



Write Back Functional Specification

Part C: Retrieve Claim Information

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1 RETRIEVE CLAIM DATA MESSAGE INTERACTIONS

This section describes the interface which will be offered by central systems for a Retrieve Claim Data service. It covers the data required to call the service together with the data returned in the response message.

1.1 Service Overview

Central systems will expose a service that will allow Carriers to retrieve claim data for a given UMR, UCR and TR. The message to the Carrier will consist of the following information:

- The current claim information that would normally be available to the Carrier from CAS
- A current list of policy and claim documents that would normally be available to the Carrier from the IMR. This will be in a similar format to that obtained from an ACORD DRI Search (see below)

The information will be provided in a structured XML format that resembles ACORD as far as practicable. This service will also contain appropriate failure, retry and exception handling to mitigate any risk of non-delivery.

The response message will contain an acknowledgment of successful receipt of the message or a rejection with the reason.

Please note that the technical content of the message e.g. SOAP or REST protocols, unique message identifiers etc. will be defined in detailed design which will likely involve further collaboration with Carriers and their software providers.

1.2 Retrieve Claim Data Service and Outbound DRI

For Carrier organisations that already have an Outbound DRI implementation, Write Back should operate as a complementary service. The Retrieve Claim Data service will provide a full list of documents for a claim at the point at which the service is invoked. Carrier systems will be able to compare the list of documents provided in this web service with documentation already notified via the Outbound DRI channel using the unique identifier for the document (either Document ID or a combination of Document Ref and Document Version). If any documents are notified which are not currently held on the Carrier's own repository - for example, where the Carrier role on a claim has changed and previously loaded documents have not been notified via Outbound DRI or where documents have been loaded to the IMR but no CWT event has been triggered - the Carrier system can invoke the

Document Download service in order to obtain copies of the documents. This will ensure that Carriers have a full set of claim documents when adjusting a claim.

1.3 Message Data Definition

Conventions

The following conventions are valid for the Retrieve Claim Data request message.

Area	Statement
Message	A Retrieve Claim Data Request always has only one sender and one recipient. However, the Response message will contain information about other markets on the risk.
Data Completion	Usage for each data element is provided using: <ul style="list-style-type: none"> • (M)andatory - The data element will always be supplied in the message • (C)onditional - The provision of the data element is dependent on the provision and content of other data elements in the message. • (O)ptional - The data element will be supplied if the related data field in the source system is populated. • (N)ot used - The data element will not be supplied.
Code Lists	Code lists are used as indicated in the Code Lists section. <ul style="list-style-type: none"> – See the ACORD code list (www.ACORD.org) for further information where ACORD codes are used – ISO 4217 currency codes will be applied to all currencies – see Appendix 5A: for specific London Market code lists.

The full XML structured message is included as Appendix 5B.

The following conventions are valid for the Retrieve Claim Data response message

Area	Statement
Orchestration	One Retrieve Claim Data response message must be sent per

Area	Statement
	successfully received Retrieve Claim Data request message.
Orchestration	Once a Retrieve Claim Data request has been responded to there should be no subsequent acknowledgment responses for that message.
Code Lists	<p>Code lists are used as indicated in the Code Lists section.</p> <ul style="list-style-type: none"> – See the ACORD code list (www.ACORD.org) for further information where ACORD codes are used – ISO 4217 currency codes will be applied to all currencies <p>See Appendix 5A: for specific London Market code lists.</p>

The full XML structured message is included in Appendix 5C.

Structured Message

The table below provides details on each of the column headers used in the message definition table below.

Column	Description
Field Name	The name assigned to the data element
Xpath	The xpath for the data elements
Definition	Business description of the field
Comment	Additional commentary regarding usage
Data Type	The type of data
Format	Indicates the format of the field
Code set	Provides, where applicable, the relevant code list
Enum	Valid values

1.3.1 Request Message

Please refer to the Data Dictionary embedded in the ECF - WriteBack - RetrieveClaimData - Interface Specification - for the Request Message structure, multiplicity and business usage.

