2019, it was possible to onboard almost the entire Italian market. Sixteen companies, four brokers, eight reinsurers and three IT vendors participated in the event during which the international initiative, aimed at standardizing the communication flows of the reinsurance ecosystem, was presented. The event was sponsored by SCOR, Swiss Re, Gen Re, Mapfre Re, Hannover Re, Munich Re and C Consulting S.p.A. It was agreed that a smaller workgroup would be created to discuss the Italian market specifics, review the APREF templates from the Ruschlikon France initiative and work jointly with ANIA (Italian Insurance Association) on Italian standards that would be aligned with the ACORD global standards.

Despite the renewal activities in December, the very motivated and well-balanced workgroup (representatives from 6 insurance companies, ANIA, 2 brokers, 5 reinsurers and 3 tech providers) had its first gathering in the ANIA locations. The very lively discussions were triggered by the status update since September, the roadmaps shared by the system providers with an important footprint in the Italian market as well as the introduction to the planned APREF template review. The group agreed to meet again in March and April 2020, using the time for a detailed review of the APREF templates. The objectives that Ruschlikon Italy has set up for 2020 are therefore:

- Validation of the "Italian" templates
- Evaluation of the tests performed among Swiss Re, C Consulting and Ammissima
- System enhancement by IT providers for their respective (re)insurance solutions
- Continuation of a dialogue with all the local market players for the operative adoption of standards

A journey always starts with a first step and 2019 was the step for putting solid foundation of the Ruschlikon "house" in Italy.

The Latin passion will surely help keeping motivation and spirit up for reaching the ambitious targets!

**Ruschlikon looks to Singapore**

A re-loaded Ruschlikon awareness event in Asia took place on the 8th October 2019 in Singapore. The event was proudly sponsored and driven by Swiss Re with the support of ACORD, Guy Carpenter, Willis Towers Watson, Munich Re, SCOR Re and Mapfre Re.

The event saw the participation of over 50 C-suite/mid-management participants from over 40 companies ranging from insurers, reinsurers, brokers, IT vendors, banks and regulators from eight countries.

It was a great platform for the industry players around the region to come together and discuss the key challenges faced and successes achieved by each firm on the topic of digitization and automation. Ruschlikon community members and IT vendors were also able to share with non-members details about its implementation journeys, busting myths around the costs of implementing ACORD systems and helping to understand the benefits of ACORD messaging better.
The full day event was packed with the following main agenda:

- Opening speech by Vivek Kuruvila, Swiss Re Head of Business Management Asia.
- Insights of Ruschlikon by Nicole Kellenberger, Swiss Re, Global eAdmin Lead
- Five keynote speaking sessions, by ACORD, Swiss Re, Ebix, and Willis Towers Watson
- Panel discussion on "Journey of embracing digitization and automation" with Nelson Tham (Swiss Re Asia Digitization Lead), being the moderator and panelists consisting of Joe Locke (Eurobase CEO), Richard Saggers (Munich Re Regional CFO) and Colin Russell (JLT Re Regional COO)
- Breakout session on "Modernizing systems & processes in Asia" led by facilitators from ACORD, Munich Re, Willis Towers Watson and Swiss Re. This gave the Asian market a good awareness session and allows the carriers, brokers and reinsurers to have a community to turn to when embarking on or evolving their digital capabilities.

At the end of the event, a "live" poll was conducted to get a sense of traction and interest of the topic within Asia and the results were very positive. Time now to follow up with guests who expressed interest and in time; an Asian Ruschlikon Implementation Group will be born!
Ruschlikon Spain – Formally Established

The kick off meeting of the Spanish Ruschlikon Implementation Group was held on the 20th September at the “Club Financiero” of Madrid. The event was followed by a cocktail event where participants had the possibility to network and discuss the next steps for Ruschlikon Spain.

More than 60 participants, representing 22 ceding companies, 5 reinsurers, 2 brokers and 1 vendor gathered to share and learn about the Ruschlikon Initiative and ACORD. The practical cases of the Ruschlikon Lite implementation for MAPFRE with various reinsurers was shared. It resulted in significant efficiency gains regarding turnaround times and cash flow. There were also updates from other local implementation groups such as Ruschlikon France and Italy.

Simon Squires (AXA XL) shared insights around Ruschlikon and ACORD, including the vision to modernize the (re)insurance industry to straight through processing, including the benefits it will bring to the entire industry.

