



Global Reinsurance & Large Commercial Program Activity and Implementation Report

(PAIR Report)

March 2015

ACORD is a non-profit membership standards development organization (SDO) which develops and maintains forms and data standards and provides professional and technical support to the global insurance industry.

This Program Activity Guide is prepared to regularly inform ACORD members and other interested parties on the standards development efforts underway in a non-technical manner. This publication is produced quarterly with the first quarter introducing the priorities for the year, the mid-year reports providing status and the year-end reporting a summary of accomplishments.

Any and all comments and questions are appreciated. Please contact the standards Program at grlc@acord.org for questions related to GRLC standards or implementation.

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Introduction

Purpose of this Report

This report provides quarterly updates to all standards participants and interested parties regarding the current activities, issues and accomplishments in the ACORD Global Reinsurance and Large Commercial (GRLC) Program.

The ACORD Global Reinsurance and Large Commercial (GRLC) Program

The GRLC program supports all Reinsurance and Large Commercial Insurance lines of business placed in both National and International markets. It incorporates standards for all parts of the business cycle, from Placement through to Accounting, Claims and Settlement. These are made up of XML messages and Guides which define the usage of messages to support key business processes. The guides are produced and maintained in collaboration with implementers to enable consistent message usage across the ACORD GRLC community.

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[ACORD Standards and Steering Committee Members](#)
[Public Program Information](#)
[Public Standards Site](#)
[ACORD Governance Documents](#)

What's New in the ACORD Global Reinsurance and Large Commercial (GRLC) Program

The following are recent updates and/or accomplishments for the 1st Quarter 2015:

- New working group eAccounting Global Net Settlement Processing launched in February of this year.
- New working group DCS (Data Capture Service) Process Service Request (PSR) Query Process also launched in February 2015.
- Binding Authority Risks Bound bordereau completed the milestone for mapping global property data set and the associated implementation guide. The next activity for this group is Liability data set.

For more information and resources be sure to check out the GRLC community page on the [ACORD website](#)

Working Group Scorecard

Categories & Definitions

- **Scope of Work** – Defined objectives and scope / progress is aligned with the original Working Group proposal.
- **On Schedule**– the objectives defined by the WG are on schedule
- **Attendance** - Group is meeting regularly, with representative attendance.
- **Member Contribution** – Working Group members are providing input, Use Cases, Homework, etc.
- **Implementation Commitment** – Members remain committed to implementing final work. For maintenance working groups, this category will be noted as Maintenance.

Status Indicators & Definitions

- ▲ **Good** – Group is on target for the specific category
- ▲ **Warning** – Group is aware the performance is jeopardizing the success of the working group's goals and is correcting the issue.
- ▼ **Critical** – performance is not being met by this Group.
- ◀ **On Hold** – Future direction is being determined.

1 st Quarter Performance	Scope of Work	On Schedule	Attendance	Member Contribution	Implementation Commitment
Binding Authority Risks Bound Bordereau	▲	▲	▲	▲	▲
DCS Process Service request	▲	▲	▲	▲	▲
eAccounting Global Net Settlement Processing	▲	▲	▲	▲	▲
Program Working Group	▲	▲	▲	▲	▲

Working Groups

The driving force of standards maintenance is our working groups made up of industry volunteers who spend valuable time understanding gaps & issues and developing the optimum solutions for each within the standards.

Visit the [GRLC Communities site](#) and "FOLLOW" working groups [at this link!](#)

Click on the Working Group Name (below) to access all details specific to that working group. Including:

- Meeting Minutes
- Work In Progress
- Shared Documents
- Active Participants
- Meeting Calendar

The GRLC Working Groups are listed below in alphabetic order:

Binding Authority Risk Bound Bordereau (BARB)

Latest Status (updated March, 2015)

This group focuses on collating an approved line of business data set requirement to cover global implementation and generate fields for an XML message.

BARB continues to improve the clarity of the data required for global standards setting with a focus on clarifying documentation to aid implementations across various territories that participate in Binder business. It is doing invaluable work continually improving the quality of data through collaboration with various stakeholders.

