



ECF Enhancements Programme

Write Back – Web Services

Interface Specification – Claim Notify

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1 INTRODUCTION

1.1 Background

The ECF Enhancements Programme delivers a Write Back solution that will enable carriers to manage the claim within their own systems without the need to duplicate effort via CAS. This is achieved by the provision of services that will allow a Carrier's system to receive timely notifications of claim transaction events, claim information and documents and to similarly respond by message.

This document defines the interface that allows a Carrier's system to receive the timely notification of claim information.

1.2 Document Scope

This document covers the information adhered to by this service along with describing logical functional and exceptional behaviours before describing how the service can be called.

The document covers the data involved in calling this service's operations and the operation behaviours.

Any changes to the interface design will be advised to the market and software vendors through a robust change control process so that the findings and potential changes can be considered.

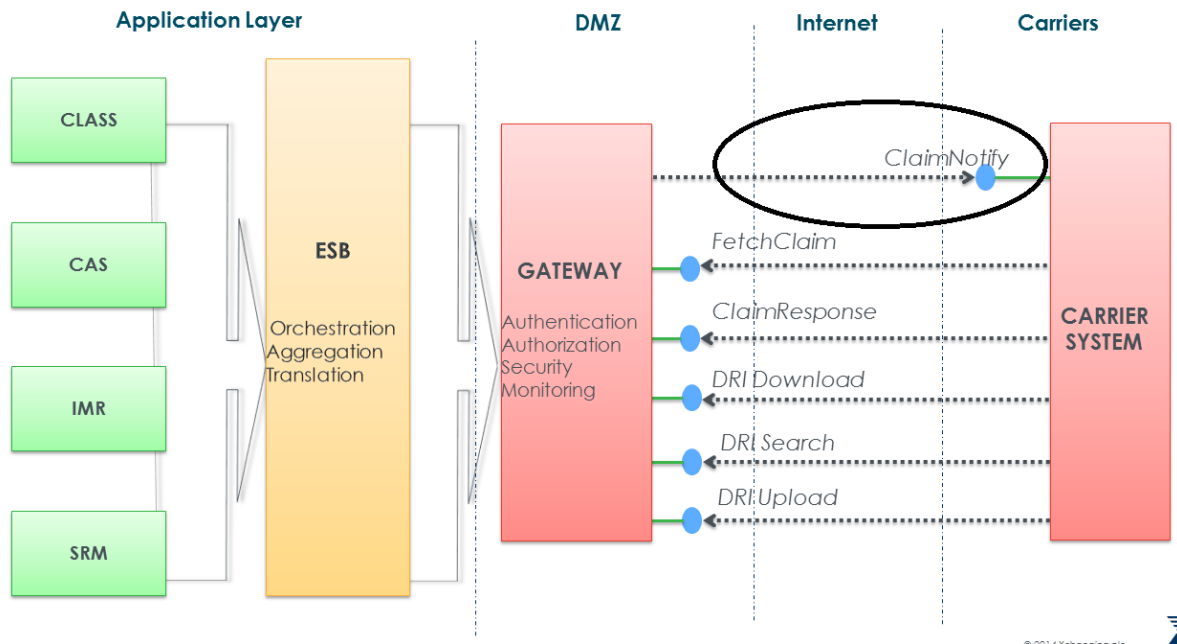
1.3 Service Overview

Carriers systems will expose a secure (https) SOAP web service based on a standard defined by central systems that will allow the ECF platform to notify a claim event to them. This notification will consist of the following information:

- The information that would normally be provided with the current CWT
- The current claim information that would normally be available to the carrier from CAS
- A current list of policy and claim documents that would normally be available to the carrier from the IMR.

The claim snapshot information will be fetched from different sources within Central services application as shown in the diagram below. The diagram also highlights 'Claim Notify' service in context with the overall architecture.

ARCHITECTURE OVERVIEW



The information will be provided in a structured XML format adhering to custom standards with extensions to ACORD. This service will also contain appropriate failure, retry and exception handling to mitigate any risk of non-delivery.

A separate message will be sent for each participating carrier stamp. In cases where the same carrier organisation participates more than once on the same claim a separate message will be sent for each participation.

1.4 Operations

There is only one operation 'Claim Notify' available within this service.

2 OPERATION – CLAIM NOTIFY

This section describes the interface for the Claim Notify operation offered by the service and details the data required to call the operation along with the data returned in the response message. It covers both the message headers and the message body.

This operation is a means of receiving the notification of a claim event together with accompanying claim data and a list of documents available within the IMR that are associated with the claim at that time.

2.1 Request/Input message

The request message sent to the carriers' interface contains the following business information:

- Claim Workflow Trigger data pertaining to the initiating ECF Claim Transaction Event
- Claim Data from the ECF Claim Record
- A list of documents available from the IMR

The request is contained in a SOAP envelope split between headers and the body payload data.