Furthermore, the online poll revealed that standardization, automation and digitization are key topics for Spanish companies. Some key data highlights include:

- 78% have allocated resources to standardization projects and 6% are considering it
- 50% are working with robots and 24% are considering it
- 56% issue their accounts in a completely automated way whereas 38% use excel files
- 73% are willing (ready) to move towards electronic data exchange

Follow-ups with various insurance companies and brokers have been organised. The Spanish Insurance Association (UNESPA) also gave its commitment to support the initiative.

The working group composed of representatives from insurance companies, brokers, reinsurers and UNESPA had its first workshop on 26th November and kicked off the activities on how the Spanish market can make best use of Ruschlikon and ACORD standards.
Ruschlikon France – A Repeatable Model

This year representatives of insurers, brokers, reinsurers and technology providers active in the French market – around 40 people - have regularly been meeting in Paris, jointly working towards the implementation of Ruschlikon Best Practices.

Given French specificities such as the splitting up of claims bordereaux information into ACORD TA- and CM-messages, the focus of the group was on securing the technical capability and readiness to engage in ACORD messaging from cedent/broker to reinsurer.

Once the technical implementation package was shared with the French community, roadmaps were established with the aim of enhancing the respective systems and processes.

Now, at year-end 2019, first TA and CM test messages have been exchanged between the applications that Ruschlikon members are using for their reinsurance accounting. Designated capability tests between insurers and reinsurers, facilitated by gateways provided by the technology providers will continue over the upcoming weeks and into early 2020.

Later in 2020, several of the reinsurance applications will be ready for the exchange of all message types including two-way-query, in line with the ACORD 2016-10 standard.

Aside from the lively discussions around business and technical topics that we have during our regular meetings, the gatherings in Paris are the perfect platform for individual discussions and networking. Ruschlikon Best Practice and ACORD standards are now well known in the French reinsurance community.

The APREF Templates - representing 23 reinsurance accounting relevant use cases - are now famous. Originally only available in French, they have also been translated into English, Spanish and Italian, with translation into German underway. Once validated by the markets, they enable insurers, brokers and reinsurers to align their systems with the global ACORD standard and Ruschlikon Best Practices, which is key for future digitization and automation. Many members of the community are now 2016-10 ACORD standard certified or close to it.

As recognition for their dedication and the progress of the initiative, the two co-Chairs, Irène Koller (Swiss Re) and Bruno Fournet (SCOR), were recently presented with the ACORD Global Citizens Award on behalf of Ruschlikon France. We are looking forward to an exciting 2020, which with a bit of good fortune, will bring several system implementations.
Ruschlikon North America – Extending Invitation to Solution Providers

The Ruschlikon North American Implementation Group (RNAIG) meets on a quarterly basis to address business and system implementation issues and to provide updates to each other on the status of outstanding issues, such as the rollout of the latest version of the ACORD messaging standards. The mission of RNAIG is to grow the community through expansions of existing partner connections and new connections between insurers, brokers and reinsurers. The group is made up of both reinsurance and large commercial participants, addressing both reinsurance and retail insurance messaging implementations.

RNAIG is a mature community and consequently most participants in the group have already established and maximized many of their partner connections. Message volume has been growing with some new connections, but it has been limited.

In October of 2019, the group approved the addition of allowing solution providers as non-voting members to join the group to help address such issues as resource limitations, mergers and acquisitions and legacy systems. Solution providers will be providing documentation about their products, design and where they fit in the insurance value chain.

Recent new reinsurance connections include:
- Swiss Re and The Hartford
- Aon Brazil and Swiss Re
- Aon Chile and Swiss Re
- AIG and Swiss Re
- Aon and Hannover Malaysia and Bermuda

Swiss Re hosted a well-attended “Modernization of the Reinsurance Industry” meeting on October 7 in NY to introduce Ruschlikon to new companies in North America. It focused on operational challenges, priorities and how Ruschlikon can help address these issues.

Companies are at various stages of implementing version 2016-10.1 of the ACORD standards. Most should be in a position to begin productively exchanging this new version by year-end, into Q1 2020.

On the large commercial side, two messaging pilots have occurred:
- A pilot for a specific segment of business ended in late 2018. The outcome was successful, but it was noted that there were manual efforts needed to support the pilot. A decision was made to discontinue the pilot.
- Aon/Zurich using Acord Solutions Group’s i-verify solution to identify differences in billing amounts, client payments and broker disbursements to facilitate the exchange of TechAccounts in the large commercial space

The large commercial group is monitoring this pilot to determine if messaging connections can be completed using the existing ACORD message flows or if message flow modifications are needed.
Plans for 2020 include additional expansions with new and existing partners, evaluations of the large commercial pilot and potential application of Distributed Ledger Technology in conjunction with messaging.