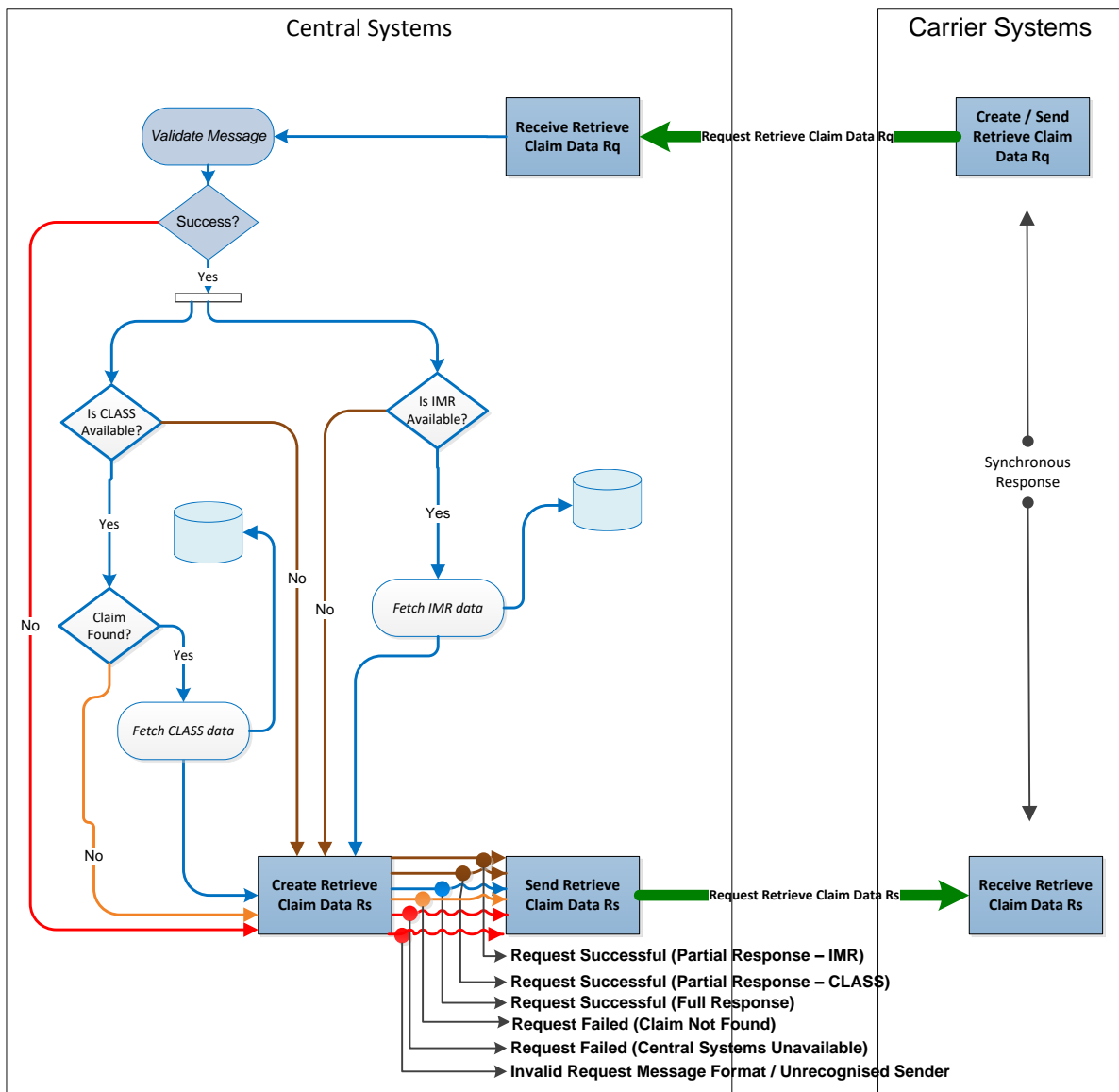
1.3.2 Response Message

Please refer to the Data Dictionary embedded in the ECF - WriteBack - RetrieveClaimData - Interface Specification - for the Response Message structure, multiplicity and business usage.

1.4 Operational Behaviours

The service will exhibit the following operational behaviors:

- Request Successful - Full Response
- Request Successful - Partial Response
- Request Failed - Central Systems Unavailable
- Request Failed - Invalid Request Format
- Request Failed - Invalid Organisation
- Request Failed - Claim Not Found



1.4.1 Operational Behaviours and Response Messages

The response message contains three elements which together convey the response status of the message.

