

Blueprint Two FAQs



Frequently Asked Questions

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Programme

1. What is the cost structure for phase one digital? Will there be additional charges on day one and what is the likely approach to increasing the cost of these services over time?

This is being looked at through a body of work by Velonetic¹ covering service definitions and digital processing service agreements. We will confirm the cost structure for services once this work is complete and how contracting for the new services will work.

2. What if market firms are not ready in time for cutover to phase one digital services in June 2024?

Moving to phase one digital services should not require a huge level of change as the market will still be using EDI messages but via a different gateway, and training will be provided for the new portals. Velonetic is now looking to include some customised EDI messages. We have already provided market firms with the detail of known customisations and will now focus on our approach to these in Q4 2023. All market participants need to be live in the new platforms to be able to transact business in the new marketplace. We have a market engagement team that is supporting market firms in their readiness activities and tracking the progress the market is making. Every market firm will need to have made the relevant changes by the launch of phase one of the new digital services in June 2024.

3. How quickly can market firms adopt a full digital approach?

Phase two digital, with the release of the Market Gateway (ASG Adept), will be available from September 2024, as per the timeline communicated in June 2023, and market firms still have the choice to move to a full digital approach at that time.

4. What happens if our vendor isn't ready by June 2024 and we, along with other carriers who use the same PAS, are unable to receive the phase one services?

¹ On 18 September 2023, XIS & XCS Limited (London Market Joint Ventures) rebranded to 'Velonetic – Powered by DXC Technology, the International Underwriting Association, and Lloyd's of London', see the news release at <https://www.velonetic.co.uk/news/launch-news-item>

If your vendor is unable to support transition in June 2024, you'll be able to access your data and complete your steps in the process via the new portals. This would, of course not be an ideal outcome as it would result in rekeying of data, so please work with your vendor to ensure readiness.

5. When will the new portals be available?

Screenshots of the portals will be available from Q4 2023, with final versions available from Q1 2024.

Placement

1. Does the market need to start using the MRC v3 yet, as phase two digital services won't be available until September 2024.

The LMG has advised that market firms should be using the MRC v3 from September 2023 at the latest to ensure adoption for risks incepting 1st January 2024. Getting used to creating, reviewing, and approving this version now will put the market in good stead for when the phase two digital services come online in September 2024.

2. Does MRC v3 apply to Lineslips, Binders, Treaty and Consortia business. Will risks be rejected by Velonetic technicians if they are not MRC v3 standard?

There is separate MRC guidance for binders which has not been updated as yet. While we have not specifically made amendments for treaties and lineslips, as per the MRC guidance, it is recommended this is used. There is no specific agreement for consortia – however as per the Core Data Record (CDR)/MRC guidance, a consortia could be added as a market on the contract.

In terms of rejections, the Bureau does not reject MRCs. If there is missing information this might result in delays while queries are resolved. MRC v3 is a key step towards standardized placement submissions and longer-term data first submissions (via a CDR).

3. Will there be one standard CDR message specification and routing?

Yes. The following artefacts provide useful info:

- the [ACORD GRLC contract, risk and pre-accounting implementation toolkit](#) was published on 1st September 2023. This provides the vast majority of the information that is needed, although you will require ACORD membership to view the document.

- ACORD Solutions Group will be publishing lower-level technical information on how to interact with APIs and security – the timeline for this is to be confirmed.

- [Process, Roles and Responsibilities](#) (PRR) for the creation, approval and submission of the Core Data record were published at the end of July 2023.

Later this year a 'Good Practice' Guide will be published by the LMG. This will offer advice on the optimal way of deploying the PRR recommendations into systems and processes and guidance for broker and carrier practitioners on how to operate the new or revised process, roles, and responsibilities.

4. Do IDCs (International Distribution Companies, i.e. service companies) need to produce a CDR if written on Lloyd's paper?

Yes, service companies will need to create, approve, and submit the CDR as, in the eyes of the new system, they are a broker like any other transacting business on behalf of the carrier and so the system doesn't see a difference.

5. When will there be a sample of a retrievable CDR record? Is there a description of its physical structure?

We have taken your suggestion of a CDR sample record and added it to the backlog of work going forward as a potential item.

