ECF2: Notify (Claims Workflow Triggers) DEL180 User Guide

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Approved Distribution List

Name	Title
ECF2 User Group	
ECF 2 Users	ECFUG (http://www.ecfinfo.eu/technical/) website
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1 HOW DO I REGISTER FOR CWT?

The CWT feeds will only be available to organisations who have been registered as a CWT recipient. To register for the CWT service, you must submit a CWT registration form, which you can obtain from the Service Centre at email address Service.Centre@xchanging.com. Completed registration forms should be returned to the Service Team at the same email address.

The CWT registration form can also be found in Appendix 1 of this document.

2 WHAT ARE CLAIMS WORKFLOW TRIGGERS?

As part of an integrated system of applications to process claims, ECF2 offers an embedded workflow application, called the Claims Workflow Service (CWS). This application enables carriers to monitor the progress of a transaction through the entire claims process, as various actions are taken on a claim transaction.

When a carrier prefers to use their own workflow system outside of ECF2, notification is required from ECF2 to these workflow systems of actions taken on a claim transaction.

Prior to ECF2, functionality for triggering action by carriers consisted of the CLASS Awaiting Action list and/or an overnight .CSV file extract of new transactions created that day. As part of the new ECF2 offering, Xchanging can, in addition to a new daily .CSV file, now provide a more detailed feed for carriers to load into their own workflow system. This alternative feed is known as Claims Workflow Triggers, or CWT.

CWT feeds are based upon events that occur within each of the CLASS systems and create a data extract to any ECF2 carrier who has registered for this service. Whilst these feeds are primarily designed for those carriers using their own workflow application, the same data will also be used to drive CWS within the ECF2 suite of applications. The CWT feeds are also designed for the VCS Service Providers (i.e. XCS (Xchanging Claims Services) and Crawford) to notify the events on their VCS claims.

The principal data requirement for workflow applications is the receipt of a record for each event or action taken relating to a claim transaction in any of the following bureau systems:

- ECF2 for syndicate/XCS responses on Lloyd's claims
- Company CLASS for broker claim creation and carrier response on company claims
- CLASS@LLOYDS for creation/amendment of Lloyd's claims by the broker only

The file has a standard layout and will contain the same fields regardless of the bureau of the recipient, although the data content of each field will vary. Carriers registered for CWT have the option to select the frequency of file receipt from a number of options (for more details, please refer to section 3.1.3, *Frequency of File Delivery*)

Carriers registered for CWT will have an option to select the version of the file receipt. The versions are as below. (for more details, please refer to section 3.1.6, *Pbs Query Information*)

1. CWT 1.0
2. CWT 1.1(This version will include query details)

3 WHAT INFORMATION CAN BE RECEIVED?

3.1.1 Types of Files

There are two types of feed available for subscription:

1. **A new Daily .CSV file**: this feed type is a file in .CSV format which contains the information which was previously provided in the Lloyd's and Company Daily .CSV files, together with the additional field of bureau on each record. The fields available in this format are listed in section 4.1.3, *Output File Data Mapping* in the new CSV column.

2. **Claims Workflow Triggers file**: this feed type is also in the .CSV format, and includes additional fields to those included in the new Daily .CSV file as described in section 4.1.3, *Output File Data Mapping* in the CWT column. This file is available in a variety of frequencies, and a carrier can specify the frequency they require (for more details, please refer to section 3.1.3, *Frequency of File Delivery*).

3.1.2 Creation/Transmission of Files

The Daily .CSV file is created at the end of each day at the same time as the current production batch runs (at approximately 19.15 each day). Delivery method can be either via a registered email address or FTP. If delivery is done via FTP, it is placed in a secure location for collection; the creation mechanism for this file is the same as that of the CWT files.

Where this has not previously been done, registered organisations for the CWT service also need to register with the Xchanging Data Hub separately to receive the output files generated by the CWT system.

The data in the CWT file is the result of regular data extracts (from the CLASS system) of records created/updated when each event occurs on a claim; the file is created and distributed at a customer level. These files are created in XML format and passed to the Xchanging Distribution Hub (XDH) for conversion to .CSV format and distributed to the relevant customer either by email or for collection via FTP. For details of the FTP requirements and process, please refer to section 5, *Xchanging Distribution Hub (XDH) – Email/FTP Process*.

If more than one event has occurred since the last CWT output, all such events will be included on the same file and will be represented in different rows. If there are no events to report to an organisation, no file will be provided, i.e., no blank file will be provided.

The data fields available in the CWT and .CSV files are defined in section 4.1.3, *Output File Data Mapping*. The rest of section 4 details the possible values for carrier response, transaction status and business class to be included in the file (where applicable).

3.1.3   File Frequency

The .CSV file is produced at the end of the working day and will be available to customers each morning.

In the case of CWT, the frequency options for file delivery are:

- Every 1 hour
- Every 2 hours

- Every 4 hours
- Daily

The CWT processing begins at 3 am each morning and ends when CLASS is no longer available.

3.1.4   Organisations with Multiple Carriers

Where an organisation registers to receive output for more than one entity, e.g., where multiple syndicate numbers are handled by one managing agency, the data for all entities registered within that organisation are dispatched together in the same file. Where an organisation has a combination of syndicates and companies, data for all entities are also dispatched in the same file.

3.1.5   VCS (Volume Claim Service) Providers

The VCS providers will be notified if they are registered with Xchanging to receive CWT events of their VCS claim. The following are the two Service Providers and their CWT preferences:

VCS Providers	CWT file format	CWT frequency
Xchanging Claim Services	ACORD XML	1 Hr
Crawford	CSV	1Hr

The VCS providers will receive feed for all their VCS claims irrespective of carrier Ids. The Service Providers are registered to receive claim where they are selected in the claim's Triage Category.

3.1.6   PbS Query Information

If Carriers opted for new CWT 1.1, then Carriers will be notified of the following two events for PbS Claims that have been queried:

- A Query has been raised by Central Services for the attention of the Carrier
- A Query raised with the Broker has been responded to by the Broker

In both instances an accompanying HTTP link to the PbS Online will be included which will direct the Carrier to the Query detail and allow:

- Review and respond to the Query raised by Central Services
- View the response made by a Broker to a Query

3.1.7 CWS Extract

Claims Workflow Services (CWS) is an integrated workflow application provided within the ECF2 offering. In addition to the customer CWT and Daily .CSV files, a feed will be provided to CWS of all events for all carriers subscribing to ECF2.   Organisations deciding to use CWS, rather than an external workflow system, will not require the CWT or .CSV feed, as the data required for workflow is automatically fed into CWS.

The CWS feed will be created in XML and passed to CWS immediately. This means the time lag between action in CLASS and update in CWS will be no more than the 15 minute delay in extracting the CWT data from the mainframe, where 15 minutes is the minimum frequency at which the CWT file for CWS is produced.

3.2 Trigger Actions on CLASS and Notifications

The following table lists the actions that will trigger creation of an entry on the CWT database table, as well as the recipients of notifications triggered by the specific action:

Action	Action Code	Response Code	Notification	Recipients
Broker creation of new claims transaction	A	blank	Yes – new entry	All registered carriers in the bureau participating in that claim transaction **NB:** please note that participating carriers include non-agreement parties on a claim, as well as agreement parties.
Broker cancels a transaction and creates a corrected claim transaction and resubmission	E (optional, online deletion), D, A	blank	Yes – deletion of original and new/add entry	All registered carriers in the bureau participating in that claim transaction **NB:** if market is changed, the E and D action items go to original market, A action item goes to new market
Broker updates a transaction	E (optional, online update), U	blank	Yes – update entry	All registered carriers in the bureau participating in that claim transaction
Carrier Delegates Lead responsibilities to XCS (or a reversal of this)	U	blank	Yes – update entry	All registered carriers in the bureau participating in that claim transaction

On-line response by agreement party (including lead response of Circulate by LIRMA lead)	R	Response code	Yes – response entry	All registered carriers in the bureau participating in that claim transaction
Changes to agreement parties and changes to data that an agreement party is permitted to change	R	Response code	Yes – update entry	All registered carriers in the bureau participating in that claim transaction

Action	Action Code	Response Code	Notification	Recipients
LIRMA user responds with > 1 company line on the claim	R	Response code	Yes – response entry	All registered carriers in the bureau participating in that claim transaction, with each line included separately in file
Deletion of the transaction by the broker or lead	E (optional, online deletion), D	blank	Yes – deletion entry	All registered carriers in the bureau participating in that claim transaction
Completion of the transaction within CLASS	U	blank	Yes – update entry	All registered carriers in the bureau participating in that claim transaction
Market check on claim loaded by broker	Not reported	N/A	No	Managed outside of CWT; manual notification
Release of claim after market check	A	blank	Yes – new/add transaction	All registered carriers in the bureau participating in that claim transaction

Action	Action Code	Response Code	Notification	Recipients
Market check and claim not released to market	Not reported	N/A	No	No recipients
Carrier declares individual/organisation conflict of interest (without change of lead)	Not reported	N/A	No	No recipients
Carrier declares individual/organisation conflict of interest (change of lead)	E (optional, online deletion), D (original) A (resubmit)	blank	Yes – deletion of original and new entry for resubmission	All registered carriers in the bureau participating in that claim transaction
Broker action taken resulting in transaction status < 10 (in error)	E	blank	Yes – update entry. No further advice until status becomes > 10	All registered carriers participating on the claim.
Action	**Action Code**	**Response Code**	**Notification**	**Recipients**
Purge of claim	E	blank	Yes	All participants on a claim. **NB**: the action participant type = X and the action participant = System
Lead un-purges a claim	U	blank	Yes	All participants on a claim. **NB**: the action participant type = 'C' and the action participant = Lead Underwriter Stamp Code