2.1.1 Message Header

Apart from standard SOAP headers as per WS* standard, following additional information will be sent in the SOAP header of the message.

- Sender and Receiver party information will be passed in the request header.

```

<Sender>
  <Party><Id> {Xchanging's party ID – DUNS Code}</Id></Party>
</Sender>

<Receiver>
  <Party><Id> {Carrier's party ID – Stampcode}</Id></Party>
</Receiver>
  
```

The Party IDs of the sender & receiver will be expected to in this format

#	Format
LIRMA	urn:lirma:XNNNN
Lloyds	urn:lloyds:NNNN
Xchanging	urn:duns:236196817
ILU	urn:ilu:NNNNNN

- <MsgTypeCd> will be added to the header to represent the type of the notify message
MsgTypeCd will be '*ClaimNotify*' for notify claim movement and '*RespondErrorNotify*' to notify errors for Claim Respond requests that has failed validations in CLASS system
- <RequestUUID> will be added to the header for auditing purposes at gateway level. The value of RequestUUID tag would be the same as the value of UUID tag in the message body
- <ResponseUUID> is an optional tag,
 - This should be included in the response messages from the Carriers. The value should be the same as the value of ReferredMessage/UI tag in the response message body
 - This tag will not be sent in the request messages
- <Timestamp> will have message creation date and time
- Xchanging will be sending encrypted hash value of the signature in <wsse:security> tag to allow Carrier systems to authenticate the user based on the Xchanging's public key. Please see the Security Section to get more information on Service authentication

Refer to Appendix C **Error! Reference source not found.** for the XSD.

2.1.2 Message Body

The content of claim notification will be an enriched data, representing snapshot of the claim at that point in time.

Below is the data dictionary that defines

- the set of fields and their metadata
- business description of the fields along with certain validation rules
- optionality details

Refer data dictionary defined in Appendix B. There are few Binders specific data elements added in the data dictionary for future purpose, these are just a placeholder which will not be populated in Writeback Phase 1.

Refer XML Schema defined in Appendix C to get all the data definition of the request and response message structure of Claim Notify service operation.

In the case when different notification events are transmitted to carriers in different order to which they were generated (this can happen in multi-threaded environment) at central services system, carrier system will accept (or reconcile) the messages by looking at the *event generation timestamp* that is transmitted in the payload.

Though data dictionary has both insurer and reinsurer related fields specified (in order to keep the interface broadened), only insurer related details will be passed across as part of notify message.

For notify message, there are several fields specified in the data dictionary that are mandatory for all the Bureaux from business perspective. But, these data elements are not made mandatory on the schema level because they have been leveraged and reused from ACORD dictionary, where those fields are set to optional. Xchanging and carrier systems should ensure to have field level validation (apart from XSD validations) to validate if the message has all mandatory elements populated.

Bureau share percentage

In order to calculate Bureau share percentage, carrier system should add up individual share percentage in of the participants of that Bureau.

Message Sequence Number

Each Claim Notify request message will contain a sequence number (*<wb:MessageSequenceNumber>*) to help the carriers to reconcile the messages received each day at their end. This sequence number will be sent for all messages to a carrier and will be a unique number for each carrier per message. This sequence is not reset daily but will continually increment for each message sent to the carrier. Please refer to Appendix F for more details.

Xchanging will also generate an end-of-day reconciliation report for each carrier subscribing to the Claim Notify service, please refer to Appendix D for more details.

Contract Market

For Writeback Phase 1, *<ContractMarket>* tag will contain the details of the participants within a single bureau. On a cross-market claim, carriers will not be notified of participants from other bureaux.

For example, if an action is taken by a Lloyd's bureau participant on a cross-market claim, ContractMarket will contain the details of all the participants only within the Lloyd's bureau. Notification will only be sent to the Lloyd's bureau participants (if they are registered for ClaimNotify service).

Agreement Parties

<ContractMarket> aggregate of the message contains all the participants of the risk of a given Bureau¹. *ParticipantFunction* within the aggregate will define if the Carrier is a Lead, Follower, or Agreement Party

So, from carrier point of view, they will always receive complete set of participants on the risk (within the Bureau) with identifier (i.e. *ParticipantFunction*) indicating as to who the agreement parties on the claim are. Based on this the carrier system UI should be rendered appropriately. This information will be retained in all subsequent transactions so that every agreement party can know who the latest set of other agreement parties are.

