Document Management Service (DMS)

User Guide

Version: 1.1

Issue Date: 15/07/2013

Copyright Information

Trademark Information

Contents

Overview

This guide has been prepared to assist brokers, fee collection agencies and third party experts/service providers in using the Document Management Service (DMS) introduced as part of the Broker Portal ECF Enhancements project.

- Section 1 describes initial steps that may need to be undertaken prior to using the Document Management Service.
- Section 2 provides an overview of the DMS screens and their relationship with the CLASS claim data entry screens.
- Section 3 describes how the DMS is invoked.
- Sections 4, 5, 6, 7, 8 & 9 describe how to use the features of the DMS.
- Sections 9 and 10 provide details on troubleshooting and obtaining assistance with the DMS.

What is the Document Management Service?

The Document Management Service (DMS) is designed to improve the quality of claim submission by introducing stricter validation around documentation and presentation of the claim file. It is a web-based application that can be accessed seamlessly via the Claim Data Entry module in CLASS (Lloyd's and Company). The DMS is comprised of two main screens which provide the following functions:

- Viewing a list of risk and claim documents that have already been uploaded against a claim
- Viewing the actual documents that have already been uploaded against a risk or claim
- Uploading new documents against a risk (UMR) or claim (UCR)
- Confirming that the presentation of the claim file is complete so that the transaction can be released in CLASS

1 Initial Steps

1.1 Adobe Flash Player Installation

Adobe Flash Player ® is required to utilise the full functionality of the DMS. Specifically, when selecting new files for upload, the software is required to be able to highlight *multiple* files for selection.

If the software is not installed on your system, it can be downloaded for free from the Adobe website:

http://get.adobe.com/flashplayer/

Tip By default, an option will be set to download and install the Google Toolbar as part of the installation. De-select this option if you do not wish to install the toolbar.

Tip If you do not have the correct permissions to perform the installation yourself (your system should notify you of this if you attempt the installation without the correct permissions), you will need to contact your security administrator.

1.2 Additional Workstation Requirements

If your workstation is already configured to use CLASS and the IMR, there are no additional desktop requirements for DMS other than those stated above. New users should refer the IMR & ECF Desktop Software Compatibility Guide, specifically the sections on IMR and General Settings, for more information.

2 Screen Navigation Overview

Figure 1 below shows the various navigation paths between CLASS and DMS, and within DMS.

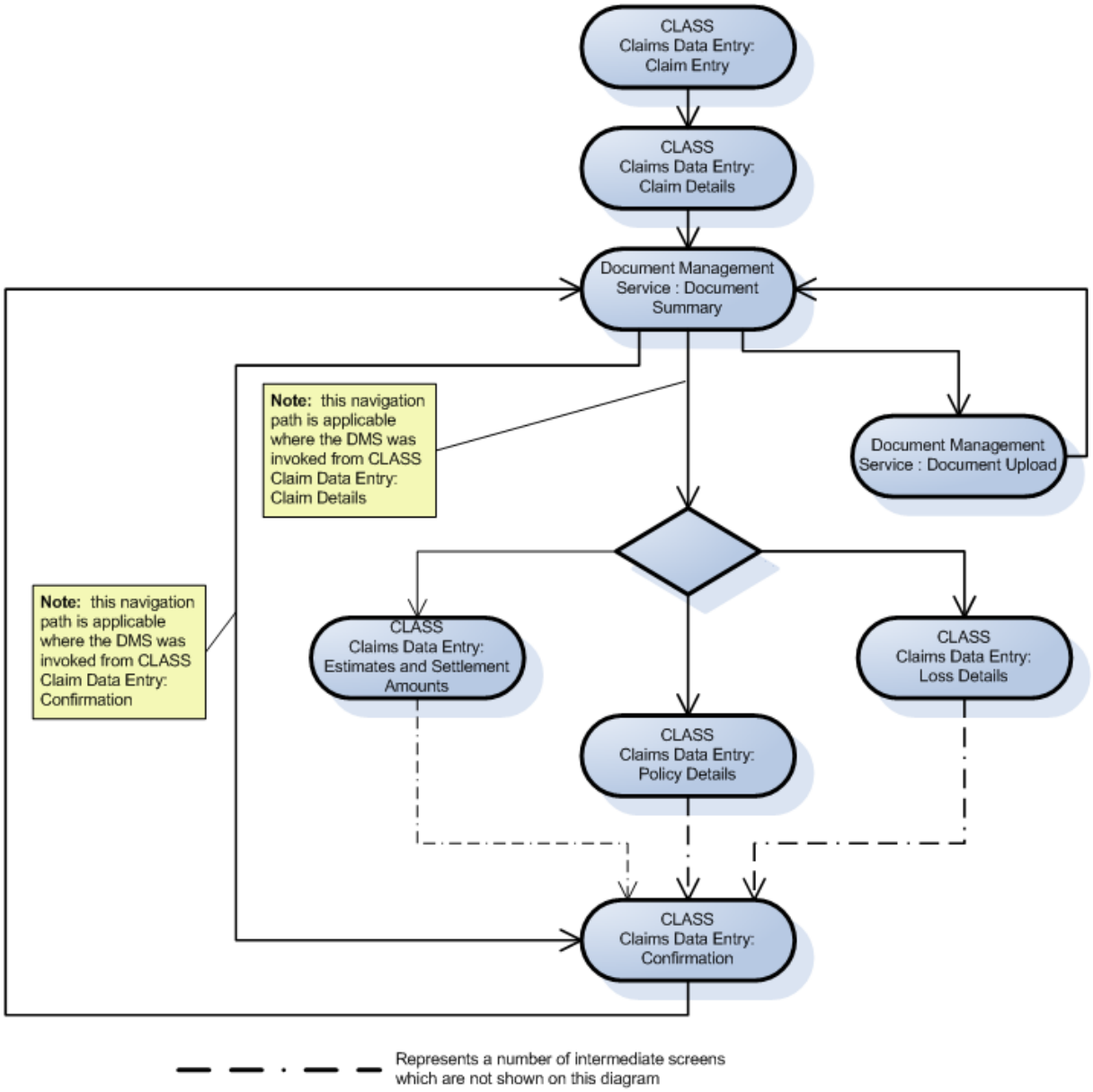

Figure 1

3 Invoking the DMS

There are two methods by which the DMS can be invoked:

(1) Automatically, after entering basic claim details in CLASS and pressing ENTER (**Figure 2**)

(2) Manually, by selecting the 'DMS' option (**Figure 3, Ref: 1**) when you reach a specific point in the claim advice creation/update process in CLASS, specifically the CONFIRMATION screen.

