

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

Date: 23 December 2013

Reference: 2013/153

Enquiries Xchanging Service Centre

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market communication

RE: SYSTEM AVAILABILITY SATURDAY 4 JANUARY – SUNDAY 26 JANUARY 2014

Xchanging would like to inform customers that, due to scheduled maintenance, system environments will be unavailable as follows:

- | | | | |
|-----------------------|--------------------|---------|----------------------|
| • Saturday 4 January | Training & Testing | All Day | No service available |
| • Sunday 5 January | