

To: All Broker Contacts
Lloyd's Managing Agents
Date: 6 June 2014
Reference: 2014/067
Enquiries to: XCS Technical Processing Support
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Email: xcstechnicalprocessingsupport@xchanging.com

market communication

RE: ECF TECHNICAL PROCESSING URGENT CLAIMS FACILITY FOR LLOYD'S OPEN MARKET

This market communication is being issued to provide customers with information relating to a change to the submission of urgent requests for XCS ECF Technical Processing (TP) claims.

With effect from Monday 2 June 2014 all urgent claim request e-mails for ECF Technical Processing open market are to be sent to XCSTP.UrgentECF@Xchanging.com. This excludes Technical Processing & Technical Accounting (Binders only – Non Peer) which should continue to be addressed to XCS.ChathamBinders.Urgents@Xchanging.com.

The guidelines for an urgent request are as follows:-

Please ensure the relevant agreement parties have authorised on ECF prior to submitting your request to this mailbox and that all required information and documents have been loaded onto the IMR.

In order to address your request, XCS TP requires the following as a minimum;

- UCR
- Transaction / Sequence Number
- Explanation for urgency
- Please include a payment deadline date (set by courts) where applicable.

Continued...

The XCS TP urgent facility operates on a best endeavours turnaround within 2 working days. Delays can occur when required information is not supplied, including applicable AP signing numbers, supporting claims documentation, declarations, slips, endorsements etc. Should corrections be required to existing CORs due to previously erroneous or missing information, this can also delay the turnaround time.

The following are examples of matters which would **not** typically be accepted as urgent requests;

- Fee collections
- File closures
- General file updates
- Previously queried entries
- Requests of more than 3 entries

Any requests received on matters listed above (without appropriate justification) will be subject to the standard XCS TP SLA.

Paper Files

Following the relocation of the Xchanging London office, Technical Processing and Technical Accounting paper files which require urgent signing must now be presented at our new location at The Walbrook Building, 25 Walbrook, London, EC4N 8AQ. Terms and conditions for the acceptance of urgent paper files remain unchanged.

ANTHONY CROYDON
HEAD OF SERVICE
XCHANGING INSURANCE SECTOR