The DMS can only be invoked by the above methods where the ECF Flag (**Figure 2, Ref: 1**) entered against the claim transaction is 'Y' or 'T'. Where the ECF Flag is 'N', DMS will not and cannot be invoked either automatically *or* manually.

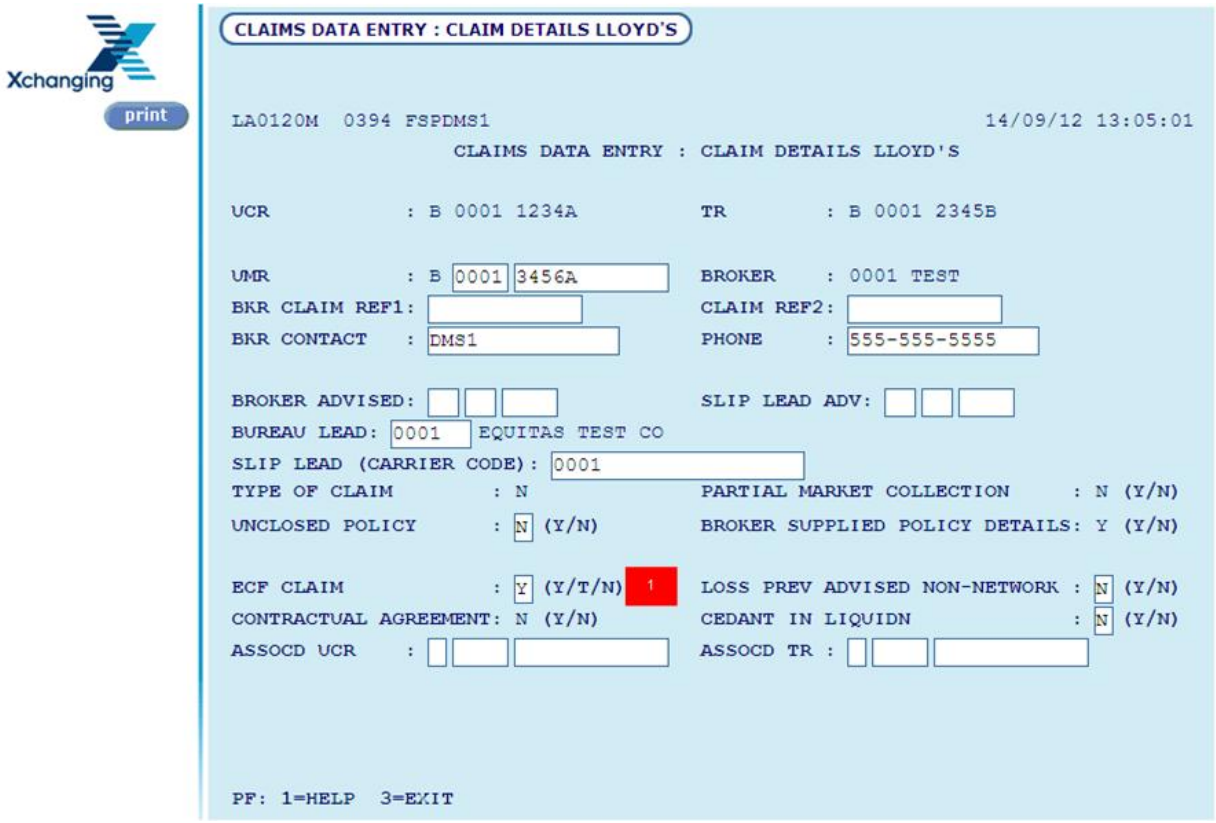

Figure 2

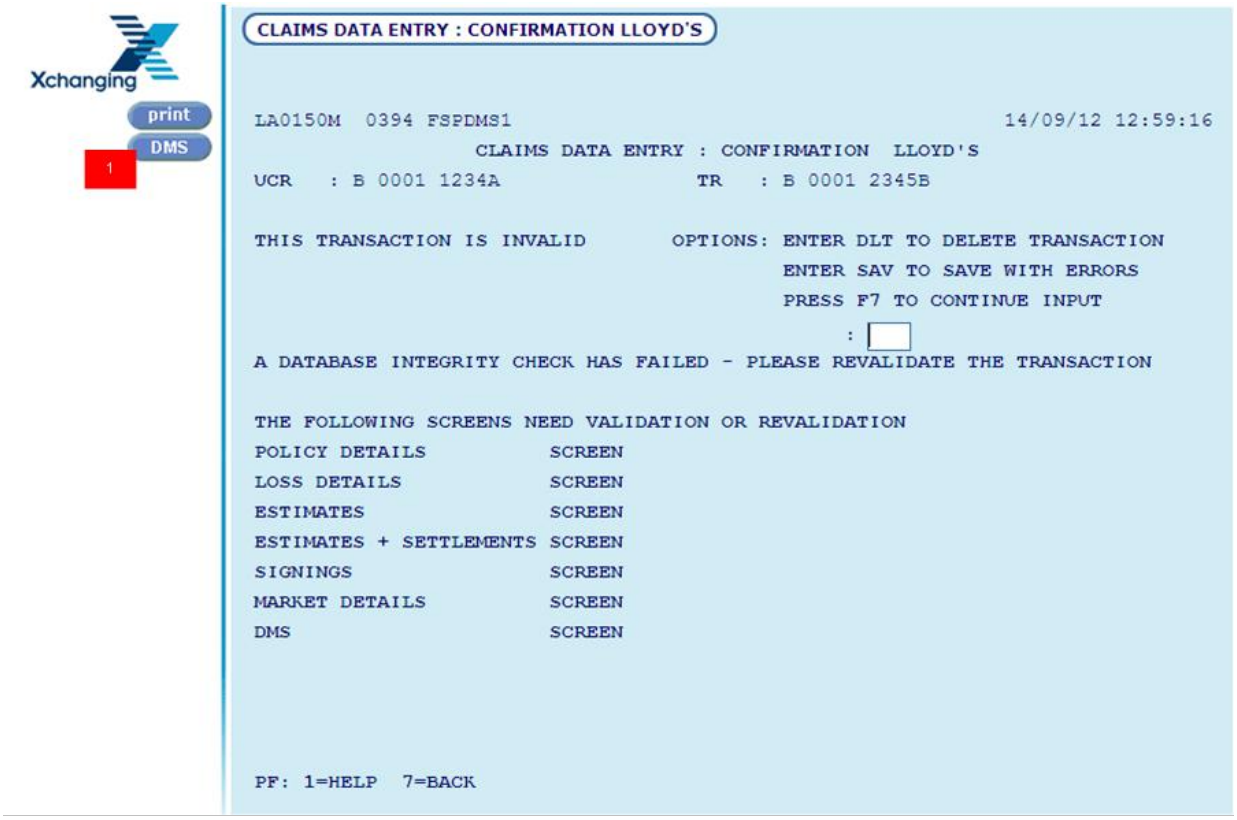
Xchanging
print
DMS
1
CLAIMS DATA ENTRY : CONFIRMATION LLOYD'S
LA0150M 0394 FSPDMS1 14/09/12 12:59:16
CLAIMS DATA ENTRY : CONFIRMATION LLOYD'S
UCR : B 0001 1234A TR : B 0001 2345B
THIS TRANSACTION IS INVALID OPTIONS: ENTER DLT TO DELETE TRANSACTION
ENTER SAV TO SAVE WITH ERRORS
PRESS F7 TO CONTINUE INPUT
:
A DATABASE INTEGRITY CHECK HAS FAILED - PLEASE REVALIDATE THE TRANSACTION
THE FOLLOWING SCREENS NEED VALIDATION OR REVALIDATION
POLICY DETAILS SCREEN
