



PPL Integration - Brokers Business Requirements Document

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1 Background and Terminology

1.1 Purpose and Background

The purpose of this document is to detail the business requirements for Integration from the Broker’s perspective in the context of the full document and data message flows between the Broker and the PPL platform and; the PPL platform and an Underwriters' ACORD standard gateway/MMT for the Quote, Firm Order and Endorsement stages.

All requirements in this document have been formulated in conjunction with a PPL Integration working group consisting of senior operations staff from London Broking (see Working Group Members in Appendix 1).

This document is not intended to describe the use of the PPL platform by Brokers to negotiate and/or bind risks or any specific Broker implementations that may mix PPL platform and their internal systems usage within their business process.

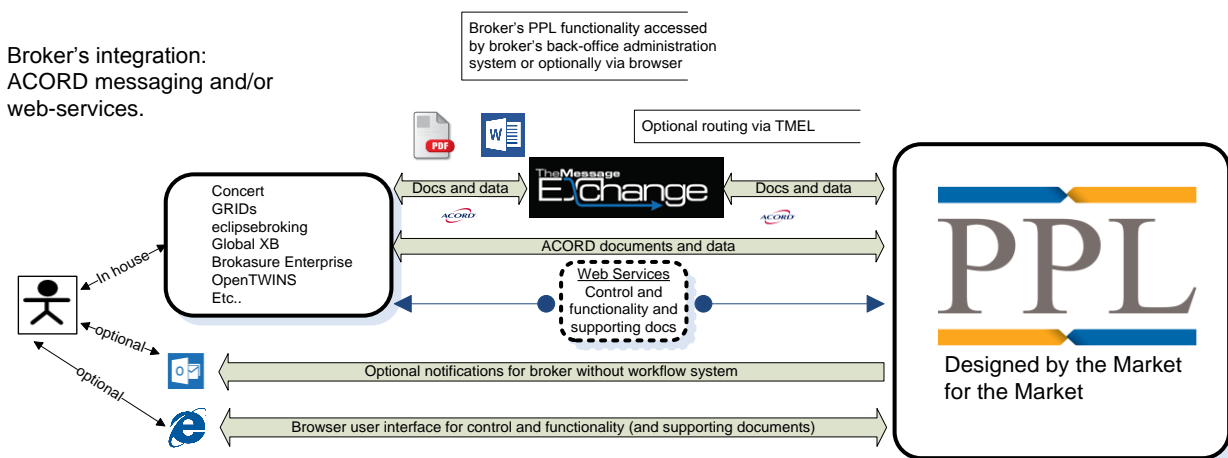
As well as a web browser based front end, the PPL platform will allow various levels and types of integration with the back office systems of both Brokers and Underwriters. The aim is to support existing and new ACORD standards so that systems that already have interfaces with ACORD gateways or those systems with integrated ACORD gateway can interoperate with the PPL platform.

In order to understand the full context of these requirements it is important for Brokers to know what the Underwriters will be doing, so below we have laid out the roles of each party and the messages that will be used in each of the Placing Stages to transact business.

■ Brokers Role

It is envisaged that Brokers will be able to integrate by passing partial ACORD RLC placing messages via web-services or TMEL to the platform from the Broker's back office system, for example to initiate the placing process using either a Quote or Firm Order Submission. The Broker Users can then proceed on the PPL Platform to add things like the Carrier Market or, depending on the level of system integration, can stay in their own back office system. Synchronisation between the PPL platform and the Broker's system can be achieved with web service reconciliation calls. In some scenarios ACORD messages can be passed back to the Broker's system e.g. Signed Line Advices.

