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POLARIS U.K. LIMITED

BUSINESS PROCESS STANDARDS FOR TELEMATICS IN PERSONAL LINES INSURANCE

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Contents

1. Introduction	4
1.1 Overview	4
1.2 Objectives.....	4
2. Telematics & Standards.....	5
2.1 Standards and the role of Polaris.....	5
2.2 Investigations	5
2.3 Business Processes	6
3 Guide to Understanding Process Model and Requirements.....	7
3.1 Process Summary	7
3.2 Process Steps	7
3.3 BPMN Key.....	7
4. Glossary	9
5. Telematics Overview	11
6. Comparative Quotation - New Business.....	14
7. Quotation Process - Mid Term Adjustment/Cancellation.....	23
8. Periodic Premium Adjustment.....	29
9. Insurer Initiated Cancellation.....	34
10. General Renewal Process.....	37
11. Renewal Invitation Process - Intermediary Led.....	39
12. Renewal Invitation Process - Insurer Led.....	44
13. Post Quote Adjustment	48
14. Accept Process - New Business & MTA/Cancellation.....	55
15. Accept Process - Renewals.....	58

1. Introduction

1.1 Overview

The use of telematics in Personal Lines Motor Insurance is the capture and communication of data by a device located in a vehicle. This data is a record of the location, acceleration and status of the vehicle. The analysis of this data may be used to evaluate driving behaviour, analyse incidents (e.g. crashes) and theft tracking.

The motor insurance industry has started using telematics as an additional means of assessing risk. There are a number of factors motivating the use of the technology. General economics have resulted in many consumers actively searching for lower premiums. This, along with reducing device and telecommunication costs have resulted in an expanding telematics based market place. Additionally it is expected that the take up of telematics based products will increase further following the ruling of the European Court of Justice that gender cannot be used as a rating factor.

In anticipation of an increasing use of telematics, the Association of British Insurers (ABI) and their member insurers have recognised a need to encourage the use of standardised processes and data.

1.2 Objectives

The objective of this ‘Business Process Standards for Telematics in Personal Lines Insurance’ report is to detail the usage of telematics within the current processes for Personal Lines Motor Insurance.

It should be noted that the ‘*Business Process Standards and Requirements for Personal Lines Insurance (Doc #49610 v.9)*’ document published by Polaris in January 2012 forms the basis for the processes detailed later in this document.

These models are for an intermediated market, however the general telematics processes can be extended for direct and other distribution channels.

This report allows the industry the opportunity to review and comment on the findings.

2. Telematics & Standards

2.1 Standards and the role of Polaris

Rapid moves are being made in the introduction of telematics for Personal Lines Motor Insurances. New suppliers, brokers and insurers are entering the market and there is little standardisation of processes or data.

The Association of British Insurers (ABI) and their member insurers have recognised a requirement for process and data standards that may apply from the output of data from a telematics device through to the consumer having an ability to carry over a driving behaviour history to a new insurer at the time of their renewal.

Polaris will focus on the business processes and related data to support full cycle insurance processes. The liaison between vehicle manufacturers and telematics control unit providers is viewed as the role of Thatcham and ABI.

Polaris aims to derive a set of data and process standards which will facilitate the use of telematics technology in insurance, offer the most cost effective implementations for insurers and brokers and allow consumers to move from one insurer or broker to another as easily as possible.

This document details the process to support all insurance business functions – i.e. new business, periodic premium adjustments, mid term adjustments, cancellations and renewals.

2.2 Investigations

Polaris has held a series of interviews with insurers, brokers and telematics solution suppliers to both understand how telematics is being deployed and gain a view of how it may evolve.

The markets adoption of telematics is at an early stage. Many new telematics based Personal Lines Motor products have been introduced to the market place although their approach is cautious. Many insurers are seeking to prove the validity of telematics with some considering themselves to be at a ‘proof of concept’ stage.

Most insurers are typically adopting outsourced packaged solutions. This allows them to create telematics-based insurance products with minimal investment whilst developing a greater understanding of the area.

2.3 Business Processes

Investigations have shown that processes are broadly similar across the industry.

At a high level, the key processes specific to telematics based Motor Insurance products are:

1. The proposer requests a quotation from a telematics based insurance product. The proposer may receive notification of telematics products whilst requesting traditional motor products.
2. Upon acceptance of the telematics based product the insured party will have a time-frame to allow the insurer to arrange collection of telematics data. This typically involves installation of a device, however the use of smart-phones would require downloading an application.
3. If the device is not installed or data is not being collected within a define timeframe the insurer will initiate a cancellation process.
4. Upon receipt of telematics based data a 'telematics administration centre' will enhance and analyse the data. Should it be noted that the driving is un-acceptable, the insurer (after appropriate notification to the insured) will initiate a cancellation process.
5. On a periodic basis the insurer will perform a 'Periodic Premium Adjustment'. This involves reviewing the telematics data and then forming an opinion on the driving behaviour. This review may then result in an adjustment to the premium. This is typically performed on a quarterly basis however it may be performed at any frequency. It should be noted that some insurers will not perform a premium adjustment but may reward the driver with other incentives e.g. 'bonus miles'.
6. The Mid-Term Adjustment process is identical to the process for traditional products, however a change of vehicle may result in the re-installation of another telematics device.
7. The renewal process is similar to the process for traditional products. A review of driving behaviour will typically be included in the renewal process.

3 Guide to Understanding Process Model and Requirements

The overall process is shown as a model, followed by detailed Process Steps as detailed in Sections 5-15.

Note that a number of industry definitions have been used in the process model, which are described in the document Glossary. Where a Glossary term has been used this is capitalised. The overall Personal Lines Telematics Business Process is shown in summary in Section 4 of this document to provide context to the models that follow.

3.1 Process Summary

The Process Summary provides a summary of the overall business purpose being satisfied, and details any inputs or outputs for the process.

3.2 Process Steps

Each Process Step in the Model has been classified as:

- * **Manual** (performed by a person without the need for any supporting IT system)
- * **Automated** (performed by a system without any user interaction)
- * **Dialogue** (performed by a person through interaction with a system)
- * **Mixed** (may be manual, automated or dialogue)

Actors show the participant that initiates the process step.

3.3 BPMN Key

We have used BPMN (Business Process Modelling Notation) to describe processes for each participant. Described below are the objects used for describing processes.

Pool/Participant



Describes the process associated with a participant.

Activities



Describes the tasks occurring during a process.



Describes a call to a sub-process occurring during a process.

Events



Describes events occurring during a process

Gateways



Describes different paths occurring during a process

Sequence Flow



Describes the sequence in which tasks or events occur

Message Flow



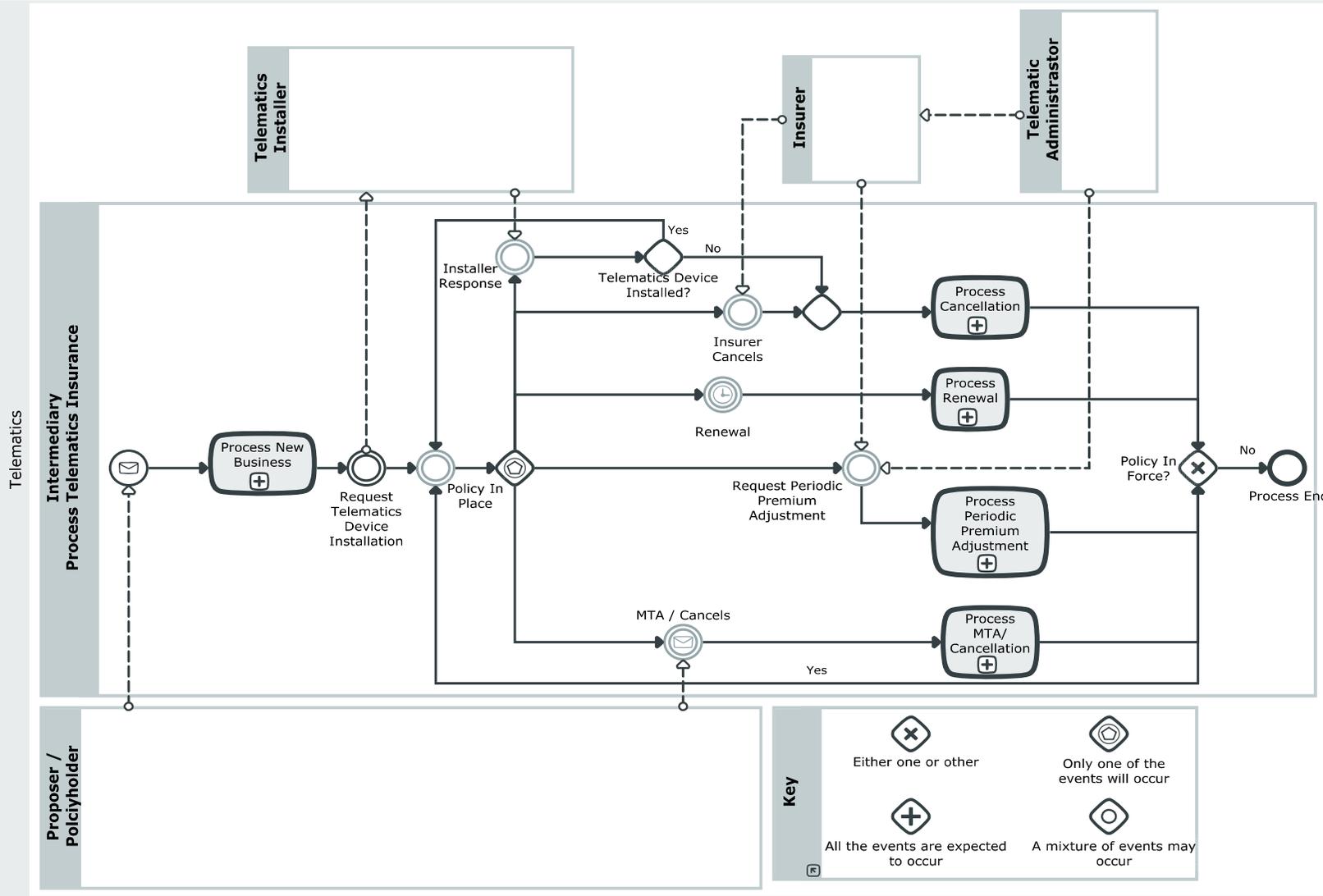
Describes communication between different participants.

4. Glossary

Term	Definition
Accept	The point at which the Proposer or Policyholder accepts a quotation that has been given by an Insurer, taking into account any post-quote adjustments.
Bespoke Message	A message which is unique to trading partners and which is defined by one or more of those parties.
Cached Data	Third Party Data that is temporarily stored by the Validation and Enrichment Component for reuse with subsequent quotations.
Data Validation	Validation of data being submitted by one party to another to ensure that it is compliant with any market agreed data formats and mandatory data requirements.
De-Duplication	The process of identifying duplicated request to minimise calls to Third Party Data Providers.
EDI Message	A message standard used for communication between an Intermediary System and an Insurer system, to which no response will be expected.
Effective Date Rating Rules	An industry formula for calculating the premium or terms for a mid term adjustment to a policy, when previous versions of Insurer rates and terms are available.
Industry Standard Rules	Validation against a Market Standard Message to ensure that data formats are acceptable.
Insurer Hosted Rating Engine	Provision of rating (and documentation) directly from an Insurer System (as opposed to the Rating Component).
Intermediary	Any party acting as an introducer or an agent of an Insurer including broker offices / call centres, aggregators, broker websites, Independent Financial Advisors and affiliated partners.
Intermediary System	The system being used by an Intermediary that captures data, stores quotations or policy details and produces quote or policy documentation.
Market Solution	The solution that delivers all parts of the overall business process including data enrichment, rating and provision of MI.
Market Standard Message	A message which is used between one party and another party, which provides data or responds to provision of data and which is to a defined market format and is compliant with that format plus any supporting market rules.
MTAD	The EDI Message used by an Intermediary to advise an Insurer of a Mid Term Adjustment (either permanent or temporary).
Override	A process whereby an Intermediary requests an "Override" to a quotation returned by Insurer standard rules and terms. An Override may be one that is agreed on a risk-by-risk basis with an Insurer, or it may take the form of delegated authority given to a broker to Override a premium or terms within agreed parameters without the need to Refer a case to the Insurer beforehand.
Periodic Premium Adjustment (PPA)	Upon a defined frequency a review of the current Driving Profile is undertaken. If the Driving Profile has varied an adjustment to the Premium may result.
PLSA	The EDI Message used by an Intermediary to advise an Insurer of a policy status change (i.e. cancellation or lapse).
Policyholder	The holder of an insurance policy.
Post Quote Adjustment	A Post Quote Adjustment is any changes made to the original quotation provided by an Insurer, including an Override / Referral adjustment, adjustment of the premium to reflect commission and revised IPT for net rated quotations, provision of post quote data.
PROP	The EDI Message used by an Intermediary to advise an Insurer of new business written.
Proposer	An individual or company requesting insurance.
Rating Component	A System that provides terms and conditions in response to a request for a quotation.
Refer/Referral	A result returned by an Insurer indicating that the risk must be Referred to them and that any premium and terms provided are an indication only.
Renewal Invitation	An offer (or alternatively notice that the Insurer does not wish to offer renewal

Term	Definition
	terms) made to a Policyholder in respect of a policy that is due for renewal.
Reverse geocoding	Is the process of enhancing raw geographical data to determine location on a map and determine the road type, speed limits and other derived information.
RNCN	The EDI Message used by an Intermediary to advise an Insurer of policy renewal.
RNWL	The EDI Message used by an Insurer to advise an Intermediary of the renewal terms for an existing policy (only used for Insurer-led renewals).
Smartphone	An advanced mobile phone that incorporates GPS and accelerometer functionality and may provide a mechanism for recording telematics based data.
Telematics	Is the integration of telecommunications and recorded information. In telematics based insurance this is a record of the location, acceleration and status of the vehicle.
Telematics Administrator	The party responsible for receiving and analysing telematics data. This analysis may be used to evaluate driving behaviour.
Telematics Device	The device located in the vehicle recording and communication telematics data. This may be a bespoke device, the vehicle system itself or be performed by a Smartphone.
Telematics Installer	The party responsible with fitting a Telematics Device or arrange for the collection of data from an integrated vehicle system or a Smartphone.
Third Party Data	Data which is provided from a Third Party Database or an Insurer's own internal data. This may include credit rating data, data which authenticates the data subject, claims, convictions, vehicle driving (i.e. Telematics) data.
Third Party Data Provider	An organisation that receives a request for data enrichment and provides the data. This includes organisations that maintain the data and organisations that search databases maintained elsewhere and returns a set of results based on these searches.
Validation and Enrichment Component	The part of the Market Solution that enriches the data provided by a Proposer.

5. Telematics Overview



Description

Process Description

Provides a high level view of the lifecycle of a telematics policy from obtaining a New Business Quotation, through to processing of Periodic Premium Adjustments (PPAs), Mid Term Adjustments (MTAs) and Renewals, until Cancellation or Lapsing of the policy occurs.