LOSS DETAILS SCREEN
ESTIMATES SCREEN
ESTIMATES + SETTLEMENTS SCREEN
SIGNINGS SCREEN
MARKET DETAILS SCREEN
DMS SCREEN
PF: 1=HELP 7=BACK

Figure 3

4 Viewing a claim file

When the DMS is invoked either automatically, or manually as described in ***Section 3 Invoking the*** DMS, the initial landing point is the **Document Summary** screen, which is shown in **Figure 4** below.

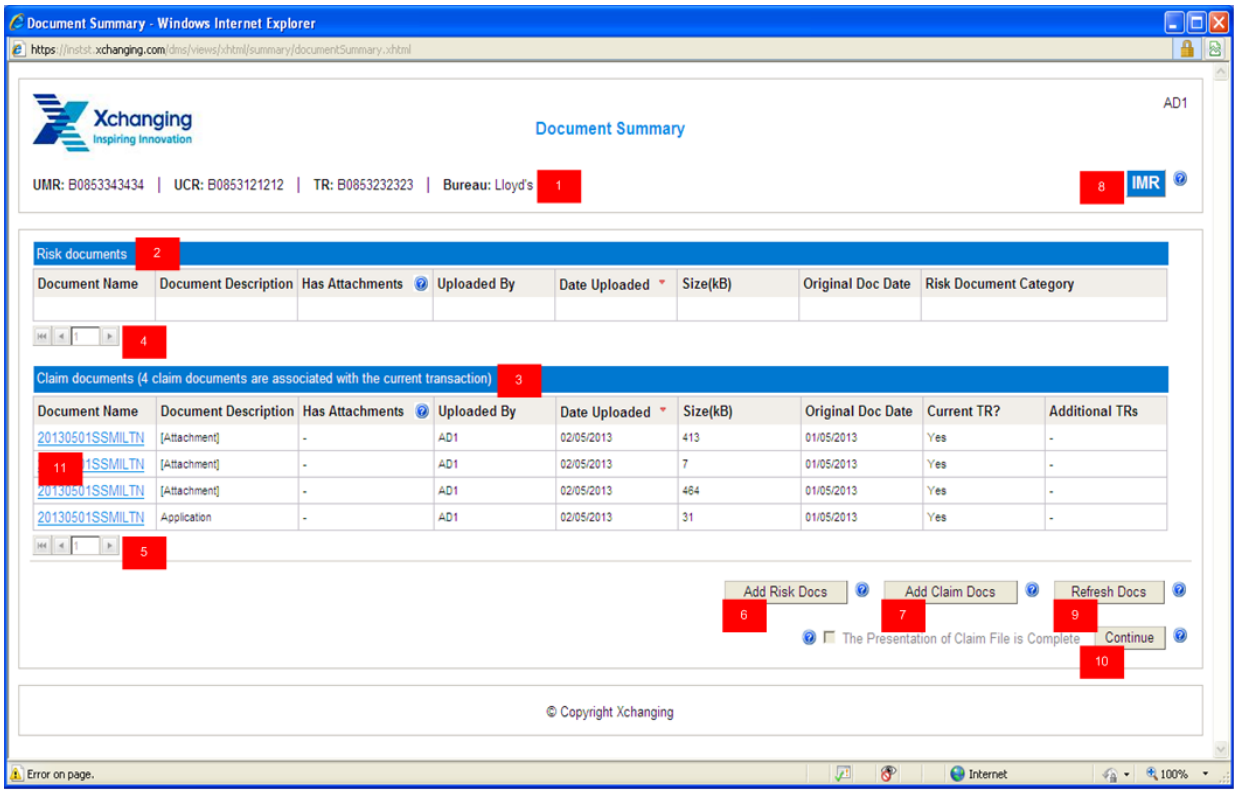

Figure 4

This screen displays a list of all **risk** and **claim** documents that have been uploaded for the claim that the current claim transaction is associated with and for which you have the appropriate permissions to view.

The header area of the screen (**Figure 4, Ref: 1**) shows the **UMR**, **UCR**, **TR** and **Bureau** associated with the current claim transaction.