3.2.1   The following table provides the CWT action details on a VCS claim (Lloyd's only):

Action	Action Code	Response Code	Notification	Recipients
Broker creation of new claim i.e. 1st transaction.	A	blank	Yes – new entry	All registered carriers in the bureau participating in that claim transaction **NB:** please note that participating carriers include non-agreement parties on a claim, as well as agreement parties.
Leader Triage a claim as VCS	U	Blank	Yes – update entry	Registered Carrier (Leader)
		VCS Entry		VCS Service Provider
VCS Service Provider removes a claim from VCS	U	Blank	Yes – update entry	Registered Carrier (Leader)
		VCS EXIT XCS Or VCS EXIT C-FORD		VCS Service Provider

Action	Action Code	Response Code	Notification	Recipients
Broker creates a new transaction on an existing VCS claim	A	Blank	Yes – new entry	All registered carriers in the bureau participating in that claim transaction **NB:** please note that participating carriers include non-agreement parties on a claim, as well as agreement parties.
			Yes – new entry	VCS Service Provider

Broker cancels a VCS transaction and creates a corrected claim transaction and resubmission	E (optional, online deletion), D, A	blank	Yes – deletion of original and new/add entry	All registered carriers in the bureau participating in that claim transaction **NB:** if market is changed, the E and D action items go to original market, A action item goes to new market.
				VCS Service Provider
Broker updates a VCS transaction	E (optional, online update), U	blank	Yes – update entry	All registered carriers in the bureau participating in that claim transaction
				VCS Service Provider
Changes to agreement parties and changes to data that an agreement party is permitted to change	R	Response code	Yes – update entry	All registered carriers in the bureau participating in that claim transaction
				VCS Service Provider
Deletion of the transaction by the broker or lead	E (optional, online deletion), D	blank	Yes – deletion entry	All registered carriers in the bureau participating in that claim transaction
				VCS Service Provider
Action	**Action Code**	**Response Code**	**Notification**	**Recipients**
Completion of the transaction within CLASS	U	blank	Yes – update entry	All registered carriers in the bureau participating in that claim transaction

Carrier declares individual/organisation conflict of interest (without change of lead)	Not reported	N/A	No	No recipients
Carrier declares individual/organisation conflict of interest (change of lead)	E (optional, online deletion), D (original) A (resubmit)	blank	Yes – deletion of original and new entry for resubmission	All registered carriers in the bureau participating in that claim transaction
				VCS Service Provider
Broker action taken resulting in transaction status < 10 (in error)	E	blank	Yes – update entry. No further advice until status becomes > 10	All registered carriers participating on the claim.
				VCS Service Provider
Purge of claim	E	blank	Yes	All participants on a claim. **NB**: the action participant type = X and the action participant = System
				VCS Service Provider
Lead un-purges a claim	U	blank	Yes	All participants on a claim. **NB**: the action participant type = 'C' and the action participant = Lead Underwriter Stamp Code
				VCS Service Provider

3.2.2 Constraints

There are constraints within the CWT file production process; these have been introduced by a number of factors, including those systems comprising either the ECF2 solution or current functionality and include:

- CWT will not provide notification of documents which have been loaded or amended in the IMR; it only advises of changes to an ECF/CLASS record.

- The Daily .CSV file (not CWT), as it has always done, shows new claim transaction advices loaded by the broker that day on which the carrier is a participant in the relevant market; it is not designed to prompt workflow and does not contain the status or details of actions taken on a claim.

- The data for the CWT feeds will be extracted during the hours that CLASS is online. The files will be generated at the selected interval while CLASS is online.

- Any end of day processing, e.g., transaction signings and capture of claims loaded by batch after hours, will be provided in the first file of the next working day.

- Responsibility for filtering the data contained within the Daily .CSV file or the CWT file to meet a specific customer requirement will remain with the registered CWT organisation.

- The sweep of the CLASS database will be done asynchronously at approximately 5 minute intervals. If multiple events occur between 2 sequential runs, the data held on CLASS will be as at the latest event, with the exception of certain fields that are updated synchronously (refer Output Data Mapping in 4.1.3); this means that some data copied for earlier events might be superseded by the latest update. If a transaction is created and then deleted within the same cycle, the transaction will not be sent within any feed.

  Additionally, if a transaction is added and then subsequently updated within the 5-minute interval, the updated data will supersede the data in the original instance of the transaction; in this instance, CWT will provide an update for a transaction that, as far as the organisation is concerned, has not yet been created.

4 WHAT WILL MY FILE CONTAIN?

4.1 Output File

4.1.1 Filename

The file naming convention of the CWT files is:

PF.CWTJOBFrequency. **+** REPORTCODE +.CWT. **+** (sysdate ( ),'yymmdd.') **+** REPORT_NUM

E.g.:PF.CWTJOB15MIN.8520.CWT.100225.0000269

1) "PF.CWTJOB15Frequency." changes with the frequency of the job. It will be

"PF.CWTJOB30MIN." in case of a 30 min frequency, similarly for the rest of the jobs.

2) REPORTCODE: a code used to group carriers within an organisation for report

distribution (this is held within Xchanging and is called the Print Sort Code).

3) (sysdate ( ),'yymmdd.'): date on which the file was generated in the format 'yymmdd' 4)

REPORT_NUM: report sequence number.

5) The file will be in CSV or XML format depending on the chosen Output preference

specified on the carrier registration

4.1.2 Header and Trailer

Each report header will contain the following (**NB:** for definitions of the acronyms below,
please refer to section 6, Glossary).

Identifier – will be set to 'HDR'
Recipient Identification – BBN group of the carrier
Report Name – will be set as in the Report Number section below.
Report Number – will be set to CWTnnn, where nnn is set as one of: 010 – DAILY CSV 020 – STANDARD TRIGGER
Date/Time. This will be set to the date / time the report is generated

> **Interchange Number**: this is a unique and sequential identifier specific to each organisation; as such, this can be used to identify if a feed is missing. Please note that this number is only incremented when a file is produced, so if a file is not produced because there are no events to report, the interchange number will not be incremented.

Run date and run time

Each report trailer will contain the following;

> **Trailer Row** –will be set to:
>
> 'End of Report – 999 detail lines', where 999 = the number of detail lines present.

4.1.3   Output File Data Mapping

The following table sets out the data to be output for the Notify services i.e., the CWT file and the new Daily CSV file.

The fields "Lloyd's csv" and "Coy csv" are provided for comparison to indicate whether this data is provided in the existing csv files. "M/O/C" indicates if the data item is mandatory, optional or conditional on the output file. The field "Synchronous" indicates which data items will be updated with event reported for CWT or CWS. For all other items, if more than one event occurs on the same transaction within a very short period of time, the data content will be that of the final event in the group.

Where the data is to be provided in the extract for CWS this is denoted in the CWS column.

Output											
Data Item	Description	CWT	New daily csv	CWS file	Lloyd's csv?	Coy csv?	Data Type	Size	Valid Values	M/O/C	Synchronous
Event reference number	The reference that uniquely identifies the event	Y	N	Y	N	N	CHAR	9		M	Y
Bureau	The bureau that the recipient syndicate or company code exists in.	Y	Y	Y	N	N	CHAR	2	**SY** = Lloyd's **IL** = ILU **LR** = LIRMA	M	Y

UCR	The reference created by the broker who creates the first transaction on this claim. Prefixed by the originating broker number	Y	Y	Y	Y	Y	CHAR	17		M	Y
Transaction Reference	The reference issued by the broker originating the transaction. Must be unique within the UCR. Prefixed by the broker number of the broker creating this transaction	Y	Y	Y	Y	Y	CHAR	17		M	Y
Log file	Which log file the data has come from	N	N	Y	N	N	CHAR	4		M	N

Output											
Data Item	**Description**	**CWT**	**New daily csv**	**CWS file**	**Lloyd's csv?**	**Coy csv?**	**Data Type**	**Size**	**Valid Values**	**M/O/C**	**Synchro nous**
Action Participant Type	Code identifying whether the organisation taking the current action is a broker or a carrier	Y	N	Y	N	N	CHAR	1	B = Broker C = Carrier X = System	M	Y
Action Participant	Code identifying syndicate or company or broker on the claim market who takes the action	Y	N	Y	N	N	CHAR	6	Carrier/broker code or 'SYSTEM' when Action Participant Type = X	M	Y
Action Datetime	Date/time action occurred (transaction created or updated or response made)	Y	N	Y	N	N	CHAR	26		M	Y
Date Added	Date transaction was created or updated (Not the date the claim was created)	Y	Y	Y	Y	Y	CHAR	10		M	N
Time added	Time which transaction was created or updated	Y	Y	Y	Y	Y	CHAR	8		M	N
Company/Syn dicate Identification	Code identifying syndicate or company on the claim market who is the recipient of this data.	Y	Y	Y	Y	Y	CHAR	6		M	N
Claim Line Number	Claim line number in CLASS (needed for non-uniqueness of Company/Syndicate participation	Y	N	Y	N	N	INTEG			M	N

Data Item	Description	CWT	New daily csv	CWS file	Lloyd's csv?	Coy csv?	Data Type	Size	Valid Values	M/O/C	Synchronous
Action Type Qual	Type of action derived from underlying codes	N	N	Y	N	N	CHAR	3	**001** = Add **002** = Update **003** = Delete	M	Y
Action Type Sub Type	Type of action derived from underlying codes	N	N	Y	N	N	CHAR	3		M	Y
Action Type Response	Type of action derived from underlying codes	N	N	Y	N	N	CHAR	3		M	Y
Action Code	The action taken that has given rise to this event (Addition, Reset, Update, Deletion or Response)	Y	N	Y	N	N	CHAR	1	**A** = Create **U** = Update **D** = Delete **R** = Response **E** = Reset (see Appendix 2)	M	Y
Response Code	When the action taken, the nature of that response	Y	N	Y	N	N	CHAR	15	See section ~~4.2.1~~4.2.1,	C	Y