There is an active effort to grow expert participation within the group with peers seek one another out and reaching out to solution provider, carrier and distributor

An ACORD standard is already in place for Risk Bound Reporting ("ER3001"). This was designed to allow reporting of exposure information for personal and commercial property risks located in the USA under delegated authority facilities (aka "binding authorities". Coverholders, Brokers and Insurers have identified the opportunity to extend the usage of this standard by extending it to allow reporting bound risks for:-

- Further lines of business and coverages (e.g. Liability, etc – to be defined by the working group)
- Further countries of origin (e.g. the later Premium and Claims reporting standards were worldwide in scope – and the ER3001 should also become worldwide)

Benefits of Participation:

Coverholders – Consistent format to send information.

Brokers – Data arrives quicker and does not require reformatting.

Insurers – Consistent data in a reusable format.

Service Providers - Participation in the design to aid with incorporation into software solutions.

Schedule & Milestones:

- Commence in June 2014
- Global Property data set and implementation guide completed Dec 2014
- Further milestones to be set by the working group – aim to complete standards for highest priority lines of business.

Deliverables:

- An implementation guide (transaction specification) that defines the data and message flows required for reporting of bound risks
- XML messages in the formats required by implementers to send these messages (to be confirmed – but expectation is that there will be a need for messages in both P&C and AML syntaxes for different geographies)

Meeting Frequency: This working group meets 2nd Tuesday of each month from 3:30pm-5:00pm GMT (10:30am – 12:00pm ET).

[Original Working Group Proposal](#)

DCS Process Service Request

Latest Status (updated March, 2015)

This group has confirmed its scope and already reached the stage of its first draft of an implementation guide (transaction specification). This was reviewed by the working group on 26th March 2015 and updates to mappings agreed. It is planned that one further meeting of the working group will be held during April 2015 that will finalise the transaction specification and then put this forward to the ACORD process for publication as a "candidate release".

The need to be able to raise complex queries has been proposed within the London implementation community to support a number of initiatives they have underway (e.g. their "Genesis" placing data capture service that is piloting a new approach to receiving policy data using the GRLC "Placing" XML message involving centralizing the capture of data from paper placing documents which is then sent on to carriers in electronic messages).

This working group is defining how the existing Process Service Request/Response XML messages can be utilised to support the management of complex queries (raising queries, responding to queries and reporting a final audit on resolution of queries).

Meeting Frequency: This working group meets monthly via teleconference.

Schedule & Objectives

- Confirm scope.
- Analyse requirements for usage of the existing Process Service Request message and data usage in that message.
- Produce an implementation guide (transaction specification) that defines how the data in the Process Service Request message is to be used for management of complex queries

[Original Working Group Proposal](#)

eAccounting Global Net Settlement Processing

Latest Status (updated March, 2015)

This working group launched in February 2015. The participation has remained steady and we continue to make good progress. Our accomplishments include the following:

- Kick off meeting February 2015
- Creation of three sub groups to process actions required;

- Technical;

Outlining the usage of the PSR message which will contain a single Financial Account message (FA) along with all relevant business acknowledgement messages (L4's)

- Process

Reviewing the message flows for the process of a Global Net Settlement Process (GNS)

- Reconciliation message data requirements

Review the data required to be able to reconcile payments back to the original FA using straight through processing.

To date the main working group has met twice and we have held four meetings of the sub groups and preparing a draft implementation guide on results so far.

The focus of this group is to define the processes and messages to be used for net settlement of funds due between partners who have established amounts owed between them via the EBOT messages/flows and create an implementation guide to support this process.

Meeting Frequency: This working group meets every 2 weeks 3:30pm - 5:00pm GMT (11:30am – 1:00pm) ET with ad hoc sub group meetings.