Its' intention is to show the overall business process model for a risk in summary.

Process Summary

New business is processed and if the quotation is acceptable a policy comes into force. Whether the policy remains in force is initially dependent on the fitting of a telematics device or collection of data within a certain time frame. When a device is not fitted or data collection arranged within the specified time allotted the Insurer will cancel the policy with immediate effect. During the life cycle of the policy multiple PPAs, MTAs and Renewals may be processed. The overall process ends when the policy is either Cancelled or Lapsed.

Additional Notes

Fitting of the telematics device may be carried out by a specialised installer, by the policyholder for instances of self-install devices or may be put in place by the policyholder downloading an "App" to their smart-phone.

Process Notes

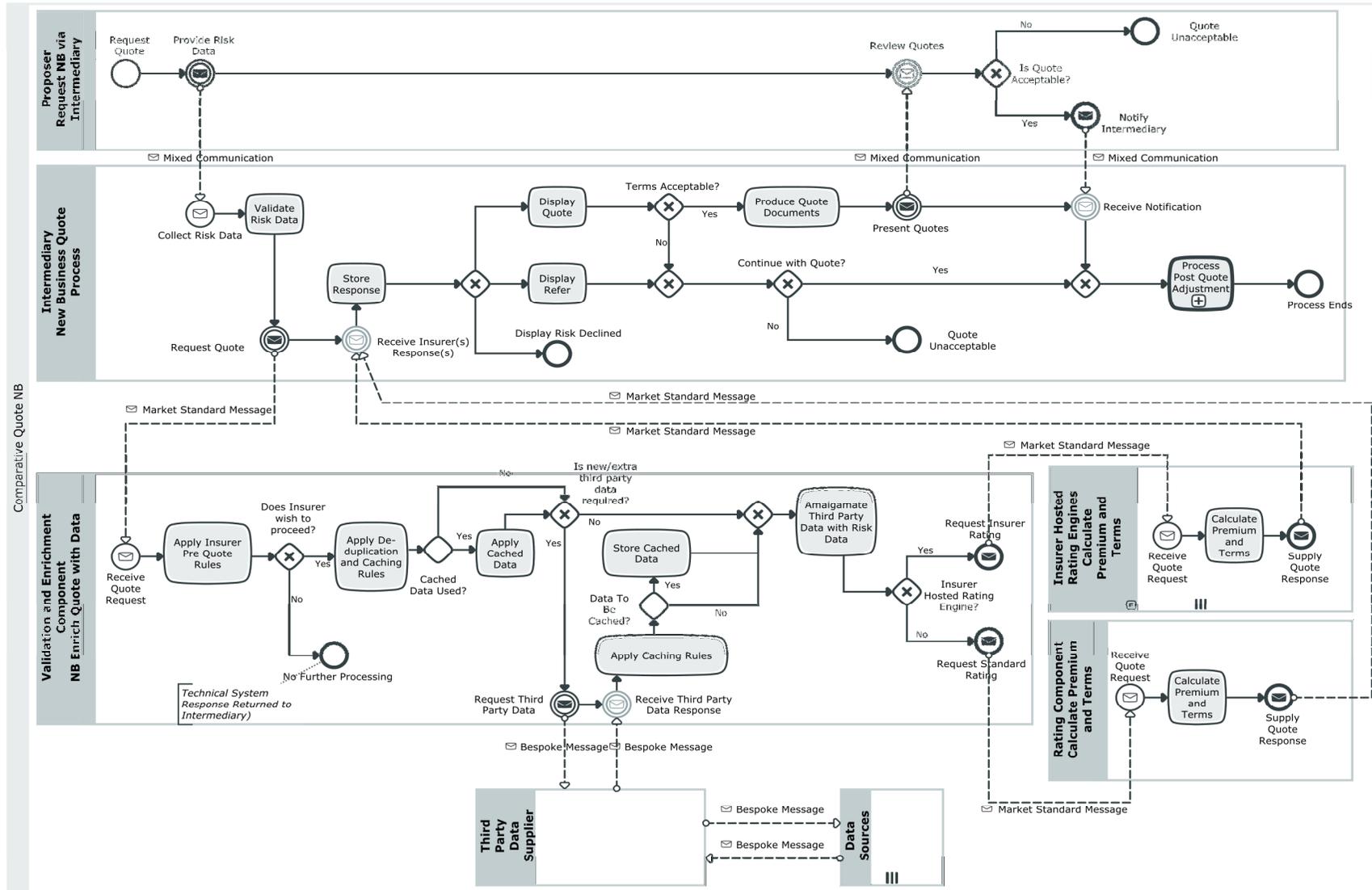
A number of processes shown in the diagram are "collapsed" processes which are described in full in other sections of this document. "Collapsed" processes are denoted by a plus sign (+) in the process box. Please refer to section 6 "Comparative Quotation - New Business", section 9 "Insurer Initiated Cancellation", section 10 "General Renewal Process", section 8 "Periodic Premium Adjustment" and section 7 "Quotation Process - Mid Term Adjustment/Cancellation" for details.

Steps

Step	Name	Description	Classification	Actor	Requirements
1		Request for a telematics motor quote is received from Prospect.	Automated	Intermediary	
2	Process New Business	A New Business (NB) Quotation is generated. See Section 6 "Comparative Quotation - New Business"	Mixed	Intermediary	
3	Request Telematics Device Installation	Following acceptance of a telematics quote, a request to arrange the fitting of a telematics device to the insured vehicle, or data collection from a smartphone, is arranged.	Manual	Intermediary	

Step	Name	Description	Classification	Actor	Requirements
4	Policy In Place	A policy is in place following which one of a number of events may occur, each of which triggers a different path through the process. The possible events are: <ul style="list-style-type: none"> • Diary event to determine whether the telematics device is in place. Go to step 5. • Because of adverse driving profile the Insurer seeks to cancel the policy. Go to step 9. • A PPA review becomes due. Go to step 14. • The policyholder requests an MTA. Go to step 12. • The policyholder requests the policy be cancelled. Go to step 12. • The insurer requests the policy be cancelled. Go to step 7. • The policy falls due for renewal. Go to step 10. 	Dialogue	Intermediary	
5	Installer Response	The telematics fitter responds to the request to fit a device.	Dialogue	Intermediary	
6	Telematics Device Installed?	Is the device is in place? If "Yes" process goes to step 4 "Policy In Place", if "No" process goes to step 7 "Process Cancellation"	Automated	Intermediary	
7	Process Cancellation	The Insurer cancels the policy. See section 9 "Insurer Initiated Cancellation". After completing the sub-process this process moves to step 8 "Policy in Force?"	Mixed	Intermediary	
8	Policy In Force?	Does the policy remain in force? If "Yes" process moves to step 4 "Policy In Place". If "No" process moves to step 16 "Process Ends".	Automated	Intermediary	
9	Insurer Cancels	The Insurer advises of their wish to cancel the policy. Process moves to step 7.	Automated	Intermediary	
10	Renewal	Diary to commence the renewal process matures.	Automated	Intermediary	
11	Process Renewal	The Intermediary seeks to renew the policy. See section 10 "General Renewal Process" below. After completing the sub-process this process moves to step 8 "Policy in Force?"	Automated	Intermediary	
12	MTA / Cancels	A request for an MTA or Cancellation is received from the policyholder.	Manual	Intermediary	
13	Process MTA/Cancellation	On request from their client the Intermediary seeks to process an MTA or mid-term cancellation. See section 7 "Quotation Process - Mid Term Adjustment/Cancellation" below. After completing the sub-process this process moves to step 8 "Policy in Force?"	Mixed	Intermediary	
14	Request Periodic Premium Adjustment	A revised driving profile is received from the Telematics Administrator.	Automated	Intermediary	
15	Process Periodic Premium Adjustment	The Intermediary checks to see whether an AP or RP is required following a reassessment of the driver profile. See section 8 "Periodic Premium Adjustment" below. After completing the sub-process this process moves to step 8 "Policy in Force?"	Mixed	Intermediary	
16	Process Ends	The Process Ends.	Automated	Intermediary	

6. Comparative Quotation - New Business



Description

Process Description

Allows an Intermediary to request an insurance quotation from multiple Insurers and receive quotation responses.

Process Summary

An Intermediary will request quotations for personal lines insurance based on provision of risk data, which results in quotation responses from multiple Insurers allowing a comparison to be made. The process includes:

- Collection of risk data
- Initial validation of the risk data and determination of the third party data that is required
- A search of third party databases and return of results to enhance the rating data, including previous driver profile data and
- Assessment and rating of the risk by an insurer (which may either be provided via a market rating hub or via an insurer system)

Inputs:

- Risk data including driver profile where known from a third party database.
- Cover requirements
- Data required to support third party data searches
- Permission to carry out data searches

Outputs:

Outcome of insurer assessment of risk which may result in a decline, “refer” or provision of premium and terms for the risk.

Process Notes

The Post Quote Process is exactly the same for New Business, MTAs and Renewals. The Accept Process is exactly the same for New Business and MTAs.

A process shown in the diagram is a “collapsed” process which is described in full in other sections of this document. “Collapsed” processes are denoted by a plus sign (+) in the process box. Please refer to section 15 for Post Quote Adjustment.

Steps

Step	Name	Description	Classification	Actor	Requirements
1	Request Quote	A dialogue between a Proposer and an Intermediary during which the Proposer will advise the Intermediary that they require a quotation for insurance.	Dialogue	Proposer	
2	Provide Risk Data	The Proposer will provide details of the risk to be insured. Note that this step may not be required as the Intermediary may use data that is currently stored on their system.	Dialogue	Proposer	
3	Collect Risk Data	The Intermediary System will capture the risk and cover data from the Proposer or will use risk data already stored for that Proposer.	Automated	Intermediary	
4	Validate Risk Data	The captured data is validated against Industry Standard Rules to ensure that the data captured is accurate, consistent and complete. This will entail ensuring that: - data that is mandatory in the Market Standard Message has been populated - data is in the correct format to allow the Market Standard Message to be populated - any data that is conditionally mandatory (i.e. required if other data is populated) is present. For example where the Intermediary System asks if there are any claims and this has been set to Yes, details of the claims should be populated	Automated	Intermediary	
5	Request Quote	The Intermediary System will submit the risk data to the Validation and Enrichment Component to obtain a quotation. Inputs: <ul style="list-style-type: none"> • Risk Data • Cover Required • Permission (or otherwise) to access Third Party Databases • Data which identifies the source of the business, and any parties involving in collection, review or amendment of the data. • A reference that uniquely identifies the quotation request Outputs: Market Standard Message (for submission to the Validation and Enrichment Component).	Automated	Intermediary	

Step	Name	Description	Classification	Actor	Requirements
6	Receive Quote Request	The Validation and Enrichment Hub will receive the quotation request.	Automated	Validation and Enrichment Component	
7	Apply Insurer Pre Quote Rules	<p>The data received will be interrogated by the Validation and Enrichment Hub against each Insurer's rules to establish:</p> <ul style="list-style-type: none"> - The risk is one that the Insurer may wish to quote for - Whether third party data is required AND if so - What third party data searches are required (this may include requests to multiple third party databases for a single Insurer or a request to an Insurer's own internal data) - The order in which they need to be performed <p>The rules will be applied, having been configured by the Insurer. These configuration rules may be based on the risk data received including distribution channel(s), product/scheme, transaction type (new business/MTA/Renewal).</p>	Automated	Validation and Enrichment Component	
8	Does Insurer wish to proceed?	<p>At this stage the Validation and Enrichment Hub will determine, based on the Insurer rules that have been set, whether the insurer wishes to provide a quotation for this risk.</p> <p>If Yes the process moves to Step 10 "Apply De-Duplication and Caching Rules". If No the process moves to Step 9 "No Further Processing".</p>	Automated	Validation and Enrichment Component	
9	No Further Processing	<p>The Validation and Enrichment Hub will recognise (using the Insurer rules) that no further processing is required for this Insurer and the business process will end. This may occur where a risk is outside an insurer's acceptance criteria (for example a young driver wishing to insure a high performance vehicle) or where an intermediary does not have an agency with the insurer and therefore the insurer does not wish for the risk to be processed on its behalf.</p> <p>In these circumstances a technical response will be sent by the Validation and Enrichment Hub to the Intermediary System so that they know that the Insurer will not be returning a business response.</p>	Automated	Validation and Enrichment Component	
10	Apply De-duplication and Caching Rules	The Validation and Enrichment Hub will de-duplicate requests or apply caching rules to reduce the number of calls made to Third Party Data Providers.	Automated	Validation and Enrichment Component	

Step	Name	Description	Classification	Actor	Requirements
11	Cached Data Used?	Based on the De-duplication and caching rules the system will determine whether cached data can be applied. If Yes the process moves to Step 12 "Apply Cached Data" if No the process moves to Step 13 "Is New/Extra Third Party Data Required"	Automated	Validation and Enrichment Component	
12	Apply Cached Data	Where cached data is stored and the Insurer Pre-Quote Rules and the System De-duplication and Caching rules permit the use of cached data the cached data will be applied to the risk data and risks will be de-duplicated.	Automated	Validation and Enrichment Component	
13	Is New/Extra Third Party Data Required?	Based on the Insurer's Pre-Quote rules and the De-duplication and Caching Rules the Validation and Enrichment Hub will determine whether new or additional third party data is required. If Yes, the process will move to Step 14 "Request Third Party Data". If No, the process will move to Step 19 "Amalgamate Third Party Data with Risk Data" (which in this case will be cached data that has been collected).	Automated	Validation and Enrichment Component	
14	Request Third Party Data	Relevant risk data will be submitted to one or more Third Party Database(s) and /or an Insurer's own database based on the rules that have been applied. This data will be passed using a Third Party Data Provider's request message or an industry standard message if it is practical to define one. Inputs: Data as required by Third Party Data Provider Outputs: Bespoke or Market Standard Message	Automated	Validation and Enrichment Component	
15	Receive Third Party Data Response	The Third Party Data Provider will use the data provided to find a match in the Third Party Databases and will respond to the request for data providing the data held for the matching records or indicate that no match was found.	Automated	Validation and Enrichment Component	
16	Apply Caching Rules	The Validation and Enrichment Hub will determine whether data obtained from a Third Party Data Provider can be cached for reuse.	Automated	Validation and Enrichment Component	
17	Data To Be Cached?	Depending on the caching rules the data may be cached for reuse. If Yes the process moves to Step 18 "Store Cached Data", if No the process moves to Step 19 "Amalgamate Third Party Data with Risk Data"	Automated	Validation and Enrichment Component	