Output											
Data Item	**Description**	**CWT**	**New daily csv**	**CWS file**	**Lloyd's csv?**	**Coy csv?**	**Data Type**	**Size**	**Valid Values**	**M/O/C**	**Synchronous**
									Response Codes		
Unique Market Reference	The reference issued by the broker that placed the risk. Prefixed by the originating broker number	Y	Y	Y	Y	Y	CHAR	17		M	N
Transaction Status	Identifies the status of the transaction.	Y	N	Y	N	N	CHAR	2	See section 4.2.2, Transaction Status Values	C	Y
Transaction Type	Identifies whether the transaction is a settlement (S) or advice (A) transaction.	Y	Y	Y	Y	Y	CHAR	3		M	N
ECF Indicator	Indicates whether the claim is supported by an electronic claim file, a paper file or in transition from paper to electronic.	Y	Y	Y	N	Y	CHAR	1	**Y** = electronic claim file **N** = paper file **T** = in transition	M	N
Company/Syndicate Signed Line %	The syndicate or companies percentage share of the claim.	Y	Y	Y	N	Y	DECML	10	Percentage	M	N

Data Item	Description	CWT	New daily csv	CWS file	Lloyd's csv?	Coy csv?	Data Type	Size	Valid Values	M/O/C	Synchronous
Carrier Reference 1	Syndicate or company's risk reference.	Y	Y	Y	Y	Y	CHAR	15		M	N
Carrier Reference 2	Syndicate or company's risk reference.	Y	N	Y	N	N	CHAR	15		O	N
Role	Carrier role of the carrier who is the recipient of this file.	Y	Y	Y	Y	Y	CHAR	15	Lead, Agreement Party or Follower	M	N
Outstanding Indemnity 1	Amount of outstanding loss, in original currency.	Y	Y	Y	Y	Y	DECML	15		M	N
Previously Paid 1	Total of paid amounts on previous transactions, in original currency. This is the 100% amount	Y	Y	Y	Y	Y	DECML	15		C	N
Incurred 1	Latest incurred claim estimate, in original currency. This is the 100% of order	Y	Y	Y	Y	Y	DECML	15		M	N
Settlement 1	100% Amount to be paid in total for this transaction, in original currency.	Y	Y	Y	Y	Y	DECML	15		C	N

Output											
Data Item	Description	CWT	New daily csv	CWS file	Lloyd's csv?	Coy csv?	Data Type	Size	Valid Values	M/O/C	Synchronous
Original Currency 1	Original Currency Code (ISO codes used) on the claim	Y	Y	Y	Y	Y	CHAR	3	ISO Ccy Code	M	N
Rate Of Exchange 1	The prevailing rate of exchange for this currency. To be used to when allocating work based upon the size of the claim	Y	Y	Y	Y	Y	DECML	12	See section 04.2.3 , Multi Currency Risks	C	N

Outstanding Qualifier 1	The broker may select a qualifier to more fully define the outstanding position of the claim (e.g. subrogation)	Y	N	Y	N	N	CHAR	1	**C** = closed **D** = See loss details **F** = Fees expected **L** = Part of block claim **N** = Nil **P** = Precautionary **R** = Recovery expected **S** = Subrogation expected **T** = to be advised **V** = Salvage expected	O	N
Outstanding Indemnity 2	Amount of outstanding loss, in original currency.	Y	Y	Y	Y	Y	DECML	15		C	N
Previously Paid 2	Total of paid amounts on previous transactions, in original currency. This is the 100% amount	Y	Y	Y	Y	Y	DECML	15		C	N
Incurred 2	Latest incurred claim estimate, in original currency. This is the 100% of order	Y	Y	Y	Y	Y	DECML	15		C	N
Settlement 2	100% Amount to be paid in total for this transaction, in original currency.	Y	Y	Y	Y	Y	DECML	15		C	N
Original Currency 2	Original Currency Code (ISO codes used) on the claim	Y	Y	Y	Y	Y	CHAR	3	ISO Ccy Code	C	N
Rate Of Exchange 2	The prevailing rate of exchange for this currency. To be used to when allocating work based upon the size of the claim	Y	Y	Y	Y	Y	DECML	12	See section 04.2.3 , Multi Currency Risks	C	N

Output											
Data Item	Description	CWT	New daily csv	CWS file	Lloyd's csv?	Coy csv?	Data Type	Size	Valid Values	M/O/C	Synchronous
Outstanding Qualifier 2	The broker may select a qualifier to more fully define the outstanding position of the claim (e.g. subrogation)	Y	N	Y	N	N	CHAR	1	C,D,F,L,N,P,R,S,T,V – mappings as per Outstanding Qualifier 1	O	N
Outstanding Indemnity 3	Amount of outstanding loss, in original currency.	Y	Y	Y	Y	Y	DECML	15		C	N
Previously Paid 3	Total of paid amounts on previous transactions, in original currency. This is the 100% amount	Y	Y	Y	Y	Y	DECML	15		C	N
Incurred 3	Latest incurred claim estimate, in original currency. This is the 100% of order"	Y	Y	Y	Y	Y	DECML	15		C	N
Settlement 3	100% Amount to be paid in total for this transaction, in original currency.	Y	Y	Y	Y	Y	DECML	15		C	N
Original Currency 3	Original Currency Code (ISO codes used) on the claim	Y	Y	Y	Y	Y	CHAR	3	ISO Ccy Code	C	N
Rate Of Exchange 3	The prevailing rate of exchange for this currency. To be used to when allocating work based upon the size of the claim	Y	Y	Y	Y	Y	DECML	12	See section 04.2.3 , Multi Currency Risks	C	N
Outstanding Qualifier 3	The broker may select a qualifier to more fully define the outstanding position of the claim (e.g. subrogation)	Y	N	Y	N	N	CHAR	1	C,D,F,L,N,P,R,S,T, V – mappings as per Outstanding Qualifier 1	O	N
Risk Code (Lloyd's only)	A code allocated to the risk at the time of placement to provide an indication as to the type of business underwritten.	Y	Y	Y	Y		CHAR	2	Any value according to Risk code reference table	C	N

Data Item	Description	CWT	New daily csv	CWS file	Lloyd's csv?	Coy csv?	Data Type	Size	Valid Values	M/O/C	Synchronous
Lloyd's Cat Code	A catastrophe code allocated by Lloyd's Claims office to a loss event that is expected to give rise to losses in excess of an agreed amount.	Y	Y	Y	Y	Y	CHAR	4		O	N
PCS Code	A catastrophe code allocated by Property Claims Services to certain North American loss events that	Y	Y	Y	Y	Y	CHAR	4		O	N

Output											
Data Item	**Description**	**CWT**	**New daily csv**	**CWS file**	**Lloyd's csv?**	**Coy csv?**	**Data Type**	**Size**	**Valid Values**	**M/O/C**	**Synchronous**
	are expected to give rise to losses in excess of an agreed amount.										
Loss Date (from)	Either the date of loss or the first date of a period of loss	Y	Y	Y	Y	Y	CHAR	10	Can have partial dates. Where full date supplied, DDMMYYYY	O	N
Loss Date (to)	Either the date of loss or the first date of a period of loss	Y	N	Y	N	N	DATE	10	Can have partial dates. Where full date supplied, DDMMYYYY	O	N
Claims ref 1	Carrier Reference allocated by Agreement party.	Y	Y	Y	Y	Y	CHAR	15		O	N
Claims ref 2	Carrier Reference allocated by Agreement party. (Blank on first advice)	Y	Y	Y	Y	Y	CHAR	15		O	N
Year of Account (Lloyd's only)	The year of account to which the risk has been assigned	Y	Y	Y	Y	Y	INTEG	4	YYYY	C	N
Insured	The policyholder name for direct business.	Y	Y	Y	Y	Y	CHAR	50		C	N
Reinsured	The policyholder name reinsurance business.	Y	Y	Y	Y	Y	CHAR	50		C	N

Data Item	Description	CWT					Data Type	Size	Valid Values	M/O/C	Synchronous
Loss Name	The name given to a loss / event that has given rise to this claim	Y	Y	Y	Y	Y	CHAR	20		O	N
User ID	The User ID of the previous claim handler for the organisation that is the recipient of this data	Y	Y	Y	Y	Y	CHAR	8		C	N
Slip lead	The syndicate or company that is the slip lead for the contract	Y	N	Y	N	N	CHAR	20	Name or code	O	N
Broker Identification	Code identifying the broker organisation that created this transaction	Y	N	Y	N	N	CHAR	4	Numeric characters	M	N
Broker Contact	Broker contact name	Y	N	Y	N	N	CHAR	15		O	N
IUA Lloss Code (also known as Business Class)	Codes added by bureau leader usually at first advice to define the business type that the claim relates to. May be blank when first transaction created by broker	Y	N	Y	N	N	CHAR	2	See section 4.2.44.2.4, Business Class (IUA Loss Codes)	O	N

Output											
Data Item	**Description**	**CWT**	**New daily csv**	**CWS file**	**Lloyd's csv?**	**Coy csv?**	**Data Type**	**Size**	**Valid Values**	**M/O/C**	**Synchronous**
Bureau Lead (Lloyd's)	The syndicate that is the lead for this bureau (may be the same as slip lead)	Y	N	Y	N	N	CHAR	6		C	N
Second Agreement Party (Lloyd's)	The syndicate that is the 2nd agreement party for this bureau	Y	N	Y	N	N	CHAR	6		C	N
Bureau Lead (ILU)	The company that is the lead for this bureau (may be the same as slip lead)	Y	N	Y	N	N	CHAR	6		C	N
Second agreement party (ILU)	The company that is the 2nd agreement party for this bureau	Y	N	Y	N	N	CHAR	6		C	N
Bureau Lead (LIRMA)	The company that is the lead for this bureau (may be the same as slip lead)	Y	N	Y	N	N	CHAR	6		C	N
Claims category	The LIRMA code applied to identify the business category of the claim	Y	N	Y	N	N	CHAR	1		C	N
Sequence number	Sequence number of each transaction within the claim	Y	N	Y	N	N	CHAR	3		M	N

Data Item	Description	CWT	New daily csv	CWS file	Lloyd's csv?	Coy csv?	Data Type	Size	Valid Values	M/O/C	Synchronous
Triage Category	The segmentation category into which the claim falls	Y	N	Y	N	N	CHAR	15	2006 scheme: "Standard", "Complex", "Not specified", VCS-XCS, VCS-Crawford 2010 scheme: "CTP-Standard", "CTP-Complex", VCS-XCS, VCS-Crawford	M	Y
Query Id	Unique Query ID	Y	Y	Y	Y	Y	CHAR	32		O	Y
Transaction Status Code	Transaction status code reflecting a PbS event (Please Refer 4.2.2.1 for values)	Y	Y	Y	Y	Y	CHAR	3		O	Y
Transaction Status Description	Transaction status description providing a description of the PbS event that has occurred. This will be either:	Y	Y	Y	Y	Y	CHAR	50		O	Y

Output											
Data Item	Description	CWT	New daily csv	CWS file	Lloyd's csv?	Coy csv?	Data Type	Size	Valid Values	M/O/C	Synchronous
	'Query raised with Broker, now answered' or 'Query raised with Carrier by Central Services'										
Query URL	HTTP link to the PbS Query item within the PbS Query Online Portal	Y	Y	Y	Y	Y	CHAR	350		O	Y
Issue Description 1	This field provides details about the issue raised like "INCORRECT CLAIM CURRENCY SUBMITTED" OR "DUPLICATE CLAIM ADVICE SUBMITTED". The field will hold the first issue description as there would be more than one issue under a query.	Y	Y	Y	Y	Y	CHAR	350		O	Y

Issue Description 2	This field provides details about the issue raised like "INCORRECT CLAIM CURRENCY SUBMITTED" OR "DUPLICATE CLAIM ADVICE SUBMITTED". The field will hold the second issue description (if available) as there would be more than one issue under a query.	Y	Y	Y	Y	Y	CHAR	350		O	Y
Issue Description 3	This field provides details about the issue raised like "INCORRECT CLAIM CURRENCY SUBMITTED" OR "DUPLICATE CLAIM ADVICE SUBMITTED". The field will hold the third issue description (if available) as there would be more than one issue under a query.	Y	Y	Y	Y	Y	CHAR	350		O	Y

4.2 Data Values in CWT File

4.2.1 Response Codes

The following table is a table of response codes that may appear in the file;

RESPONSE CODES	Comments
Seen / Action	Lloyd's
Agree Pay	Lloyd's
Query Return	Lloyd's
Service/Action	Lloyd's (Used for VCS Entry and Exit)
RESPONSE CODES	Comments
CIR	LIRMA lead response
REJ	LIRMA lead response
CAN	LIRMA lead response
CAA	LIRMA
INF	LIRMA
FIL	LIRMA
DIS	LIRMA
ACC	LIRMA
No	LIRMA
MAN	LIRMA (applies when lead changes automated Yes response to a different response)

Yes	LIRMA (applies when response in CLASS is Yes or CES)
AUT	ILU
PEN	ILU

The field may be blank in the case of an XCS Defer CTP Response

4.2.2 Transaction Status Values

The transaction status values that could be provided in this output are as follows:

Status	Description	Short Description
8	Purged	PURGED
10	Awaiting Action/Queried (Queried is just for Lloyd's) – when a transaction is just created, it will have this status.	AWAITING/QUERIED
12	Pended/Rejected by a Lead – ILU only	PENDED/ REJECTED
14	Part Authorised - authorised by the lead only – Lloyd's only	PART-AUT
15	Part Authorised - authorised by the lead and XCS - Lloyd's and ILU	PART-AUT
20	Circulated – LIRMA only	CIRCLED
24	Awaiting Reinstatement (fully authorised) – ILU only	RIP REQD
25	Awaiting Reinstatement on previous transaction (fully authorised) – ILU only	RIP PREV
26	Awaiting CPA Release – ILU only	HELD CPA
27	Awaiting CPA Release on previous transaction – ILU only	HELD-CPA
30	Fully Authorised – Awaiting Signing - ILU only	AUTHORSD
31	Fully Authorised Lloyds advising transaction – Awaiting processing by Xchanging technician – Lloyd's only	ADV BDWN
32	Fully Authorised Lloyds settlement transaction – Awaiting processing by Xchanging technician – Lloyd's	SET BDWN
33	Fully Authorised – Breakdown Incomplete – Lloyd's only	PROCESS
36	Fully Authorised – Breakdown Complete – Lloyd's only	RELEASED
40	Fully Authorised and Signed/Complete	COMPLETE
45	Cancelled - LIRMA only	CANCEL'D
12	Rejected – LIRMA only	REJ

Transaction Status may not be supplied on Delete or Reset events or may be less than 9.

4.2.2.1 4.2.2.1. PbS Transaction Status Values

The transaction status values that could be provided in this output are as follows:

Status	Description
100	'Query raised with Broker, now answered '
200	'Query raised with Carrier by Central Services'

4.2.3 Multi Currency Risks

When the risk is a multi currency risk, if the premium is received in a selection of specified currencies, claims may be received in those same currencies and a formula defines the way in which they are all applied to the same retentions and limits. CLASS currently restricts the claim to three such combinations.

4.2.4 Business Class (IUA Loss Codes)

The following values will appear in the Business Class (IUA Loss Codes) Field

Bureau	Business Class	Claim Business Classes
LIRMA	NM	NON,MARINE DIRECT FACULTATIVE INSURANCE
LIRMA	RI	NON MARINE FACULTATIVE REINSURANCE
LIRMA	BA	BINDING AUTHORITY
LIRMA	XL	NON MARINE EXCESS OF LOSS
LIRMA/ILU	AX	AVIATION EXCESS OF LOSS
LIRMA	MX	MARINE EXCESS OF LOSS
ILU	AH	AVIATION HULL
ILU	MH	MARINE HULL
ILU	AL	AVIATION LIABILITY
ILU	ML	MARINE LIABILITY
ILU	MC	MARINE CARGO
ILU	ME	MARINE ENERGY
ILU	MP	MARINE POLLUTION

5 HOW DO I RETRIEVE MY CWT FILE? – EMAIL/FTP PROCESS

5.1 Service Scope

All 'proof or processing' outbound messages (Daily Signings, Settlement, Claims);

All inbound messages (CLASS, LORS and de-linking);

Send or receive messages in different formats. e.g.,

- EDI wrapped as today (LIRMA messages 80 byte blocks)
- EDI expanded where appropriate
- Custom format (including XML & JV)

All files are archived for online access eliminating re-transmissions on request.

Protocols in use are:

- Email
- FTP standard
- FTP(s)
  - Connection on Port 50000
  - (Client) Open ports above 1024 responses up to 4000
  - **Use Passive mode** ▪ Use "Auth SSL" and not TLS
  - On some clients the protocol type is set to "FTP with SSL (AUTH SSL – Explicit)"
- SOAP (port number 443) under XDH certificate

The Xchanging IP address is: ftp://xfiles.xchanging.com (193.195.180.109); this is applicable to both market trials and production.

Outbound messages are routed to XDH. On receipt they are archived, processed and delivered by the preferred protocol. Where the selection is FTP, then files go to subscriber directories on our FTP server.

The server is WIN2k, IIS using SSL, Rhinosoft Secure FTP server.

For information, the corresponding Rhinosoft client software is Voyager, which many organisations choose to install.

Processing always includes:

- Delivered files copied to online archive (for viewing, re-transmission download)

5.2 FTP Receive Process

Please note that the provision of the CWT feed for FTO is an FTP receive process.

Files are stored on directories structured by "Subscriber/**To**/Mailbox ID" (where mailbox has meaning to the application). Each subscriber is allocated an ID and (8ch) password pair which, together with IP

address firewall access, allow FTP client access only to their Subscriber level directory. Password changes are generated periodically by XIS at the request of the customer.

Directory files must be **deleted** once transmission completed.

No other subscriber directories can be accessed.