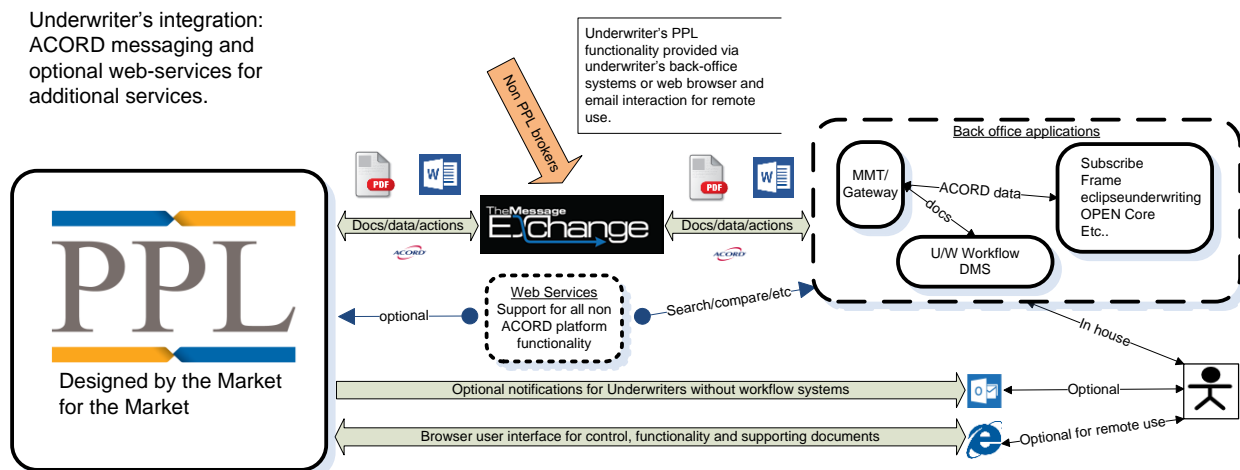
The following diagram contextualises the flows between Broker back offices and PPL.



■ Underwriting Entities Role

From an Underwriting perspective it is envisaged that they will be able to integrate by receiving and sending ACORD RLC placing messages between their ACORD gateways and the PPL platform as is currently possible for Electronic Endorsements. Platform functionality not provided by or not appropriate for ACORD message transfer can still be accessed via PPL web-services e.g. Management Information. In addition, it is envisaged that all documents sent in support of the placing process stages will be; available either via email attachments or for direct download from within the PPL Platform or; contained within the full package of message and documents available at key processing stages. The following diagram shows the interactions between the PPL Platform and the Underwriter's Back Office systems.

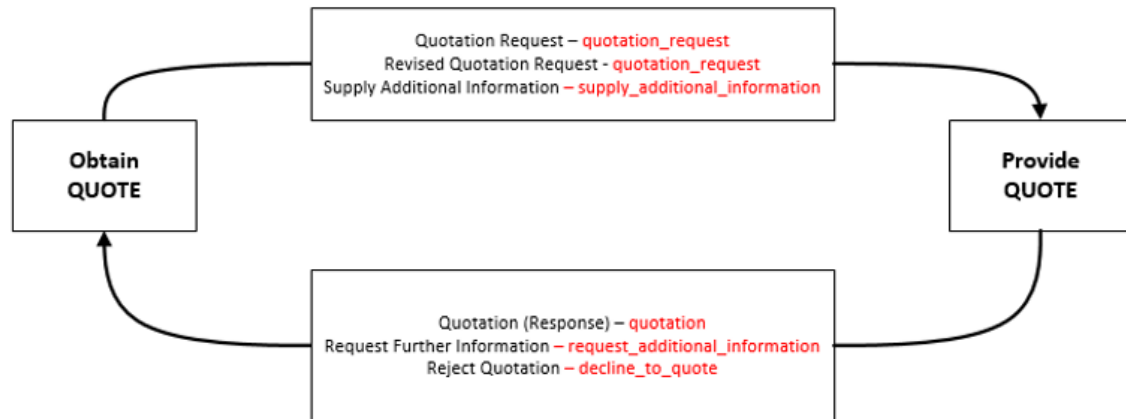
A similar exercise has been conducted with Underwriter representatives to understand their requirements and the following diagram shows the interactions between the PPL Platform and the Underwriter Back Office systems.