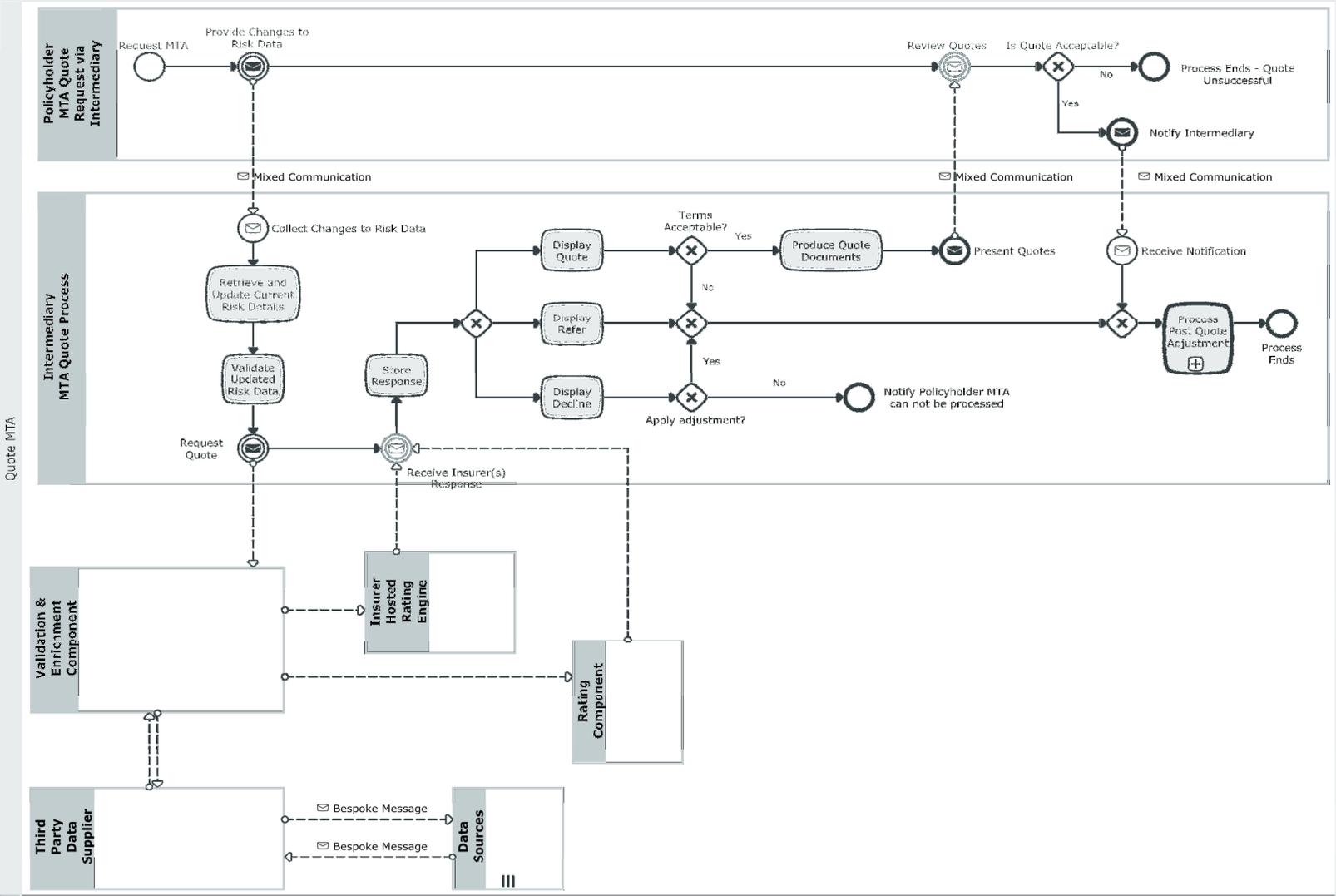
Step	Name	Description	Classification	Actor	Requirements
18	Store Cached Data	The Validation and Enrichment Component will store Cached Data.	Automated	Validation and Enrichment Component	
19	Amalgamate Third Party Data with Risk Data	The Third Party Data returned (if applicable) will be amalgamated with the risk data into a consolidated set of data, so that it can be used to determine the premium and terms for the risk.	Automated	Validation and Enrichment Component	
20	Insurer Hosted Rating Engine?	The Validation and Enrichment Hub will determine whether the quotation request will be processed by an Insurer Hosted System (rather than the Rating Hub). If No the process moves to Step 21 “Request Standard Rating”. If Yes the process moves to Step 28 “Request Insurer Rating”.	Automated	Validation and Enrichment Component	
21	Request Standard Rating	The data (including any Third Party Data) will be passed from the Validation and Enrichment Component to the Rating Component to determine the premium and terms required for the risk. Inputs: <ul style="list-style-type: none"> • Risk data • Third Party Data • Insurer specific data Outputs: A Market Standard Message that allows the Rating Component to rate the risk and determine whether the risk is acceptable to the Insurer, and if so the premium and terms for the risk.	Automated	Validation and Enrichment Component	
22	Receive Quote Request	The Rating Component will receive the data for rating.	Automated	Rating Component	
23	Calculate Premium and Terms	The Rating Component will calculate the premium and terms for the risk using an Insurer’s rates and terms, or will determine that the Insurer wishes to Refer or decline to offer a quotation.	Automated	Rating Component	
24	Supply Quote Response	The Rating Component will provide a response which will be either a quotation, a “Refer” (which may or may not include an indicative quotation) or a decline. This data will be passed using a Market Standard Message. The process now moves to Step 29 “Receive Insurer(s) Response(s)”.	Automated	Rating Component	

Step	Name	Description	Classification	Actor	Requirements
25	Receive Quote Request	The Insurer system will receive the data for rating.	Automated	Insurer Hosted Rating Engines	
26	Calculate Premium and Terms	The Insurer system will calculate the premium and terms for the risk, or will determine that they wish to Refer or decline to offer a quotation.	Automated	Insurer Hosted Rating Engines	
27	Supply Quote Response	The Insurer system will provide a response which will be either a quotation, a “Refer” (which may or may not include an indicative quotation) or a decline. This data will be passed using a Market Standard Message.	Automated	Insurer Hosted Rating Engines	
28	Request Insurer Rating	<p>The data (including any Third Party Data) will be passed to the Insurer system using a Market Standard Message to determine the premium and terms required for the risk.</p> <p>Inputs:</p> <ul style="list-style-type: none"> • Risk data • Third Party Data • Insurer specific data. <p>Outputs:</p> <p>A Market Standard Message that allows the Rating Component to rate the risk and determine whether the risk is acceptable to the Insurer, and if so the premium and terms for the risk.</p>	Automated	Validation and Enrichment Component	
29	Receive Insurer(s) Response(s)	All quotation responses will be received by the Intermediary System.	Automated	Intermediary	
30	Store Response	<p>Insurers’ responses will be stored in the Intermediary System so that they can be retrieved later. The process now moves to;</p> <p>Step 31 “Display Quote” where the Insurer Response quoted premium and terms or Step 42 “Display Refer” where the Insurer Response indicates that Referral is required or Step 45 “Display Risk Declined” where the Insurer Response was that they do not wish to quote for the risk.</p>	Automated	Intermediary	
31	Display Quote	Insurer's premiums and terms responses will be displayed by the Intermediary System to the Intermediary.	Automated	Intermediary	

Step	Name	Description	Classification	Actor	Requirements
32	Terms Acceptable?	The Intermediary will determine whether the terms quoted by an Insurer are acceptable. This decision will be based on an assessment of a quotation response compared to other Insurer quotes returned and may be manual or in dialogue between the Intermediary and Intermediary System. If Yes, the process will move to Step 33 "Produce Quote Documents". If No, the process will move to Step 43 "Continue with Quote?"	Automated	Intermediary	
33	Produce Quote Documents	Where quotation documents are required the Intermediary will use its Intermediary System to produce documentation to support a quotation.	Dialogue	Intermediary	
34	Present Quotes	The Intermediary will present quotations to the Proposer. These may be posted, emailed, take the form of a customer visit or phone call or be presented visually to the Proposer on a website or portal.	Mixed	Intermediary	
35	Review Quotes	The Proposer will review the quotations presented and determine whether any of these are acceptable.	Manual	Proposer	
36	Is Quote Acceptable?	The Proposer will determine if the quotation is acceptable. If Yes, the process moves to Step 37 "Notify Intermediary". If No, the process moves to Step 41 "Quote Unacceptable".	Manual	Proposer	
37	Notify Intermediary	The Proposer will notify the Intermediary that the quotation is acceptable.	Mixed	Proposer	
38	Receive Notification	The Intermediary will receive notification from the Proposer that the quotation is acceptable.	Manual	Intermediary	
39	Process Post Quote Adjustment	After determining that the quotation is acceptable the Intermediary will move to the next phase of the process to undertake a Post Quote Adjustment, if this is required (See Section 13 "Post Quote Adjustment"). Note that all transactions move to Post Quote Adjustment, as this process allows an Intermediary to determine whether add-ons are required, an Override is to be requested etc.	Dialogue	Intermediary	
40	Process Ends	The quote process is complete.	Dialogue	Intermediary	
41	Quote Unacceptable	Where a quote is unacceptable to the Intermediary the process will end for the Proposer.	Automated	Proposer	
42	Display Refer	An Insurer's Referral response will be displayed to the Intermediary.	Automated	Intermediary	

Step	Name	Description	Classification	Actor	Requirements
43	Continue with Quote?	<p>If a Referral is generated or the quote returned by the Insurer is unacceptable the Intermediary will decide whether he wishes to continue to process the quote.</p> <p>If Yes, the process will move to Step 39 "Proceed to Post Quote Adjustment" (See section 13 "Post Quote Adjustment").</p> <p>If No, the process will move to Step 44 "Quote Unacceptable".</p>	Manual	Intermediary	
44	Quote Unacceptable	Where a quote is unacceptable to the Intermediary or the Insurer has Referred the risk and the Intermediary does not wish to pursue the Referral the process will end for the Intermediary.	Automated	Intermediary	
45	Display Risk Declined	<p>An Insurer's decline response will be displayed to the Intermediary.</p> <p>The process will end for the Intermediary and Insurer in respect of this instance of the Comparative Quote Process (where the Intermediary is still seeking a quote for a Proposer they will choose an Insurer who has quoted premium and terms or provided a Refer response).</p>	Manual	Intermediary	

7. Quotation Process - Mid Term Adjustment/Cancellation



Description

Process Description

To process a mid term adjustment or cancellation request, but does not include the calculation as to whether an Additional or Return Premium is due to the Policyholder based on their recorded driving style. The contribution of the Validation and Enrichment Component and Rating Engines are the same as quoted in the New Business Section 6 above and have therefore been omitted from this process.

Process Summary

This process allows an Intermediary to process a permanent or temporary mid term adjustment or cancellation to obtain details of any change in cover / terms or premium on a policy that is currently in force.

For a permanent change the quotation will provide both the revised annual premium and any adjustment in premium from the date of change until next renewal and details of any terms or conditions that will apply if the change takes effect.

For a temporary change the quotation will provide the adjustment premium for the change. Temporary changes will require the Intermediary to identify the nature of the change and the dates for which the temporary change is required.

For any type of mid term adjustment or cancellation the Insurer can choose to collect Third Party Data if this is required, and then to rate the change via the Rating Engine. Because this is a change on an existing policy, rating requests are directed to a single Insurer.

Cancellations are also part of this process, allowing the Insurer to determine whether a premium refund is due. For cancellations it is not expected that Third Party Data will be collected, unless an Insurer wishes to use a Third Party Data search to determine whether any claims have occurred on their policy during the current policy period rather than rely on Policyholder self-declaration.

Inputs:

- Old (pre change) risk data and the annual premium and any terms applying to that risk at inception/last renewal or the date of the latest change to the risk (whichever is most recent) (only required for Permanent Mid Term Adjustments and Cancellations)
- New risk data
- Change effective date (and end date for temporary MTAs) type of change(s) being made
- Confirmation of any claims that have occurred in current year and whether a total loss (Cancellations Only).

Outputs:

Outcome of Insurer assessment of risk which may result in a decline, “Refer” or provision of premium and terms for the risk. For permanent MTAs will include both the annual premium and the premium related to this adjustment, for temporary MTAs and cancellations it will be the premium related to this adjustment only.

Process Notes

The Post Quote Process is exactly the same for New Business and MTAs and Renewals. The Accept Process is exactly the same for New Business and MTAs.

A process shown in the diagram is a “collapsed” process which is described in full in another section of this document. “Collapsed” processes are denoted by a plus sign (+) in the process box. Please refer to section 13 for “Post Quote Adjustment”.

The tasks undertaken by the Validation & Enrichment Component form part of this process, however, the detail has been omitted and can be found in section 6 “Comparative Quotation - New Business”.

Steps

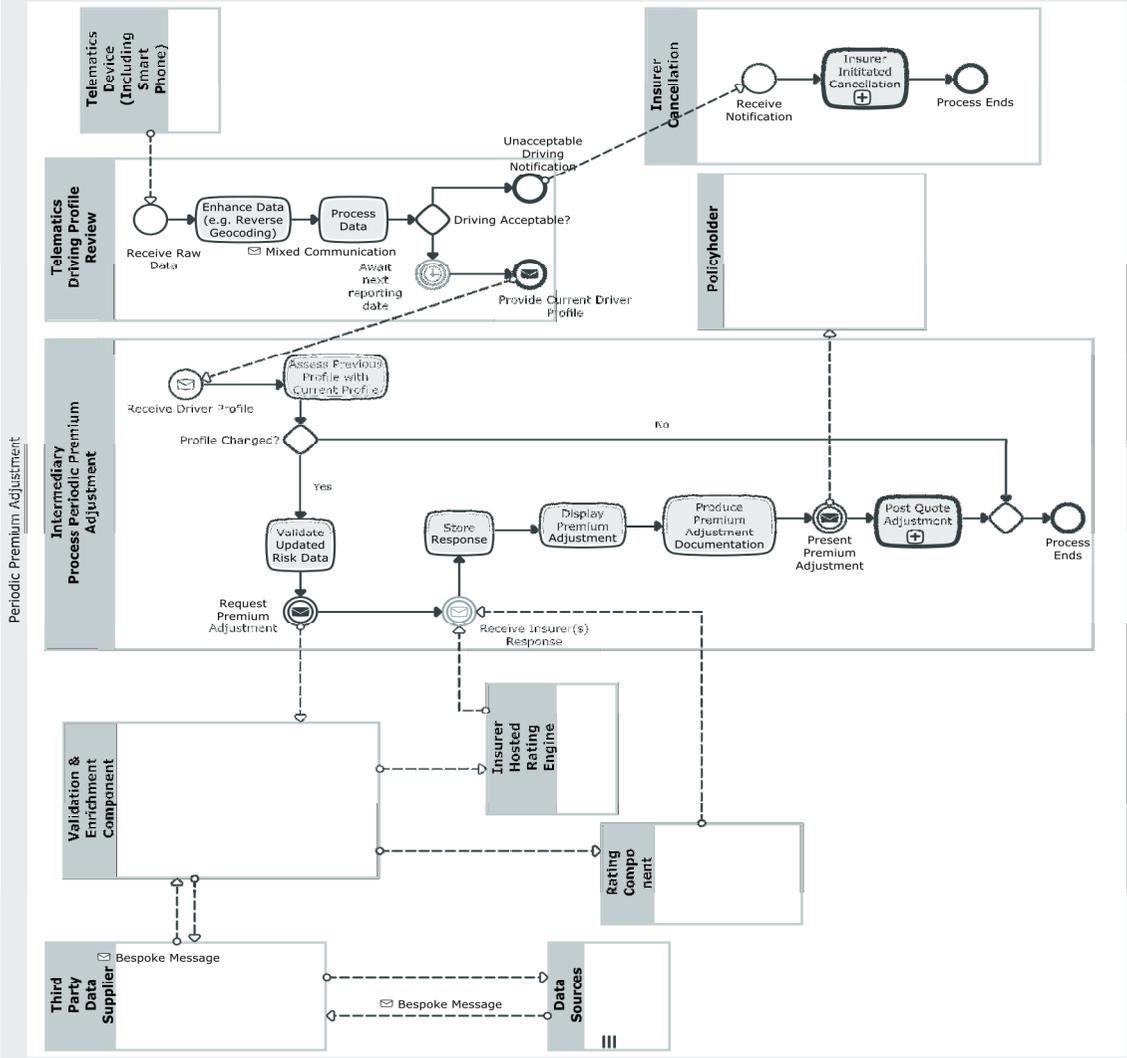
Step	Name	Description	Classification	Actor	Requirements
1	Request MTA	The Policyholder will notify the Intermediary of a Mid Term Adjustment or request that the policy be cancelled. Mid Term Adjustments may be permanent or temporary and are defined as any change to the Intermediary System record, whether or not the premium and terms are likely to change. Note that cancellations initiated by an Insurer are only supported in this model from the point at which the Insurer advises the Intermediary to process cancellation of the policy. Any interaction between the Insurer and Policyholder up to this point is trading partner specific and is not defined.	Dialogue	Policyholder	
2	Provide Changes to Risk Data	The Policyholder will provide details of the changes required to the risk, or the date on which cancellation is to be effected. For temporary changes the Policyholder will need to advise the start and end dates for the change and whether the temporary adjustment is a substitution or addition.	Dialogue	Policyholder	
3	Collect Changes to Risk Data	The Intermediary or Intermediary System will collect details of the changes required to the policy. Where the change is a cancellation the Intermediary will also need to ascertain whether any claims have occurred during the current period of insurance, and whether any of these claims resulted in a total loss of vehicle.	Dialogue	Intermediary	

