

To: Broker Contacts
Company Contacts
Lloyd's Managing Agents
Software Providers

Date: 19 June 2018

Reference: 2018/077

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market communication

RE: NEW IMR IS LIVE

DXC are pleased to announce that the IMR re-platform successfully completed yesterday. Users will be able to logon from 7am this morning 19 June 2018. All other systems and services are fully operational.

The new service is utilising IBM's FileNet software which ensures that the IMR can continue to meet the demand of the London Insurance Market and is a significant step in the modernisation of DXC systems and services.

Please ensure that when accessing the IMR direct the following address is used:

<https://repository.xchanging.com/>

The FileNet software means that there are some user functionality changes. Please refer to market communication dated 11 June 2018 2018/073 which provided a link to training videos, a FAQ document and a User Guide to help users familiarise themselves with the technology.

The IMR has however gone live with a number of known issues. These are captured in Appendix 1 they are being worked on and will be rectified soon as possible. DXC would encourage users encountering any additional issues or with questions to contact the IMR team who are available from 7am this morning as below:

- Release Conference Number +44 (0) 3306 068605 pin 1124266374#
- Email: IMR.replatform@xchanging.com

DXC would like to thank all Market participants who have been involved in achieving this milestone implementation.

JOHN TAYLOR
ACCOUNT GENERAL MANAGER, LONDON MARKET
XIS & XCS DIRECTOR

Appendix 1 Open IMR Issues

Priority	Issue	Resolution
1	A subset of Transaction References are showing slower query response times	Analysis is in progress to tune the relevant database query. A fix is being targeted for end of day Tue 19 June.
2	Work-Order reconciliations in the data pipe line are not running in PRD (production) after Fuse upgrade	Control function, under investigation
3	Intermittent issue where new 'Add to Cart' function fails	Under investigation
3	BSND/CSND format not coming correctly & Bureau is showing in short form like LL	Fix is available and proposed for Warranty
3	Data Inconsistency Policy - Entry Type WSMP Vs FileNet	Fix understood and small change under consideration
4	When already logged into Insurance Portal, Tracker links from IMR give 'Unauthorized access' page	Under investigation