The upper list-box (**Figure 4, Ref: 2**) shows any **risk documents** that have already been uploaded for the claim and for which you have the appropriate repository permissions to view. The risk documents list-box includes the following information about each document:

Column Name	Description	Can be used to sort?
Document Name	The name of the document; set by the system during upload. Tip Where the value exceeds what can be displayed in the column, hover the mouse pointer over the value to show a pop-up containing the entire value.	✓
Document Description	A description of the document; entered during upload. Where a document originated as an attachment to an email file, Document Description is shown as '[Attachment]' followed by the Document Description that was entered for the email file during upload. Tip Where the value exceeds what can be displayed in the column, hover the mouse pointer over the value to show a pop-up containing the entire value.	
Has Attachments	Where an email file type is uploaded using the DMS and there is an attachment to that file, it is separated out from the email. Has Attachments indicates 'Y' where an attachment to an email file is also an email type file, and that file has one or more attachments.	✓
Uploaded By	The USERID of the person who uploaded the document to the document repository; set by the system during upload.	✓
Date Uploaded	The date that the document was uploaded to the document repository; set by the system during upload.	✓
Size (KB)	The size of the document file in kilobytes, set by the system during upload.	✓
Original Doc Date	The original creation date of the document; entered during upload.	✓

Column Name	Description	Can be used to sort?
Risk Document Category	The classification/category (e.g. 'Policy', 'Slip', 'Miscellaneous') of the risk document; set by the system during upload based on the selected Document Type.	✓

The lower list-box (**Figure 4, Ref: 3**) shows the **claim documents** that have been uploaded for the claim and for which you have the appropriate repository permissions to view. The header bar of the claim documents list-box shows a count of the number of claim documents that are associated with the current claim transaction. In addition to the information shown in the risk documents list-box, the claim documents list-box also includes the following:

Item	Description	Can be used to sort?
Current TR	Indicates whether a document is associated with the current claim transaction. 'YES' is displayed where a document is associated with the current transaction.	✓
Additional TRs	Indicates whether a document is associated with transactions *other than* the current claim transaction. If it is, the transaction references (TRs) of the other claim transactions are shown. Tip Where the value exceeds what can be displayed in the column, hover the mouse pointer over the value to show a pop-up containing the entire value.	

Note: 'Risk Document Category' is only relevant for risk documents and thus does not appear in the claim documents list-box.

Tip Click on the name of a column in the risk or claim document list-box to sort the list-box by that column.

Tip The paging buttons below the risk document list-box (**Figure 4, Ref: 4**) and the claim document list-box (**Figure 4, Ref: 5**) are enabled when it is not possible to show all documents on the screen at the one time, and therefore need to be presented across multiple pages. Use the forward and backward paging controls to scroll the pages as required.

The Document Summary screen includes several operations which can be performed by either clicking the appropriate pushbutton, or by using a keyboard shortcut.

Operation	Corresponding push-button	Corresponding keyboard shortcut
Confirm that the presentation of the claim file is complete	Click on the checkbox.	CTRL+SHIFT+M
Go to the Document Upload screen to upload a new risk document	Add Risk Docs (**Figure 4, Ref: 6**)	CTRL+SHIFT+A
Go to the Document Upload screen to upload a new claim document	Add Claim Docs (**Figure 4, Ref: 7**)	CTRL+SHIFT+C
Navigate to the IMR to view a list of the claim related documents uploaded against the claim	IMR (**Figure 4, Ref: 8**)	CTRL+SHIFT+R
Refresh the risk and claim document lists	Refresh (**Figure 4, Ref: 9**)	CTRL+SHIFT+S
Return to CLASS claim data entry	Continue (**Figure 4, Ref: 10**)	CTRL+SHIFT+E

Tip If the Document Summary screen has been left idle for an extended period during which time the contents of a claim file may have changed (for example, additional documents may have been directly uploaded via the IMR), it is suggested that you click the 'Refresh' push-button (**Figure 4, Ref: 9**) to refresh the risk document and claim document list-boxes.

Tip Many of the functions on the Document Summary screen include online help text that can be displayed by hovering your mouse pointer over the icon next to the function.

5 Confirming the presentation of a claim file

Once the DMS has been invoked (whether automatically or manually), you *must* confirm that the presentation of the claim file is complete in order to be able to release the claim transaction when you return to CLASS.

The checkbox used to do this is only enabled where the system has determined that the minimum documentation requirements have been satisfied for the claim. For brokers, this is that at least one risk document (of category 'Slip' or 'Policy') and one claim document have been uploaded for the claim, and these documents are visible on the Document Summary. For third parties, this is that at least one claim document has been uploaded for the claim, and this document is visible on the Document Summary.

To confirm that the presentation of the claim file is complete once you have reviewed the claim file, click the checkbox labelled 'The Presentation of the Claim File is Complete' at the bottom of the Document Summary screen (**Figure 5, Ref: 1**).

