



Website – User Guide

Alongside the launch of the ECF Website and to assist users, please find a short user guide to help with locating content and understanding how the interactive elements of the website work.

www.ecfinfo.com



The [Twitter icon](#) allows the view of the Xchanging twitter feed. The [mail icon](#) allows users to mail the ECF site with questions or comments.

Search...



Title bar to access useful ECF information and content .

Electronic Claim File Information

This website is the central resource for all information on Electronic Claim Files (ECF).

You can access information on the various market groups, download user guides and access useful tips, submit a change request and find out about latest ECF developments.

Most read and not accessed parts of the website or documents will appear here as quick links.

Most Read

- [ECF2 Claims Data Warehouse \(CDW\)](#)
- [Links](#)
- [Groups](#)

Quick Links

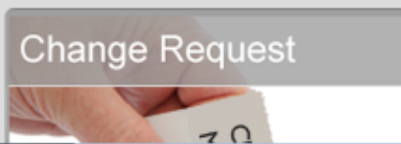
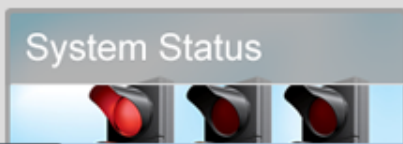
Quicklinks to ECF and ECF2 login pages

Latest news on ECF

“ Welcome to your brand new ECF website! Work on the website is ongoing so we welcome your feedback on the content, look & feel.

The latest news on ECF from system status to testing and user group news.

- New ECF Website under construction



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Top Posts & Pages

- [ECF2 Claims Data Warehouse \(CDW\)](#)
- [Links](#)
- [Groups](#)

Quicklinks to ECF and ECF2 login pages

Latest news on ECF

“ The next release is on schedule for release in November.

These links will appear on the bottom of every page accessed within this site.

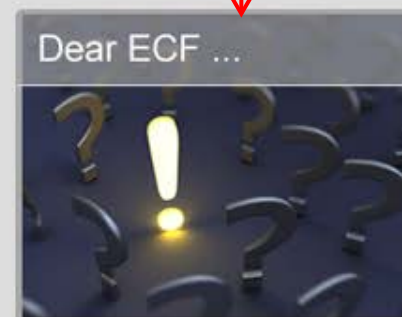
A link to more detailed News and communications all things ECF.

A link to the Xchanging Portal confirming status of systems & reported issues.

A link to raise a Change Request via an online form.

- Update on next Xchanging delivery

A link to access FAQs & email the website with a question





Search...



Home

+ About

Groups

+ How to

+ Comms

+ Technical

Links

Service Centre



Dear ECF

Word search facility on FAQs

Search...



FAQ

- > [Raise a question](#)
- > [Systems](#)
- > [New to ECF](#)
- > [In & Out of Scope](#)
- > [User training](#)
- > [ECF Takeup](#)
- > [How do I create/process an ECF?](#)
- > [Troubleshoot Processing](#)
- > [Troubleshoot relating to documents](#)
- > [Troubleshoot for brokers](#)

Welcome to Dear ECF, the section of the website which is interactive and here to help you.

Within Dear ECF you will find a link to FAQs, a link to email the website to raise a question or make a comment. You are also provided with a search facility to search subjects or questions that you may want help with.

You will find subject links relating to FAQs and the interactive email form to raise a question within the left hand pane.

If there is an FAQ that you feel may be missing or helpful to include, please email the website and tell us so we can review and incorporate within this section and make it as helpful as we can to as many users possible.

Click this link for an interactive email to raise a comment to the ECF website

Click other links which are subject headings that detail FAQs in relation to the subject header



- Home
- + About**
- Groups
- + How to
- + Comms
- + Technical
- Links
- Service Centre



ABOUT ECF: Provides information on ECF, ECF2 , Its background, what it is and how it links to other market systems. Key ECF contacts are also provided.

What is ECF?

- > **About**
- > **What is ECF?**
- > **Scope**
- > **Who is using ECF?**
- > **ECF2 & its components**
- > **Contacts**
- > **Dear ECF**

Expand on the headings below to find out more about ECF, ECF2, CLASS and the IMR. You can also find a process flow of how the systems link at the bottom of the page.