The Market Business Glossary which is hosted by LIMOSS provides details of the CDR fields and business validations required for downstream processing of the placement data. The ACORD specifications and schema provide the technical specifications for the messages to send data to the market gateway (ASG Adept). The ACORD information is under license and accessible through the ASG portal.

[LIMOSS Market Business Glossary](#)

[ASG portal](#)

6. Will a "Creator" and "Validator" column be added to CDR v3.2?

Yes, we are now using the [LIMOSS Market Business Glossary](#) (MBG), it has been updated to v3.2 and we have added the recommended creator and approver to it.

7. When a new CDR is submitted, will brokers have to submit the whole CDR record (i.e., not just a change in one field). Will it overwrite the previous record? Is an audit log kept?

Each new CDR replaces the previous version, but a log of all versions of CDR submissions is retained. A new CDR Retrieval Service will allow users to retrieve versions they are entitled to view.

8. When will SDC be updated to align with the MRCv3 data? Will the GPM messages change?

Full MRCv3 extraction (to support the CDR) has been broken into 3 steps:

- Step one complete – Supports MRC V3 extraction to the current GPM.
- Step two – October 2023 – Supports the revised sectionalisation in MRC v3.
- Step three – Q4 2023 – New items that are not currently extracted by SDC that are required for CDR and exist within MRC v3.

The existing SDC GPM (GRLC 2013-06) will not change. SDC will introduce (in addition to the GPM) the new ACORD message standard that supports the CDR.

9. Is SDC going to be used as an extraction service for CDR creation?

SDC will be updated to support CDR compliant message extraction for the existing carrier client base. Discussions around opening the SDC Service for other users (e.g., brokers, vendors) is ongoing. Target date for CDR extraction is Q1 2024. NOTE: Not all CDR data points are in the MRC, SDC will extract and format those elements that **are** in the MRC v3.

Gateway

1. Will receiving carriers need to utilise the gateway risk service or market gateway (ASG Adept) for phase one or can they continue to use their own gateway/methods. In addition will SFTP continue to be sent via the carriers chosen methods?

The gateway risk service or market gateway (ASG Adept) is the new single access point for every transaction using the new digital services from phase one digital. Carriers can continue to use their own methods and gateways, but these will need to be able to interact with the market gateway (ASG Adept). SFTP will continue to be supported in the same way as today, however it will be re-located to ASG, consequently the IP address locations and authentication credentials will be new.

Premiums

1. Will the existing: Syndicate, LIRMA, ILU, Broker Number identification structure continue once the new digital services have been delivered? Will use of this number still denote that a carrier wants a risk to be processed through Velonetic?

Yes, Velonetic will continue to use Syndicate, LIRMA, ILU, Broker Numbers as they do today. If a company market carrier does not want to use Velonetic digital processing services, they will apply their 'non-bureau' stamp to the risk, as today.

The Velonetic service and transaction records will (from phase one) also be able to record details additional parties involved in servicing of business, such as coverholders.

2. Will overnight batches for USMs/SCMs cease to exist? Does this apply only to phase two digital or phase one as well? When will USMs/SCMs be sent in real-time?

Mainframe end-of-day batches will cease to exist in phase one, the new digital platform will operate in real time. For example, as soon as a premium is processed and signed, it will immediately be written in the system of record. However, EDI messages (including USM and SCM) and central settlement are scheduled once a day. EDI messages amalgamate all signings during the day into a single data package. The current frequency of EDI messages won't change in phase one, they will be delivered in the same frequency and time as in today's systems. Other messaging, such as EBOT/ECOT, CDR or Write-back are designed to operate in real time only, so the new platform will send those as transactions are processed. Velonetic customers are encouraged to consider the business process impact and opportunities arising from the potential for intra-day 'real-time' notifications that come with adoption of these 'phase two' services.

3. How will in-flight transactions be handled?

This approach will be outlined on the cutover plan which is currently in development, this will be finalised by the end of 2023 and will include how transactions will be handled by business process, services and systems used.

Claims

1. Is there any more information on the new ICOS portal that is replacing ECF. Is the initial intent to replicate existing functionality and data?