Step	Name	Description	Classification	Actor	Requirements
4	Retrieve and Update Current Risk Details	The Intermediary will update their current back office record with details of the change(s) required and / or the cancellation date of the policy. They will indicate the type of alteration that is being performed (i.e. change of vehicle, change of address, addition of a driver etc.) based on a list of Industry Standard Adjustment Reasons and, for Mid Term Adjustments indicate whether the change is permanent or temporary. For temporary changes the start and end date for the transaction are required.	Dialogue	Intermediary	
5	Validate Updated Risk Data	Validate Risk Data The captured data is validated against Industry Standard Rules to ensure that the data captured is accurate, consistent and complete. This will entail ensuring that: <ul style="list-style-type: none"> • Data that is mandatory in the Market Standard Message has been populated • Data is in the correct format to allow the Market Standard Message to be populated • Any data that is conditionally mandatory (i.e. required if other data is populated) is present. For example where the Intermediary System asks if there are any claims and this has been set to Yes, details of the claims will be populated 	Automated	Intermediary	
6	Request Quote	The Intermediary System will submit the following data to the Rating Engine Component. Inputs for Permanent and Temporary MTAs: <ul style="list-style-type: none"> • Risk Data prior to applying the MTA changes • Risk Data based on the MTA required • The annual premium and the cover details as they stand prior to this change • Any codified data that the Insurer has provided in its last quote response which shows how the third party affected the premium charged or terms applied • The effective date of change (and the end date for temporary changes) • The type of Adjustment(s) being performed. Inputs For Cancellations: <ul style="list-style-type: none"> • Cancellation Date • Reason for Cancellation • Declarations regarding claims for the current year, and whether any claim resulted in total loss of vehicle. Outputs: A Market Standard Message which will be submitted to the Rating Engine Component.	Automated	Intermediary	

Step	Name	Description	Classification	Actor	Requirements
7	Receive Insurer(s) Response	The Insurer's response will be received by the Intermediary System.	Automated	Intermediary	
8	Store Response	The Insurer's response will be stored in the Intermediary System so that it can be retrieved later. The process now moves to: Step 9 "Display Quote" where the Insurer Response quoted premium and terms or Step 20 "Display Refer" where the Insurer Response indicates that Referral is required or Step 21 "Display Declined Risk" where the Insurer Response indicates that they do not wish to quote for the risk.	Automated	Intermediary	
9	Display Quote	The Insurer's premium and terms response will be displayed to the Intermediary. For temporary MTAs and Cancellations the premium displayed will be the adjustment premium only, for permanent MTAs the revised annual premium, adjustment premium for the period from the effective date and the revised terms will be displayed.	Automated	Intermediary	
10	Terms Acceptable?	The Intermediary will determine whether the terms quoted by an Insurer are acceptable. If Yes, the process will move to Step 11 "Produce Quote Documents". If No, the process will move to Step 17 "Process Post Quote Adjustment".	Automated	Intermediary	
11	Produce Quote Documents	Where these are required the Intermediary will use its Intermediary System to produce documentation and present these to the Policyholder. This step is optional as quote documentation may not be required to support quotations.	Dialogue	Intermediary	
12	Present Quotes	The Intermediary will present details of the quotation provided to the Policyholder. This presentation may be printed documents posted or emailed or may take the form of a conversation between the Intermediary and the Policyholder.	Mixed	Intermediary	
13	Review Quotes	The Policyholder will review the quotation provided to him by the Intermediary and determine whether this is acceptable.	Manual	Policyholder	
14	Is Quote Acceptable?	The Policyholder will determine if the quotation is acceptable. If Yes, the process moves to the next main process of Step 15 "Notify Intermediary". If No, the process moves to Step 19 "Process Ends - Quote Unsuccessful".	Manual	Policyholder	
15	Notify Intermediary	The Policyholder will notify the Intermediary that the quotation is acceptable.	Manual	Policyholder	
16	Receive Notification	The Intermediary will receive notification from the Policyholder that the quotation is acceptable.	Manual	Intermediary	

Step	Name	Description	Classification	Actor	Requirements
17	Process Post Quote Adjustment	The Intermediary the process will proceed to the next phase of the process i.e. “Post Quote Adjustment” (See section 13 “Post Quote Adjustment”). Note that all transactions move to Post Quote Adjustment, as this process allows an Intermediary to determine whether add-ons are required, an Override is to be requested etc.	Dialogue	Intermediary	
18	Process Ends	The quote process is complete.	Dialogue	Intermediary	
19	Process Ends - Quote Unsuccessful	Where a quote is unacceptable to the Intermediary or the Insurer does not wish to provide a quotation the process will end for the Policyholder. This may mean cancelling the policy (a new transaction would be required) or not proceeding with the MTA.	Automated	Policyholder	
20	Display Refer	An Insurer’s Referral response will be displayed by the Intermediary System to the Intermediary. This may include an indication of the premium for the transaction, but it may be a response without premium and terms being quoted. A Refer (which means that the Intermediary must contact the Insurer if they wish to proceed with the transaction) is unlikely to be produced by an Insurer for cancellations although exceptionally the Insurer may choose to return a Refer response where additional information is required before determining the refund of premium. Proceed to step 17 “Proceed to Post Quote Adjustment”.	Automated	Intermediary	
21	Display Decline	An Insurer’s decline response will be displayed by the Intermediary System to the Intermediary. The process will end for this policy change. If the Insurer has declined an MTA the Proposer may choose either to: <ul style="list-style-type: none"> • Not proceed with the MTA • Ask the Intermediary to cancel (which would mean a new transaction process). A Decline result will not apply to Cancellations.	Manual	Intermediary	
22	Apply adjustment?	If Yes – proceed to step 17 “Proceed to Post Quote Adjustment”. If No – proceed to step 23 “Notify Policyholder MTA cannot be processed”.	Automated	Intermediary	
23	Notify Policyholder MTA can not be processed	Notify Policyholder MTA Cannot Be Processed.	Automated	Intermediary	

8. Periodic Premium Adjustment



Description

Process Description

To process a payment adjustment (AP or RP) or request cancellation based on the recorded driving manner.

Process Summary

This process allows an Intermediary to process a payment adjustment or cancellation as dictated by the recorded driving manner. This process will be triggered by the Telematics Administrator against an agreed time schedule or as a result of a pre-defined event occurring that results in an immediate notice of cancellation to be issued.

As cancellations are also part of this process, allowing the Insurer to determine whether a premium refund is due, it is not expected that Third Party Data will be collected. Unless an Insurer wishes to use a Third Party Data search to determine whether any claims have occurred on their policy during the current policy period rather than rely on Policyholder self-declaration.

Inputs:

- Current Driving Profile
- Previous Driving Profile
- Old (pre change) risk data and the annual premium and any terms applying to that risk at inception/last renewal or the date of the latest change to the risk (whichever is most recent).
- Change effective date
- Change type = PPA or Cancellation

Outputs:

Outcome of Insurer assessment of risk which may result in a Return Premium, an Additional Premium, no change to the premium or a decline (cancellation).

Process Notes

The tasks undertaken by the Validation & Enrichment Component form part of this process, however, the detail has been omitted and can be found in section 6 “Comparative Quotation - New Business”.

A process shown in the diagram is a “collapsed” process which is described in full in another section of this document. “Collapsed” processes are denoted by a plus sign (+) in the process box. Please refer to section 9 “Insurer Initiated Cancellation”.

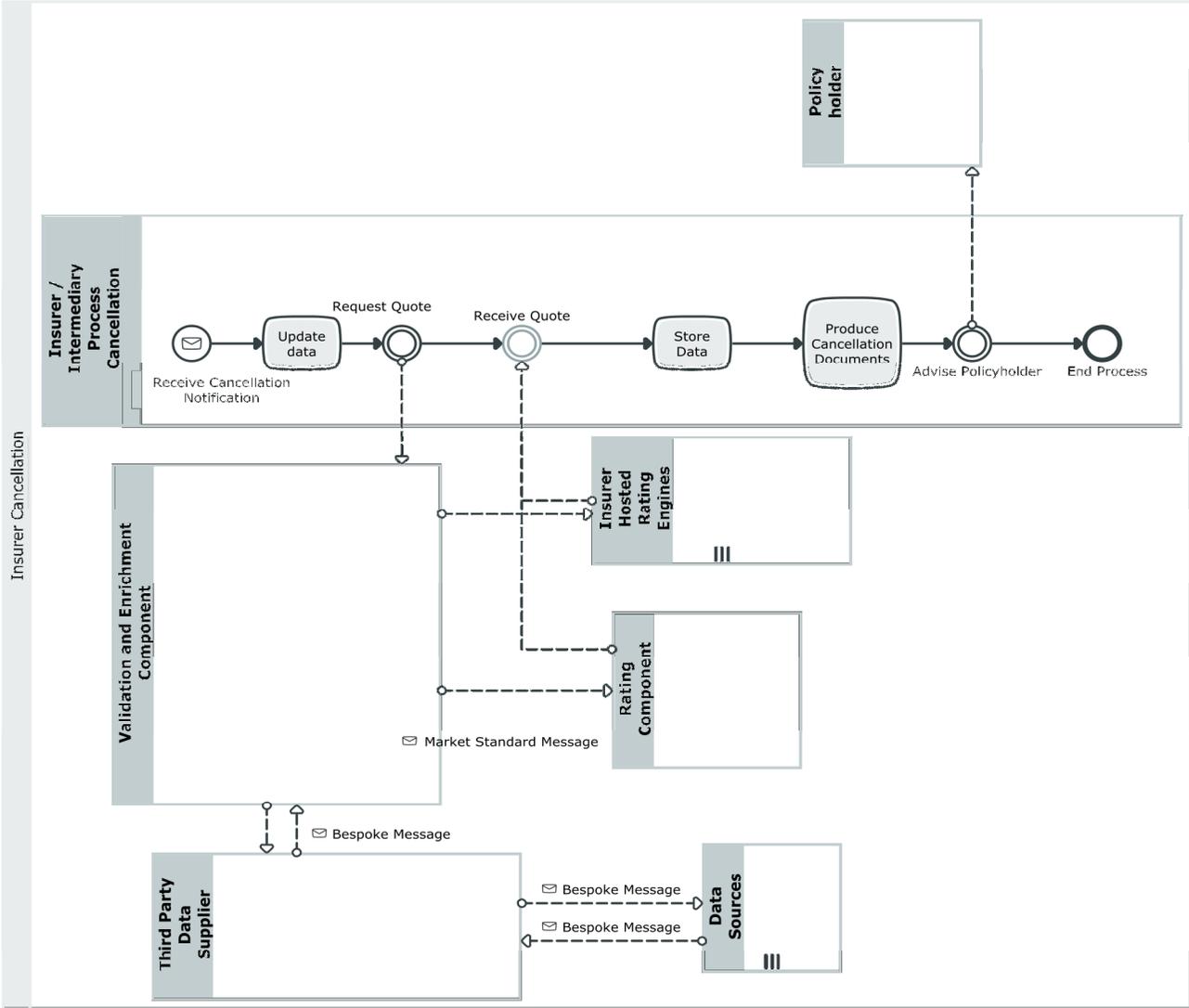
Steps

Step	Name	Description	Classification	Actor	Requirements
1	Receive Raw Data	Periodically (timing to be determined) the telematics device will transmit "raw data" for review and analysis.	Automated	Telematics	
2	Enhance Data (e.g. Reverse Geocoding)	The "raw data" is analysed to provide driver profile information.	Automated	Telematics	
3	Process Data	The results of the analysis will determine whether the insurer wishes to continue cover or withdraw cover.	Automated	Telematics	
4	Driving Acceptable?	Where cover is to continue process goes to step 5 "Await next reporting date". Where cover is to cease process goes to step 19 "Unacceptable Driving Notification".	Automated	Telematics	
5	Await next reporting date	The process will wait until an agreed time period has elapsed before releasing the processed data to the telematics client.	Automated	Telematics	
6	Provide Current Driver Profile	The Telematics Administration system will provide details of the latest driver profile. It may also limit such notifications to changes outside of previously agreed parameters.	Dialogue	Telematics	
7	Receive Driver Profile	The Intermediary or Intermediary System will collect details of the changes required to the policy.	Automated	Intermediary	
8	Assess Previous Profile with Current Profile	The Intermediary will update their current back office record with details of the change(s) required. They will indicate the type of alteration that is being performed (i.e. PPA).	Dialogue	Intermediary	
9	Profile Changed?	Where the change to the driver profile is beyond that which is defined as within tolerance the process moves to step 10 "Validate Updated Risk Data". Where the profile remains within tolerance the process moves to step 22 "Process Ends".	Automated	Intermediary	

