

Technical Implementation Guide eAccounting and Claims (V 1.1 Sept 2021)

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Legal Notices

Copyright and Confidentiality

The spirit of this document is to implement, share and publish process and data standards for the benefit of the whole (re)insurance industry.

Changes to this document

The information in this publication may change from time to time. You must always refer to the latest available version. This can be obtained from the ACORD website (www.acord.org). Changes to this document will be considered and proposed by the Ruschlikon Business Implementation Group, and agreed by the Ruschlikon Steering Group in consultation with other implementation communities that have adopted it. Such updates do not form part of, and are not subject to, the voting procedures for the maintenance of ACORD standards.

Translations

The English version of ACORD documentation is the only official version.

Competition Law Policy

Various local, national, and international laws restrict the exchange of information among competitors regarding matters pertaining to pricing, refusal to deal, market division, tying relationships, and other topics which might infringe upon antitrust regulations and/or competition law. No such exchange of information will be permitted.

Business partners and competitors involved in discussions directly or within ACORD or local community groups, must not violate the adherence to this policy.

Legal status of this document

This is not a legal document. It does not alter or amend, in any manner, the contracts between the parties, which continue to govern their respective obligations. It is not formally signed by any organisation. It aims to document a common view on how ACORD standard messages can be implemented to best and most cost-effectively realise efficiencies that can be gained from the exchange of electronic data in a standard way. Adherence to these best practices ensures interoperability between all implementers who follow the Best Practices Guide and provides a basis for process efficiencies and the realisation of further business benefits.

Introduction

ACORD and Ruschlikon

ACORD is a not for profit standards organisation that has been working with the Global Reinsurance and Large Commercial Insurance industry to create electronic messaging standards since 2001. Today ACORD continues to maintain and publish these “Global Reinsurance and Large Commercial” (GRLC) standards for the industry and has a close working relationship with implementation communities such as Ruschlikon.

Ruschlikon is a global community of cedents, reinsurers, insurers and brokers who came together in 2009 to promote the implementation of the ACORD GRLC electronic messages. It has been very successful and electronic messages that support the processing of back office (accounting and claims) are now in live usage in over 100 countries.

Ruschlikon France

Ruschlikon France is an implementation community that was formed during October 2018. This followed extensive work conducted by a workgroup sponsored by APREF (French Association of Reinsurance Professionals), which determined the requirements for moving from paper-based transactions to electronic messaging. This work started with the French market’s requirements and defined a series of transaction “templates” that represent the paper-based transaction in use today. Once the templates were completed, they were matched to Ruschlikon’s usage of the ACORD GRLC standards and it was confirmed that they could be supported by existing electronic messages. Ruschlikon France continues to meet regularly to commence the task of moving the French Reinsurance market to electronic messaging.

Purpose of this guide

This technical guide aims to explain the (re)insurance administration relevant templates (use cases) and how the transactions they represent can be processed using ACORD GRLC electronic messages (2016-10 version).

Application to other markets

While the original documentation has been established to respond to the business needs of the French market, all documents were reviewed in other Regional Implementation Groups and by business experts across the globe. It has been proven that the documents are applicable for any other market, independent if they are considered as transactional or bdx markets. Depending the market practise, not all templates are equally relevant.