Client external facing IP addresses must be allowed on the changing firewalls - verify via /www.checkip.org/ or at www.whatismyip.com.
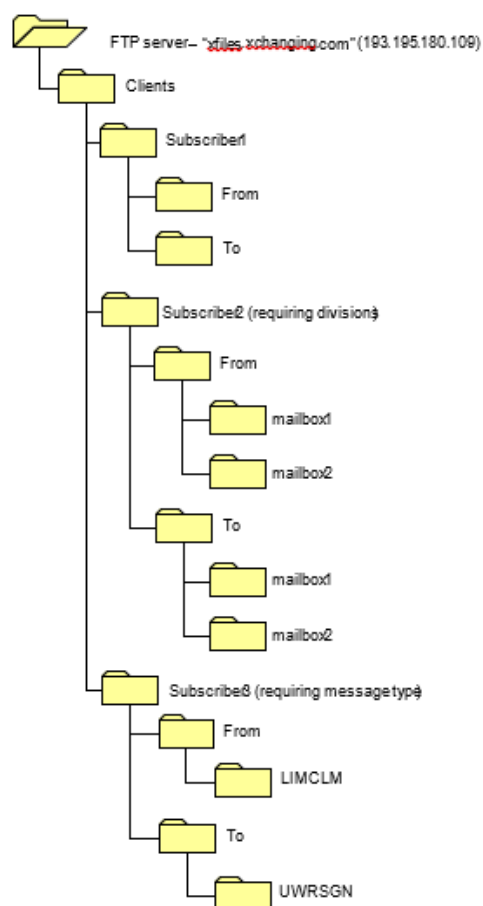
- Archive

All files sent/received by the messaging platform are archived for 30 days and can be accessed by the subscriber's designated archive manager via the "insuranceportal". A unique ID and password is allocated by Xchanging. The period of archive can be extended.
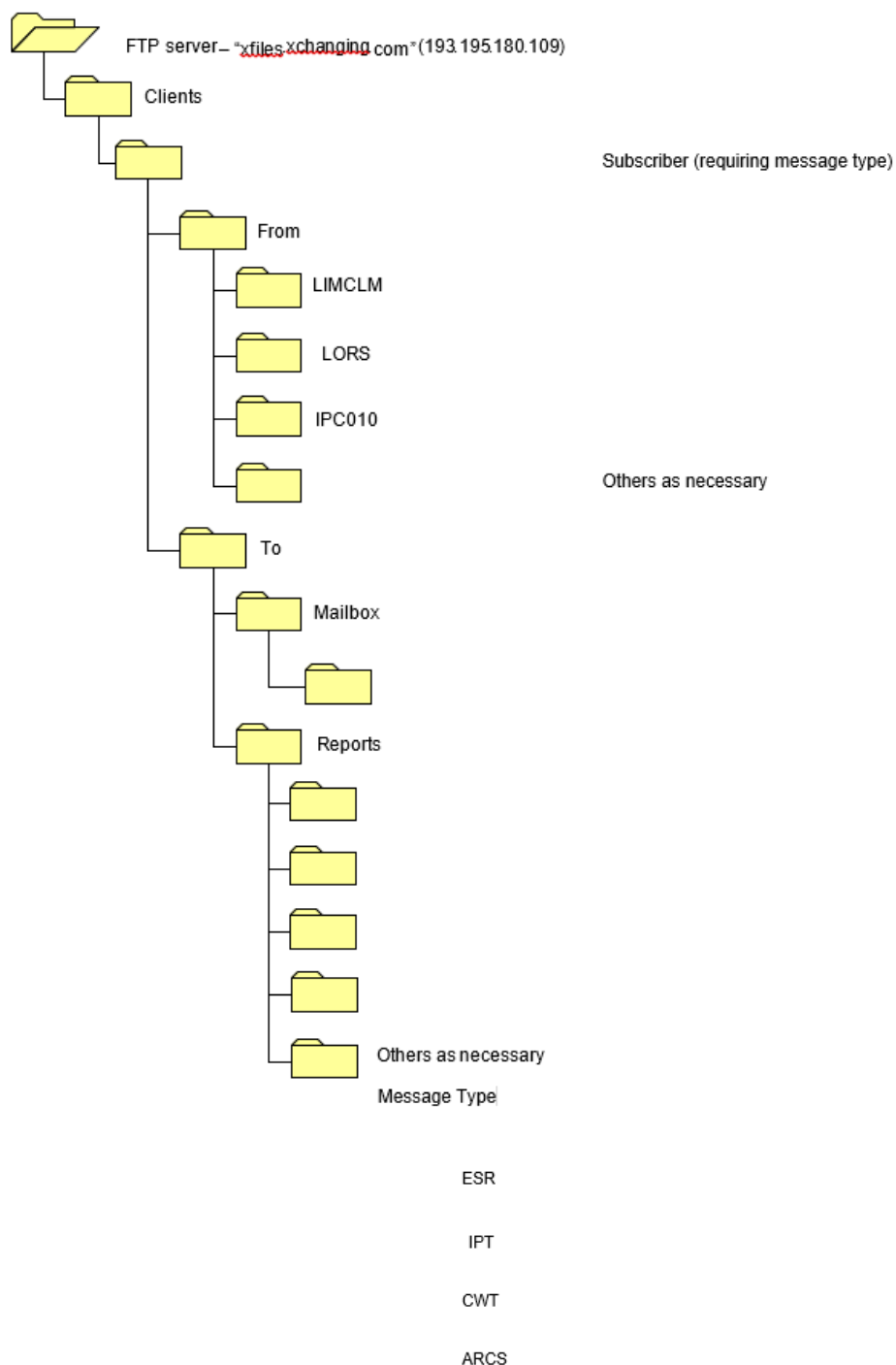
Unless requested files more than 30 days old will be deleted from the client FTP directory.

5.3   Directory structure for FTP transfer:

5.3.1   Structure for Files

FTP server – "xfiles.xchanging.com" (193.195.180.109)
- Clients
  - Subscriber1
    - From
    - To
  - Subscriber2 (requiring divisions)
    - From
      - mailbox1
      - mailbox2
    - To
      - mailbox1
      - mailbox2
  - Subscriber3 (requiring messagetype)
    - From
      - LIMCLM
    - To
      - UWRSGN

5.3.2   Structure for Standard Message and Reports

FTP server – "xfiles.xchanging.com" (193.195.180.109)

Clients

Subscriber (requiring message type)

From

LIMCLM

LORS

IPC010

Others as necessary

To

Mailbox

Reports

Others as necessary

Message Type

ESR

IPT

CWT

ARCS

Structure for Standard Message and Reports

5.4   What If I Do Not Receive My File?

If the scheduled CWT file is not received, is out-of-sequence or for other technical difficulties, the first point of contact is the Xchanging Services Centre. The Services Centre can be contacted via telephone number at 0870 380 0830 or by email at Service.Centre@xchanging.com

5.5   How Do I Amend Settings or Stop Receiving My CWT Feed?

If you wish to change any aspect of your CWT feed, e.g., frequency, carriers to be included in the feed, etc, or to stop receiving your CWT feed, new registration forms must be submitted to Xchanging. Forms can be obtained from either your Xchanging Service Manager or by contacting the Xchanging Services Centre. The Services Centre can be contacted via telephone number at 0870 380 0830 or by email at Service.Centre@xchanging.com

For changes to an existing CWT feed, two separate forms must be submitted for each feed to be amended.   One form will contain the original settings of the feed to be amended, with the Delete option set; and another form detailing the amended settings with the Add option set. Please note that more than one setting for a feed may be amended on a single form, and all mandatory fields are required on the form for the new feed settings.

To no longer receive a CWT feed where a subscription end date has not been provided or the end date is earlier than that originally specified, only one CWT form is to be submitted, with the Delete option set.

The form(s) containing the organisation's request for changes on, or deletions of, a CWT feed should be submitted to Service.Centre@xchanging.com.

Please note that any changes to the frequency of the feed will not trigger a reset of the interchange sequence number for the feed in question.

6   HOW TO INTERPRET THE FILES AND INTERFACE TO ECF2

6.1   Interpretation of Triggers

The following table provides additional information to users about how to interpret the CWT data in respect of all major business scenarios;

Conditions					Actions According to Role			
(Blank cells mean any value can apply)								
Bureau	Trans status	Action code	Response code	Action part.	Leader	Agreement party	Non-Agreement Party	Comments
SY		A = Create		Broker	Transaction ready for review and response.	Not available for response but may wish to review.	Not available for response but may wish to review.	
SY	10	U = Update		Broker	Transaction ready for review and response.	Not available for response but may wish to review.	Not available for response but may wish to review.	This transaction may have already been notified and in some conditions some responses may have already been made prior to the broker changing and rereleasing.
SY	10	U = Update		Carrier	If now Lead (where undelegated by XCS1), transaction ready for review and response. XCS1 may now be Lead	Not available for response but may wish to review.	Not available for response but may wish to review. May have previously been Lead (now delegated)	Delegated lead option selected by the participant. The Bureau Lead will have changed to XCS1 or back to a carrier code if this is being reversed.

	Conditions (Blank cells mean any value can apply)				Actions According to Role			
Bureau	*Trans status*	*Action code*	*Response code*	*Action part.*	*Leader*	*Agreement party*	*Non-Agreement Party*	*Comments*
SY		D = Delete		Broker	This transaction which may have previously been notified for action no longer requires any action.	This transaction which may have previously been notified no longer requires any action.	This transaction which may have previously been notified no longer requires any action.	
SY	14	R = Response	Seen/Action	Lead	This represents confirmation that you have now performed your required action.	Transaction ready for review and response.	Not available for response but may wish to review.	The leader may wish to continue to monitor agreement status of this transaction until all responses have been completed and SCM output has been received.
SY	14	R = Response	Agree pay	Lead	This represents confirmation that you have now performed your required action.	Transaction ready for review and response.	Not available for response but may wish to review.	Settlement only. The leader may wish to continue to monitor agreement status of this transaction until all responses have been completed and SCM / USM output has been received.

Burea u	Trans status	Action code	Response code	Action part.	Leader	Agreement party	Non-Agreement Party	Comments
SY	10	R = Response		Query return	Lead	This represents confirmation that you have now taken action but you may wish to diary / monitor progress of query.	Transaction ready for review and response.	Not available for response but may wish to review.	The subsequent agreement parties may also respond "query". The resolution of the query is not always reflected in CLASS (e.g. when a new document is added) and consequently further action might be required without receipt of a further event via CWT.