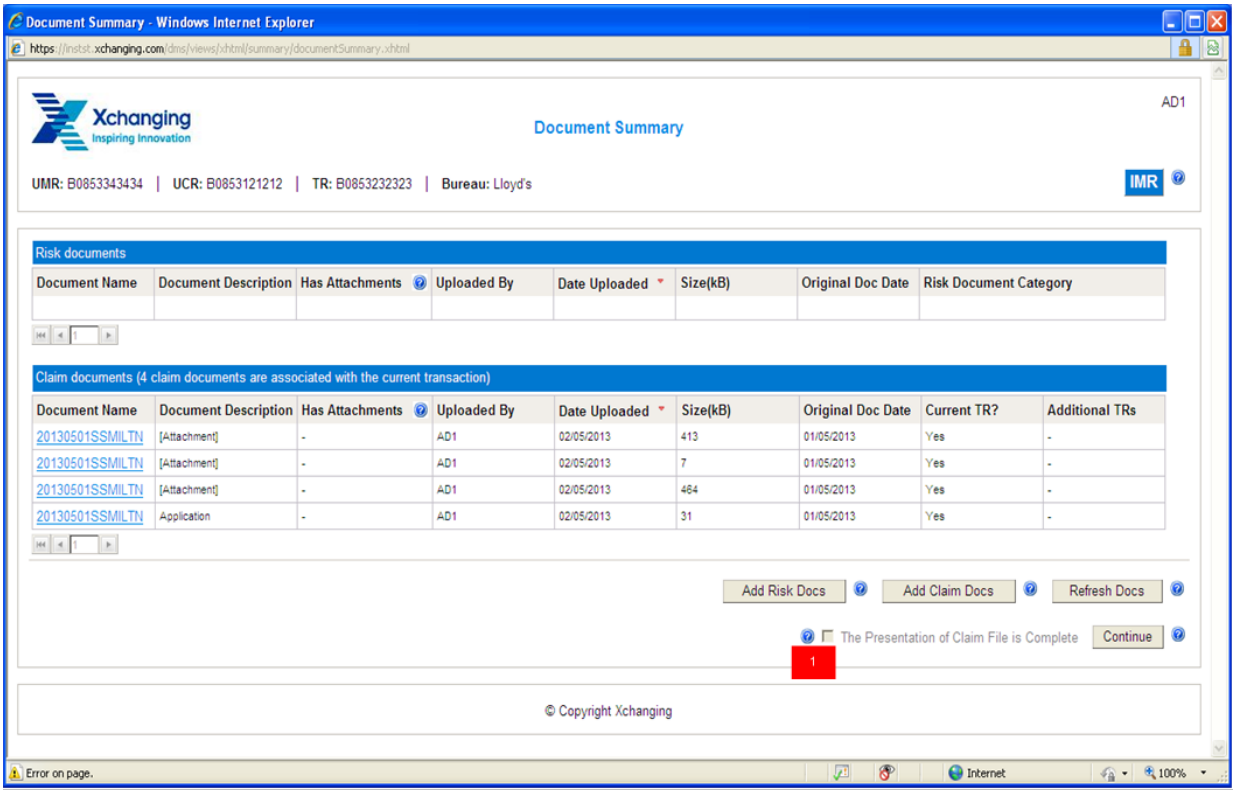

Figure 5

To exit DMS and return to CLASS claims entry, click the 'Continue' push-button.

Attempting to return to CLASS claims entry without confirming that the presentation of the claim file is complete will cause the system to display a message with options to cancel and remain in the DMS, or to proceed back to CLASS.

- If you choose to cancel and remain in the DMS, then you can navigate to the Document Upload screen to upload the required documentation which will then allow you to confirm that the presentation of the claim file is complete.

- If you choose to proceed back to CLASS, it will not be possible for you to release the claim transaction, until you re-invoke the DMS and confirm that the presentation of the claim file is complete. You may still save the transaction with errors and return to it later to do this.

If you confirm that the presentation of the claim file is complete and select to return to CLASS, but none of the **claim** documents that have been uploaded against the claim were uploaded against the *current* claim transaction (thus associating the document(s) with the *current* claim transaction), a warning message will be displayed with options to remain in the DMS or proceed back to CLASS.

- If you choose to proceed back to CLASS, you will still be able to release the claim transaction.
- If you choose to cancel and remain in the DMS, then you can navigate to the Document upload screen to upload one or more claim documents against the current claim transaction.

6 Uploading new documents

To upload a new **risk** document, click the 'Upload Risk Docs' push-button on the Document Summary screen. To upload a new **claim** document, click the 'Upload Claim Docs' push-button on the Document Summary screen.

The Document Upload screen will be displayed, as shown in **Figure 6** below. Depending on the upload option selected in the Document Summary screen, the screen header will either show 'Risk Document Upload' or 'Claim Document Upload'. The process for selecting and uploading files is the same.

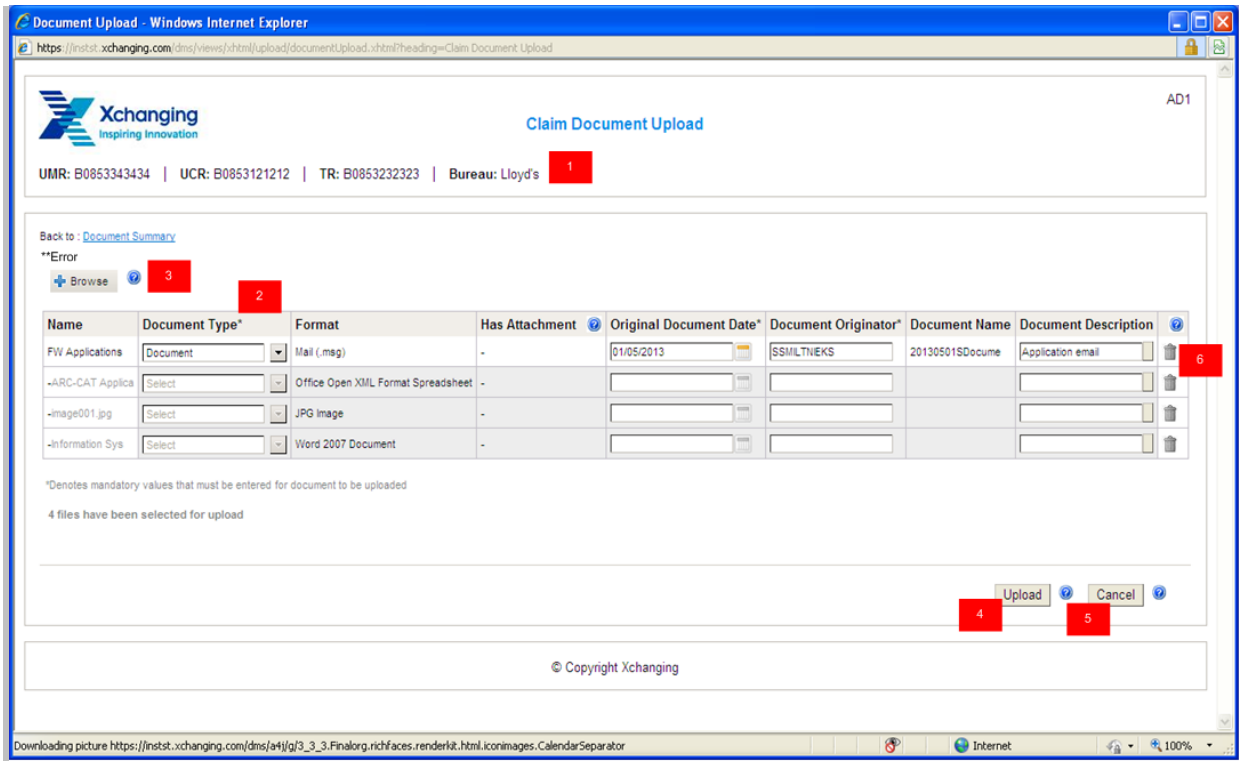

Figure 6

The header area of the Document Upload screen (**Figure 6, Ref: 1**) shows the **UMR**, **UCR**, **TR** and **Bureau** associated with the current claim transaction.