Step	Name	Description	Classification	Actor	Requirements
10	Validate Updated Risk Data	<p>Validate Risk Data</p> <p>The captured data is validated against Industry Standard Rules to ensure that the data captured is accurate, consistent and complete. This will entail ensuring that:</p> <ul style="list-style-type: none"> • Data that is mandatory in the Market Standard Message has been populated • Data is in the correct format to allow the Market Standard Message to be populated • Any data that is conditionally mandatory (i.e. required if other data is populated) is present. For example where the Intermediary System asks if there are any claims and this has been set to Yes, details of the claims will be populated 	Automated	Intermediary	
11	Request Premium Adjustment	<p>The Intermediary System will submit the following data to the Rating Engine Component.</p> <p>Inputs for Permanent and Temporary MTAs:</p> <ul style="list-style-type: none"> • Risk Data prior to applying the PPA change • Risk Data based on the MTA required • The annual premium and the cover details as they stand prior to this change • Any codified data that the Insurer has provided in its last quote response which shows how the third party affected the premium charged or terms applied • The effective date of change (and the end date for temporary changes) • The type of Adjustment being performed (i.e. PPA) <p>Outputs: A Market Standard Message which will be submitted to the Rating Engine.</p>	Automated	Intermediary	
12	Receive Insurer(s) Response	The Insurer's response will be received by the Intermediary System.	Automated	Intermediary	
13	Store Response	The Insurer's response will be stored in the Intermediary System so that it can be retrieved later.	Automated	Intermediary	
14	Display Premium Adjustment	The Insurer's premium adjustment will be displayed to the Intermediary.	Automated	Intermediary	
15	Produce Premium Adjustment Documentation	<p>Where these are required the Intermediary will use its Intermediary System to produce documentation and present these to the Policyholder.</p> <p>This step is optional as quote documentation may not be required to support quotations.</p>	Dialogue	Intermediary	

Step	Name	Description	Classification	Actor	Requirements
16	Present Premium Adjustment	The Intermediary will present details of the quotation provided to the Policyholder. This presentation may be printed documents posted or emailed or may take the form of a conversation between the Intermediary and the Policyholder.	Mixed	Intermediary	
17	Post Quote Adjustment	The process will proceed to the next phase of the process i.e. "Post Quote Adjustment". See section 13 "Post Quote Adjustment".	Mixed	Intermediary	
18	Process Ends	The PPA quote process is complete.	Dialogue	Intermediary	
19	Unacceptable Driving Notification	Telematics administrator system advises the holding insurer that the previously agreed acceptable driving parameters have been breached and that Cancellation of the policy should begin.	Automated	Telematics	
20	Receive Notification	The Insurer receives notification that the policyholder has breached their limits of an acceptable driver profile and the policy is to be cancelled.	Automated	Insurer	
21	Insurer Initiated Cancellation	The Insurer cancels the policy. See section 9 "Insurer Initiate Cancellation".	Dialogue	Insurer	
22	Process Ends	Following the completion of the sub-process "Insurer Initiate Cancellation", the process ends	Automated	Insurer	

9. Insurer Initiated Cancellation



Description

Process Description

To process an insurer initiated policy cancellation based on the recorded driving manner.

Process Summary

This process allows an Intermediary to process a cancellation as dictated by the recorded driving behaviour. This process will be triggered by the Telematics Administrator against an agreed time schedule or as a result of a pre-defined event occurring that results in an immediate notice of cancellation to be issued. This process allows the Insurer to determine whether a premium refund is due. It is not expected that Third Party Data will be collected. Unless an Insurer wishes to use a Third Party Data search to determine whether any claims have occurred on their policy during the current policy period rather than rely on Policyholder self-declaration.

Inputs:

- Old (pre change) risk data and the annual premium and any terms applying to that risk at inception/last renewal or the date of the latest change to the risk (whichever is most recent).
- Change effective date
- Change type = Cancellation

Outputs:

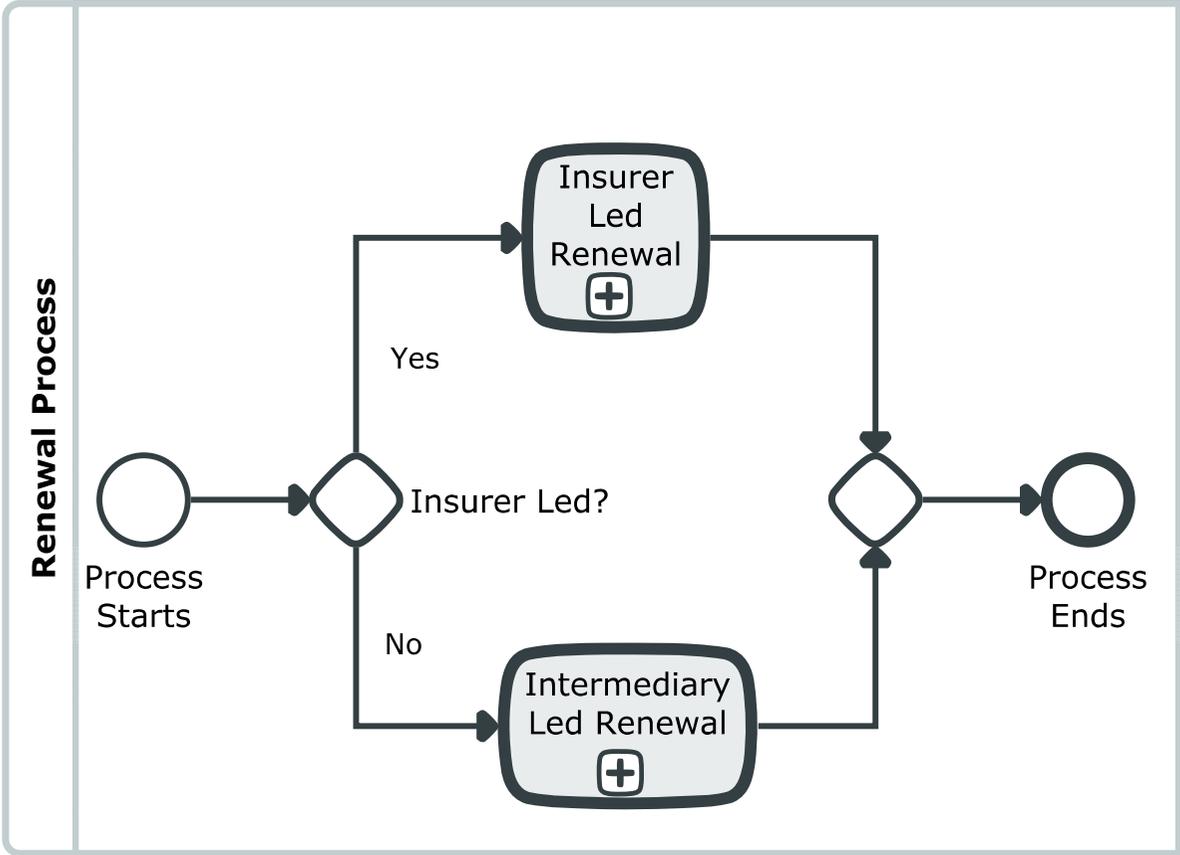
Outcome of Insurer assessment of risk will result in the status of the policy being set to Cancelled and may indicate that a Return Premium is due to the policyholder.

Steps

Step	Name	Description	Classification	Actor	Requirements
1	Receive Cancellation Notification	This process is started as a result of the policyholders poor driving manner. Examples of likely triggers are: <ol style="list-style-type: none">1. The policyholder exceeds the national speed limit by a pre-agreed amount resulting in immediate policy cancellation2. The policyholder exceeds the national speed limit by a pre-agreed amount resulting in a number of warnings being issued and ultimately, through totting-up the policy is cancelled.3. Non-payment of premium.	Automated	Intermediary	

Step	Name	Description	Classification	Actor	Requirements
2	Update data	The Intermediary will update their current back office record with details of the change required and the cancellation date of the policy. They will indicate the type of alteration that is being performed (i.e. cancellation.) based on a list of Industry Standard Adjustment Reasons.	Dialogue	Intermediary	
3	Request Quote	The Intermediary System will submit the following data to the Rating Engine Component. <ul style="list-style-type: none"> • Cancellation Date • Reason for Cancellation • Declarations regarding claims for the current year, and whether any claim resulted in total loss of vehicle. Outputs: A Market Standard Message which will be submitted to the Rating Engine Component.	Automated	Intermediary	
4	Receive Quote	The Insurer's response will be received by the Intermediary System.	Automated	Intermediary	
5	Store Data	The Insurer's response will be stored in the Intermediary System so that it can be retrieved later.	Automated	Intermediary	
6	Produce Cancellation Documents	The Intermediary produces the cancellation documentation for issue to the policyholder.	Mixed	Intermediary	
7	Advise Policyholder	The cancellation documentation is sent to the policyholder. Note that the Intermediary may also initiate a new process to obtain new quotations to offer the Policyholder quotations with alternative providers.	Manual	Intermediary	
8	End Process	The process ends.	Automated	Intermediary	

10. General Renewal Process



Process: Renewal Process

Process Description

This process acts as a wrapper determining which renewal sub-process should be invoked.

Process Summary

Called from the top level process, determines whether a renewal is to be Insurer led or Intermediary led and calls the appropriate sub-process. On completion returns the process to the top level process.

Inputs:

N/a

Outputs:

N/a

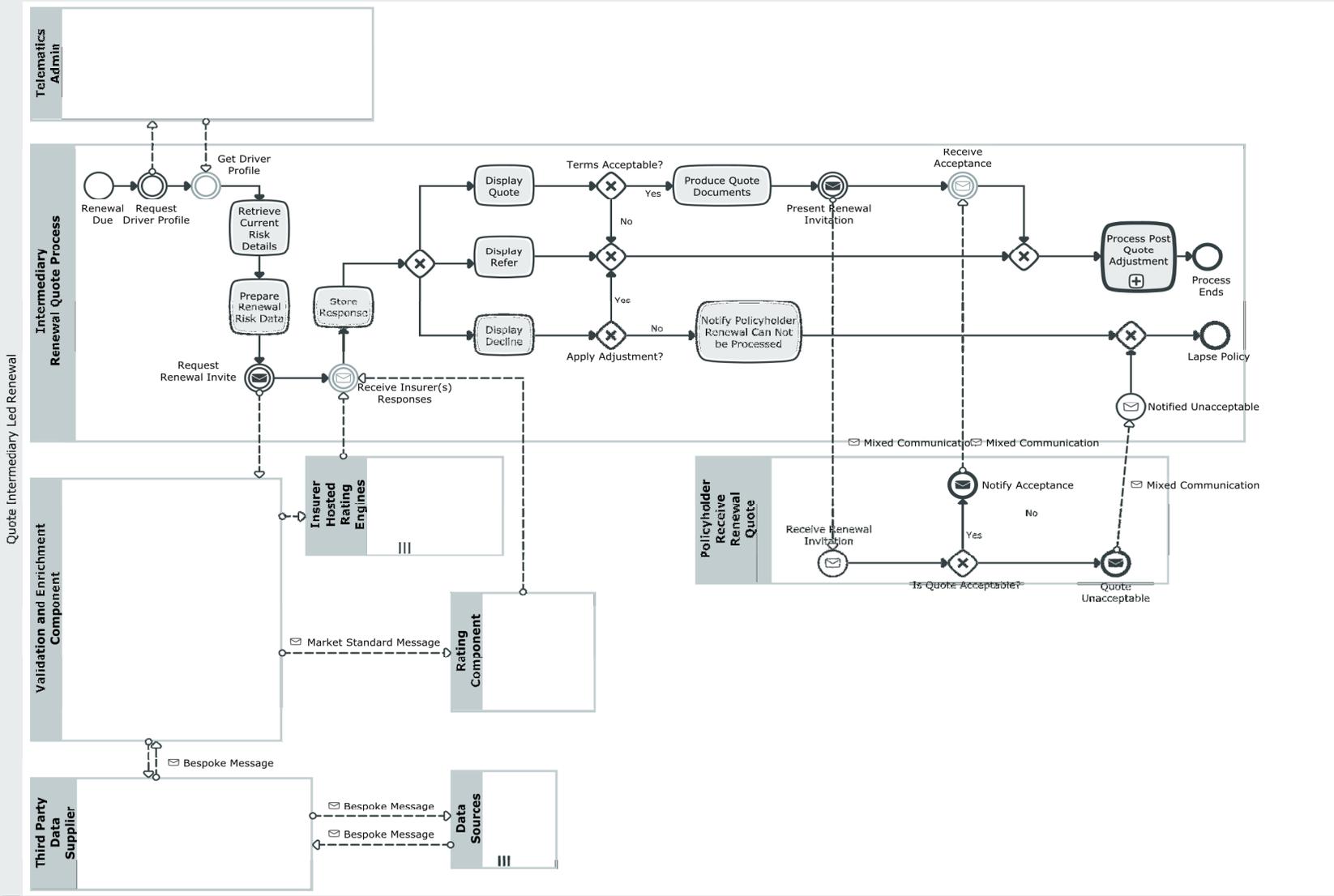
Process Notes

The processes shown in the diagram are “collapsed” processes which are described in full in other sections of this document. “Collapsed” processes are denoted by a plus sign (+) in the process box. Please refer to section 12 “Renewal Invitation Process - Insurer Led” and section 11 “Renewal Invitation Process – Intermediary Led” for details.

Steps

Step	Name	Description	Classification	Actor	Requirements
1	Process Starts	This process is called to process the policy renewal.	Automated	Intermediary	
2	Insurer Led?	If the renewal process is initiated by the insurer the process moves to step 3 “Insurer Led Renewal”, otherwise it moves to step 4 “Intermediary Led Renewal”	Automated	Intermediary	
3	Insurer Led Renewal	The process will proceed to the next phase of the process; “Renewal Invitation Process – Insurer Led”. After completing that phase the process moves to step 5.	Mixed	Intermediary	
4	Intermediary Led Renewal	The process will proceed to the next phase of the process; “Renewal Invitation Process – Intermediary Led”.	Mixed	Intermediary	
5	Process Ends	The process ends.	Automated	Intermediary	

11. Renewal Invitation Process - Intermediary Led



Description

Process Description

To allow an Intermediary to process a request for a renewal invitation.

Process Summary

This process details how an Intermediary would produce a renewal invitation.

Note that renewals are usually Insurer-led, as the Insurer generally holds all data relating to the risk which may include claims information that the Intermediary is not aware of (as claims are generally dealt with directly by the Insurer).

An Intermediary will need to have specific authority to invoke the renewal invitation process which will only be likely to be provided where the Intermediary is acting in a fully delegated authority capacity for an Insurer, dealing with all aspects of the policy maintenance including handling of claims). Additionally the Intermediary may be given authority to invoke the renewal invitation process where the Insurer and Intermediary have a mechanism in place to share claims data so that the Intermediary can process a renewal invitation which is based on full risk data.