Content of this guide and relationship to ACORD/Ruschlikon documentation

Content of guide

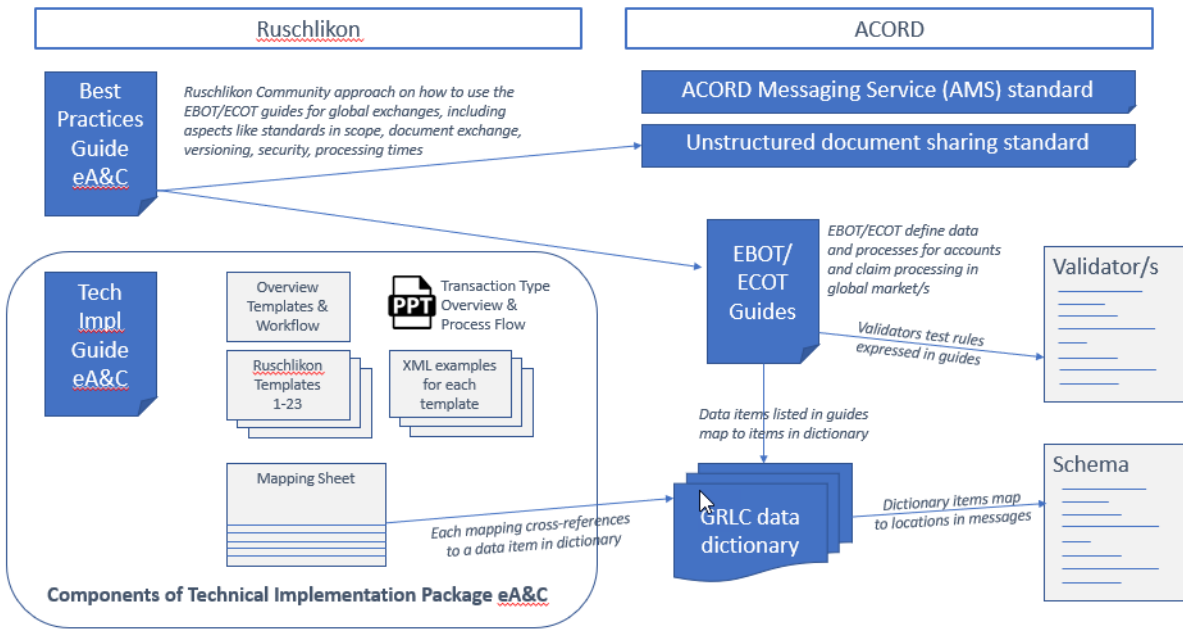
- Technical Implementation Guide eAccounting & Claims
 - this document
- Overview of templates (use cases)
 - Spreadsheet that lists all templates (for description of what these are see later) that have been created

- Templates and example XML message
 - o A separate document showing the format and content for each template
 - o XML message samples for each template
- Mapping sheet
 - o A spreadsheet that shows a grid of all templates against all data content, with a mapping of data content to data items in the ACORD XML messages
- Graphics
 - o Transaction type overview and process flow in bdx and non bdx markets

Ruschlikon and ACORD documentation that this guide relies upon

- Ruschlikon Best Practices Guide eAccounting and Claims
 - o Ruschlikon document that defines implementation approach of the Ruschlikon global community (includes details of scope, ACORD version/s supported, service targets, and other implementation guidance that has been agreed by that community)
- ACORD Messaging Service (AMS) standard
 - o Suite of documents that explain how ACORD GRMC messages should utilise the internet to send and receive XML messages
- ACORD Unstructured document sharing standard
 - o Recommendations within guides for sharing documents either by transmitting them with XML messages or using “Document Repository Interface” technical messages
- ACORD EBOT/ECOT guides
 - o Guides for usage of XML messages to process Accounting and Claims transactions (followed by the global Ruschlikon community)
- ACORD GRMC Data Dictionary
 - o Database with all ACORD GRMC data included inside it (important as mappings to ACORD data in the mapping sheet’ being part of the Technical Implementation Package eA&C use the data dictionary data item references)
- Validators
 - o These are .xsl (stylesheet) files published by ACORD that can be used to test the content of XML messages to ensure they are valid
- Schema
 - o This is a file that contains the technical definition of the format of the ACORD GRMC messages, and can be used to validate the format of XML message at a basic level

Toolkit eAccounting & Claims (eA&C)



Ruschlikon templates for (re)insurance administration

Format/content of the Ruschlikon templates

The templates created by the Ruschlikon community (listed in zip file “Ruschlikon templates plus mapped examples”) cover the (re)insurance administration related use cases seen globally and transmitted in various formats within the various (re)insurance markets. Cedents currently use their own formats for these submission of accounts. Ruschlikon recommends a standardized report out in the (re)insurance administration as suggested by the templates.

There are some shaded items in templates and sometimes additional comments. These have been added to indicate how information within the templates is mapped to electronic messages:

- Unshaded items are not mapped to data within GRLC electronic messages
- Green shaded items are mapped to data within GRLC electronic messages
- Orange shaded items are mapped to data within GRLC electronic messages (but within other templates – comments explain this in each use case)
- There are some additional comments on few templates that explain other aspects of how that template maps to electronic messages.

Overview of templates and workflow

There is a high-level view of the templates in a supporting overview spreadsheet (Overview Templates and Workflow_20210930). This includes templates for the following use cases:

Doc n°	Document Type English	Send out	Nature de document French
	Treaty Proportional		Traité – Proportionnel
1	Statement of Account Prop (quarterly)	1	Compte Technique Proportionnel (trimestriel)
1	Statement of Account Prop (year end)	1 + 2a/2b + 3a/3b	Compte Technique Proportionnel (4ème trimestre)
2a/2b	Claims Participation (2a) Profit Commission Calculation (2b)	2	Participation aux sinistres (2a) Participation aux bénéfices (2b)
3a/3b	Sliding scale commission (3a) Linear sliding scale commission (3b)	3	Commission à échelle (3a) Commission à échelle linéaire (3b)
4	Claim advice (first/update/closure)	4	Avis de sinistre (Préliminaire/Mise à jour/Clôture)
5	Cash Loss Prop	5	Appel sinistre au comptant
	Treaty non proportional		Traité Non Proportionnel
6	Premium Instalment	6	Primes provisionnelles
7	Statement of Account NP (year end)	7 + (8 or 9) + (11 or 12) + 16a	Compte Technique Non-Proportionnel
8	Premium adjustment calculation (fixed rate)	8	Ajustement de primes fixe
9	Premium adjustment calculation (variable rate)	9	Ajustement de primes variable
10	No claim bonus calculation	10	Calcul du No Claims Bonus

Doc n°	Document Type English	Send out	Nature de document French
11	Claim Bdx NP without AAD	11 + (15 + 16a + 17)	Bdx de sinistres sans AAD - Compte Technique Non-Proportionnel
12	Claim Bdx NP with AAD	12 + (15 + 16a + 17)	Bdx de sinistres avec AAD - Compte Technique Non-Proportionnel
13	Claim advice (first/update/closure)	13	Avis de sinistre (Préliminaire/Mise à jour/Clôture)
14	Claim Payment Request	14 + (16b + 17) if applicable	Demande de paiement de sinistre
15	Loss stabilisation calculation	15	Fiche d'indexation
16a	Reinstatement calculation (annual)	16a + (11 or 12)	Calcul de prime de reconstitution
16b	Reinstatement calculation (one off)	16b + 14	Calcul de prime de reconstitution
17	Annuity calculation	17	Calcul de rente applicable
	Facultative - Bordereaux Market		Facultatif // Marché Bordereaux
18	Statement of Account Facultative	18 + (20 + 21)	Compte Technique Facultative
20	Premium Bdx Facultative	20	Bdx de primes facultative
21	Claim Bdx Facultative	21	Bdx de sinistres facultative
13	Claim advice (first/update/closure)	13	Avis de sinistre (Préliminaire/Mise à jour/Clôture)
14	Claim Payment Request	14	Demande de paiement de sinistre
	Facultative - Transactional Handling		Facultatif // Transactionnel
19	Debit Note (premium on a fac contract)	19	Note de credit
13	Claim advice (first/update/closure)	13	Avis de sinistre (Préliminaire/Mise à jour/Clôture)
14	Claim Payment Request	14	Demande de paiement de sinistre
	Other Documents		Autres Documents
22	Financial Statement	22	Relevé des soldes impayés
23	Security Pledge Adjustment	23	Etats des engagements à nantir

The overview spreadsheet also contains further columns with notes about each transaction and how it is to be processed using ACORD GRLC electronic messaging:

- Business process description (use case)
- Notes on electronic message orchestration (i.e. which message/s are to be used, and how many, etc)
- Comparison with the Global process (i.e. Highlighting how Bordereaux market processes compare with the global market processes (transactional) to allow implementers to make adjustments to systems that need to support both administration approaches).

Mapping to ACORD GRLC Messages

Message/s that relate to each template

Some templates are replaced by just a single GRLC Message, while other templates are replaced by multiple GRLC messages. In each case it was the aim to stay as consistent as possible with the approach to messaging already adopted in the global market/s, without impacting the business practice requirements within the bordereaux (re)insurance market.

The 'Overview Templates and Workflow' spreadsheet provides explanatory information regarding transactions that are replaced by multiple messages and how they should be implemented.

Data mappings

Each green-shaded item of information from within each template can be transmitted in an ACORD GRLC message. Such items are mapped to either a TechnicalAccount (TA) or ClaimMovement (CM) message. A mapping spreadsheet called "Mapping Sheet - all transactions – 20210930" shows how template information items are mapped to the respective ACORD GRLC message data items. This spreadsheet lists the templates as columns across the top and lists the template information items as rows of the page. This format allows an indication to be given against each template/information item regarding whether it appears on that particular template, and also whether it maps to a message (i.e. it will say "Template" or "Template + TA" etc). The final column of the mapping spreadsheet is showing the data reference¹ for the GRLC Standard data item/s that the item maps to.

Example messages

For each template sample GRLC message/s have been created to give examples of how the data maps and what the messages look like. These sample messages can be found in the same zip file as the templates themselves (accessible for ACORD members only).

Message flows

Generally, the process flows as described in the EBOT/ECOT guides apply and should be followed. This includes the capability to send/receive all message types (TA, CM, FA, Ack, query and resolution process for not agreed items, two-way-query, document exchange DRI).