The Document Upload list-box (**Figure 6, Ref: 2**) shows a list of files that have been selected for upload; it is initially empty.

The Document Upload screen includes several operations which can be performed by either clicking the appropriate push-button, or by using a keyboard shortcut.

Operation	Corresponding push-button	Corresponding keyboard shortcut
Select one or more files to be uploaded	Browse	CTRL+SHIFT+B

Operation	Corresponding push-button	Corresponding keyboard shortcut
	(**Figure 6, Ref: 3**)	
Upload the files that have been selected for upload	Upload (**Figure 6, Ref: 4**)	CTRL+SHIFT+U
Cancel out of the Document Upload screen and return to the Document Summary screen	Cancel (**Figure 6, Ref: 5**)	CTRL+SHIFT+N

Tip Many of the functions on the Document Upload screen include online help text that can be displayed by hovering your mouse pointer over the (?) symbol next to the corresponding control.

6.1 Selecting files for upload

In order for a file to be selected for upload, a number of criteria must be satisfied:

- The size of the file cannot exceed 20 Megabytes (MB) and must be greater than 0 Kilobytes (KB)
- The file type must be a valid file type for upload (*refer **Appendix A – Acceptable File Formats** for details of the file types that are valid for upload*)
- No more than 20 files (including email attachments) must have already been selected for upload. This includes files that have already been selected for upload and added to the Document Upload list-box.
- The file must not have already been selected for upload (a soft warning will be displayed in such cases)

STEPS

1. Click the 'Browse' push-button (**Figure 6, Ref: 3**), which will invoke the browse files dialogue box.
2. Highlight the files to be selected for upload, holding down the CTRL key to select more than one file (**Note**: Adobe Flash Player is required to perform multi-select, please refer to ***Section 1.1 Adobe Flash Player Installation*** for further details).
3. Click the 'Open' button to continue. This will cause the system to validate the selected file(s) to ensure that they meet the criteria listed above.
    - Where one or more of the files **do not** satisfy one or more of the criteria, they are **not** added to the Document Upload list-box, and an error message is displayed in the error message area of the screen (**Figure 6, Ref: 4**).
    - Click the link on the error message to display a pop-up window (**Figure 7**) containing details of the name(s) of the file(s) that were in error, and the reason(s). Close the pop-up window by clicking [X] at the top-right hand corner of the window.

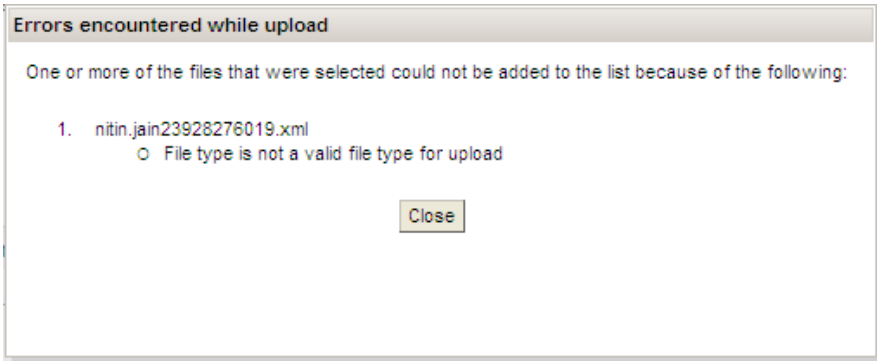

Figure 7

Those file(s) that satisfy all of the criteria are added to the Document Upload list-box.

Where an email file (i.e. a file with a file extension of **.msg** or **.eml**) is selected for upload and the email contains attachments, the attachments are separated out as individual files for upload (as illustrated in **Figure 6**; the second, third and fourth items in the list are attachments that have been separated from the first item). Any invalid attachments will be highlighted in red and strikethrough font and automatically de-selected for upload.

The Document Upload list-box includes the following information defaulted by the system for each selected file:

Item	Description
Name	The filename of the selected file. This is displayed for informational purposes and is not stored during upload. Where a file has originated as an attachment to an email file, Name is the filename of the attachment.
Format	The format of the file, which is based on the file extension of the file.

6.2 De-selecting files for upload

If you have selected a file for upload, it can be de-selected (i.e. removed from the Document Upload list-box) by clicking the 'waste basket' icon against the file at the right-hand side of the Document Upload list-box (**Figure 6, Ref: 6**).

If you de-select a file, you can re-select it by following the steps in ***Section 6.1 Selecting files for upload***.

6.3 Recording information about a file

When a file is selected for upload, the *Path* and *Format* information is defaulted by the system, but some additional information needs to be entered before the file can be uploaded.

Note: Additional information **does not** need to be separately entered for attachments that have been separated from email files; upon upload, the files inherit the necessary information entered for the email file from which the attachments were separated.

Item	Description	Valid Format
Document Type	The category of the document. E.g. 'Slip', 'Claim Correspondence'	Restricted to values in the

Item	Description	Valid Format
	This is a mandatory value that must be selected to upload a document.	drop-down list. Refer Appendix B and C for full list of values.
Original Doc Date	The original creation date of the document. This is a mandatory value that must be completed to upload a document. The value cannot be greater than today's date.	Date (dd/mm/yyyy)
Document Originator	The author/creator of the document. This is a mandatory value that must be completed to upload a document.	Text
Document Description	A meaningful description of the document. Tip Click the button in the field to display a pop-up in which a detailed description can be captured.	Text

Document Name is automatically set by the system based on the values entered by the user, namely 'Original Document Date' (format YYYYMMDD) + 'Created by' + 'Document type'. E.g. '20040602JOHNForm'. If a file is an attachment that was separated from an email file, this value is set by the system (upon upload) to the Document Name of the email file from which it was separated + '-' + the filename of the attachment.