	Conditions (Blank cells mean any value can apply)				Actions According to Role			
Burea u	Trans status	Action code	Response code	Action part.	Leader	Agreement party	Non-Agreement Party	Comments
SY	10	U = Update		Carrier	Leader Triages a claim transaction to VCS	Not available for response but may wish to review.	Not available for response but may wish to review. May have previously been Lead	Once a claim is triaged as VCS then the Service Provider will be notified with a **Response Code = 'VCS Entry'** and Carriers will receive a blank response.
SY	10	U=Update		VCS Service Provider	The VCS service provider un-triages a VCS claim i.e. exit from VCS.	Not available for response but may wish to review.	Not available for response but may wish to review. May have previously been Lead	Once a claim is removed from VCS then the Service Provider will be notified with a **Response Code = 'VCS Exit XCS' or 'VCS Exit CFORD'** and Carriers will receive a blank response.

Bureau	Trans status	Action code	Response code	Action part.	Leader	Agreement party	Non-Agreement Party	Comments
SY	14 / 10	R		XCS	Depending on previous response (Query 14 / Agree10) Action may/may not be required	If now become an Agreement Party, ready for review and response	Not available for response but may wish to review.	This represents an XCS Response of Defer, without a formal Response Code. Usually deferring to other Followers for acknowledgement
SY	14	R = Response	Seen/Action	Agreement party	Explicit action is not required but this information is relevant to those organisations wishing to monitor progress of transaction response.	This represents confirmation that you have now performed your required action.	Not available for response but may wish to review.	An agreement party should refer to the "Action participant" to distinguish actions by any other agreement parties on the transaction. Applies to advices only.

	Conditions				Actions According to Role			
	(Blank cells mean any value can apply)							
Bureau	Trans status	Action code	Response code	Action part.	Leader	Agreement party	Non-Agreement Party	Comments
SY	14	R = Response	Agree pay	Agreement party	Explicit action is not required but this information is relevant to those organisations wishing to monitor progress of transaction response.	This represents confirmation that you have now performed your required action.	Not available for response but may wish to review.	An agreement party should refer to the "Action participant" to distinguish actions by any other agreement parties on the transaction. Applies to settlements only.

SY	15	R = Response	Seen/Action	Agreement party	Explicit action is not required but this information is relevant to those organisations wishing to monitor progress of transaction response.	Transaction ready for review and response (if additional agreement party identified).	Not available for response but may wish to review.	This status is reached once the lead and XCS have responded or when no XCS response is required – the lead only. Apples to advice only.
SY	15	R = Response	Agree pay	Agreement party	Explicit action is not required but this information is relevant to those organisations wishing to monitor progress of transaction response.	N/A	Not available for response but may wish to review.	This status is reached once the lead and XCS have responded. Applies to settlement only.

	Conditions				Actions According to Role			
	(Blank cells mean any value can apply)				**Actions According to Role**			
Bureau	***Trans status***	***Action code***	***Response code***	***Action part.***	***Leader***	***Agreement party***	***Non-Agreement Party***	***Comments***
SY	10	R = Response	Query return	Agreement party	Explicit action is not likely to be required.	This represents confirmation that you have now taken action but you may wish to diary / monitor progress of query.	Not available for response but may wish to review.	An agreement party should refer to the "Action participant" to distinguish actions by any other agreement parties on the transaction.

Bureau	Trans status	Action code	Response code	Action part.	Leader	Agreement party	Non-Agreement Party	Comments
SY	14 or 15	R = Response	Query return	Agreement party	If the leader responded seen/action or agree pay the leader may wish to review the claim again.	This represents confirmation that you have now taken action but you may wish to diary / monitor progress of query.	Not available for response but may wish to review.	An agreement party should refer to the "Action participant" to distinguish actions by any other agreement parties on the transaction.
SY	31 or 32	R = Response	Seen/Action or Agree Pay	XCS	Explicit action is not likely to be required.			Applies to a "coupled" claim that has been agreed by XCS. Carriers would subsequently expect to receive a status 40.
SY	10	R = Response	Query return	XCS	Explicit action is not likely to be required.	Explicit action is not likely to be required.	Not available for response but may wish to review.	

Conditions (Blank cells mean any value can apply)					Actions According to Role			
Bureau	Trans status	Action code	Response code	Action part.	Leader	Agreement party	Non-Agreement Party	Comments

SY		E = Reset to "In Error"		Broker	This transaction which may have previously been notified for action no longer requires action.	This transaction which may have previously been notified for action no longer requires action.	This transaction which may have previously been notified for action no longer requires action.	This indicates either that the broker has reset the transaction to "In Error". The broker may subsequently amend and/or rerelease the claim transaction – in which case, a subsequent event with an Action Code of "U" (Update) will be received. In such cases, an Update event will not be preceded by the corresponding Add event. Alternatively they may delete it – in which case an event with an action code of "D" (Delete) will be received. Note: If the recipient has been removed from the market – which may happen on first advices – then no further events will be received.
SY	40	Response or Update		XCS or System	Confirmation that the transaction is fully completed. All carriers should now expect to receive corresponding SCM & USM advice and may wish to perform reconciliation actions.			
IL	10	A = Create		Broker	Transaction ready for review and response.	Not available for response but may wish to review.	Not available for response but may wish to review.	

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Conditions (Blank cells mean any value can apply)					Actions According to Role			
Bureau	*Trans status*	*Action code*	*Response code*	*Action part.*	*Leader*	*Agreement party*	*Non-Agreement Party*	*Comments*
IL	10	U = Update		Broker	Transaction ready for review and response.	Not available for response but may wish to review.	Not available for response but may wish to review.	This transaction may have already been notified and in some conditions some responses may have already been made prior to the broker changing and rereleasing.
IL		D = Delete		Broker	This transaction which may have previously been notified for action no longer requires any action.	This transaction which may have previously been notified no longer requires any action.	This transaction which may have previously been notified no longer requires any action.	
IL	15	R = Response	AUT	Lead	This represents confirmation that you have now performed your required action.	Transaction ready for review and response.	Not available for response but may wish to review.	The leader may wish to continue to monitor agreement status of this transaction until all responses have been completed and LIMCLM output has been received.
IL	12	R = Response	PEN	Lead	This represents confirmation that you have now taken action but you may wish to diary / monitor progress of query.	Not available for response but may wish to review.	Not available for response but may wish to review.	The resolution of the query is not always reflected in CLASS (e.g. when a new document is added) and consequently further action might be required without receipt of a further event via CWT.

Conditions					Actions According to Role			
(Blank cells mean any value can apply)								
Bureau	Trans status	Action code	Response code	Action part.	Leader	Agreement party	Non-Agreement Party	Comments
IL	15	R = Response	AUT	Agreement party	Explicit action is not required but this information is relevant to those organisations wishing to monitor progress of transaction response.	This represents confirmation that you have now performed your required action.	Not available for response but may wish to review.	An agreement party should refer to the "Action participant" to distinguish actions by any other agreement parties on the transaction. Applies to settlements only.
IL	12	R = Response	PEN	Agreement party	If the leader responded AUT the leader may wish to review the claim again.	This represents confirmation that you have now taken action but you may wish to diary / monitor progress of query.	Not available for response but may wish to review.	An agreement party should refer to the "Action participant" to distinguish actions by any other agreement parties on the transaction. Applies to settlements only.
IL	24 OR 25	R = Response	AUT	Lead	Carriers may wish to trigger action to chase up examples that remain in this state for an extended period of time.			Awaiting reinstatement premium.
IL	24 OR 25	R = Response	AUT	Agreement party	Carriers may wish to trigger action to chase up examples that remain in this state for an extended period of time.			Awaiting reinstatement premium.

Conditions (Blank cells mean any value can apply)					Actions According to Role			
Bureau	Trans status	Action code	Response code	Action part.	Leader	Agreement party	Non-Agreement Party	Comments
IL	40	R = Response	AUT	Lead	All carriers should now expect to receive corresponding LIMCLM messages and may wish to perform reconciliation actions.			When claim requires only leader agreement.
IL	30	R = Response	AUT	Agreement party	All carriers should now expect to receive corresponding LIMCLM messages and may wish to perform reconciliation actions.			When claim requires agreement from additional agreement parties. Applies to settlement only.
IL	40	U = Update		System	All carriers should now expect to receive corresponding LIMCLM and settlement messages and may wish to perform reconciliation actions.			

Conditions (Blank cells mean any value can apply)					Actions According to Role			
Bureau	Trans status	Action code	Response code	Action part.	Leader	Agreement party	Non-Agreement Party	Comments

| IL | | E = Reset | | Broker or System | This transaction which may have previously been notified for action no longer requires any action. | This transaction which may have previously been notified for action no longer requires any action. | This transaction which may have previously been notified for action no longer requires any action. | This indicates either that the broker has reset the transaction to "In Error". The broker may subsequently amend &/or rerelease the claim transaction – in which case, a subsequent event with an Action Code of "U" (Update) will be received. In such cases, an Update event will not be preceded by the corresponding Add event. Alternatively they may delete it – in which case an event with an action code of "D" (Delete) will be received.