The International Claims Orchestration Service (ICOS) is part of the Risk service gateway or market gateway, and is replacing ECF. The intent is to provide up-to date technology which is user friendly with better tracking and, as a minimum, has all the functionality that ECF provides. There will be training provided to help users understand how to use ICOS ahead of launch.

2. What happens to in-flight UCR's partial agreement?

The full cutover plan for in flight claims is still in development. Plans will be shared with the market once available.

Messaging

1. During phase one, will you still get the End of Day and End of Month (MCM) messages?

Yes, the same messages you get today will be available in phase one.

2. Will LORS be taken to the cloud services in June 2024? When will further details and testing begin?

LOR is part of phase one and both the portal interaction process and LORS EDI messages are in scope of phase one digital services. LORS will be moving over to a new cloud-based portal, and the functionality will be the same as it is today. Self-testing by customers will be available from end of March 2024.

3. When will we get confirmation of the approach to transformed/customised EDI messages so that we can progress plans?

A team is focusing on the transformed/customised messages that exist today. We are taking a pragmatic approach so that we accommodate the most significant variants, and not those at the periphery, e.g. a simple name change or one additional field. We will confirm the outcome as soon as we can, although it is likely that transformed/customised messages such as ACORD4ALL will be included due to large scale usage. However, we will need to assess the financial impact for the firms that wish to use them. Where known, details have now been shared with managing agents, company market carriers and the top fifty brokers covering the messages received and any known customisations. We will share the approach to customisations in Q4.

4. Will there be changes to how reporting is managed, and will we still get the same reports?

There will be changes to how reporting is managed. Although data for reports will remain the same, the way they will be received will be different. The delivery method will change, and email will no longer be one of these methods. There is a new customer self-serve approach being introduced through Qlik Sense. All existing reports will be available in the new digital services, with new possibilities being available in the future. Velonetic customers are encouraged to consider the business process impact and opportunities arising from the move to customer self-serve.

Technology

1. Will firms need to have developed API capability to be compliant for the cutover to phase one digital services on 1 July 2024, or will messages using the existing batch EDI overnight file transfer protocols into our PAS still be available?

No, they will not need to have API capability for digital phase one release. Messages using the existing batch EDI file transfer protocols into your PAS will still be available. However, EDI files will be delivered through the new gateway risk service, or market gateway(ASG Adept).

2. If you have two PAS systems, for different parts of your business, will both need to be ready for phase one? And will both need to switch over to phase two at the same time after September 2024 or can one PAS remain in phase one, with the other switching over to phase two at another time?

Both will need to be switched over for phase one, however during phase two they can be moved across at different times. If your PAS systems operate completely independent from each other this shouldn't be a problem, however if you do try to combine the data then you'll need to factor this into your phase two planning.

3. Do we know what the new URLs for the portal/s are going to be?

We do not currently have the URLs for the portal/s, these will be confirmed in good time ahead of changeover.

4. What are the DRI changes?

The main change is a new gateway risk service, or market gateway- it will be delivered via the new ASG Adept gateway in phase two.

Testing

1. Are Vanguard participants going to test cutover scenarios, for example.:
 - A transaction created before phase one, a new transaction (AP, RP, claim) on the same policy created after phase one
 - A transaction created before phase one, a new transaction (AP, RP, claim) on the same policy after phase two
 - Instalments set up before phase one, settled after phase one/phase two

Yes, the Vanguard testing will cover all of these scenarios and more. They will be testing all interoperability scenarios and reach back capability (include transactions before phase one, in phase one, and in phase two), which will cover all scenarios.

Scenarios are derived from a combination of transactions before phase one, in phase one and in phase two, across transactions for premium and claims settlement.

We recognise the importance of all Velonetic customers having a clear understanding of the approach that will be taken to testing, accepting, and assuring the overall delivery of phase one and phase two implementations. We will provide more detail on this topic ahead of the self-testing available to market firms commencing from April 2024.

Training

1. Will training materials be available from October 2023? Is there any further information on training?

The first training milestone will provide initial learning materials to support preparation for adoption readiness. The materials will introduce some key topics covering hints and tips on things to start considering as the market embark on their strategic execution for both phase one and phase two of the digital services.

The first part of the roadmap will be delivered virtually and will cover five key areas and we are working through the content of these at the moment. We will then build out requirements from there.