Public/Private/Cross Market Comments

All public comments (and associated line number) made by the participants of the bureau are available at near real-time (as part of notify event) within <wb: PublicComments> aggregate. These details are fetched from mainframe source and it does not contain additional metadata (e.g. syndicate name and response code) about the comment. Xchanging systems need to rely on this source to send all the up-to-date comments in order to comply with the near real-time nature of the service.

The comments (with additional data such as response code, syndicate name etc.) from mainframe source are synced to the non-mainframe systems with a delay of about 5 minutes. So, the comments with enriched metadata are available for the carriers within <wb:CrossMarketComments> aggregate² (note that this aggregate is repeatable across the Bureau to accommodate cross market comments).

Notifying a Claim Respond error

Claim Notify service is also used by Xchanging systems to notify any business validation errors that are encountered while processing a *Claim Response* from a carrier. In such cases, the notification message, which will be sent to that carrier, will have a correlation key with their original *Claim Response* message that had resulted in the processing error. The list of errors and description will be sent in <wb:ErrorsandWarnings> aggregate of the notify message. Refer to Section 2.1.1 to understand how to differentiate between a normal claim movement notification message and a Claim Respond error notification message.

¹ For Writeback-I, we will only reflect on the participants of the single Bureau. But, interface is broadened to support to send participants across the Bureau in subsequent phases.

² The design of this aggregate is such that it fits the Binders' functionality of supporting cross claim comments, although this will not be sent for Phase 1

Clarification on data enrichment

Data enrichment for Claim Notify and Retrieve Claim service is sourced from both review and respond screens (or APIs) of CAS. In the below scenarios, only review part of the data will be retrieved and enriched and response part of the claim transaction are not retrieved e.g. Claim scheme, Triage category, Lead/participant contact details, Claim indicators, public and private comments. This restriction is enforced as a business validation within CAS. This behaviour in write back is consistent with CAS.

- Carrier is a follower and the Lead has not yet responded
- Carrier is a Lead and a previous transaction is Open (where lead has not responded)

Once the lead has responded or the previous transaction has been processed then the carrier can use the RetrieveClaimData service to obtain the Response part of the claim transaction data.

VCS Triage Category Clarification

Refer to the clarification paper available under Appendix E for detailed examples on data populated in the Triage Category field for various scenarios.

Insurer Risk Reference

In order to align with ACORD schema, *InsurerRiskReference* field has been made optional. However the sender and receiver should make sure that this data element is populated, refer to the clarification paper available under Appendix G on when it would be populated.

Broker Claim Reference 1

Refer to the clarification paper available under Appendix H on population of the field *BrokerClaimReference1* and further information on population of Notify messages on Broker updates and deletes.

FolderReference (CR19)

The Service providers/Carriers receives the corresponding IMR Folder Name signposting where the document is stored with the Meta data information of IMR documents in Notify message.

This enables the user to focus on documents requiring action.

PbSIndicator (CR24)

PbS Indicator will be populated with a value “Y” where the claim transaction is created through PbS. This will help Carriers to identify PbS Claims and respond to them accordingly. Default value for the indicator would be “N”.

Queries CSRP

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 Query Portal 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

Below fields are used to communicate the PbS Query Details.

- PbsStatusCode
- PbSQueryURL
- QueryId
- QueryNarrative
- IssueId
- IssueCategory
- IssueDescription
- IssueNarrative
- PersonName
- Telephone
- Email

Business Scenarios

The Action Code tab within the embedded ClaimNotify Data Dictionary provides a list of the business scenarios accompanied by the respective Action Code. Following November 2016 on-boarding, an entry for Market Check Required has been included to clarify the expected Carrier Response.

In the event that a Market Check Required is assigned to a transaction, it will be allocated Status 9. Following successful completion of the check by XCS, the transaction will be subsequently updated to Awaiting/Queried (Status 10) and sent to the carrier (Transaction U; Action Participant X). The expected response is as per a claim proceeding immediately to Awaiting/Queried (Status 10) following release by the Broker (Transaction A; Action Participant B) i.e.: the Carrier is then expected to provide a response accordingly.

Co-lead and Subordinate Claim Responses

Events related to both interim and coordinated responses will be reported via the *Claim Event Notify* web services to registered carriers. Interim responses will only be sent when they relate to a response made by the carrier receiving the file i.e. a carrier will not be notified of interim responses made by other carriers on associated co-lead transactions.

Where the event relates to an *interim* response, the appropriate interim transaction status will be sent on the Write Back message.

Coordinated responses on the Write Back message will be represented by existing transaction statuses (Part-Authorised, Queried).

Carriers using Write Back who have made an interim response to a co-lead / master cover claim but have not yet received the coordinated response will need to invoke the Retrieve Claim Request service in order to get an up-to-date view of cross-market comments and responses on associated co-lead claims.

In addition, subordinate claims and automated responses on these claims will also be notified to carriers with a role of 'Suppressed Lead' on the master cover claim.