Schedule & Objectives

- Define message standards to be adopted and use of data items based on current standards.
- Define flows to support net settlement and interaction with EBOT flows.
- Define confirmation information on settlement
- Document into an implementation guide

[Original Working Group Proposal](#)

Program Working Group

Latest Status (updated March 2015)

The GRLC Program Working group continues to meet monthly to address issues raised. Changes that are approved are then published in update drafts of the standards on the ACORD website (in line with the ACORD Agile process). It is the nature of issues that not all can be approved immediately, and analysis and discussion with the raiser are necessary over a number of PWG meetings to reach conclusions. The GRLC Steering Committee audits performance of the PWG and the GRLC Agile process periodically, and in June 2014 established that 84% of issues were resolved within 60 days of being raised, which was felt to be good performance.

The GRLC Program Working Group (PWG) is a key part of the agile process. It is charged with review and approval of all changes raised, and also publication of candidate release versions of messages and transaction specifications (per the agile process, subsequent "final" publication of these is via ballot/vote by the full GRLC community).

Participants new to the ACORD Standards and the Maintenance Request (MR) process will gain valuable insight by directly participating in the standards maintenance processes in action.

Meeting Frequency: This working group meets on the first Friday of every month (in exceptional circumstances where the volume of issues raised is high, ad hoc additional meetings are also arranged).

Schedule & Objectives

- Review MR's to ensure the submitter needs are met and MR's are well-formed and optimal improvements to the standards.
- Review and confirm accuracy of new versions of the standards and transaction specifications ahead of approval/publication in line with Agile procedure

Objectives 2015

The 2015 GRLC Goals and Objectives are listed in the following table.

<i>2015 Goals</i>	<i>Focus Areas</i>	<i>Objectives</i>	<i>Expected Outcome</i>
Oversee working groups	GRLC standards are mature and so very few new working groups are instigated, but for those that are the Steering Committee aims to monitor them proactively to ensure they are progressing in line with their targets and maintain required participation levels.	Monitor progress of existing groups:- <ul style="list-style-type: none"> • e-accounting net settlement • Binding authority reporting Complex queries PSR	Ensure working groups progress stays on track
Direct the change management process	With increasing levels of implementation it is important to address questions and issues quickly and effectively. GRLC's adoption of the agile process is a key part of achieving this. The Steering Committee has a key role in monitoring the proper running of the agile process, and has set some targets to measure this.	In 2015 they will measure actual performance of the agile process against these targets:- <ul style="list-style-type: none"> • Target: 90% of items resolved within two months from when first raised • Target: 100% of resolved items published on website within one month of resolution Target: Average of 10 participants on all PWG calls	Ensure agile process continues to work efficiently
Consider new areas for standards development	The Steering Committee has stated goals to <ul style="list-style-type: none"> • Monitor requirements from implementers and communities, and 	Dependent on issues that arise	Ensure new standards are sponsored when they are needed

2015 Goals	Focus Areas	Objectives	Expected Outcome
	<ul style="list-style-type: none"> Proactively sponsor new standards developments as the needs arise 		
Address interoperability issues	<p>Global organisations implementing the GRLC standards are increasingly finding overlaps with existing local standards (both ACORD standards such as P&C and AML – and non-ACORD standards such as Polaris in the UK and BIPRO in Germany). Working with ACORD member implementers to address and resolve approaches</p>	<p>Address know areas and determine resolutions:-</p> <ul style="list-style-type: none"> Binding authority data flows into London in different formats Usage of GRLC accounting flows in countries with local non-GRLC standards 	<p>Establish clear business cases. Recommend the formation of cross domain working groups to ensure consistent business processes Promote solutions (e.g. standards alignments, transformation tools and, etc.)</p>

Communities and Industry Associations

ACORD's mission includes aid and support of implementers. This is accomplished through "Communities." These communities may be created as standards (SDO) efforts or they may be created independently by members and/or non-members, together seeking to solve one or more business problems. The activities of these groups may result in traditional GRLC Program working group efforts, or may be educational or advocacy communities. ACORD staff and resources are a vital component of these communities.

ACORD Communities focus on specific issues and opportunities. They set goals to support standards usage, initiatives and promote consistency of implementation.

Industry Associations may also host communities that ACORD participates on to assist with implementation and development of ACORD Forms, Data Standards and the ACORD Reference Architecture (Framework).

Key to the relationship between ACORD Communities and Associations is advocacy and promotion of consistent and successful use of ACORD forms, standards and reference architecture.