Inputs:

Full risk data including details of any claims in the current policy period.

Telematics driving profile

Any codified Third Party Data stored from the last transaction undertaken on the policy.

Outputs:

Outcome of assessment of risk data, which may result in the production of premium and terms, or a decline or a Referral (which may include an indication of premium and terms).

Process Notes

The tasks undertaken by the Validation & Enrichment Component form part of this process, however, the detail has been omitted and can be found in section 6 “Comparative Quotation - New Business”.

A process shown in the diagram is a “collapsed” process which is described in full in other sections of this document. “Collapsed” processes are denoted by a plus sign (+) in the process box. Please refer to section 13 “Post Quote Adjustment”.

Steps

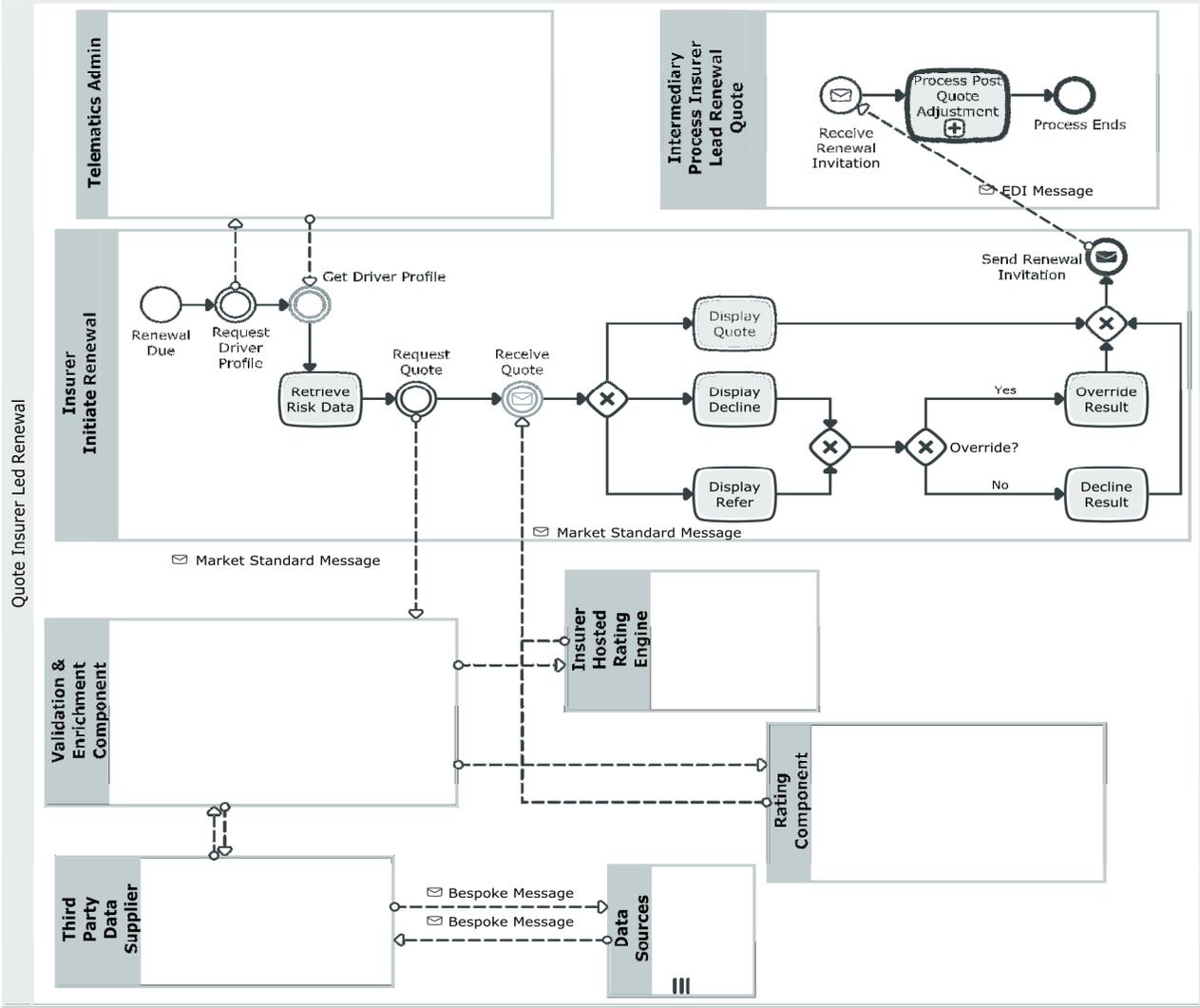
Step	Name	Description	Classification	Actor	Requirements
1	Renewal Due	The Intermediary System will recognise that renewal is impending and initiate the determination of renewal terms.	Automated	Intermediary	

Step	Name	Description	Classification	Actor	Requirements
2	Retrieve Current Risk Details	The Intermediary will retrieve the current risk details, including the latest telematics driver profile.	Dialogue	Intermediary	
3	Prepare Renewal Risk Data	The Intermediary will prepare the risk data on their Intermediary System so that it is ready for submission to obtain renewal terms. This may include manually updating the risk data to include any additional information that they have become aware of during the policy year such as claims that have occurred on another policy.	Dialogue	Intermediary	
4	Request Renewal Invite	The Intermediary will submit a request from their Intermediary System to the Validation and Enrichment Component using a Market Standard Message. Inputs: Full risk data including details of any claims in the current policy period. Any codified Third Party Data stored from the last transaction undertaken on the policy, including driver profile. Outputs: Outcome of assessment of risk data, which may result in the production of premium and terms, or a decline or a Referral (which may include an indication of premium and terms).	Dialogue	Intermediary	
5	Receive Insurer(s) Responses	The Insurer's quotation response will be received by the Intermediary System.	Automated	Intermediary	
6	Store Response	The Intermediary System will store the renewal invitation details. The process now moves to Step 7 "Display Quote" where the Insurer Response quoted premium and terms or Step 18 "Display Refer" where the Insurer Response indicates that Referral is required or Step 19 "Display Declined" where the Insurer Response was that they do not wish to quote for the risk.	Automated	Intermediary	
7	Display Quote	The Intermediary will present the renewal invitation to the Policyholder. This may be posted, emailed or may take the form of a customer visit or phone call.	Mixed	Intermediary	
8	Terms Acceptable?	The Intermediary will determine whether the quotation is acceptable. If Yes, the process will move to Step 9 "Produce Quote Documents". If No the process will move to Step 15 "Process Post Quote Adjustment".	Manual	Intermediary	

Step	Name	Description	Classification	Actor	Requirements
9	Produce Quote Documents	The Intermediary will use its Intermediary System to produce documentation to support the renewal invitation and present these to the Policyholder.	Dialogue	Intermediary	
10	Present Renewal Invitation	The Intermediary will present the renewal invitation to the Policyholder. This can be via post, in person or electronically.	Mixed	Intermediary	
11	Receive Renewal Invitation	The Policyholder will receive the renewal invitation.	Manual	Policyholder	
12	Is Quote Acceptable?	The Proposer will determine if the quotation is acceptable. If Yes, the process moves to Step 13 "Notify Acceptance". If No, the process moves to Step 16 "Quote Unacceptable".	Manual	Policyholder	
13	Notify Acceptance	The Proposer will notify the Intermediary that the quotation is acceptable.	Manual	Policyholder	
14	Receive Acceptance	The Intermediary will receive notification from the Proposer that the quotation is acceptable.	Manual	Intermediary	
15	Process Post Quote Adjustment	The Intermediary the process will proceed to the next phase of the process i.e. "Post Quote Adjustment" (see section 13 "Post Quote Adjustment"). Note that all transactions move to Post Quote Adjustment, as this process allows an Intermediary to determine whether add-ons are required, an Override is to be requested etc.	Dialogue	Intermediary	
16	Quote Unacceptable	The Policyholder advises the Intermediary that the premium and terms on which renewal has been invited are unacceptable.	Automated	Policyholder	
17	Notified Unacceptable	The Intermediary receives notification that the premium and terms quoted for renewal are unacceptable and the process moves to Step 22 "Lapse Policy".	Automated	Intermediary	
18	Display Refer	An Insurer's Referral response will be displayed by the Intermediary System to the Intermediary and the process will move to Step 15 "Proceed to Post Quote Adjustment".	Automated	Intermediary	
19	Display Decline	An Insurer's decline response will be displayed to the Intermediary.	Manual	Intermediary	
20	Apply Adjustment?	Having received a decline from the Rating Component or Insurer Hosted Rating Engine the Intermediary may wish to try to obtain an Override of the decline, so that a quotation can be given. If the Intermediary wishes to process an Override request the process moves to Step 15 "Proceed to Post Quote Adjustment". If No the process moves to Step 21 "Notify Policyholder Renewal cannot be processed".	Manual	Intermediary	

Step	Name	Description	Classification	Actor	Requirements
21	Notify Policyholder Renewal Can Not be Processed	Having received a decline from the Rating Component or Insurer Hosted Rating Engine and determined that the Decline cannot be processed the Intermediary will advise the Policyholder that the Insurer is not prepared to invite renewal. Note that the Intermediary may also initiate a new process to obtain comparative quotations to offer the Policyholder quotations with alternative providers.	Manual	Intermediary	
22	Lapse Policy	Where either the Insurer declines to provide renewal terms, or the Policyholder determines that the quotation is not acceptable the Intermediary or Intermediary System will lapse the policy notifying the Insurer using the Industry Standard PLSA EDI Message. This may take the form of the Intermediary initiating the lapse message or it may be that the Intermediary System lapses the policy on renewal date if no action has been taken by the Intermediary.	Automated	Intermediary	
23	Process Ends	The quote process is complete.	Dialogue	Intermediary	

12. Renewal Invitation Process - Insurer Led



Description

Process Description

Process which allows an Insurer to produce a renewal invitation, based on data held within its own records enriched with Third Party Data if required.

Process Summary

This process allows an Insurer to process renewal of a policy and determine whether they wish to offer renewal and if so at what premium and terms. This will be used to generate a renewal invitation which will be sent to the Intermediary as an Industry Standard EDI Renewal Invitation (RNWL) EDI Message. EDI Messages may be sent individually to the Intermediary or may be batched.

Note that for Insurer-Led Renewals any Referral processing will be undertaken by the Insurer prior to producing the renewal invitation.

The Insurer's renewal invitation may be generated using the Validation and Enrichment Component followed by the Rating Component or an Insurer Hosted Rating Engine. Alternatively the Insurer may choose to request Third Party Data directly from the Third Party Data Provider, determine the renewal offer and send an EDI RNWL Message to the Intermediary.

Inputs:

- Current risk data (including any claims that have occurred during the current period of insurance)
- Telematics driving profile
- Current policy cover data
- Third Party Data (where required)

Outputs:

Outcome of Insurer assessment of risk which may result in a decline or provision of premium and terms for the risk and which will be sent to the Intermediary as an Industry Standard EDI Renewal Invitation (RNWL) message.

Process Notes

The tasks undertaken by the Validation & Enrichment Component form part of this process, however, the detail has been omitted and can be found in section 6 "Comparative Quotation - New Business".

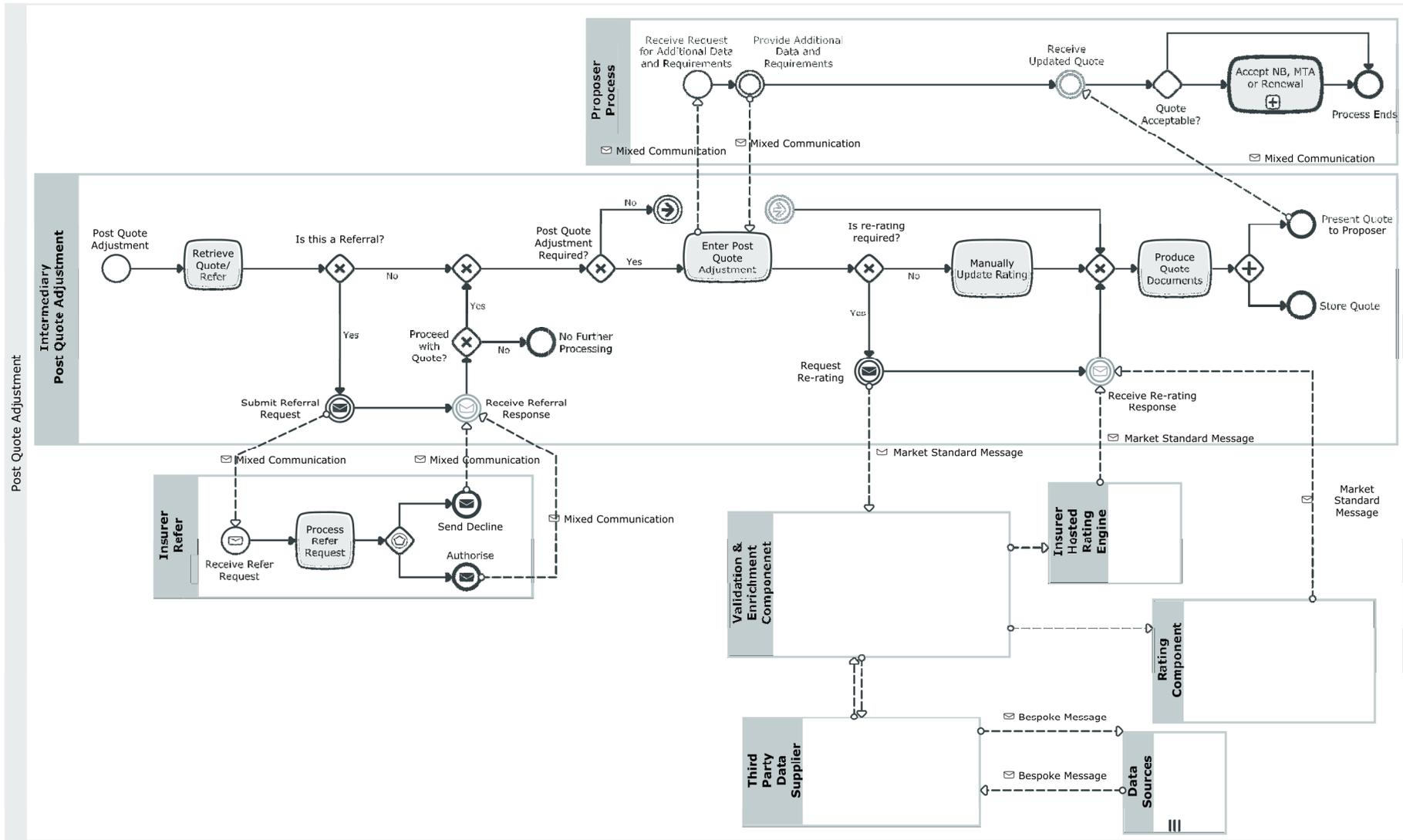
A process is shown in the diagram as a "collapsed" process this is described in full in another section of this document. "Collapsed" processes are denoted by a plus sign (+) in the process box. Please refer to section 13 "Post Quote Adjustment".