2.2 Response/Output message

The response message from the carrier systems to the notify claim request contains an acknowledgment of successful receipt of the message or a rejection with reason.

2.2.1 Message headers

Please refer to section [2.1.1](#) for message header details.

2.2.2 Message body

The response message body will contain a *ReferredMessage/UUID* tag as a placeholder to hold the UUID of the original Notify Claim event request message.

The response payload should also contain acknowledgement indicator and statuses.

```
<Response>
  <AcknowledgementLevelIndicator>-</AcknowledgementLevelIndicator>
  <AcknowledgementStatus>-</AcknowledgementStatus>
  <ResponseDescription>-</ResponseDescription>
</Response>
```

Acknowledgement Indicator values are = ***translation_validation*** or ***application_validation***.

Acknowledgement Status values are ***acknowledged*** or ***rejected***.

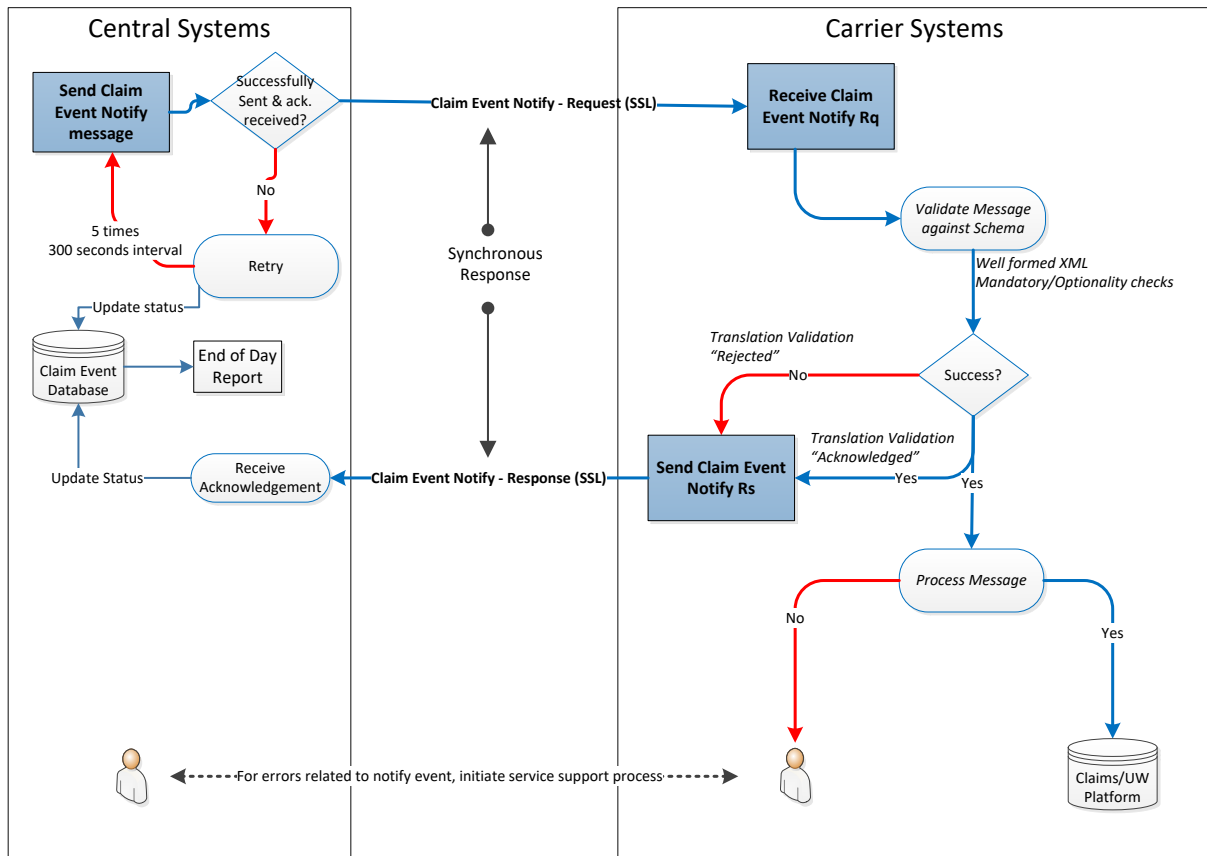
The synchronous response, since it is on the same session, does not need to be signed.

2.3 Operation behaviours

The Claim Notify operation will exhibit the following functional behaviours:

- Notify message successfully sent and response acknowledged
- Invalid request format
- Timeouts
- Failure while processing message at carrier systems
- Other unexpected runtime errors
- Transaction 'deleted' by the Broker

These operational behaviours are explained in the following sequence diagram



Because of the multi-threaded nature of the notify event enrichment, events could reach carriers in a different order to the order in which they get generated. From carrier systems point of view, event timestamp should be used to reconcile the messages. Also, carrier specific sequence number will be sent in the message to allow carrier systems to reconcile any missing messages.