Note: If the recipient has been removed from the market – which may happen on first advices – then no further events will be received. |
| | | | | | | | | |
| LR | 10 | A = Create | | Broker | Transaction ready for review and response. | Not available for response but may wish to review. | Not available for response but may wish to review. | |

	Conditions (Blank cells mean any value can apply)			Actions According to Role			

Bureau	Trans status	Action code	Response code	Action part.	Leader	Agreement party	Non-Agreement Party	Comments
LR	10	U = Update		Broker	Transaction ready for review and response.	Not available for response but may wish to review.	Not available for response but may wish to review.	This transaction may have already been notified and in some conditions some responses may have already been made prior to the broker changing and rereleasing.
LR	12	R = Response		Lead	Carriers may wish to diary when the nature of the rejection could result in follow on action.			Reject (Lead only).
LR	20	R = Response		Lead	Transaction ready for review and response (having only circulated so far).	Transaction ready for review and response.	N/A	The leader may wish to continue to monitor agreement status of this transaction until all responses have been completed and all LIMCLM updates received.
LR	45	R = Response		Lead	Carriers may wish to diary when the nature of the cancellation could result in follow on action in the form of a subsequent advice.			Cancelled (Lead only).
LR		D = Delete		Broker	Carriers may wish to diary when the nature of the deletion could result in follow on action.			
LR	20	R = Response	CAA	Lead	This represents confirmation that you have now performed your required action.	Transaction ready for review and response if you have not previously responded to this transaction.	N/A	

Conditions (Blank cells mean any value can apply)					Actions According to Role			
Bureau	Trans status	Action code	Response code	Action part.	Leader	Agreement party	Non-Agreement Party	Comments
LR	20	R = Response	INF	Lead	This represents confirmation that you have now taken action but you may wish to diary / monitor progress of query.	Transaction ready for review and response.	N/A	The subsequent agreement parties may also respond "INF". The resolution of the query is not always reflected in CLASS (e.g. when a new document is added) and consequently further action might be required without receipt of a further event via CWT.
LR	20	R = Response	FIL	Lead	This represents confirmation that you have now taken action but you may wish to diary / monitor progress of query.	Transaction ready for review and response.	N/A	The subsequent agreement parties may also respond "INF". The resolution of the query is not always reflected in CLASS (e.g. when a new document is added) and consequently further action might be required without receipt of a further event via CWT.

Burea u	Trans status	Action code	Response code	Action part.	Leader	Agreement party	Non-Agreement Party	Comments
LR	20	R = Response	DIS	Lead	This represents confirmation that you have now taken action but you may wish to diary / monitor progress of query.	Transaction ready for review and response.	N/A	The subsequent agreement parties may also respond "INF". The resolution of the query is not always reflected in CLASS (e.g. when a new document is added) and consequently further action might be required without receipt of a further event via CWT.

	Conditions (Blank cells mean any value can apply)				Actions According to Role			
Burea u	Trans status	Action code	Response code	Action part.	Leader	Agreement party	Non-Agreement Party	Comments
LR	20	R = Response	ACC	Lead	This represents confirmation that you have now performed your required action.	Transaction ready for review and response if you have not previously responded to this transaction.	N/A	
LR	20	R = Response	No	Lead	This represents confirmation that you have now performed your required action.	Transaction ready for review and response if you have not previously responded to this transaction.	N/A	

Bureau	Trans status	Action code	Response code	Action part.	Leader	Agreement party	Non-Agreement Party	Comments
LR	20	R = Response	Yes	Lead	This represents confirmation that you have now performed your required action.	Transaction ready for review and response if you have not previously responded to this transaction.	N/A	
LR	20	R = Response	CAA	Agreement party	Only relevant when you wish to monitor agreement status of other carriers on the transaction.	When you are the action participant this represents confirmation of the action recently taken by you.	NA	

	Conditions (Blank cells mean any value can apply)				Actions According to Role			
Bureau	Trans status	Action code	Response code	Action part.	Leader	Agreement party	Non-Agreement Party	Comments
LR	20	R = Response	INF	Agreement party	Only relevant when you wish to monitor agreement status of other carriers on the transaction.	When you are the action participant this represents confirmation of the action recently taken by you.	NA	

LR	20	R = Response	FIL	Agreement party	Only relevant when you wish to monitor agreement status of other carriers on the transaction.	When you are the action participant this represents confirmation of the action recently taken by you.	NA	
LR	20	R = Response	DIS	Agreement party	Only relevant when you wish to monitor agreement status of other carriers on the transaction.	When you are the action participant this represents confirmation of the action recently taken by you.	NA	
LR	20	R = Response	ACC	Agreement party	Only relevant when you wish to monitor agreement status of other carriers on the transaction.	When you are the action participant this represents confirmation of the action recently taken by you.	NA	

Conditions					Actions According to Role			
(Blank cells mean any value can apply)								
Bureau	Trans status	Action code	Response code	Action part.	Leader	Agreement party	Non-Agreement Party	Comments

LR	20	R = Response	No	Agreement party	Only relevant when you wish to monitor agreement status of other carriers on the transaction &/or indicate that the response of another agreement party could hold up settlement for all.	When you are the action participant this represents confirmation of the action recently taken by you.	NA	
LR	20	R = Response	Yes	Agreement party	Only relevant when you wish to monitor agreement status of other carriers on the transaction.	When you are the action participant this represents confirmation of the action recently taken by you.	NA	

Conditions (Blank cells mean any value can apply)					Actions According to Role			
Bureau	Trans status	Action code	Response code	Action part.	Leader	Agreement party	Non-Agreement Party	Comments
LR		E = Reset		Broker or System	This transaction which may have previously been notified for action no longer requires any action.	This transaction which may have previously been notified for action no longer requires any action.	This transaction which may have previously been notified for action no longer requires any action.	This indicates either that the broker has reset the transaction to "In Error". The broker may subsequently amend &/or rerelease the claim transaction – in which case, a subsequent event with an Action Code of "U" (Update) will be received. In such cases, an Update event will not be preceded by the corresponding Add event. Alternatively they may delete it – in which case an event with an action code of "D" (Delete) will be received. Note: If the recipient has been removed from the market – which may happen on first advices – then no further events will be received.
LR	40	U = Update		System	Carriers may wish to reconcile with LIMCLM and/or settlement messages.			

6.2 6.2. Interface to ECF2 (URL Link)

Organisations developing their own workflow may elect to implement a link to ECF2 to enable their users to select an item from their own workflow system and be routed directly to the selected claim in ECF2.

If the user is already logged on to ECF2 and the session has not timed out, then access to the claim will be achieved without the need to log-in again. If the user is not logged in or their session has expired they will be required to provide valid log-in credentials before being allowed to access the claim.

The applicable URLs will be;

- https://ins.xchanging.com/cas/views/xhtml/search/searchPage.xhtml
- https://ins.xchanging.com/cas/views/xhtml/common/mainpage.xhtml?ucr=[1]&tr=[2]&bureauId=[3]&umr=[4]

URLs are case-sensitive and should be constructed exactly as specified above. The first URL will take the user to the ECF2 search screen. The second URL would require the relevant workflow system to deduce the UCR, TR, bureau (SY/IL/LR) and UMR (brackets to be replaced by actual values in uppercase) in order to construct the URL and would then take the user to the specified claim. It is recommended that the workflow system should only interface with a single instance of an ECF2 claim window at any point in time.

7 CWT SERVICE DESK REQUESTS

7.1 What Is the Expected Target Time When I Raise a CWT Issue or Request?

The target time when a CWT issue or request is raised with the Service Desk is dependent upon the priority assigned to the issue or request and is as follows:

P1: 4 hours;

P2: 8 hours;

P3: 3 working days;

P4: 6 working days;

P5 (requests): agreed with customer dependant on nature of request.

Please note that the priority assigned to a Service Desk issue or request is dependent upon a number of factors; these are listed in section 7.2, *Service Desk Priority Matrix*.

7.2 Service Desk Priority Matrix

	Major system failure. Critical event to affected user/s Critical event to the Customer's business	Degraded service. Serious reduction of capability for affected user/s Serious event to the Customer's business	Some work is interrupted but User/s can continue working Some effect on business	An inconvenience to the affected User/s Negligible effect on the Customer's business	Any Request for Service
All users in the Business	Priority 1	Priority 2	Priority 3	Priority 4	Priority 5
All Users in the Department	Priority 1	Priority 2	Priority 3	Priority 4	Priority 5
2 to 5 users affected	Priority 2	Priority 3	Priority 4	Priority 4	Priority 5
Single user affected	Priority 2	Priority 3	Priority 4	Priority 4	Priority 5

8 GLOSSARY

Term	Description
BBN	Barrier Box Number: a code that groups a number of carrier codes together, and is used to group CWT messages for transmission. Where this field is required, the equivalent is the Print Sort Code for the carrier.
CLASS	Claims processing system within the London ILU and LIRMA markets, and Lloyd's for broker creation of claims only. The corresponding response system for Lloyd's carriers is ECF or ECF2. The creation/update/deletion of records on claims in CLASS will provide the data for inclusion in the CWT data feed.
.CSV	Comma separated values file. The Daily .CSV file shows new claim transaction advices loaded by the broker that day for which the customer is a carrier in the relevant market. Unlike CWT (which is also in .CSV format), this file is not designed to prompt workflow and does not include statuses or actions taken.
CWS	Claims Workflow Service. This is an integrated workflow tool provided by Xchanging as part of the ECF2 offering. Use of this integrated tool is optional – customers may opt to use their own standalone workflow application.
CWT	Claim Workflow Triggers. This is a data feed for ECF2 customers who are using their own standalone workflow system, as opposed to using the integrated CWS within ECF2. The customer-specific feed consists of records generated by events performed on relevant claims for that customer within CLASS/ECF.
ECF	Electronic Claim File. The previous claims processing response system for Lloyd's carriers.
ECF2	Electronic Claim File. ECF2 is the extension of ECF, offering an integrated suite of applications for claims processing.