Association / Sponsor	Key Objectives and Activities (relating to ACORD Insurance Standards)
IRLA - Insurance and Reinsurance Legacy Association	They have become ACORD members to assist with advocacy and communication.
IUA – International Underwriting Association	They are ACORD members and strong advocates for use of the ACORD Standards, particularly within the London insurance and reinsurance companies market.
LIIBA - London and International Insurance Brokers' Association	They are ACORD members and strong advocates for use of the ACORD Standards and efficient workflows, particularly within the London insurance and reinsurance broker market.
LMA - Lloyd's Market Association	They are ACORD members and strong advocates for use of the ACORD Standards and efficient workflows within the Lloyd's underwriting market in London.

Association / Sponsor	Key Objectives and Activities (relating to ACORD Insurance Standards)
LMG - London Market Group	They are ACORD members and strong advocates for use of the ACORD Standards and efficient workflows. They pull together views and instigate implementation projects within the London insurance and reinsurance markets.
RAA - Reinsurance Association of America	ACORD are working with the RAA to include the Standards/Ruschlikon operational efficiencies in the RAA's Basic and Claims courses.
Regional Insurance Standards associations	ACORD is maintains relationships with Polaris in the UK and BIPRO in Germany, who both address retail insurance standards in their respective countries, to consider matters of mutual interest. The Ruschlikon initiative has also engaged during 2014 with BIPRO regarding implementation initiatives in Germany. ACORD also participates in the UN initiative to harmonise standards under UN/CEFACT and via this route meets regularly with European standards bodies BIPRO (Germany), Telebib (Belgium) and SIVI (Netherlands).

Community	Key Goals and Activities
Ruschlikon Steering Group For ACORD – Lindsay Wälder	<p>This group has brought together the main global (re)insurers and brokers to realise the full business benefit of GRIC message implementation. The committee is dedicated to implementing ACORD Accounting, Claims and Settlement messages as defined in the ACORD EBOT and ECOT guides. The community has produced a document (the Global (Re)insurance Best Practices – Accounting, Claims & Settlement) that defines their activities. Recent highlights:-</p> <ul style="list-style-type: none"> • In 2015 the group is looking at finding meaningful metrics that will increase traffic amongst current Ruschlikon

Community	Key Goals and Activities
	<p>members and bring on new insurers, reinsurers, and brokers with quantitative business cases available.</p> <ul style="list-style-type: none"> • The Steering Group meets three times a year, each time hosted by a member company. In February 2015, members met at Munich Re in Germany. A key next step will be a service provider session which will be taking place in late June, hosted by Swiss Re at their office in London.
<p>Ruschlikon Global Marketing Group For ACORD – Lindsay Wälder</p>	<p>The Marketing Group continues to meet regularly to focus on ways marketing and communication can help support the Ruschlikon goals of:</p> <ul style="list-style-type: none"> • Increasing traffic & the critical mass within the Ruschlikon community and building on strong brand value • Creating new relationships with existing partners • Attracting additional members such as new brokers, co-insurance market players, and new reinsurance members (both sending & receiving) <p>With the main actions being:</p> <ul style="list-style-type: none"> • Reviewing, streamlining and updating key information and creating a core database that is easy-to-use and provides all relevant MI • Standardizing regular interaction within the Ruschlikon Community as well as with the “outside” insurance market (e.g. quarterly standardized reports, etc.) • Promoting growth opportunities with local/regional press publications , awards, events and local trade associations • Ensuring focus and progress, given resource constraints