If one of the central systems is down (IMR, CAS etc.), partial data will not be sent to the carriers. Service will try to enrich and send the data as part of the internal re-try mechanism.

2.3.1 Notify message successfully sent and acknowledged

In this scenario, Notify Claim operation successfully sends the notification of the claim and carrier system will acknowledge the successful receipt of the message.

Behaviour – Request Successful	
Pre-condition	A valid request message is posted to the service and the request has been successfully received. The notify message is well formed and conformant with defined XML schema
Post-condition	<code><AcknowledgementLevelIndicator>translation_validation</AcknowledgementLevelIndicator></code> <code><AcknowledgementStatus>acknowledged</AcknowledgementStatus></code>

2.3.2 Invalid Request Message Format

In this scenario, Claim notify message is sent in the incorrect format or not conformant with the XSD, carrier system will acknowledge the notify message with appropriate status indicator.

Behaviour – Incorrect Request Message Format	
Pre-condition	An invalid request message is posted to the service and the request has failed validation within the carrier systems or gateway. e.g. XML that is not XSD conformant
Post-condition	<code><AcknowledgementLevelIndicator>translation_validation</AcknowledgementLevelIndicator></code> <code><AcknowledgementStatus>rejected</AcknowledgementStatus></code> <code><ResponseDescription> will be set to "Fail - Request Invalid"</code>

2.3.3 Timeout

In this scenario, Xchanging's system tries to send the claim notification but the carrier system will not be able to receive the message.

Behaviour – timeout	
Pre-condition	A valid notification message will be sent to the carrier system. But, because of latency issues or network issues or packet loss in the network.
Post-condition	Synchronous service will be timed out at Xchanging's

	<p>gateway and retry mechanism will be initiated, the service will retry maximum of 5 times³ and retry interval of 300 seconds (both configurable⁴)</p> <p>After maximum number of failed attempts to retry the message, it will be logged with failed status in the error queue within Xchanging. Should carrier request to process the failed notify messages, Xchanging will attempt to re-send those messages to the carrier.</p>
--	---

2.3.4 Failure while processing message at carrier systems

In this scenario, Xchanging system will send the notify message and carrier has acknowledged successful receipt of the message. Subsequently, carrier system throws an exception or error while loading the message onto the underlying platform (policy or claims platform)

Behaviour – Processing failure at carrier systems	
Pre-condition	<p>Xchanging system will send the notify message and carrier has acknowledged successful receipt of the message.</p> <p>But the message processing will fail at carrier systems.</p>
Post-condition	<p>If the root cause of the problem is down to the data that notify claim service sent to the carriers, the carrier's support team will liaise with Xchanging's service desk to raise an incident which will follow the support and/or incident management process of the ECF write back service.</p>

2.3.5 Other unexpected runtime errors

In this scenario, Xchanging system will send the notify message and carrier systems encounter any runtime exceptions or errors; this will result in SOAP fault that will propagate to the client (in this case Xchanging's gateway).

2.3.6 Transaction Deleted by the Broker

An event generated from a deletion of a claim transaction will contain following information

- New error code will be sent to indicate transaction has been deleted within <ErrorsAndWarning> tag

³ Retry intervals and retry attempts are configured to be in accordance with other DRI services for consistencies

⁴ Configurable at service level and not carrier level

(Refer to Data dictionary for the error code and description)

- Only basic set of key identifiers (UMR, UCR, TR and Bureau) within the <AdditionalInformation> aggregate with <wb:FieldName> having these values
 - UMR
 - UCR
 - TR
 - Bureau

There are certain *delete* scenarios where some of the key data from the event are not available for enrichment. For e.g. If broker creates a transaction and deletes it immediately, UMR will not be present in the notification (this is consistent with the existing CWT behaviour).

2.3.7 Transaction Status 3 and 4

An event generated from a claim transaction of status 3 or 4 will contain following information (refer to data dictionary for the details of these transaction statuses)

- New error code will be sent to indicate transaction status within <ErrorsAndWarning> tag
(Refer to Data dictionary for the error code and description)
- Only basic set of key identifiers (UMR, UCR, TR and Bureau) within the <AdditionalInformation> aggregate with <wb:FieldName> having these values
 - UMR
 - UCR
 - TR
 - Bureau

2.3.8 Transaction Status 8

An event generated from a claim transaction of status 8 (refer to data dictionary for the details of these transaction statuses) will contain skinny/unenriched/event data in the notify message. <TransactionStatus> can be used to identify these scenarios.