1.2 The Placement Flows

The requirements in this document revolve around the various potential integration points available from within the different stages of the Placing process. The PPL Platform can cater for the transaction of documents and messages for the Quotation, Firm Order and Endorsement stages, however the electronic Quotation stage is optional and may be conducted off-platform using paper based documentation. The message flows for each stage are discussed and shown in the flow diagrams below:-

Quotation Stage

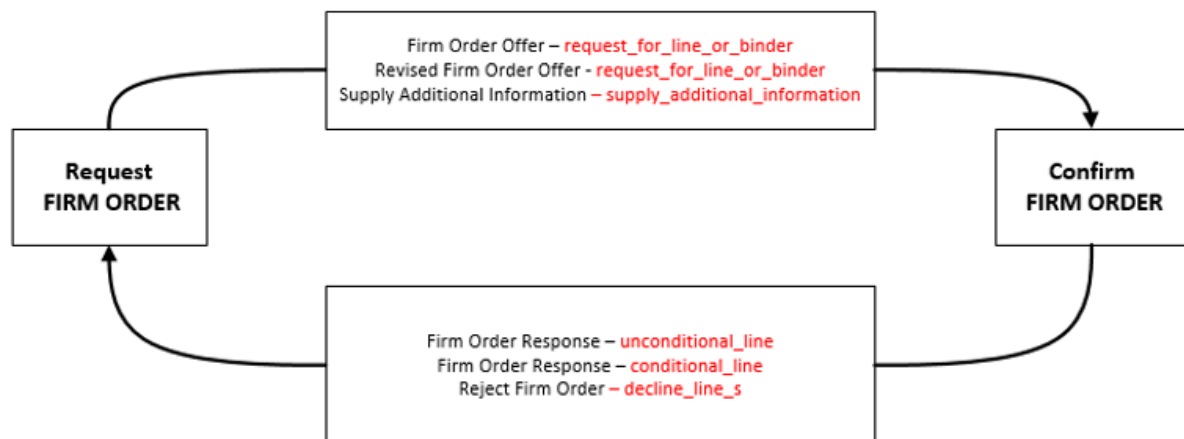


A Broker is able to send various versions of a Quote to a Carrier market of their choice on behalf of their Client. The Quotation process will be initiated by a Broker preparing a Quote Submission which will consist of a small data set identifying things such as the Insured/Reinsured, the Business Type, Contract Type and Period and contract references. This submission will be accompanied by any necessary quote/client documentation.

In response to the receipt of a Quote request message, a Carrier can reply with Quotation terms, completing these by either entering text on the Platform or within a Quote Sheet attachment. They can also request additional information; different terms or; decline to quote with a reason for doing so.

At any point during the process the Broker can provide additional information in support of the Quote or withdraw a quote.

Firm Order Bind Stage



It is assumed that in most instances, if not all, the Firm Order stage would have been preceded by a Quotation stage, performed either electronically on the PPL Platform or face to face using paper documentation or a combination of the two. Where a Quotation is electronic, the Broker is able to convert it into a Firm Order Message.

The Broker will send a Firm Order Offer message to the Lead Carrier which will include links to the contract document (MRC - mandatory) and any supporting documents.

The Broker's message will propose the written contract line that the Lead Carrier is invited to take. Alternatively the Broker may invite the Lead Carrier to take a line within a minimum-maximum range that they have previously discussed, and this is indicated in the Firm Order Offer message.

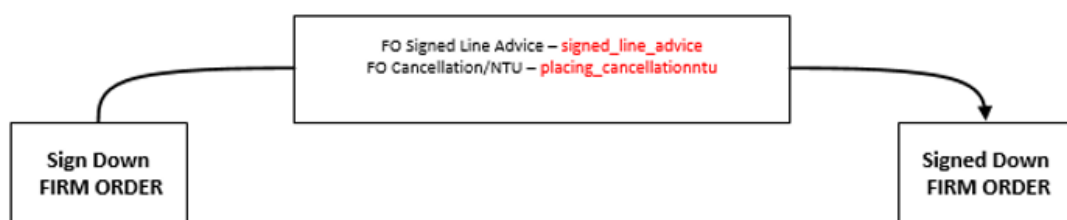
At any time prior to accepting a line an Underwriter can decline to write; request additional information or; request further negotiation. An Underwriter will respond with their unconditional acceptance confirmation message. Alternatively the Leader can respond with a conditional acceptance message including Line Conditions and/or Subjectivities.