In addition, Bordereaux markets require specifically the treatment of both premium- and claims-bordereaux, thus the Bordereau-decomposition in respective ACORD GRLC messages including the associated document flow is available as graphical overview.

¹ This is the data reference from the ACORD GRLC data dictionary. The dictionary must be used to retrieve the exact map to message data items.

Glossary / Abbreviations

Term	Definition
Acknowledgement	An acknowledgement is used to respond to each message received. Different levels of acknowledgments are used depending on the validation processes. The functionality and usage of Acknowledgement messages is detailed in the EBOT and ECOT guides.
AMS	ACORD Messaging Service: ACORD messages can be exchanged between implementing companies as plain XML files. Additionally, the ACORD standard defines a specialized message exchange service. It is based on the Web Service Description Language (WSDL) to implement the concepts of web services. The messages are sent using the Simple Object Access Protocol (SOAP) standard. Following this protocol, a message consists of an envelope with the XML root element, a header and a body which both are direct child elements of the envelope. The SOAP envelope only contains structural information, not the message itself. The actual SOAP messages are sent as attachments with the message and are referenced within the message body.

Term	Definition
Bordereaux client (sender)	<p>Bordereaux clients have the habit to present regular statement of accounts also for non-proportional treaties as well as for prop and non-proportional facultative risks. The statement of accounts contain a bundle of documents that trigger various individual bookings (eCOT and eBOT). Typically, the statement of account also contains a list of claims that need individual handling in the sender's and the receiver's (re)insurance administration system. The same is true for the premiums for the facultative book, e.g. the statement of account includes a premium portfolio providing information on single policy level.</p> <p>Contrary to the transactional clients, the sender only collects funds from the receiver through the statement of account (exception: urgent payment requests for NP treaty and facultative risks). All financially relevant balances from the statement of account are offset against each other (contractual condition).</p> <p>To allow bordereaux clients to trigger the financial handling on a statement of account level, the sender system must store the Settlement Group Reference.</p> <p>To allow proper handling of intermediate claim updates from a claim advice, the sender has to follow the approach explained on slide 10 of the 'Transaction Type Overview and Process Flow' document resp. follow the process explained in the 'Overview Templates and Workflow' document</p>
Cash Call	<p>A request for claim payment on proportional treaties outside the normal periodic technical accounting process. As per common reinsurance practise, the paid amount is refunded with the next regular statement of account.</p>
Claims Movement (synonyms: Claim Notification; Claim Advice; CM)	<p>This flow is used for initial advice of claims and also subsequent claim advices or changes in reserves for excess of loss/non-proportional business and direct insurance.</p>

Term	Definition
DRI	Stands for Document Repository Interface and describes standard technical solutions that allow different electronic document repositories to interoperate, in other words to exchange electronic documents between each other automatically, without manual intervention.
EBOT	The Electronic Backoffice Transaction Guide, this is an ACORD GRLC standard describing the usage of Accounting and Settlement messages. This is one of the two underlying documents used in conjunction with Best Practices. This can be downloaded from www.acord.org .
ECOT	The Electronic Claim Office Transactions Guide is an ACORD GRLC standard describing the usage of Claims messages. This is one of the two underlying documents used in conjunction with Best Practices. This can be downloaded from www.acord.org .
Financial Account (synonym: Settlement, Financial Statement, FA)	Is a reconciliation of accepted TA amounts and balances due for payment before the actual settlement. It is used to inform the recipient about settlement intention or to request or advise settlement.
GRLC	A set of ACORD standards applicable to the Global Reinsurance and Large Commercial Risks programme.
Statement of Account (synonym: Closing, Technical Statement, Technical Account,)	Contains the accounting amounts and balance details for premiums, claims and costs of a defined reinsurance contract and period.
Transactional client (sender)	In the transactional markets, individual claim updates with pay-out to the insured and affecting the reinsurance contract will trigger a financial handling – this at any time in the year, for Non Proportional treaty as well as for facultative risks. In addition to this, individual documents such as premium adjustments, etc are submitted to the receiver. Transactional clients send regular Statements of Account for proportional treaties only, where premiums, commissions, billed and outstanding losses are reported.

Term	Definition
XML	The Extensible Markup Language (XML) is a general-purpose specification for creating custom markup languages . It is classified as an extensible language , because it allows the user to define the mark-up elements. XML's purpose is to aid information systems in sharing structured data, especially via the Internet .
XSL	The Extensible Stylesheet Language (XSL), a family of transformation languages , allows to describe how to format or transform files encoded in the XML standard.