

Using ECF in the Company Market

Automating the Claims Process Through
Electronic Solutions

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Background

Endurance strategy: “automating the claims process through electronic solutions”.

- The way we accept claims
- The way we manage claims
 - The way we pay claims

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The Strategy

- Driven by both Endurance's internal electronic requirements & access to the London electronic market solutions.

Internal Requirement

- A Document Management System (to electronically manage our claims files and workflow processes within the Company + user friendly interface with CLASS/ECF).

Market Solutions

- CLASS (considered as the traction towards full electronic claims management)
- ECF (seen as the key market tool to replacing the Brokers paper claims file).

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➤ How did we implement this Strategy?

- Over an 24 month period from start to finish (July 05 to July 07).
- Tested & rolled out a DMS tool to Claims Dept (ImageRight). July 05
- Advised all our brokers that we no longer required to see any hard copy claims files. Sept 05
- Provided brokers with alternative e-claims notification facility linked to our DMS*. Sept 05.
- Encouraged more use of CLASS. Through out the implementation period..
- Signed up, as an IUA Member, to the ECF Pilot Project. Dec 06.
- Following testing, agreed to go Live on ECF. July 07.

**e-claims seen as a stop gap for bureau claims until ECF was the roll out.*

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Was the Strategy successful?

Internally

- ImageRight, the DMS tool has been a great success.
- The Claims Team has no desire to return to paper files (internally or externally).
- DMS provides electronic ability to easily download CLASS messages/ ECF docs + provides claims referrals & tasking functions.

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Was the Strategy successful?

Market

➤ CLASS:

➤ 80pct of Endurance claims are now notified through the bureau.

➤ ECF:

➤ Partnerships with 6 Broker Partners in place already .

(Aon, Marsh, Willis, Benfield, JLT, Cooper Gay).

➤ Endurance accept both legacy & new advices from brokers.

➤ ECF: Volumes growing, approx 40 pct of our CLASS messages linked to an ECF.

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Implementation of ECF is seen as an integral part to the success of our strategy.

The internal feedback has been very positive to date.

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Feedback from the Endurance Claims Team

- Speed of response to brokers/customers improved.
- No delay due to having to request copy docs or wait for files.
- Easy transfer of documentation to our own electronic files.
- Saves significant amounts of paper.
- No problems with files which are too large to email.
- Access to slip (although I feel it is safer to use the slip on our files).

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Feedback from the Endurance Claims Team (continued)

- Easy access to other claims on the same UMR.
- ECF indicator on CLASS filter screen is extremely useful.
- The system is very user friendly and easy to understand.
- The facility to view documents by date order is very useful.
- A secure and stable addition to CLASS.
- There is no time lost looking for "lost/,misplaced" post, docs.
- It's all there and accessible immediately; a great time saver over paper transfer.

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Thank You &
Merry Christmas