Field Name	Definition	Usage
AcknowledgementLevelIndicator	Code which indicates the level of acknowledgement provided in a response. Valid values are: transaction_validation application_validation	Mandatory
AcknowledgementStatus	Code which indicates the status of the acknowledgment given within a response. Valid values are: acknowledged rejected	Mandatory
ResponseDescription	Narrative to support the acknowledgement status	Optional

1.4.2 Request Successful - Full Response

If the message is successful then a service response 'Success' will be returned together with the required payload.

Behaviour 1 - Request Successful - Full Response	
Pre-condition	A valid request message containing the UMR, UCR, and TR is sent to the service
Post-condition	<ul style="list-style-type: none"> • <i><AcknowledgementLevelIndicator></i> will be set to "application_validation". • <i><AcknowledgementLevelStatus></i> will be set to "acknowledged" • The response will include the required claim data and a list of matching documents.

1.4.3 Request Successful - Partial Response

If the message is successful but only part of the information can be obtained then a service response 'Success - Partial Response' will be returned together with the available payload.

Behaviour 2 - Request Successful - Partial Response	
Pre-condition	<p>A valid request message containing the UMR, UCR, and TR is sent to the service, however:</p> <ol style="list-style-type: none"> 1. CLASS is unavailable whereas the IMR is available 2. CLASS is available whereas the IMR is unavailable
Post-condition	<ul style="list-style-type: none"> • <i><AcknowledgementLevelIndicator></i> will be set to "application_validation". • <i><AcknowledgementLevelStatus></i> will be set to "acknowledged" <p>If CLASS is unavailable whereas the IMR is available</p> <ul style="list-style-type: none"> • <i><ResponseDescription></i> will be set to "Partial Response - CLASS Unavailable" • The response will include a list of matching documents only. <p>If CLASS is available whereas the IMR is unavailable</p> <ul style="list-style-type: none"> • <i><ResponseDescription></i> will be set to "Partial Response - IMR Unavailable" • The response will include the claim business information only.

1.4.4 Request Failed - Central Systems Unavailable

If central systems are unavailable e.g. where the Retrieve Claim Data request has been received outside of ECF core service availability hours which are 7am-7pm UK time, Monday to Friday excluding public and bank holidays (existing standard but to be confirmed in full NFS), then a service response 'Fail - Central Services Unavailable' will be returned.

Behaviour 3 - Request Failed - Central Systems Unavailable	
Pre-condition	A valid request message containing the UMR, UCR, and TR is sent to the service, however central systems (CLASS and/or IMR) is unavailable

Behaviour 3 - Request Failed - Central Systems Unavailable

Post-condition	<ul style="list-style-type: none"> • <i><AcknowledgementLevelIndicator></i> will be set to "application_validation". • <i><AcknowledgementLevelStatus></i> will be set to "acknowledged" • <i><ResponseDescription></i> will be set to "Central Systems Unavailable" • The response message will not include claim business or claim document information.
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1.4.5 Invalid Request Message Format

If the message is in an invalid format then a service response 'Fail' will be returned. The originator is responsible for correcting and re-sending the message if and as appropriate.

Behaviour 4 - Invalid Request Message Format

Pre-condition	An invalid request message is sent to the service and the request has failed validation within central systems
Post-condition	<ul style="list-style-type: none"> • <i><AcknowledgementLevelIndicator></i> will be set to "application_validation". • <i><AcknowledgementLevelStatus></i> will be set to "rejected" • <i><ResponseDescription></i> will be set to "Fail - Request Invalid" • The response message will not include claim business or claim document information.

1.4.6 Request Failed - Unrecognised Sender

If a message is received from an organisation who is not registered for this service then a service response 'Fail - Unrecognised Sender' will be returned.

Behaviour 5 - Request Failed - Unrecognised Sender

Pre-condition	The sender of the message is not registered for the service
Post-condition	<ul style="list-style-type: none"> • <i><AcknowledgementLevelIndicator></i> will be set to "translation_validation".

	<ul style="list-style-type: none"> • <i><AcknowledgementLevelStatus></i> will be set to "rejected" • <i><ResponseDescription></i> will be set to "Carrier not registered to invoke the service" • The response message will not include claim business or claim document information.
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1.4.7 Request Failed -Sender and Claim Combination Invalid

If a message is received from a party who is not a participating organisation on the claim then a service response of 'Fail - Sender not valid for the Claim Reference provided' will be returned.