Where an Underwriter has asked for additional information, this may be sent by the Broker in a separate message (Supply Additional Information). When Underwriters eventually bind a line to the original Firm Order Offer they will be deemed to have taken such additional information into account.

Following the same general process the Broker will then send Firm Order Offer messages to obtain the following market lines.

The messaging 'conversations' between a Broker and each Carrier can be managed independently. Brokers can establish whether an updated Firm Order Offer message needs to be submitted to Carriers.

Firm Order Signed Lines



Once the broker has a fully subscribed placement any Firm Order Offers that have not been bound will be withdrawn and the bound Carriers' participations, including non-electronic lines, will be signed down, if necessary.

Signed lines will then be provided to all 'messaging carriers' via a Final Confirmation (Signed Line Advice) message.

1.3 Terminology and High Level Requirements

Within the following sections of this document a number of terms will be used multiple times, the meanings behind each are explained below.

Workflow Integrated Broker

This terminology is used where Brokers will be able to integrate their workflow systems with the platform for **all trigger points** in all processes that are undertaken on the platform. In this 'mode' Brokers are able to perform all business functions, which would normally be provided on the PPL platform, from within their own systems. This includes;

All Stages - from Quotation through to Binding and Endorsement of Risks;
Process Types - Open Market business, Master Covers, Off-slips/Declarations (prior-submits or special acceptances), Contract Amendments (Endorsements). [As and when available on the PPL Platform]

It is assumed that all Integration is to be by ACORD messaging and that all data and documents needed to facilitate workflow integration will be present, e.g. UMR; MRC, Supporting documents etc.

All business data associated with decisions and agreements (such as signed lines, Carrier information, and references) will also be provided.

The Broker may choose to have a split process where there is partial integration with the PPL Platform e.g. Submission plus documents, but the Market is added and managed on the Platform.

Data Integrated Broker

This terminology is used where Broker will be able to send data and documents into their back-office systems from specific trigger points in placing related processes undertaken on the PPL platform. These will include but are not necessarily restricted to;

- Quote, Firm Order and Endorsement Party Responses (Structured data and Electronic Documents including MRC and Supporting documents)
- Quotation acceptance (minimal data and Documentation including Quote Forms)
- Signed Lines (if risks are signed and closed on the PPL Platform)

Data is to be taken from the platform to the extent it is provided by the Carriers during interchange of messages.

Data integration will be available for all process types - Open Market business, Master Covers, Off-slips/Declarations (prior-submits or special acceptances), and Contract Amendments (endorsements).

Integration is to be by ACORD messaging. Download of data will be automatic or on request.

Broker Web Service Integration

Brokers will have the ability to enquire on the platform using Web Services to perform things such as ad-hoc searches of transactions to which they are party to. This includes querying details of transactions that have been Quoted, Bound, Declined, NTU'd and Endorsed.

2 Business Requirements by Integration Point

2.1 Quotation Stage

Each requirement is described in its context to the business process point that has been reached within the whole Quotation cycle.

In the diagram below the potential integration business process points are numbered and the requirements are expressed from either a Broker or an Underwriter perspective (analysis to be completed by the different parties separately).

The requirements grid is also separated from the perspective of whether your organisation is planning to operate as either a workflow integrated party (where you interact with the PPL platform from within your own Back Office system) or a party who is using the PPL Platform as a standalone application, logging on through a Web Browser and requesting/triggering Data Integration with your Back Office Systems from within the Platform. For example, process point 2. in the diagram below shows a Broker who is creating a Quote submission on the platform via a browser and adding documents where point 1. shows a Broker who is creating and sending data/documents directly into the PPL Platform from their workflow integrated back office.

Likewise a Broker working on the Platform will review Quote response on the Platform at process point 7. or from within their workflow integrated back office system at process point 8. The Broker may also choose to work in a 'combined' mode where for example they create the submission in their back office system (point 1) but add the markets on the Platform (point 2) before submitting to Carriers.