2.3.9 Transaction Status 9 (Market Check)

These messages cannot be accurately advised to the correct underwriters until the Market check is complete hence it was proposed and agreed NOT to issue messages at this status to carriers.

2.3.10 Transaction Re-released by the Broker

On a newly created claim (i.e. claim in transaction status 10) when the broker opens it on CASA and re-releases or deletes it, two events are generated. Refer to the clarification paper available under Appendix I for details on population of *LloydsStatus*, *LirmaStatus* and *IluStatus* in case of Broker re-releasing the transaction.

3 NON-FUNCTIONAL CHARACTERISTICS

The Notify Claim service should comply with the following non-functional characteristics. To understand the impact of the ECF Binders project on these characteristics, please refer to the ECF Binders Non Functional Requirements.

3.1 Security

Since Claim Notify service is hosted by carrier systems, carriers will be responsible to ensure the service is managed according to their company security policies and standards (handling penetration testing, DoS attacks etc.).

Central services system recommends the following authentication and security strategy for Write Back services. This is consistent with the ACORD security profiles, please refer to [ACORD Security Profiles V1.1.0](#) link (section 5.2) for more details.

Security Techniques

- SSL/TLS Server Authentication
- SSL/TLS Integrity
- SSL/TLS Encryption
- WSS Signature SOAP Envelope

3.1.1 Identification

While sending the Claim Notify event message to carriers, Xchanging will set the sender and receiver details in the SOAP header. Refer to Section 2.1.1. for the XPATH details.

Carrier system will use the headers details and identify the sender.

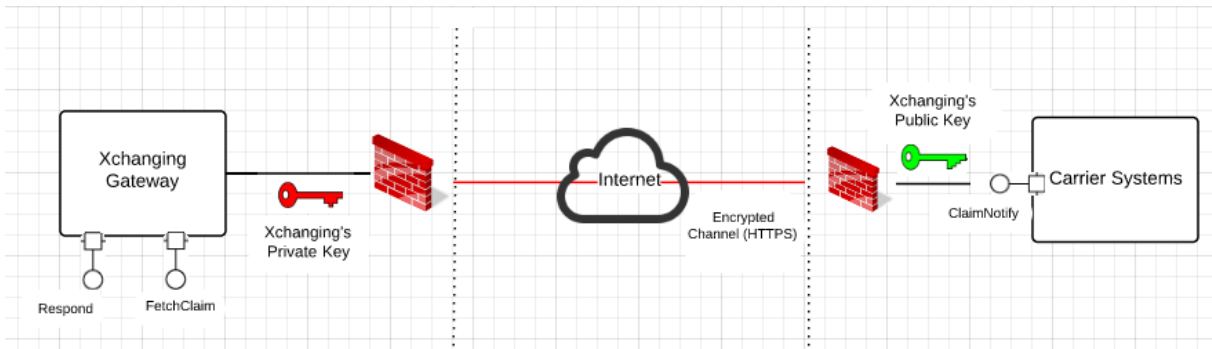
3.1.2 Authentication

The service authentication of all ECF write back services will be handled via Public Key Infrastructure (PKI) standards.⁵

Xchanging will send the Notify message by signing the message with its own private key. The hash-value of the message is encrypted and passed in the SOAP header to the carrier systems. Carrier system, on the other end, will decrypt the hash based on Xchanging's public key and verify the signature.

The exchange of certificate keys will be done as part of registration process.

⁵ PKI approach is considered over other options such as OAuth, SAML, API Keys to ensure write back services are DRI consistent and aligns with Write back phase-2 strategy



One of the key advantages of this approach is that carrier system can reuse the same approach (and same set of keys) across other services including DRI services.

3.1.3 Authorisation

All carriers will be registered in Xchanging's 'Service Registration Management (SRM)' application as part of the service registration process.

If carriers are not registered for the Claim Notify service in SRM, the notification events will not be sent to them.

Note: If Carriers intend to send Claim Response via WriteBack they have to be registered for Claim Notify service.

3.1.4 Encryption

No message level encryption is enforced⁶. But, transport level (SSL) encryption is enabled.

3.2 Web Service Availability

Notify Claim events are triggered whenever central services systems are available, which could be beyond the operational support hours (7 am – 7 pm Mon-Fri, excluding bank holidays). Carriers systems are expected to be available for at least during the operational hours to minimise failure, retry and exception handling overheads within central services. It is recommended to have a queueing mechanism at the carrier systems, should there be claim notifications sent to them during planned/unplanned outages on the carrier systems.

In the event of any unplanned outage at carrier systems,

- Claim notification events will not be successfully received by the carriers
- On request, failed events can be reprocessed from Xchanging's gateway

⁶ This is in accordance with ACORD messaging on DRI services.