Steps

Step	Name	Description	Classification	Actor	Requirements
1	Renewal Due	The Insurer system will recognise that renewal is impending and initiate the determination of renewal terms.	Automated	Insurer	
2	Get Driver Profile	Latest driver profile data is received from the Telematics Administrator.	Automated	Insurer	
3	Retrieve Risk Data	The Insurer will retrieve the current risk details.	Dialogue	Insurer	
4	Request Quote	<p>Request Quote The Insurer system will submit a request to the Rating Engine Component.</p> <p>Inputs:</p> <ul style="list-style-type: none"> • Current risk data to include details of all claims known to the Insurer (both historical and those that have occurred in the current policy year) • Current policy cover data • Any codified data that the Insurer has stored relating to Third Party Data searches (if they wish to continue to use this for rating) <p>Outputs: Market Standard Message (to be defined) for submission to the Rating Engine Component.</p>	Automated	Insurer	
5	Receive Quote	The Insurer System will store the renewal invitation details. The process now moves to Step 6 “Display Quote” where the Insurer Response quoted premium and terms or Step 8 “Display Refer” where the Insurer Response indicates that Referral is required or Step 7 “Display Declined” where the Insurer Response was that they do not wish to quote for the risk.	Automated	Insurer	
6	Display Quote	The Insurer’s premium and term responses will be displayed by the Intermediary System to the Intermediary. The process moves to Step 12 “Send Renewal Invitation”.	Dialogue	Insurer	
7	Display Decline	The Insurer’s rules within the Rating Component or Insurer Hosted Rating Engine will have determined that the risk is unacceptable to the Insurer. The process moves to Step 9 “Override?”	Dialogue	Insurer	
8	Display Refer	The Insurer’s rules within the Rating Component or Insurer Hosted Rating Engine will have determined that the risk needs to be Referred to an underwriter to determine whether renewal will be offered. The process moves to Step 9 “Override?”	Dialogue	Insurer	

Step	Name	Description	Classification	Actor	Requirements
9	Override?	For processing which resulted in a Decline or Referral the Insurer will determine whether he wishes to Override this result. If Yes the Insurer will Override the result produced, and the process moves to Step 10 "Override Result". If No the process moves to Step 11 "Decline Result".	Manual	Insurer	
10	Override Result	The Insurer will determine the result of the Override and the process will move to Step 12 "Send Renewal Invitation".	Manual	Insurer	
11	Decline Result	The Insurer will determine that he does not wish to Override the system produced result and the process will move to Step 12 "Send Renewal Invitation".	Manual	Insurer	
12	Send Renewal Invitation	The Insurer system will send a renewal invitation to the Intermediary using a Market Standard Message. This message will indicate: <ul style="list-style-type: none"> • Whether the Insurer wishes to offer renewal or not, and if yes • At what terms Inputs: <ul style="list-style-type: none"> • Renewal premium and terms • Indication that renewal is not being offered • Any changes to the policy cover as a result of rating of the risk • Codified Third Party Data that the Insurer used in its calculation of the premium Outputs: Market Standard Message (EDI RNWL Message) which may be sent individually to an Intermediary or as a batch.	Automated	Insurer	
13	Receive Renewal Invitation	The Intermediary System will receive the Insurer's renewal invitation.	Automated	Intermediary	
14	Process Post Quote Adjustment	The process will proceed to the next phase of the process i.e. "Post Quote Adjustment". (See section 13 "Post Quote Adjustment"). Note that all transactions move to Post Quote Adjustment, as this process allows an Intermediary to determine whether add-ons are required, an Override is to be requested etc.	Dialogue	Intermediary	
15	Process Ends	The quote process is complete.	Dialogue	Intermediary	

13. Post Quote Adjustment



Description

Process Description

To process a Post Quote Adjustment for a single quotation previously provided by an Insurer.

Process Summary

The steps below show the processes that take place when an Intermediary processes an adjustment to a quotation previously produced. In this context an “Intermediary” may be an aggregator, broker website, independent financial advisor or broker office.

It includes processing of a Referral or Override, incorporation of add-ons, adjustment of premium and IPT to reflect net rating, a post quote change to the risk data etc. and may involve re-rating of the risk and / or collection of additional Third Party Data.

The process may be automated or manual – this will be determined by Insurer requirements regarding re-rating of the risk based on the Post Quote Adjustment.

Post Quote Adjustment is potentially carried out for every type of transaction – for new business, mid term adjustments, cancellations or renewals, allowing an Intermediary to request a change to a quotation previously provided although the type of Post Quote Adjustment may be limited for some transaction types (for example the only change likely to be made for a cancellation is a request to Override the refund premium generated).

Inputs:

- Risk Data

- Quote Data

- Additional Data

- Authorisation Reference

- Details of Add-On Covers Required

- Changes to Reflect Net Rating

- Quotation Reference obtained in the Comparative Quote, MTA / Cancel Quote or Renewal Invite Process

Outputs:

A quotation that has been adjusted for a single Insurer that can now be accepted.

Process Notes

The post quote process may be undertaken by a different Intermediary than the one that carried out the comparative quotation – i.e. an aggregator may provide the initial quotation but an Intermediary System may process the Post Quote Adjustment.

A process shown in the diagram is a “collapsed” process which is described in full in another section of this document. “Collapsed” processes are denoted by a plus sign (+) in the process box. Please refer to section 14 Accept Process - New Business & MTA/Cancel.

The tasks undertaken by the Validation & Enrichment Component form part of this process, however, the detail has been omitted and can be found in section 6 “Comparative Quotation - New Business”.

Steps

Step	Name	Description	Classification	Actor	Requirements
1	Post Quote Adjustment	The Intermediary processes a Post Quote Adjustment. This is any change to the result produced by the Rating Component or direct Insurer System during the quotation process.	Dialogue	Intermediary	
2	Retrieve Quote/ Refer	The Intermediary will retrieve a quotation previously provided and display the quotation risk data.	Dialogue	Intermediary	
3	Is this a Referral?	The Intermediary will determine whether the Post Quote Adjustment relates to a Referral. If Yes the process will proceed to Step 4 “Submit Referral Request”. If No the process will move to Step 12 “Post Quote Adjustment Required?”.	Manual	Intermediary	
4	Submit Referral Request	For quotations where the Insurer returned a “Referral” response the Intermediary will contact the Insurer to confirm the premium and terms for the risk. This may involve providing additional data that the Insurer needs to determine how to proceed. The Intermediary will provide the quotation reference supplied by the Rating Component or Insurer Hosted Rating Engine in the quotation process.	Manual	Intermediary	
5	Receive Refer Request	The Insurer will receive the Refer request.	Manual	Insurer	

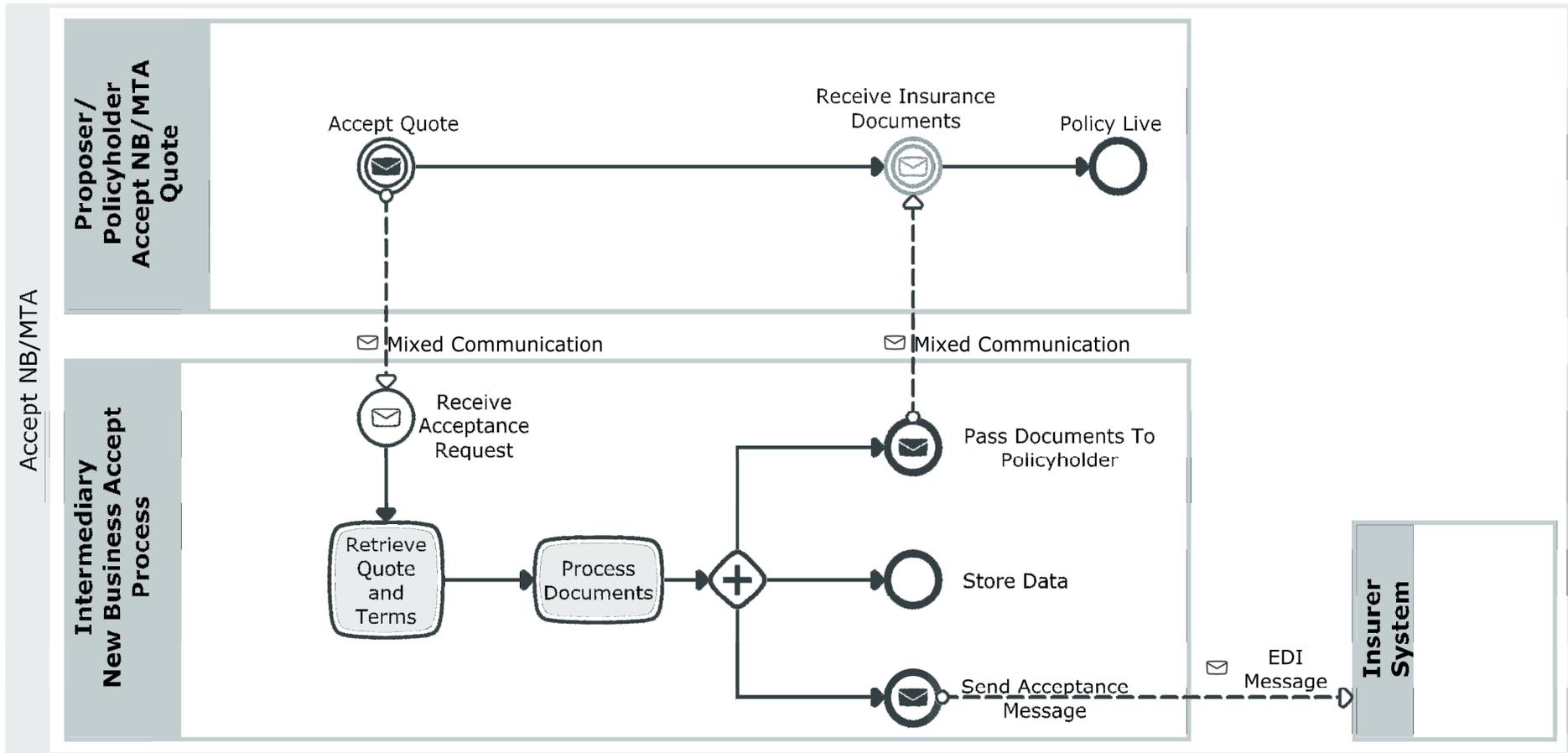
Step	Name	Description	Classification	Actor	Requirements
6	Process Refer Request	The Insurer will process the request and determine how they wish to respond to the Refer request. The process now moves to Step 7 “Send Decline” or Step 8 “Authorise”.	Manual	Insurer	
7	Send Decline	The Insurer will determine that they do not wish to provide a quotation and will advise the Intermediary accordingly. The process now moves to Step 9 “Receive Referral Response”.	Manual	Insurer	
8	Authorise	The Insurer will determine that they are prepared to authorise the Referral and will advise the Intermediary accordingly.	Manual	Insurer	
9	Receive Referral Response	The Intermediary will receive a response to its Referral request which may be a decline or authorisation. Where the Insurer provides an authorisation reference to allow the Intermediary to proceed with the risk the Intermediary will store this to allow it to be used in later processes.	Manual	Intermediary	
10	Proceed with Quote?	At this stage the Intermediary will determine whether they wish to proceed with the quotation. If Yes the process will move to Step 12 “Post Quote Adjustment Required?”. If not the process will move to Step 11 “No Further Processing”.	Manual	Intermediary	
11	No Further Processing	The Intermediary will determine that the quotation is not to proceed and no further processing will take place by the Intermediary for this quotation. Note that for New Business the Intermediary may choose to process a different quote returned at the Comparative Quote Stage, in which case the Post Quote Adjustment phase would start again. For Permanent and Temporary MTAs No Further Processing may mean that the existing policy is cancelled (which would require a new processing instance starting from a quote) or that the change does not take effect. For cancellations No Further Processing is unlikely to arise but could exceptionally occur where the refund for cancellation is unacceptable and the Policyholder decides to leave the policy in force. For renewals No Further Processing is not a valid process option as the Intermediary will need to lapse the policy. See section 15 “Accept Process – Renewals”.	Manual	Intermediary	

Step	Name	Description	Classification	Actor	Requirements
12	Post Quote Adjustment Required?	At this stage the Intermediary will determine whether a Post Quote Adjustment is required. If Yes, the process will move to Step 13 “Enter Post Quote Adjustment”. If No the process will move to Step 20 “Produce Quote Documents”.	Manual	Intermediary	
13	Enter Post Quote Adjustment	The Intermediary will enter details of the Post Quote Adjustment i.e. ANY change to either the risk data or to any aspect of the quotation provided by an Insurer – this can be any of the following: <ul style="list-style-type: none"> • The addition of add-ons which were not included in the original quotation • Reprocessing of the quote based on a Referral response • Re-processing to take into account an Override • A change to any aspect of the cover (e.g. change of permitted drivers, use, excess etc.) • A change to the start date for the risk • A change to any aspect of the risk data • A re-quote where the quote given is outside its validity period • A change to the quotation provided to add in commission and adjust the IPT amount (based on an Insurer providing a net rated quotation) • Provision of additional information obtained from the Proposer to supplement the original risk data based on the Insurer that the quotation is being sought from 	Dialogue	Intermediary	
14	Receive Request for Additional Data and Requirements	As part of the Post Quote Adjustment the Proposer may be asked for additional data for use in the Post Quote Adjustment Process or to clarify whether there are any additional cover requirements (for example which add-ons, if any, are required).	Manual	Proposer	
15	Provide Additional Data and Requirements	As part of the Post Quote Adjustment the Proposer may provide additional data for use in the Post Quote Adjustment Process or clarify whether there are any additional cover requirements (for example which add-ons, if any, are required).	Manual	Proposer	
16	Is re-rating required?	The Intermediary System will determine, based on rules supplied by the Insurer, whether the risk needs to be submitted for re-rating. If Yes the process will move to Step17 “Request Rerating”. If No the process will move to Step 19 “Manually Update Rating”.	Automated	Intermediary	

Step	Name	Description	Classification	Actor	Requirements
17	Request Re-rating	<p>The Intermediary will submit a request for re-rating using a Market Standard Message.</p> <p>Inputs:</p> <ul style="list-style-type: none"> • The quote data AND • Authorisation reference provided by the Insurer (as a result of Referral or Override) • Any codified data provided in the quote response that indicates how the Insurer rules dealt with the Third Party Data searches that were undertaken to provide the original quotation • Quotation reference of the original quotation response received <p>Outputs: Market Standard Message (to be defined).</p>	Dialogue	Intermediary	
18	Receive Re-rating Response	<p>The Intermediary System will receive the rerating response, which will contain any changes that the Intermediary has requested and the Insurer has granted.</p> <p>The process now moves to Step 20 “Produce Quote Documents”.</p>	Automated	Intermediary	
19	Manually Update Rating	<p>Where the Intermediary System has determined, based on the Insurer’s rules that rerating is not required the Intermediary will use their Intermediary System to manually update the quotation.</p> <p>This will reflect any agreement reached which amends the original risk data or quotation provided, or supplementary data required prior to accepting the quotation.</p> <p>They will also input any quotation reference previously supplied by an Insurer, and any authorisation reference supplied by an Insurer to support the manual updating of the rates or terms.</p>	Dialogue	Intermediary	
20	Produce Quote Documents	If required the Intermediary will print documentation to support the Post Quote Adjustment.	Dialogue	Intermediary	
21	Present Quote to Proposer	The Intermediary will present the quotation to the Proposer.	Dialogue	Intermediary	
22	Receive Updated Quote	The Proposer will receive the updated quote.	Manual	Proposer	
23	Store Quote	The Intermediary System will store the quotation details.	Automated	Intermediary	
24	Quote Acceptable?	The Intermediary will determine whether the quotation is acceptable. If Yes process moves to Step 25 “ Accept NB, MTA or Renewal” if No the process moves to Step 26 Process Ends.	Automated	Proposer	

Step	Name	Description	Classification	Actor	Requirements
25	Accept NB, MTA or Renewal	The Proposer will accept the quotation and the process will move to the appropriate final phase dependent upon transaction type either "Accept Process New Business & MTA/Cancel" or "Accept Process Renewals".	Dialogue	Proposer	
26	Process Ends	The post quote adjustment process ends.	Dialogue	Proposer	

14. Accept Process - New Business & MTA/Cancellation



Description

Process Description

To accept a quotation

Process Summary

To process acceptance of a risk, produce policy documentation and notify the Insurer of placement of a risk.