**Ruschlikon UK Implementation Group: Working together with Vendors and ACORD**

The Ruschlikon UK Implementation Group (RUKIG) continues to grow with both Lockton’s and RFIB adding to the broker contingent at meetings this year. RUKIG aims to build new implementation relationships and expand existing positions through collaboration between brokers, insurers and reinsurers. *Meetings take place on the 2nd Monday of each month in the ACORD London offices and new partners are always welcome.*

With many companies now looking to expand or further develop their e-Accounting capability, RUKIG held a vendor “Speed Dating” event on the 5th November. The idea was to invite vendors with existing e-Accounting capability to come and talk with business and technology leaders from our member companies. Each vendor was given just five minutes to speak with a further five minutes for questions. An open networking session then followed.

We managed to get 10 vendors to present at the session, including a number with a current focus outside of the UK:

- ACORD Solutions Group (ASG)
- C Consulting
- Charles Taylor
- DocoSoft
- DXC
- EBIX
- Effisoft
- RITA (Consurance/Inveos)
- Web Connectivity
- XUBER

The vendors kept to timetable and a huge amount was covered in less than 2 hours. Many topics were discussed, from data conversion to straight through processing; from connecting accounting and placing to looking at automation of reconciliation and cash matching; from initial connectivity through message management tools and portals through to full integration.

On a personal note, I have recently joined the ACORD Board and will continue to highlight the importance of the ACORD data Standards within RUKIG and the wider Ruschlikon Community and highlight the great work that we do.

I was honoured to receive an ACORD Leadership Award at the ACORD Connect Conference in Boston recently which I hope reflects well on the continued success of RUKIG – as above; new joiners always welcome.

Richard Brame | Willis Towers Watson
Ruschlikon Steering Group member
& Ruschlikon UK Implementation Group Chair
Ruschlikon ePlacing – Production of Implementation Guide

Hosted by Swiss Re, global brokers, reinsurers and Lloyd’s met week commencing 9th December in Switzerland to review the next stage of development and agree next steps towards the creation of a standards based reference for supporting the electronic placing of reinsurance business. The foundation of this standard is the ACORD Global Placing Message and the related Data Dictionary.

The first two days saw an intense, drill-down by the ePlacing Business Implementation Group (ePBIG) participants, into finalizing their work on minimum data requirements for “creation of contract number”. This is the first interaction point between the sender of an ePlacing message – typically a broker or placing platform – and the reinsurer. A few items like aligning own perspectives to the group’s aggregated position require “homework” due by the end of January.

The work then shifted to “pricing” as next interaction point, addressing the data items required by reinsurers to feed their own contract management system so they could electronically receive and respond to a quote request. Participants agreed to document their findings in a first version of the Ruschlikon Placing Implementation Guide, addressing the steps as mentioned above and to be produced by the end of February. ACORD were also asked to prepare related Test Harness scenarios so that early implementers can test and validate their messages.

The Ruschlikon ePlacing Steering Committee met on the 3rd day, endorsed the work of the ePBIG, and addressed topics such as the usage of an Interchange Agreement, ensuring that contract terms overrule eMessaging and how to measure success. A broad discussion on entailing KPIs measuring the usage and impact of electronic placing messages as well as dependencies took place and the SteerCo looks forward in defining the relevant measures going forward. The cooperation between Ruschlikon ePlacing and the broader ecosystem, including Ruschlikon eAccounting & Settlement as well as the London Market placing ambitions is progressing and will find momentum within the next meeting in London.

Recognizing the progress and achievements so far, the Ruschlikon ePlacing Steering Committee is now busy with preparing the Ruschlikon meetings planned between 2nd – 5th March 2020 in London, where the First set of common standards for “creation of contract number” and “pricing” will be published and made available for sharing with the broader community.
Closing Remarks

After seeing the immense impact of our regional and global Ruschlikon communities on the full insurance/reinsurance value chain in 2019, I hope you are as excited as I am about the future of our industry. The tipping point has definitely been reached this year; every placing platform discussion we have joined began with a focus on underlying data standards and thus led inevitably to ACORD and the Ruschlikon communities.

Thank you for being part of this exciting journey and everyone at Ruschlikon is looking forward to connecting with you in 2020.

Theodor Bachmann | Swiss Re & Ruschlikon ePlacing Steering Committee Chair

Thanks for Reading

The festive season is a good time to take a break from our busy schedules and reflect on those things that matter and have happened in the year 2019.

We would like to send you and your family our warmest season's greetings and best wishes for a happy, healthy and prosperous new year.

LinkedIn page – make sure you are subscribed to the new page using the link below.

For any further information and supporting documentation, please visit www.ruschlikon.com