3.3 Time outs

#	Value
Maximum time to receive a synchronous acknowledgement response to claim notify request/input message	15 seconds
Number of retries by Xchanging on timeout	5
Retry interval	300 seconds
Average Response Time	1 minute ⁷

3.4 Performance and Maximum Load

3.4.1 Message Size

Average size of the message size = 80 KB

Maximum size of the message size = 160 KB

Average size of the message is calculated by calculating average number of documents⁸ associated in a claim and average number of public/private comments in the claim transaction.

Maximum size of the message is calculated based on the total number of repeatable groups in the message, the biggest chunk of it is about aggregate details, which can repeat 496 times.

3.4.2 Anticipated Volumes

#	Daily Volumes ⁹
Number of Claim Trigger events	20,000
Avg. number of participants per event	3.5
Number of Claim Notify Event messages	70,000

⁷ In technical terms, this is the average response time it takes from the moment event is successfully generated, enriched and notified to the carrier systems under normal conditions. This should not be considered as the SLA of the web service.

⁸ Average number of documents in IMR per claim, policy and transaction is 15-17

⁹ The daily volumes are based on the average production volumes for the month of Jan, Feb, Mar 2014

Retry percentage	20% (approx.)
Total Number of Claim Notify messages	84, 000
Peak hour (% age of daily volume)	10%

3.5 Service Support and Maintenance

Since the Claim Notify service is hosted by the carriers, any issue encountered in the service will be supported by the carrier business support teams. But, Xchanging's write back service support and incident management process will be published separately to allow carrier support teams to collaborate with Xchanging's service desk to handle any issues.

3.6 Service versioning

Major version = 1

Minor version = 0

For an incompatible service change, it is assumed that the changes is major and change the major version number as a result. Old version: N.m => New version: (N+1).0

For backward-compatible service changes, we'll assume the change is minor and change only the minor version number as a result. Old version: N.m => New version: N.(m+1)

3.7 Invoking the Service

The test, MAT and production URLs of the Claim Notify Web service end point will be shared by carriers at the point of registration.

4 ACRONYMS

Acronym	Definition
CSV	Comma-Separated Values
DoS	Denial of Service - an attempt to make a machine or network resource unavailable to its intended users
HTTP	Hyper Text Transfer Protocol
HTTPS	HTTP over SSL
IP	Internet Protocol
SOAP	Simple Object Access Protocol – an industry standard protocol for invoking remote web services, usually used with HTTP
SSL	Secure Sockets Layer – a protocol for secure interaction over IP
WSDL	Web Services Definition Language
XML	Extensible Mark-up Language
XSD	XML Schema Definition

5 DOCUMENT CONTROL

Version	Date	Author	Brief description
0.1	12/09/14	Rob Jillings	First draft to support FS production
0.2	05/11/14	Nitin Jain	Added details for message header and body
0.3	12/11/14	Vikas Acharya	Error scenarios, security, NFRs, identification, operational sequence, authorisation, sample WIP XSD
0.4	20/11/14	Vikas Acharya	Added DRAFT data dictionary, updated XSDs, service versioning
0.5	02/12/2014	Vikas Acharya	Modified Data Dictionary, XSD, Added average response times of the service, Internal Xchanging review comments from Technical architects.
0.6	16/12/2014	Vikas Acharya	Internal review comments, added fields related to Binders, CRs etc.
0.7	19/12/2014	Vikas Acharya	Updated to data dictionary and referencing the changes in XSD.
0.8	16/01/2015	Nitin Jain	Added header details and few details under message body section
0.9	21/01/2015	Nitin Jain	Incorporated internal review comments
0.10	23/01/2015	Vikas Acharya	Clarifying the Document Scope section 1.2
1.0	02/02/2015	Vikas Acharya, Nitin Jain	Comments and clarifications from market workshop on 28/1. More clarity on message sequence, security, public/private comments. Internally reviewed comments. Added sample messages. Re-versioned to 1.0. Issued for sign-off.

