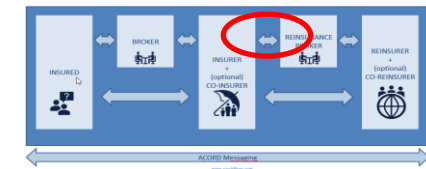


Case Study – Guy Carpenter

May 2025, Tom Lucas



Case Study – GC / Cedent to reinsurance (RI) broker messaging



25%

First quarter efficiency improvements, this continues to grow

35%

First quarter reconciliation without any manual intervention

WHY

- Upgrade cedent to RI broker exchange from paper/email to an electronic data exchange
- Leverage Ruschlikon messaging to provide data and process standardisation between cedent and RI broker
- Improve data exchange security
- Minimise manual data entry and reduce errors
- Improve efficiency in response times by reducing manual effort, allowing the reallocation of resources to other value add activities
- Ultimately provide an improved customer service through faster claims payment

HOW

- Implement ACORD GRLC data standard and Ruschlikon best practices in a new message flow
- Use WCL gateway and enabledAccounting application to perform technical validation of incoming messages before API integration with downstream Guy Carpenter applications happens
- Reconcile messages with transactional data and providing Business Validation (Acceptance or Query) responses
- Utilise vendor knowledge to support both Sender and Receiver in new data flows

WHAT

- Allow consumption of TA, CM and FA messages from Cedents*
- Use WCL APIs for full integration of received messages into GC applications
- All supporting documents fully managed and sent to required internal GC Document Management systems
- Fast exception processing through enabledAccounting (WCL's application for viewing received messages)
- Increase the percentage of messages processed automatically to Guy Carpenter applications, eliminating manual interaction

**Guy Carpenter currently only consuming CM data but all message types are supported by enabledAccounting*

Sender:



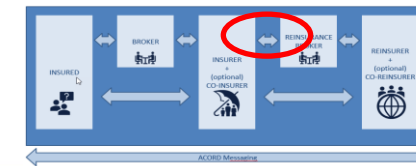
Receiver:



Vendor:



Case Study – GC/Cedent to reinsurance broker messaging



PITFALLS / LESSONS LEARNT

- First time this has been achieved, hence limited availability of messaging partners supporting cedent-to-broker messaging
- Market-wide cedent-to-broker message support is still evolving, pioneering new processes presents challenges
- All parties must be ACORD messaging enabled, or changes to existing systems are required
- Business process should be considered from the start, and the implementation provides opportunity to align reference numbers
- Using WCL knowledge of ACORD standards to support IT and technical teams to allow testing while trading partners were building technical capabilities

IT PRE-REQUISITES AND ADJUSTMENTS

- ACORD certified messaging capability
- Ability to connect with WCL APIs for downstream integration
- An application capable of handling all ACORD message types
- Adjust existing business processes to achieve full benefits
- ACORD expertise is essential for navigating existing processes and integrating with the policy administration system to maximise ROI

**Guy Carpenter currently only consuming CM data but all message types are supported by enabledAccounting*

SCOPE

- Cedents to Reinsurance Brokers
- All message types; TA, CM, FA, ACK including queries were mapped and managed including supporting document transfer*
- 2012-02 messages were used in this example, although all ACORD versions are supported

ROI

- Improved efficiency as the messages and the supporting documents received from the cedent are consumed by Guy Carpenter downstream systems
- Consistency in data structure improves data quality
- Improved client service through reduced turn-around-time

OUTLOOK:

- Onboarding of additional cedents (as sending company) to the Ruschlikon community
- Support the industry on the development of the cedent to broker data and process standards
- Usage of WCL's enabledExtract to allow converting PDF into ACORD messages for non-ACORD enabled cedents

“While the broker to reinsurer message is well-established, the client to broker message in reinsurance has not been adopted in the same way.

Partnering with WCL and The Hartford has given us a solid foundation to build on, expanding message types and other capabilities, while bringing more efficiency and transparency to the claims process.”

Tom Lucas