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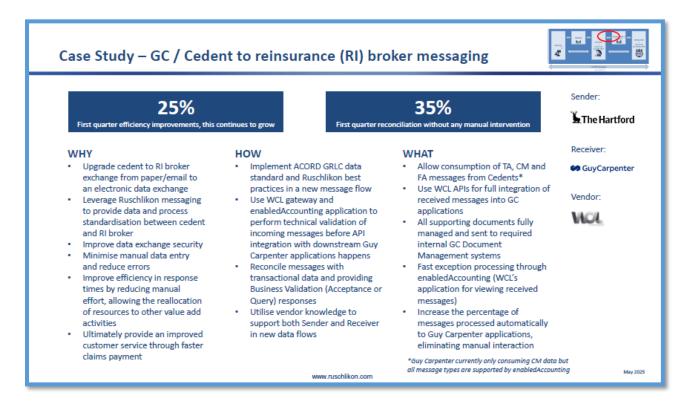


Cedent to reinsurance broker messaging

Success

Closing a gap in the eMessaging end-to-end value chain

It's the first time that a reinsurance broker is successfully consuming Claim Movement Messages (CM) sent by a ceding company. In the first quarter after implementation, Guy Carpenter has managed to accept 35% of claims reported by The Hartford in their system, with no manual intervention. This leads to an efficiency improvement of 25% within the process and this percentage is expected to grow.



In the case study, Tom Lucas shares more information about the why, how, and what for this Ruschlikon implementation. He also transparently outlines the lessons learned and technical pre-requisites on both the sender and receiver sides of the equation. Whilst Guy Carpenter has been successfully sending ACORD GRLC eMessages for many years, this was a first-time experience as a message receiving company. As there is limited availability of industry partners supporting cedent-to-broker message flow, the involvement of experienced ACORD member companies was a key to success.

"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 WebConnectivity (WCL) and The Hartford has



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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, Guy Carpenter and Ruschlikon Accounting & Claims SteerCo Member

<u>Check out the case study published on the website here</u> and register to the upcoming Ruschlikon Case Study Deep Dive Webinar, where Tom will discuss the topic further, scheduled for 10th June 2025. If you are interested, please click here to register: <u>Ruschlikon Webinar: Cedent to Reinsurance Broker</u> <u>Messaging - Deep Dive into Guy Carpenter's Case Study</u>. If you have any questions, please feel free to contact Tom directly.

Tom Lucas, Guy Carpenter and Ruschlikon Accounting & Claims SteerCo Member

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