Inputs:

All data collected, including coded Third Party Data, quotation data including any post quote variations applied, Insurer's quotation reference.

Outputs:

Industry Standard EDI Proposal Message (PROP) for New Business.

Industry Standard EDI MTA Message (MTAD) for Mid Term Adjustments.

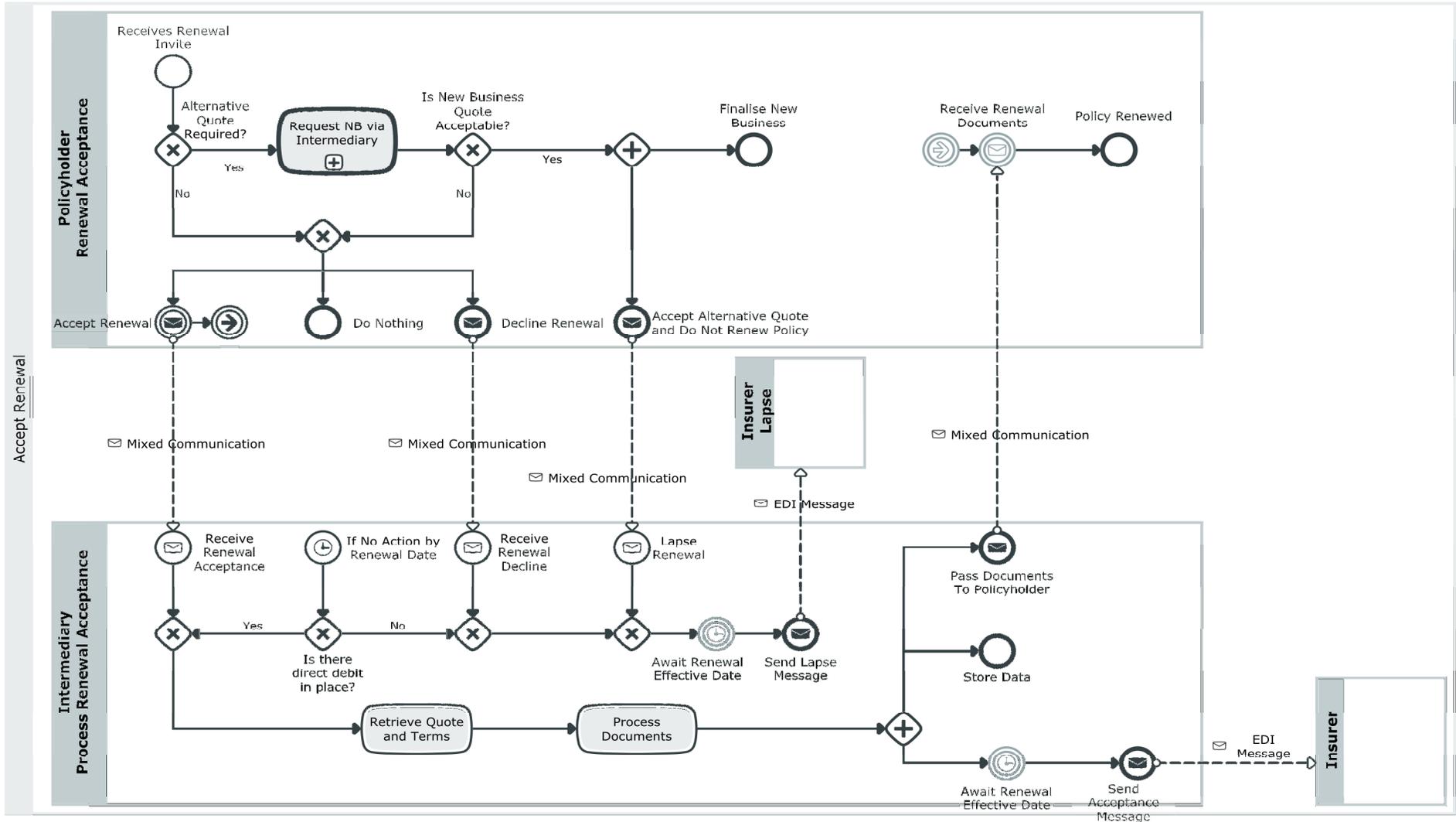
Industry Standard EDI Policy Status Change Message (PLSA) for Cancellations.

Steps

Step	Name	Description	Classification	Actor	Requirements
1	Accept Quote	The Proposer will advise the Intermediary that they wish to accept a quotation.	Manual	Proposer/ Policyholder	
2	Receive Acceptance Request	The Intermediary will receive the Proposer's acceptance of a quotation.	Manual	Intermediary	
3	Retrieve Quote and Terms	The Intermediary will retrieve all the risk data (including any codified third party or Insurer generated data) and the quotation details for the quotation being accepted.	Dialogue	Intermediary	
4	Process Documents	The Intermediary will produce documents using his Intermediary System. Documents may vary according to the Insurer that the Intermediary is producing documents for. They may be a full suite (i.e. Certificate of Motor Insurance, Schedule, Statement of Fact, Policy Document and Specialised Endorsement Wordings) or a subset of these – for example the Intermediary may be required to produce all documents other than the Policy Document, which he will hold a stock of or obtain from a website previously notified to the Intermediary.	Dialogue	Intermediary	

Step	Name	Description	Classification	Actor	Requirements
5	Pass Documents To Policyholder	The Intermediary will provide the policy documentation to the Policyholder (previously the Proposer).	Dialogue	Intermediary	
6	Receive Insurance Documents	The Proposer will receive the insurance documents that support the acceptance of the policy and that confirm to the Proposer that the policy is in force.	Manual	Proposer/ Policyholder	
7	Store Data	The Intermediary System will store a record of the risk data and the policy data on their back office system and amend the status of the risk to show that the policy is now live.	Automated	Intermediary	
8	Send Acceptance Message	<p>The Intermediary System will send an acceptance message to the Insurer which shows the risk data, the cover basis on which the policy was issued, the premium and terms, and details of all documents that the Intermediary System produced to support acceptance. The quotation reference for the Quotation and any authorisation reference provided by an Insurer will also be provided.</p> <p>Inputs-risk data:</p> <ul style="list-style-type: none"> • Codified Third Party Data • Details of the basis of cover on which the policy is being accepted • Details of documents produced/not produced • Any Insurer quotation reference provided • Any Insurer authorisation reference provided. <p>Outputs:</p> <p>Industry Standard PROP EDI Message for New Business Industry Standard MTAD EDI Message for Motor Adjustments Industry Standard PLSA Message for Cancellations.</p>	Automated	Intermediary	
9	Policy Live	The policy will now be live on the Insurer system and the process ends for the Policyholder.	Automated	Proposer/ Policyholder	

15. Accept Process - Renewals



Description

Process Description

To accept a Renewal

Process Summary

The Intermediary will determine whether or not renewal is to be accepted, or the Intermediary System takes action if no action has been taken by the Intermediary. This process may involve obtaining alternative quotations from other Insurers (which follows the new business comparative quote process) and then implementation of the Policyholder's decision regarding renewal.

Note that Intermediary Systems will automatically lapse a policy on the renewal date, unless the policy was previously funded by direct debit and continuous payment authority was provided by the Policyholder (in which case the Intermediary System will automatically renew on renewal date if no instructions have been received).

Inputs:

- Instructions from Intermediary or the Intermediary System regarding renewal or lapse
- A statement of the risk data and the renewal terms on which renewal is based if renewal is being accepted

Outputs:

Industry Standard Renewal Confirmation Message (RNCN) for Renewals being accepted.

Industry Standard Policy Status Change Message (PLSA) for Lapses.

Process Notes

A process is shown in the diagram is a "collapsed" process which is described in full in another sections of this document. "Collapsed" processes are denoted by a plus sign (+) in the process box. Please refer to section 6 "Comparative Quotation - New Business" for details.

Steps

Step	Name	Description	Classification	Actor	Requirements
1	Receives Renewal Invite	The Policyholder receives the Insurer's renewal invitation (this may be notification that the Insurer is not prepared to renew.	Manual	Policyholder	

Step	Name	Description	Classification	Actor	Requirements
2	Alternative Quote Required?	The Proposer will determine whether he wishes to ask the Intermediary to obtain alternative quotations on his behalf. If Yes the process moves to Step 3 "Request New Business via Intermediary". If No – proceed to Step 10 "Accept Renewal" OR Step 20 "Do Nothing" OR Step 23 "Decline Renewal".	Manual	Policyholder	
3	Request NB via Intermediary	The Policyholder will initiate production of comparative new business quotations (See section 6 "Comparative Quote – New Business"). Having obtained quotations the process moves to Step 4 "Is New Business Quote Acceptable?"	Manual	Policyholder	
4	Is New Business Quote Acceptable?	The Policyholder will determine whether an alternative quotation is to be taken up. If Yes the process moves to Step 5 "Finalise New Business". If No the process moves to Step 10 "Accept Renewal", Step 20 "Do Nothing" or Step 23 "Decline Renewal" depending on the action taken by the Policyholder.	Manual	Policyholder	
5	Finalise New Business	The Policyholder will finalise the new business with the Intermediary, and the process will move to Step 6 "Accept Alternative Quote and Do Not Renew Policy".	Manual	Policyholder	
6	Accept Alternative Quote and Do Not Renew Policy	The Policyholder will accept the alternative quotation provided by the Intermediary and the process will move to Step 7 "Lapse Renewal".	Manual	Policyholder	
7	Lapse Renewal	The Intermediary System will recognise that a new policy has been effected and will lapse the policy from renewal date.	Automated	Intermediary	
8	Await Renewal Effective Date	The system will hold the lapse message until the renewal effective date.	Automated	Intermediary	
9	Send Lapse Message	The Intermediary System will send a lapse message to the Insurer on the renewal date using a Market Standard Message (PLSA EDI Message) and the process ends. Inputs: <ul style="list-style-type: none"> • Indication that the policy is to lapse • Reason for lapse Outputs: Industry Standard EDI Policy Status Change (PLSA) Message.	Automated	Intermediary	

Step	Name	Description	Classification	Actor	Requirements
10	Accept Renewal	The Policyholder will advise the Intermediary that they wish to accept renewal.	Manual	Policyholder	
11	Receive Renewal Acceptance	The Intermediary will receive the Policyholder's instructions to renew and the process will move to Step 12 "Retrieve Quote and Terms".	Manual	Intermediary	
12	Retrieve Quote and Terms	The Intermediary will retrieve all the risk data (including any codified third party or Insurer generated data) and the quotation details for the renewal being accepted.	Dialogue	Intermediary	
13	Process Documents	The Intermediary will produce documents using his Intermediary System. Documents may vary according to the Insurer that the Intermediary is producing documents for but for renewals will usually be a full suite of documents (i.e. Certificate of Motor Insurance, Schedule, Statement of Fact, Policy Document and Specialised Endorsement Wordings). Exceptionally where an Insurer's policy wordings have been significantly amended since inception or last renewal the Insurer may require the policy wording to be replaced, in which case they will advise the Intermediary how to obtain this document.	Dialogue	Intermediary	
14	Await Renewal Effective Date	The system will hold the renewal acceptance message until the renewal effective date.	Automated	Intermediary	
15	Send Acceptance Message	The Intermediary System will send an acceptance message to the Insurer which shows the risk data, the cover basis on which the policy was issued, the premium and terms, and details of all documents that the Intermediary System produced to support acceptance. This information will be sent using a Market Standard Message. Inputs: <ul style="list-style-type: none"> • Risk data • Codified Third Party Data • Details of the basis of cover on which the policy is being accepted • Details of documents produced/not produced • Any Insurer quotation reference provided • Any Insurer authorisation reference provided Outputs: Market Standard RNCN EDI Message.	Automated	Intermediary	

Step	Name	Description	Classification	Actor	Requirements
16	Store Data	The Intermediary System will store a record of the risk data and the policy data on their back office system and amend the status of the risk to show that the policy is now live.	Automated	Intermediary	
17	Pass Documents To Policyholder	The Intermediary will send renewal documents to the Policyholder. This may be in the post or electronically.	Mixed	Intermediary	
18	Receive Renewal Documents	The Proposer will receive the insurance documents that support the acceptance of the policy and that confirm to the Proposer that the policy is in force.	Manual	Policyholder	
19	Policy Renewed	The policy will now be live on the Insurer system and the process ends for the Policyholder.	Manual	Policyholder	
20	Do Nothing	The Policyholder takes no action in respect of renewal in terms of advising the Intermediary regarding lapse or acceptance by the renewal date.	Manual	Policyholder	
21	If No Action by Renewal Date	On the renewal date the Intermediary System will recognise that no action has been taken in respect of renewal, and the process will move to Step 22 "Is There Direct Debit in Place?".	Automated	Intermediary	
22	Is there direct debit in place?	The Intermediary System will determine whether this policy was previously financed by direct debit, with authority to continue to collect payments. If Yes the process moves to Step 12 "Retrieve Quote and Terms". If No the process moves to Step 8 "Await Renewal Effective Date".	Automated	Intermediary	
23	Decline Renewal	The Policyholder will decide that he does not wish to accept the renewal invitation offered and will advise the Intermediary accordingly.	Manual	Policyholder	
24	Receive Renewal Decline	The Intermediary receives notification from the Policyholder that the policy is not to be renewed. The process now moves to Step 8 "Await Renewal Effective Date".	Manual	Intermediary	