- ECF

The original version of The Electronic Claims File allowing Lloyd's carriers to review and respond to claims electronically for the first time. Allowing brokers to supply an entire claims file to all insurers "on risk", electronically, at the same time

+ What is ECF?

+ ECF2

+ What is CLASS?

+ What is the IMR?

+ System Overview – Process flow

How to

HOW TO: Provides information and documents on Best Practice, SP&P, Guidelines, Tips, Change Requests, The Service Centre and any linked or relating forms .

- > [How to](#)
- > [Best Practice](#)
- > [Administrator](#)
- > [Guidelines & Tips](#)
- > [Raise a Change Request](#)
- > [Submit a Correction Request Form](#)
- > [Submit a Document Restriction Form](#)
- > [Raise a Service Centre Call](#)
- > [Systems Process & Procedures](#)
- > [Third Party Access](#)

The 'How To' area of the website gives you the guidance you need whether you are a user or an administrator.

Use the tabs on left to navigate to the appropriate section, and remember to also check the 'Dear ECF' section of the website – linked below, for FAQ's or to contact us with a question not answered in this section.



COMMS: Provides information on published LMG / ECF Newsletters as well as any market communication relating to ECF.

Comms

- > [News](#)
- > [Market Communication](#)
- > [LMG Newsletter](#)
- > [ECF Newsletter](#)

The 'Comms' area of the website gives you access to the latest Market updates, bulletins and newsletters. Select one of the headings within the left pane to find a list of relating correspondence.





Search...



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Service Centre



Technical

TECHNICAL: Provides information on the detailed functions and elements that sit within the IMR/ ECF & ECF2. New initiatives are also included, such as Broker Portal, VCS and CTP Legacy.

> Technical

- > ECF/IMR
- > ECF2
- > ECF2 Workflow & Triggers (CWS & CWT)
- > ECF2 Claim Agreement Screens (CAS)
- > Document File Viewer (DFV)
- > ECF2 Claims Data Warehouse (CDW)
- > Software
- > CTP Legacy
- > Volume Claims Service (VCS)
- > Broker Portal

The 'Technical' area of the website gives you guidance and access to functional specification, business requirement and user guide documents for each component of ECF. Allowing business users, operational and I.T staff to fully understand the working of ECF and its components.

Any change requests which have been approved and since 'gone live' have relating functional specification and user guide documents attached to each component that the change request relates to.

You can use the left bar to navigate through the ECF component headers and access any technical documents.



SERVICE CENTRE: Provides information on how to report a system problem directly to Xchanging.

Raise a Service Centre Call

- > [How to](#)
- > [Best Practice](#)
- > [Administrator](#)
- > [Guidelines & Tips](#)
- > [Raise a Change Request](#)
- > [Submit a Correction Request Form](#)
- > [Submit a Document Restriction Form](#)
- > [Raise a Service Centre Call](#)
- > [Systems Process & Procedures](#)
- > [Third Party Access](#)

To raise a query or report a problem

Contact the Xchanging Service Centre by:

Telephone: +44 (0) 870 380 0830 or Email: servicecentre@xchanging.com

Emails to the Service Desk about IMR or ECF/2 must contain: IMR or ECF/ 2 in the subject line with clear articulation of your problem and supporting screen prints (if applicable) within the body of the email.

Below is detail on the availability and service hours of ECF2 and relating systems during core and non-core working hours. These core hours do not relate to service centre availability.

ECF2 Service Hours:

Core	Non-Core
Monday to Friday 07.00 to 19.00 UK time (excluding English public and bank holidays). During Core Service Hours ECF2 shall be available to all registered users. All user related queries and problems in this period will be addressed by the Xchanging Service Centre.	

Links This page contains links to our partners and associates.

LINKS: Provides quick links to partners and associates, per below.

Systems



Associations



Regulatory & Market Initiatives





Website – User Guide

Please feel free to raise any questions via the ECF website
or via email at the following address:

ecffocusgroup@LMAlloyds.com