6.4 Returning to the Document Summary screen without uploading anything

To return to the Document Summary screen without uploading any files, click the 'Cancel' pushbutton at any time. You will be prompted to confirm that you wish to return to the Document Summary.

- Click 'Yes' to continue back to the Document Summary screen
- Click 'No' to remain in the Document upload screen. **Note**: Even if you have selected one or more files for upload, if you click 'No' the file upload of the selected file(s) will be aborted and you will be returned to the Document Upload screen.

6.5 Uploading the selected files to the document repository

Once you have entered the information for each file, click the 'Upload' push-button (**Figure 6, Ref: 4**) to upload the file(s) to the document repository. This will cause the system to validate the selected files to check:

- that all of the *mandatory* information has been entered for each file
- that the format of the information that was entered is correct
- that the selected file(s) still exist in the location from where they were selected

Where one or more files fail validation, an error message is displayed and the file(s) that are in error are highlighted accordingly.

- Resolve the error(s), and then click the 'Upload' push-button to re-attempt the upload.

While the file(s) is/are being uploaded, a progress indicator is shown. Once the upload is completed the Document Summary screen will be re-displayed.

Tip If any errors occur during the upload process, notification will be provided for the file(s) where error(s) occurred and which could not be uploaded. Files which *do not* encounter errors during upload will be uploaded. Refer to ***Section 10 Troubleshooting*** for details on what action can be taken.

7 Viewing individual documents

7.1 Viewing the contents of a document

The contents of a document can be viewed by clicking the hyperlink on the *Document Name* (**Figure 4, Ref: 11**) in the Document Summary screen, which will open a new window and automatically sign you into the IMR. Click the 'View' option to open the document.

When you have finished viewing the document, close the window by clicking [X] in the top right-hand corner of the browser window.

For risk documents, this is only possible where you have access to the Native Repository facility AND/OR the A&S Direct Load facility on the IMR. For claim documents, this is only possible where you have access to the Native Repository facility on the IMR.

7.2 Viewing claim related documents

Where one or more claim documents have been uploaded against a claim, these can be viewed in the IMR by clicking the 'IMR' option (**Figure 4, Ref: 8**) in the Document Summary screen. This will open a new window and automatically sign you into the IMR, displaying the *All – Claim Related Documents* tab.

When you have finished, close the window by clicking [X] in the top right-hand corner of the browser window.

This option is only available where you have access to the Native Repository facility on the IMR AND claim related documents have been uploaded for the claim.

8 Session Time-out

If your DMS session has been left idle for 35 minutes, a warning message will be displayed. Click ‘OK’ to keep your session active. If within 4 minutes of the system displaying the warning message you have not selected the ‘OK’ option, the DMS session will timeout. The system will provide notification that your session has timed-out.

9 Accessibility

9.1 Keyboard Shortcuts

Keyboard shortcuts are provided for all of the key functions of the Document Management Service. These have been detailed in the relevant sections throughout this user guide.

9.2 Screen navigation

It is possible to navigate around the screens of the Document Management Service using the TAB key.

10 Troubleshooting

Problem	Likely cause	Action to take
Document Summary		
The system is telling me that I do not have the appropriate permissions to use the Document Management Service.	There is a problem with your account.	**C**ontact the Xchanging Service Centre using the details in *Section 11* Getting Assistance
The system is telling me that the Document Management Service can't be started.	There is an unexpected problem with the system process that loads the Document Management Service.	Select RETRY to retry, or CONTINUE to try again later. If the problem persists, contact the Xchanging Service Centre using the details in *Section 11* Getting Assistance
The new DMS functionality does not appear to be available during Claims Data Entry.	The changes have not been switched on for your organisation.	**C**ontact the Xchanging Service Centre using the details in *Section 11* Getting Assistance
When I click on the Document Name to view the contents of a document, nothing happens.	You do not have a native IMR repository licence which is required in order to view the contents of a document on the IMR.	Contact the Xchanging Service Centre using the details in Section 11 Getting Assistance
I can't use the option to navigate to the IMR to view the list of claim related documents, as the option is disabled.	You do not have a native IMR repository licence which is required to view the list of claim related documents on the IMR.	Contact the Xchanging Service Centre using the details in Section 11 Getting Assistance
I am unable to confirm that the presentation of the claim file is complete, as the option to do so is not enabled.	The minimum documentation requirements have not been satisfied.	**For Brokers:** If no claim documents appear for the claim in the Document Summary screen, upload at least one. If no risk documents appear

Problem	Likely cause	Action to take
		for the claim in the Document Summary screen, upload at least one of category 'Slip' or 'Policy'. **For Third Parties:** If no claim document appears for the claim in the Document Summary screen, upload at least one.
The system is telling me that it can't complete document verification at the current moment.	There is an unexpected problem with the system process that performs document verification/validation.	Select RETRY to retry, or CONTINUE to try again later. If the problem persists, contact the Xchanging Service Centre using the details in Section 11 Getting Assistance
The system is telling me that the list of risk and claim documents can't be refreshed at the current moment.	There is an unexpected problem with the system process that checks for and retrieves the lists of risk and claim documents from the document repository.	Select RETRY to retry, or CONTINUE to try again later. If the problem persists, contact the Xchanging Service Centre using the details in Section 11 Getting Assistance
Document Upload		
I can't highlight multiple files for selection when selecting files for upload.	You do not have Adobe Flash Player installed on your computer, which is required to do this.	Please refer *Section 1.1 Adobe Flash Player Installation* for installation instructions.
The system is telling me that one or more of the files that I have highlighted for upload are invalid and thus can't be selected for upload.	There are specific criteria that must be met for a file to be valid for upload. One or more of those criteria has not been met. The criteria are described in ***Section 6.1 Selecting files for upload***.	There is no rectifying action, as one or more of the files do not satisfy the criteria for upload.