Behaviour 5 - Request Failed - Invalid Recipient	
Pre-condition	1. The sender of the message is not a valid organisation on the claim
Post-condition	<ul style="list-style-type: none"> • <i><AcknowledgementLevelIndicator></i> will be set to application_validation. • <i><AcknowledgementLevelStatus></i> will be set to "rejected" • <i><ResponseDescription></i> will be set to "Fail - Sender Claim Combination Invalid" • The response message will not include claim business or claim document information.

1.4.8 Request Failed - Claim Not Found

If a correctly formatted Retrieve Claim Data request is received from the Carrier but the UMR, UCR and TR do not correctly identify a claim, then a service response 'Fail - Claim Not Found' will be returned. The Carrier will require re-submitting the request bearing correct identifiers if and as appropriate.

Behaviour 6 - Request Failed - Claim Not Found	
Pre-condition	A valid formatted message has been received but with a UMR, UCR and TR that does not identify a claim transaction
Post-condition	<ul style="list-style-type: none"> • <i><AcknowledgementLevelIndicator></i> will be set to application_validation. • <i><AcknowledgementLevelStatus></i> will be set to "rejected"

	<ul style="list-style-type: none">• <i><ResponseDescription></i> will be set to "Fail - Claim Not Found" <p>The response message will not include claim business or claim document information.</p>
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1.5 Retrieve Claim Data Exception Handling

1.5.1 Technical Errors

Technical errors e.g. SOAP fault handling, will be defined in detailed design which will likely involve further collaboration with Carriers and their software providers.

1.6 Retrieve Claim Data Non-Functional Characteristics

The Retrieve Claim Data service will consider the following non-functional characteristics:

1.6.1 Integration Security

Technical integration security, identification and authentication to be defined in a separate NFS developed during October.

1.6.2 Service Availability

Retrieve Claim Data messages will only succeed if received and processed during ECF core service availability hours, which are 7am-7pm UK time, Monday to Friday excluding public and bank holidays (existing standard but to be confirmed in full NFS). Carriers are expected to only send messages during this period in order to minimise failure overheads within central systems.

1.6.3 Service Response Times

Central systems will respond to Retrieve Claim Data requests within a time period to be defined in a separate NFS developed during October. The Carrier system should therefore adopt appropriate timeout and retry strategies to handle this.

1.6.4 Performance and Maximum Load

1.6.4.1 Message Size

The average and maximum message sizes are to be defined in a separate NFS developed during October.

1.6.4.2 Anticipated Volumes

The anticipated volumes are to be defined in a separate NFS developed during October.

1.6.5 Invoking the Service

Xchanging will provide a Production URL for Retrieve Claim Data messages for each Carrier. The URL will only succeed for those Carrier lines/stamps that have been registered and on-boarded for this service.

From time to time Xchanging will provide separate URLs for lower environments e.g. MAT to carry out testing.

1.7 Conventions and Considerations

1.7.1 Identification of Parties

Wherever London Market parties are expressed in the message the following convention will be used:

- [Party/ID/@Agency](#) set to Lloyds, ILU or LIRMA (whichever is appropriate)
- [Party/ID](#) set to Broker, Syndicate or Company Number
- [Party/Name](#) set to Broker, Syndicate or Company Name

1.7.2 Fixed-Width Repeatable Data Elements

The Claim Event Notify request message will include a number of data elements which must be presented to the Carrier exactly as provided in the messages.

Carrier system providers should take care to:

- Use fixed-width (non-proportional) font when displaying the information
- Present the information in line item order

This relates to the following data elements;

Data Block	Description
Broker Comments	Consists of a repeatable block (up to 60). Each block contains a line number and a description.
Slip Lead Comments	Consists of a repeatable block (up to 15). Each block contains a line number and a description.
Public Comments	Block repeats per reinsurer on risk. For each reinsurer, a repeatable block (up to 15) is allowed. Each block contains a line number and a description.
Private Comments	Block repeats per agreement party in the receiving Carriers' bureau. For each agreement party a response field is provided plus a repeatable block (up to 15 instances). Each block contains a line number and a description.

Data Block	Description
Aggregate Details	Block repeats up to 495 times. Each instance consists of a line number and a comment (up to 70 characters).