QUOTE Interactions

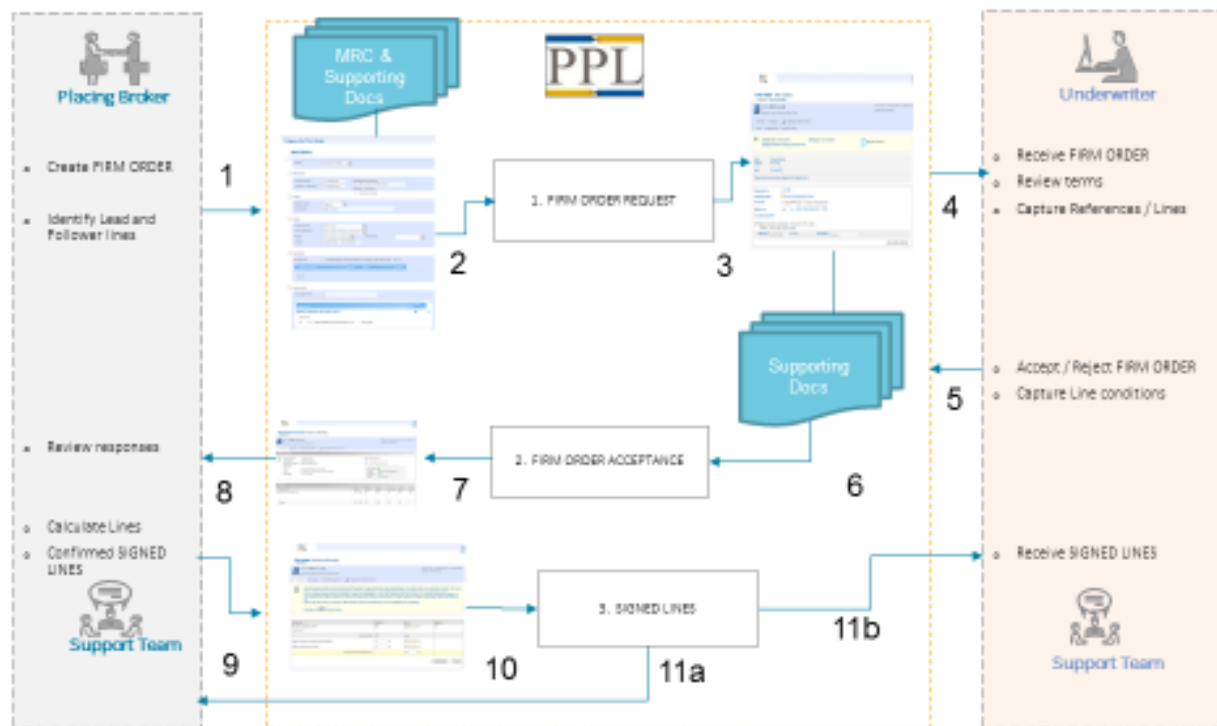


Integration Point ID	Workflow Integrated Broker	Data Integrated Broker from PPL
Quote_01	<p>At this point a workflow integrated Broker would want to have the option to add any of the following from their own back-office system:-</p> <ul style="list-style-type: none"> a) Structured data; b) Document Attachments; c) Market participants 	<p>There would be no data integration required at this point for a Data integrated Broker.</p>
Quote_02	<p>No integration requirements.</p> <p>Nb. On platform functionality required to add any information that is either not available from their back office or that they choose to add at this stage using PPL e.g. Markets</p>	<p>There would be no data integration requirement at this point for a Data Integrated Broker.</p>
Quote_03	No Broker Requirements (UW Flow)	No Broker Requirements (UW Flow)
Quote_04	No Broker Requirements (UW Flow)	No Broker Requirements (UW Flow)
Quote_05	No Broker Requirements (UW Flow)	No Broker Requirements (UW Flow)
Quote_06	No Broker Requirements (UW Flow)	No Broker Requirements (UW Flow)
Quote_07	<p>Option to monitor the quote responses on PPL and selectively decide what gets passed into their back-office system.</p> <p>Would need to see both the quote response (data message) plus any documentation created by the underwriters e.g. quote sheet.</p>	<p>Monitor the quote responses for all Quotes raised on PPL and have the ability to select what gets downloaded into their back-office system.</p> <p>Would need the ability to download both the quote response (data message) plus any documentation created by the underwriters e.g. quote sheet.</p>
Quote_08	<p>All Underwriter Quote responses to be delivered to the Broker back office system together with all attached documentation supplied by the Underwriter with their response.</p>	<p>There would be no data integration requirement at this point for a Data Integrated Broker.</p>