1.0	13/02/2015	Vikas Acharya, Nitin Jain	Few data definition optimizations based on feedback from the market. Updated XML resources. Re-issued for Sign-off.
1.0	20/2/2015	Vikas Acharya	Signed-off
1.1	25/03/2015	Vikas Acharya	Removed the security tag from the Xchanging's header as it will be inserted into the SOAP header in the same level. Added in SGN to Response Code tab and split out YES and CES responses Updated comments for Underwriting Year to remove "May not be present on first advice" Updated Business Format to CHAR(7) for Agency under Reinsurer, Insurer and Broker Added new generic error code in the enumeration list
1.2	22/04/2015	Vikas Acharya, Nitin Jain	Clarifying notification for transactions of status < 10 and delete transactions. Updated DD, XSD
1.3	11/05/2015	Nitin Jain	Updated DD
1.4	27/05/2015	Vikas Acharya	Updated DD, Clarifying data enrichment for open transactions
2.0	18/11/2015	Nitin Jain	Updated DD, New column added to the reconciliation report, Attached the latest version of published clarification papers, Attached latest version of Notify XSD
2.1	04/02/2016	Sue Brett	Updated DD in Appendix B Under the Action Code tab a new value of Z for skinny data has been added. Added 2 new error

codes for conflict of interest to ILU, LIRMA Co's,
LIRMA Lead and Lloyd's Warnings_Errors tabs

2.3	19/04/2016	Adnan Nasar-Ullah	Updated DD in Appendix B. Changes driven by Master Cover – Co lead Binders project
2.4	25/04/2016	Adnan Nasar-Ullah	Updated AsOfDate to milliseconds in DD
2.5	27/04/2016	Sudhir Kumar	Attached latest XSD and Sample message.
2.6	20/06/2016	Sudhir Kumar	Updated for Write Back CR19 – Added document folder name reference in Notify message DD. Also attached latest DD and Sample message. DD include changes for CR11. Sample messages are only having CR19 changes.
2.7	22/06/2016	Paul Sterrett	Updated CR19 as per updates to BRD following market feedback Attached latest XSD
2.8	28/06/2016	Sudhir Kumar	Updated sample message, XSD and DD.
2.9	05/07/2016	Paul Sterrett	Updated DD
3.0	14/07/2016	Paul Sterrett	Updated DD and Sample Message (Notify Request Sample)
3.1	28/07/2016	Paul Sterrett	Updated DD
3.2	15/09/2016	Paul Sterrett	Updated DD and Sample Messages
3.4	07/11/2016	Paul Sterrett	Updated DD following JIT for November 2016 on-boarding. Added Claim Notify Error Messages in Appendices
3.5	31/05/2017	Ankit Jain	Updates for Notify changes for Queries work stream under CSRP. Updated DD, Sample messages and XSD

3.6	15/08/2017	Harinath K	Referred to latest sample file Referred to latest Notify data dictionary
3.6.1	26/09/2017	George Cruickshanks	Reference to latest xml samples added Reference to latest Notify DD added
3.6.2	13/02/2018	Dave Smith	Updates for Co-Lead and Master Cover changes. Reference to latest Notify DD added
<u>3.6.3</u>	<u>03/07/2018</u>	<u>Dave Smith</u>	<u>Updated DD</u>

APPENDIX A: SAMPLE MESSAGES

Please refer to sample messages circulated with this document for both request and response. Note that these sample messages does not contain a real claim movement data, but it should give sufficient information around the structure of the message.

APPENDIX B: CLAIM NOTIFY DATA DICTIONARY

Please refer to the Claim notify DD circulated with this document



ClaimNotify Data
Dictionary v3 6 3.xls

APPENDIX C: SERVICE XML RESOURCES

Claim Notify XSDs & Sample messages



Sample XMLs (2).zip



Notify XSDs V3.6.3.zip

Please refer to the XSDs and sample messages circulated with this document

Claim Notify Error Messages



Notify Errors.zip

APPENDIX D: RECONCILIATION REPORT

End of Day file will be created containing a log item for every event that occurs on a claim transaction in central system per participating Carrier. The End of Day file will include details of all events which caused a Claim Event Notify to be generated, including Claim Event Notify which were generated, but not received by the Carrier system successfully.

This report will be in Comma-Separated Values (CSV) format, it will be sent to each carrier via email. At the time of registering the carrier for Claim Notify service, the email address will also be captured and configured in the Xchanging's registration system.

Following will be the fields in the daily CSV report:

- Notify message Identifier (UUID of the Claim Event Notify Request message)
- Carrier Code
- Notify event generation timestamp
- Notify message delivery timestamp
- Notify message acknowledged timestamp
- Notify message status
- UMR
- UCR
- TR
- Message sequence number

APPENDIX E: VCS TRIAGE CATEGORY CLARIFICATION



VCS Triage
Category Clarificatio

APPENDIX F: MESSAGE SEQUENCE NUMBER CLARIFICATION

Refer to the attached clarification paper for the generation and usage of this field pre and post write back and on replays.



Message Sequence
Number Clarification

APPENDIX G: INSURER RISK REFERENCE



Insurer Risk
Reference SOAP v0 ☺

APPENDIX H: BROKER CLAIM REFERENCE



Broker Claim
Reference and Notif

APPENDIX I: LLOYD'S, LIRMA AND ILU STATUS



Transaction Status
on Error Event SOAF