1.7.3 Warning Messages

Warnings generated at the time the broker creates the claim is conveyed in:

wb:Extension/wb:Claim/wb:Indicators/wb:SoftWarnings/SoftWarningDescription

- The element will not be conveyed where no warnings have been recorded.
- The element will repeat per warning.

1.7.4 Market Information

The Claim Event Notify Request message has only one sender and one recipient. However, the Request message will contain information about other markets on the risk.

The information relating to other markets on the risk is contained within the <wb:ContractMarket> tag (see sample XML Request message in Appendix 4C) and will repeat for each market on the claim.

Appendices

Appendix 5A: Code Sets

WB-CODE-001: Warning Messages

Warning messages are stored on broker input and displayed when an agreement party opens a transaction that they can respond to, or update their response or on request.

Please refer to Lloyd's Warnings_Errors, LIRMA Lead Warnings_Errors, LIRMA Co Warnings_Errors, ILU Warnings_Errors tab in the latest Retrieve Claim Data Dictionary embedded in the ECF - WriteBack - RetrieveClaimData - Interface Specification for a list of all warnings. Some are no longer generated, but it is possible that they may be displayed on older claims.

WB-CODE-002: Response Codes

Please refer to the Response Code tab in the latest Retrieve Claim Data Dictionary embedded in the ECF - WriteBack - RetrieveClaimData - Interface Specification for all valid response codes per bureau

WB-CODE-003: Outstanding Amount Qualifier

Please refer to the Outstanding Qualifier Code tab in the latest Retrieve Claim Data Dictionary embedded in the ECF - WriteBack - RetrieveClaimData - Interface Specification for all valid outstanding amount qualifiers

WB-CODE-004: Business Class

Please refer to the Business Class Code tab in the latest Retrieve Claim Data Dictionary embedded in the ECF - WriteBack - RetrieveClaimData - Interface Specification for all valid outstanding amount qualifiers

WB-CODE-005: Transaction Status Value

Please refer to the Transaction Status Values tab in the latest Retrieve Claim Data Dictionary embedded in the ECF - WriteBack - RetrieveClaimData - Interface Specification for all valid outstanding amount qualifiers

WB-CODE-006: Claim Category

Please refer to the Claim Category Code tab in the latest Retrieve Claim Data Dictionary embedded in the ECF - WriteBack - RetrieveClaimData - Interface Specification for all valid outstanding amount qualifiers

WB-CODE-007: Claim Sub Category

Please refer to the Claim Sub Category Code tab in the latest Retrieve Claim Data Dictionary embedded in the ECF - WriteBack - RetrieveClaimData - Interface Specification for all valid outstanding amount qualifiers

WB-CODE-008: Date of Loss Qualifier

Please refer to the Loss Date Qualifier tab in the latest Retrieve Claim Data Dictionary embedded in the ECF - WriteBack - RetrieveClaimData - Interface Specification for all valid outstanding amount qualifiers

Appendix 5B: Claim Information Request XML Message Example

Column Header Keys

Code	Description	
XML Message Structure	Provides a visual illustration of the XML message structure for the message	
Field Name	The name of the field	
Multiplicity	Indicates field repeatability	
Usage	Indicates field usage: (M) = Mandatory (C) = Conditional (O) = Optional (N) = Not Used	
ILU	Message completion rules where the receiving /responding Carrier is participating as an ILU company Carrier on the claim.	(M) = Mandatory (C) = Conditional (O) = Optional (N) = Not Used
LIRMA Lead	Message completion rules where the receiving /responding Carrier is participating as the LIRMA lead company on the claim.	
LIRMA Follower	Message completion rules where the receiving /responding Carrier is participating as the LIRMA following company on the claim.	
Lloyd's	Message completion rules where the receiving /responding Carrier is participating as a Lloyd's company on the claim.	

Retrieve Claim Information Request

Please refer to the latest version of the Retrieve Claim Data Dictionary embedded in the ECF - WriteBack - RetrieveClaimData - Interface Specification for the request message structure, fields, multiplicity and usage

Retrieve Claim Information Response

Please refer to the latest version of the Retrieve Claim Data Dictionary embedded in the ECF - WriteBack - RetrieveClaimData - Interface Specification for the response message structure, fields, multiplicity and usage