Problem	Likely cause	Action to take
The system is telling me that one or more files have failed to upload to the repository.	There is an unexpected problem with the system process that uploads documents to the document repository.	Select RETRY to retry uploading the files that failed, or CANCEL to abandon uploading the files that failed. If the problem persists, contact the Xchanging Service Centre using the details in Section 11 Getting Assistance

11 Getting Assistance

The Xchanging Service Centre can be contacted via telephone on **0870 380 0830** or by email at Service.Centre@xchanging.com

For telephone enquiries during Core Service hours a Service Desk Operator will respond, for Non-Core Service hours an answer machine will be in operation.

12 Glossary

Term	Description
Adobe Flash Player	A multimedia platform used to add animation, video and *interactivity* to web pages. For the DMS, Adobe Flash Player is required to perform multi-select when selecting documents for upload on the Document Upload screen.
Claim document	UCR document
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.
DMS	Acronym for *Document Management Service*
IMR	Acronym for *Insurance Market Repository*. The document repository for the London Insurance Market.
Risk document	UMR document
TR	Acronym for *Transaction Reference*
UCR	Acronym for *Unique Claim Reference*
UMR	Acronym for *Unique Market Reference*

13 Document Control

13.1 Document Information

Prepared by:	Sheldon Smiltnieks
Project Manager:	Andy Nunn
Programme Manager:	Paul Baynham

13.2 Revision History

Version	Date	Author	Description
0.1	25 June 2012	Sheldon Smiltnieks	Draft document created. Updates based on feedback from the training team (13/07)
0.2	17 July 2012	Sheldon Smiltnieks	Updates to mention fee collection agents and third party experts as users of the DMS. Also updated to reflect change to rules around being able to confirm that the presentation of the claim file is complete (17/07). Refer to Functional Change Log ref 22 (https://xir.xchanging.com/worksitemp/link/V3/LEGALREPOS/C/D$100011/) Updates to navigation diagram (27/07). Refer to Functional Change Log ref #36 (https://xir.xchanging.com/worksitemp/link/V3/LEGALREPOS/C/D$100011/) Minor updates to reflect where the labels of controls were changed during development/testing (11/09) Added in screenshots based on

Version	Date	Author	Description
			current development version of DMS (14/09)
0.3	2 May 2013	Sheldon Smiltnieks	Updates to incorporate enhancements made to the DMS as part of the ICS Phase 2 project (primarily in relation to the splitting of file attachments from email files).
1.0	5 Jul 2013	Jay Mehta	Reviewed and updated following UAT/MAT.
1.1	15 Jul 2013	Jay Mehta	Clarification on minimum documentation requirements

14 Appendix A – Acceptable File Formats

Below is the list of file types that are valid for upload using the Document Management Service, as at June 2013.

File Type	File Extension
MS Word	doc, docx
Text file	txt
MS Excel	xls, xlsx
MS Powerpoint	ppt, pptx
Comma separated values	csv
Rich text format	rtf
Web files	htm, html
JPEG image	jpg, jpeg
Tagged Image File Format	tif, tiff
Windows Bitmap Graphic	bmp
Portable Network Graphics	png
Graphical Interchange Format	gif
Adobe Acrobat Portable Document Format	pdf
AVI Movie File	avi
MP3 Audio File	mp3
WAV file	wav
MS Outlook message format	msg
Email message format	eml

Appendix B: List of Risk Document Types

Adjustment Premium calculation	Plan: Product Recall
Agreed Placing Endorsement	Plan: Project
Agreed Placing Slip	Policy Endorsement
Agreed wording	Portfolio Split
Booklet	Portfolio Split: per Catastrophe Zone
Booklet: Insurance Policy	Portfolio Split: per Geographical Zone
Booklet: Product	Premium advice
Booklet: Reinsurance Contract	Premium Correspondence
Bureau endorsement London Market	Profit Commission calculation
Policy Endorsement	Questionnaire
Calculation	Questionnaire: Protection Devices
Client Correspondence	Questionnaire: Quality Control Procedures
Client quote instructions	Questionnaire: Security Measures
Commission advice	Reinstatement premium calculation
Document	Report
Document: Binder	Report: Balance Sheet
Document: Certificate	Report: Credit Rating
Document: Cover Note	Report: Income Statement
Document: Slip	Report: Inspection
File note document	Report: Medical
Form	Report: Outstanding Loss
Form: Declaration	Report: Soil Analysis
Form: Insurance Policy	Report: Survey
Form: Quotation Request	Schedule
Form: Reinsurance Contract	Schedule: Insurance Policy
Form: Statutory declaration	Schedule: Maintenance
Insurance policy endorsement form	Schedule: Project
Letter of credit	Schedule: Reinsurance Contract
LPO 208 London Market	Statistics
PAN Premium advice note London Market	Statistics: per Accounting Year
Placing Slip	Statistics: per Underwriting Year
Plan	Statistics: Triangular
Plan: Building	Table of limits

Plan: Maintenance	Underwriter correspondence
Wording	
Wording addenda	
Wording: Construction Contract	
Wording: Insurance Policy	
Wording: Maintenance Contract	
Wording: Reinsurance Contract	

Appendix C: List of Claim Document Types

Adjuster Report
Attorney Correspondence
Claim Closing Notice
Claim Movement Advice
Claim Reserve Calculation
Claim Correspondence
Coverage Counsel Correspondence
Defense Counsel Report
Document
Fee Bill
File Note Document
General Correspondence Cedent
Initial Notice
Initial Notice – Precautionary
Inquiry Response
Manual Calculation
Outstanding Loss and Loss Adjustment Expense (LAE) Reserve Bordereau
Paid Loss and LAE and Outstanding Loss and LAE Reserve Bordereau
Paid Loss and Loss Adjustment Expense (LAE) Bordereau
Reinstatement Calculation
Reinstatement Premium Calculation
Reinsurer Status Request
Reinsurer Status Update
Report
Settlement Documentation
Subsequent Proof of Loss
Underwriter Correspondence