Community	Key Goals and Activities
<p>Ruschlikon North American Committee For ACORD –Maggy Leon</p>	<p>This committee represents and promotes the needs and priorities of the North America reinsurance and large commercial community. The committee is dedicated to implementing ACORD Accounting, Claims and Settlement messages as defined in the EBOT and ECOT guides, and have also lent their support for the Global (Re)insurance Best Practices – Accounting, Claims & Settlement. One of their key priorities is to get more brokers and cedents engaged. They are also looking to utilize the Placing message as a means to establish the contract account.</p> <p><u>Implementations</u></p> <p>Eleven reinsurers, two brokers (Aon and Guy Carpenter) and two cedents (AIG and The Hartford) are live. One further broker is planning to go live in 2015 (Willis Re).</p> <p><u>Events</u></p> <p>Plan presentation at the IASA conference in June 2015.</p>
<p>Ruschlikon UK working group For ACORD – Melanie Harding</p>	<p>This group is focusing on insurance/reinsurances processed directly between brokers and carriers in London (as opposed to those processed via the London bureau run by Xchanging).</p> <p>Priorities for 2014/15 are:- insurer systems integration; coinsurance in Europe; outbound reinsurance; ECOT adoption; PPWs/PPCs; settlement performance statistics; retail business.</p> <p><u>Implementation</u></p>

Community	Key Goals and Activities
	8 Brokers are live with 18 carriers in the UK and 6 carriers across Europe
Bermuda Ruschlikon Steering Committee (BRSC) For ACORD –Maggy Leon	<p>The group was formed in November 2011 to promote the use of ACORD EBOT, ECOT and Best Practices in the Bermuda market. For 2015 advocacy is focus, with main priority to engage more brokers.</p> <p><u>Implementation</u> 11 Carriers live with three brokers. Three more testing.</p>
Ruschlikon Asia Pacific For ACORD- Puneet Bharal	<p>This has been in place since February 2013.</p> <p>Local implementation priorities are largely driven from Corporate HQs. Ruschlikon Steering Group companies are largely committed to implementing in Singapore, each to their own timescales. However, due to a lack of activity on the ground and the difficulty in establishing a new Chair to replace Peter Mungeam, this group is on-hold for the meantime.</p> <p>Implementers will continue to receive support from partners and ACORD, but the implementation group will not re-convene until and unless there is appetite from the region.</p> <p>Events ACORD held its third ACORD Forum Asia in Singapore in March 2015, in partnership with Celent's Innovation Awards. The event was focused on local business issues rather than Ruschlikon. Nonetheless, the CEO of Ping An, China was keen</p>

Community	Key Goals and Activities
	to learn more about EBOT and ECOT, with a view to implementation. ACORD is liaising with Ping An.
Business Implementation Group (BIG) For ACORD - Phil Brown	<p>The BIG is a technical committee committed to ensuring the EBOT and ECOT implementation guides represent the needs of implementers. It has representation from the implementation communities referenced above. It addresses a list of ongoing issues – and sends participants to the ACORD PWG to participate in the ACORD agile maintenance process. BIG holds monthly virtual meetings, with face to face meetings arranged to address more complex issues 2-3 times per year.</p> <p>Events</p> <p>BIG held three face to face meetings in 2014, and in February 2015 held their latest face to face meeting in Munich -it is likely that a further two face to face meetings will be held in 2015, the first of these already being arranged for June in London.</p>
London Placing For ACORD – Phil Brown	<p>London has taken the lead on promoting ACORD GRLC Placing message implementation in their community. Since 2010 their focus has been on promoting the use of Placing for 'endorsements' (i.e. changes to policies). Message volumes are holding steady, with an annual total of approximately 185,000 (this is the total of messages back and forth, and there can be a number to support each transaction and also more than one agreement party for a change – taking all this into account the current volume represents around 25,000 policy changes per annum being processed electronically (2,000 per month).</p>

Community	Key Goals and Activities
	<p data-bbox="636 245 722 272"><u>Latest</u></p> <ul data-bbox="682 313 1535 768" style="list-style-type: none"> <li data-bbox="682 313 1535 589">• The Genesis Data Capture Service project, pilot implementations of which commenced in January 2014, engages a central provider to key in data from paper placing documents which is then sent to carriers in ACORD standard "Placing message" format – during the first part of 2015 the market is considering findings of the pilot and requirements to move to a full production service. <li data-bbox="682 597 1535 768">• Placing Platform Ltd (PPL) is a central initiative working in conjunction with London market associations considering the need for a common placing platform in the London market. They selected a supplier in late 2014 and now are working to confirm their approach for the future.