2.2 Firm Order Stage

The following section shows the interactions between Brokers and Underwriters in the Firm Order stage of processing. Again at each of the interaction points shown in the diagram the Broker will have the options to either integrate to the process via their back office system, or by going on to the PPL platform and having the ability to request/trigger a data and a documentation download (or potentially a hybrid of both options).

FIRM ORDER Interactions



Integration Point ID	Workflow Integrated Broker	Data Integrated Broker from PPL
FO_01	At this point an integrated Broker would want to have the option to add any of the following from their own back-office system:- <ul style="list-style-type: none"> a) Structured data; b) Document Attachments including MRC; c) Market 	There would be no data integration requirement at this point for a Data Integrated Broker.
FO_02	Would need the potential to add anything not sent through by their back office system e.g. the Market	At this point a non-integrated Broker would want to have the option to create a Firm order add Document Attachments from their own back-office system.
FO_03	No Broker Requirements (UW Flow)	No Broker Requirements (UW Flow)

FO_04	No Broker Requirements (UW Flow)	No Broker Requirements (UW Flow)
FO_05	No Broker Requirements (UW Flow)	No Broker Requirements (UW Flow)
FO_06	No Broker Requirements (UW Flow)	No Broker Requirements (UW Flow)
FO_07	<p>Option to monitor the Firm Order responses on PPL and selectively decide what gets passed into their back-office system.</p> <p>Would need potential to download from the platform the following:-</p> <p>a) Firm Order response (data message) plus;</p> <p>b) Document attachments created by the underwriters e.g. Revised MRC, Additional Supporting Documents.</p>	<p>Monitor the responses for all Firm Orders raised on PPL and have the ability to select what gets downloaded into their back-office system.</p> <p>Would need potential to download from the platform the following:-</p> <p>a) Firm Order response (data message) plus;</p> <p>b) Document attachments created by the underwriters e.g. Revised MRC, Additional Supporting Documents.</p>
FO_08	<p>For a Broker who does not work on platform at all for step FO-07 above they will require the following:-</p> <p>a) All Underwriter Firm Order responses to be delivered to the Broker back office system together with;</p> <p>b) All attached documentation supplied by the Underwriter with their response.</p>	There would be no data integration requirement at this point for a Data Integrated Broker.
FO_09	The Broker will calculate the individual Carrier Signed Lines on their back office system and pass them together or individually <i>into the platform</i> together with the Basis of Written and Signed Lines used and associated data items e.g. Whole/Order Percentage.	There would be no data integration requirement at this point for a Data Integrated Broker.
FO_10	No Workflow Integrated Broker Requirements	The Broker will use the PPL platform to calculate the individual Carrier Signed Lines, entering the Basis of Written and Signed Lines used and associated data items e.g. Whole/Order Percentage.
FO_11a	No Workflow Integrated Broker Requirements	At this Sign and close stage, the Broker will need the ability to pass the calculated signed lines and associated data <i>into their back office</i> system.
FO_11b	No Broker Requirements (UW Flow)	No Broker Requirements (UW Flow)

