

To: Lloyd's Managing Agents
 Date: 13 November 2013
 Reference: 2013/134
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market communication

RE: VOLUME CLAIM SERVICE (VCS) TECHNOLOGY CHANGES

The Volume Claim Service (VCS) is a delegated claims adjusting service for high volume low value claims which will be offered by two suppliers (Crawford and Xchanging) competing on service speed, quality and price. The market launch of this service is currently scheduled to commence in January 2014.

To support the Lloyd's VCS, technology changes are being implemented to enhance the current ECF2 platform. The changes will be implemented on the weekend of 16 - 17 November 2013. The key change within ECF2 is the introduction of new triage category values that will allow a lead managing agent to delegate a claim to a VCS service provider (XCS or Crawford) on a claim by claim basis.

Claims Agreement Screen (CAS) Changes

The new VCS triage category values (for both 2006 and 2010 claim schemes) will appear in the ECF2 CAS with a new VCS 'Service/Action' response option:

Current Triage Options	New Triage Category Options	Current Triage Options	New Triage Category Options
2006 Scheme: Standard Complex Not Specified Blank	2006 Scheme: Standard Complex Not Specified VCS-Crawford VCS-XCS	2010 Scheme: CTP-Standard CTP-Complex	2010 Scheme: CTP-Standard CTP-Complex VCS-Crawford VCS-XCS Blank

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Claims Workflow Trigger (CWT) Changes

The use of the triage category will mean that these new values will appear within the current CWT files that you receive from Xchanging. Any CWT file you receive could contain the new VCS values if you are a following market on a claim where the lead managing agent has delegated the claim to a VCS provider. Other than the new triage category values, no further changes have been made to the CWT files.

Claim Workflow Service (CWS) Changes

Organisations that use CWS will see the triage category field added in the routing rules configuration table. This will allow VCS claims routing into separate VCS workbaskets. These organisations can monitor the VCS work that is currently in progress via the CWS dashboards.

Please note, there is no change to the IMR response screen for VCS. A VCS claim can be viewed read-only in the IMR response screen. The VCS functionality is supported in ECF2 only.

Market Presentation:

There will be a session to present this functionality and to answer any specific questions on Tuesday 19 November 2013 (12:30 – 13:30 hours) in the Auditorium at Xchanging's offices at 34 Leadenhall Street London EC3A 1AX.

If you would like to attend this session [please send us an e-mail](#).

Project Documentation

Details of the changes will be made available via the ECF user group website (<http://www.ecfinfo.eu/technical/vcs>) through the following documentation:

- VCS User Guide on 18/11/2013
- Functional Specification on 18/11/2013
- Review Respond User Guide on 01/12/2013
- Notify User Guide on 01/12/2013
- Allocate User Guide on 01/12/2013

If you have any concerns or require more information on this functionality then please do not hesitate to contact Geoff Kennard, contact details as above.

ANTHONY CROYDON
HEAD OF SERVICE
XCHANGING INSURANCE SECTOR