HDR	Abbreviation for HEADER for the data feeds.
VCS	Volume Claim Service ; The Volume Claims Service (VCS) is a delegated claims adjusting service for high volume low value claims which is offered by two suppliers (XCS and Crawford) competing on service speed, quality and price.
VCS Claim	A VCS claim is a Lloyd's electronic claim that is triaged as VCS (VCS-XCS or VCS-Crawford) using 'Triage Category' in ECF2 CAS.
XCS	Xchanging Claim Services
XDH	Xchanging Data Hub. This is a service offered by Xchanging for the conversion of distribution of various files; in this case the file is either the CWT feed or the Daily .CSV file

9 DOCUMENT CONTROL

9.1 Document Information

Prepared by:	Mandy Seabrook
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9.2 Revision History

Version	Date	Author	Description
1.0	26/04/2010	Alicia Scott	Conversion of MAT User Guide to Production User Guide
1.1	26/04/2010	Alicia Scott	Addition of target times for Service Desk requests/issues
1.2	27/04/2010	Alicia Scott	Update of timings and registration form.
1.3	10/05/2010	Alicia Scott	Updates from review and updated registration from for inclusion of enhanced daily .CSV option
1.4	25/05/2010	Alicia Scott	Updates from final review
1.5	27/09/10	Linda Potts	Updated with changes to backload made during MAT of ECF2
1.6	30/09/10	Linda Potts	Clarification on backload – outstanding query on registration forms.
1.7	7/10/10	Mandy Seabrook	CWT and CSV registration forms

2.0	7/10/10	Mandy Seabrook	Accepted tracked change for final publication
2.1	08/10/10	Marina Nola	Minor changes following Paul Tuvey's comments

2.2	11/10/10	John Ticehurst Mandy Seabrook	Addition of section 6 - Interpretation Of Triggers Update of CWT registration form and wording to remove 6 hourly and replace with daily Removal of CLASS operating hours as these are due to change
2.3	18/10/10	Mandy Seabrook	Update of Output Data Item table Capitalisation of 'Pen' and 'Aut' throughout
2.4	25/10/10	Mandy Seabrook	Changed User ID within the Output File Data Mapping table to be Conditional
3.2	25/10/10	Mandy Seabrook	Updated for release as FINAL
3.3	2/11/10	Mandy Seabrook	Page 13, changed Action Code A = Create
3.4	22/02/11	Jay Mehta	Removed redundant reference to CORE001 in 4.1.3. Minor updates to sections 3.4, 5.1 and Appendix 1
3.5	3/03/11	Mandy Seabrook	Updated post Market Review. Changes accepted.

3.6	04/04/11	Jay Mehta	Correction to XDH IP address, Additional guidance on interfacing with ECF2 and reporting CWT issues. Highlight instances where Update events can precede Add events
3.6	13/04/11	Jay Mehta	Clarity on which fields will be reported synchronously for each CWT event. Purged (Status 8) added to list of statuses reported.
3.7	27/07/11	Jay Mehta	Changed Transaction Status within the Output File Data Mapping table to be Conditional. Emphasize

			strictness of URL format in section 6.2
3.8	21/11/11	Jay Mehta	Clarification on Transaction Status for Delete and Reset events. 15 and 30 minute CWT frequencies no longer available.
3.9	23/05/12	Jonathan Clapham	Inclusion of the XCS Defer CTP scenario and Carrier Updates (Delegated Lead) scenarios
3.10	21/11/13	Parminder Kaur	Updated with the VCS changes.
3.11	04/08/2017	Ben Huckel/George Cruickshanks/Ankit Jain	Updated with PbS Queries information

10   APPENDIX 1 CWT REGISTRATION

10.1 CWT Registration Form Guide

A separate CWT registration form is required for each CWT feed in each system environment; a number of criteria can require separate feeds. For instance if an organisation wanted one feed to include triggers for one group of carriers at 2 hour intervals and wanted another feed for a different set of carriers, also at 2 hour intervals, these would constitute separate CWT feeds. Please note that each feed can have its own values in any of the data fields on the registration form. **Fields**

NB: (M) indicates that the field is mandatory.

Action (M): action to be taken on the CWT feed; options are Add or Delete or Modify.

Organisation (M): the name of the organisation which is requesting/receiving the CWT feed.

Contact Name (M): name of technical contact at the organisation who will be responsible for this particular feed

Phone Number: telephone number of the technical contact at the organisation

Application Environment (M): this is the application environment from which the CWT will be sourced. A separate registration form must be provided for each environment (Production, Training and Testing and Acceptance Test (MAT)).

Subscription Start Date (M): this is the start date from which the CWT feeds are to be created and transmitted.

Subscription End Date: this is the end date after which the CWT feeds are to be created and transmitted. If no specific end date for the feed is required, this field can be left blank.

Job Frequency (M): this is the interval between transmission of feeds. Each feed can only have one frequency selected.

Output (M): the format of the CWT feed; this can be CSV or XML

Transport (M): the protocol for transport of the CWT file to the recipient organisation; this can be either email (it will be delivered to the email address(es) specified on the email field in this form), FTP or SOAP, as per section 5.1.

Enhanced Daily CSV file required (M): whether the organisation wishes to receive a copy of the enhanced daily CSV file (which contains the extra field of bureau). Value = 'Y' or 'N'

FTP Directory: this is the preferred directory structure from which the CWT is to be retrieved, if this exists. If there is no preferred directory structure, this can be left blank and Xchanging will provide the directory structure as an output of the CWT registration process.

Email Address (M if Transport is email)**:** email address(es) to which notifications of file transmission are to be sent. This can also be the email address(es) to which the CWT feeds are to be sent, if email is the output protocol is email.

Please note that more than one email address can be specified for a feed; the limitation on the number that can be specified is that the length of the string listing these email addresses (including delimiters) is no more than 255 characters long.

Synd Nos/Co Codes (M): list of carrier codes and names whose events are to be included in the CWT file.

10.2 CWT Registration Form

See next page

ECF2 Claims Workflow Triggers (CWT) Organisation Request Form

Please email the completed form to the Xchanging Service Centre

Email: servicecentre@xchanging.com   Telephone: 0870 3800830

Requests cannot be actioned unless ALL mandatory details are complete.

* Action
- ☐ Add
- ☐ Delete
- ☐ Modify

All mandatory fields are marked with a (*)

Section 1: Organisation and Contact Details

* Organisation		* Contact Name	
* Email Address		* Phone Number	
* Synd Nos and Pseudonyms/Co. Codes			

Section 2: CWT Details

* System Environment   ☐ Production

* Subscription Start Date

Subscription End Date   31/12/2020   Please amend if required

* Job Frequency
(Select 1 frequency only)
- ☐ 1 Hour
- ☐ 2 Hours
- ☐ 4 Hours
- ☐ Daily (24 Hour)

* Output
- ☐ CSV
- ☐ XML

* Transport
- ☐ FTP
- ☐ SOAP
- ☐ Email (Address Required below)

FTP Directory   Email Address

Do you wish to de-register from the existing CSV file (DL6137 Daily Lloyd's new/replacement items report, DL6184 Daily Company new/replacement items report)?   Please Select

To be completed by the resolving Xchanging agent

Name of Analyst   Date complete

ITBM Categorisation

| Category 1 | Category 2 | Category 3 | Assignment |
| | | | XIS Infrastructure Services |

ECF2 Enhanced Daily CSV Organisation Request Form

Please email the completed form to the Xchanging Service Centre

Email: servicecentre@xchanging.com   Telephone: 0870 3800830

Requests cannot be actioned unless ALL mandatory details are complete.

* **Action**
- ☐ Add
- ☐ Delete
- ☐ Modify

All mandatory fields are marked with a (*)

Section 1: Organisation and Contact Details

* **Organisation** [   ]

* **Contact Name** [   ]   **Phone Number** [   ]

* **Synd Nos./Co. Codes** [   ]
[   ]

Section 2: CSV Details

* **System Environment**   ☐ Production

* **Subscription Start Date** [   ]

Subscription End Date [31/12/2020]   Please amend if required

* **Enhanced Daily CSV File required** [Yes]

* **Transport**   ☐ FTP   ☐ SOAP   ☐ Email (Address Required below)

FTP Directory [   ]   **Email Address** [   ]

Do you wish to de-register from the existing CSV file (DL6137 Daily Lloyd's new/replacement items report, DL6184 Daily Company new/replacement items report)?   [Please Select]

To be completed by the resolving Xchanging agent

Name of Analyst [   ]   **Date complete** [   ]

ITBM Categorisation

Category 1	Category 2	Category 3	Assignment
[ ]	[ ]	[ ]	XIS Infrastructure Services

11 APPENDIX 2 CWT ACTION CODES

In order to prevent a transaction being left in an error state in the mainframe system, an additional record with an action code of E (reset) is sometimes created, depending upon the type of access through which the claim transaction is updated / deleted. Receipt of a record with this E action code against a transaction indicates that the transaction is no longer awaiting action. As such, the transaction can effectively be removed from your workflow system until such time as a record for this transaction is received with a deletion, update/resubmission or creation action code.

Here is the use of the E code for scenarios

1. Scenario: Broker cancels a transaction and creates a corrected claim transaction and resubmission

   Response code on records created (in order of creation): E, D, A

   NB: if market is changed, the E and D action items go to the original market, the A action item goes to new market

   In this example, E is optional and will be generated where the transaction is deleted online. It will not be generated by batch – as it would only be generated for an update, not a batch deletion.

2. Scenario: Broker updates a transaction

   Response code on records created (in order of creation): E, U

   In this example, E is optional and will always be generated if the transaction is updated online. The record with a response code of E may be generated if updated in batch – but only where the broker is updating a transaction where it is possible for the market to change. The broker may not actually change the market, but as long as it is possible for them to do so, i.e., on a first advice or where they have reduced the incurred to zero on the previous transaction and closed the claim.

3. Scenario: Deletion of the transaction by the broker or lead Response code on records created (in order of creation): E, D

   In this example, E is optional and will be generated where the transaction is deleted online. It will not be generated by batch – as it would only be generated for an update, not a batch deletion.

4. Scenario: Carrier declares individual/organisation conflict of interest (change of lead)

   Response code on records created (in order of creation): E, D, A (for the resubmission)

In this example, E is optional and will be generated where the transaction is deleted online. It will not be generated by batch – as it would only be generated for an update, not a batch deletion.