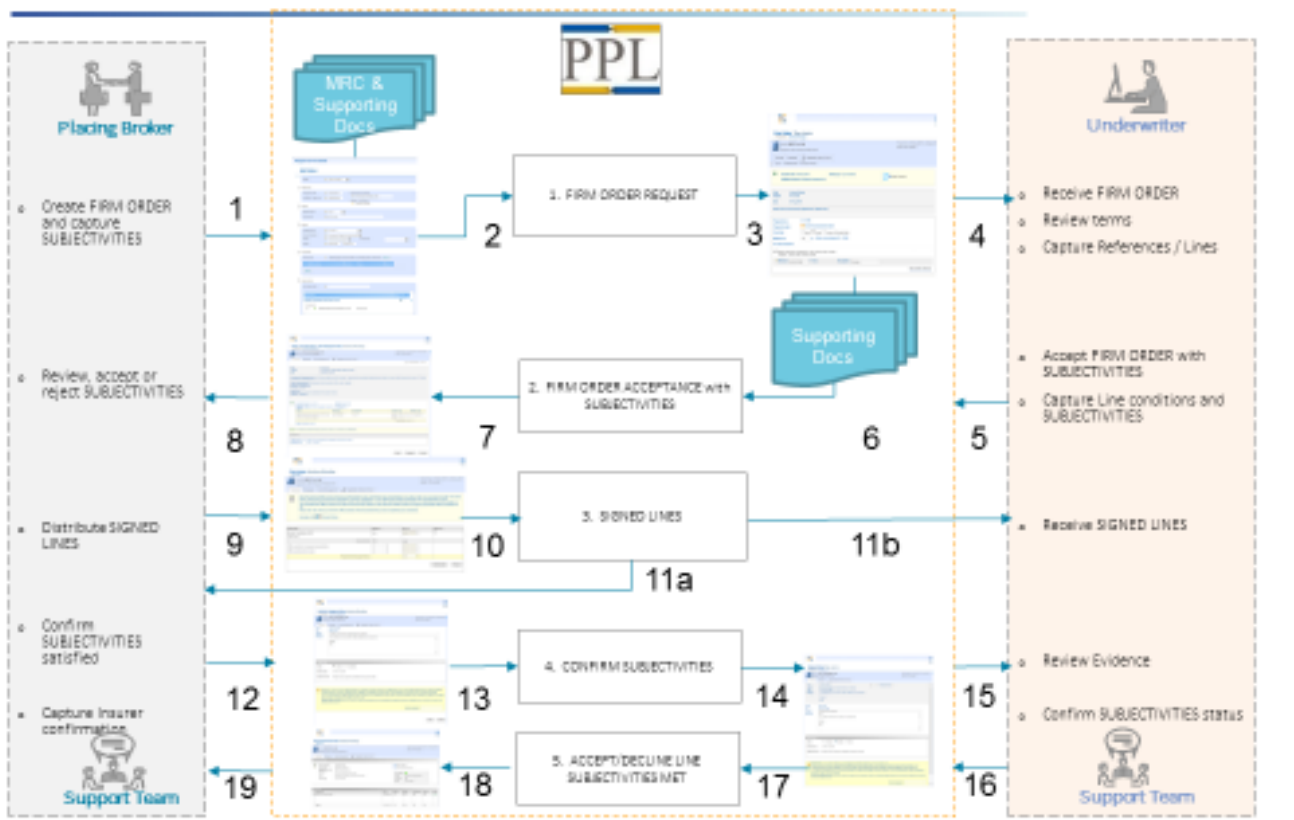
2.3 Firm Order with Subjectivities

For Firm Orders with Subjectivities the flows follow those of the Firm Order and therefore the same integration requirements as those described in section 2.2 above.

The requirement for integration for Firm Orders with Subjectivities may start from the Underwriter's first response to the Firm Order at either steps 5 or 6.

After the signed line stage (11a/b), the additional steps in the process cycle are for the communication of, the compliance with and the acceptance of, Subjectivities.

Firm Order with SUBJECTIVITIES Overview



Integration Point ID	Workflow Integrated Broker	Data Integrated Broker from PPL
SUBJ_05	No Broker Requirements (UW Flow)	No Broker Requirements (UW Flow)
SUBJ_06	No Broker Requirements (UW Flow)	No Broker Requirements (UW Flow)
SUBJ_12	No Workflow Integrated Broker Requirements	No Data Integrated Broker Requirements
SUBJ_13	No Workflow Integrated Broker Requirements	No Data Integrated Broker Requirements
SUBJ_14	No Broker Requirements (UW Flow)	No Broker Requirements (UW Flow)
SUBJ_15	No Broker Requirements (UW Flow)	No Broker Requirements (UW Flow)

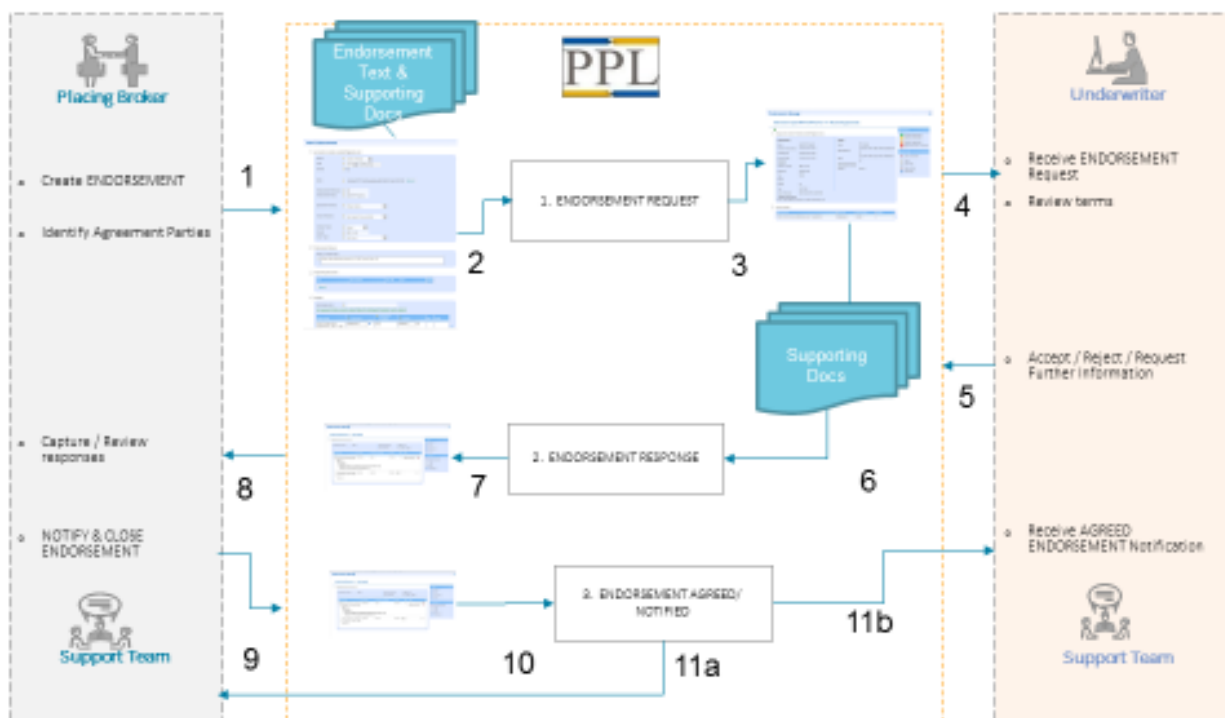
SUBJ_16	No Broker Requirements (UW Flow)	No Broker Requirements (UW Flow)
SUBJ_17	No Broker Requirements (UW Flow)	No Broker Requirements (UW Flow)
SUBJ_18	No Workflow Integrated Broker Requirements	No Data Integrated Broker Requirements
SUBJ_19	No Workflow Integrated Broker Requirements	No Data Integrated Broker Requirements

2.4 Endorsements

Any change to contract terms is supported on the platform using the Endorsement cycle which is shown in the diagram below.

For the purpose of this document it is assumed that the requirements are unchanged from the current 'Electronic Endorsement' processes and notifications adopted by the Underwriting Market.

ENDORSEMENT Overview



3 Appendix 1 - Members of the Broker Integration Working Group

Name	Company
Andy Woolley	PPL - Facilitator
Edward Slade	Tysers
James Heather-Hayes	Willis Towers Watson
David Salvage	Aon Benfield
Tim Rayner	Miller Insurance
Andy Woolterton	Willis Towers Watson
James Livett	LIIBA
McArthur Scott	LM TOM
Neil Williams	Lloyds
James Bobbitt	Lloyds
Dinyar Cooper	LM TOM
Stephen Holdstock	LM TOM
James Benn	PPL – Business Analyst
David Lee	PPL - System Architect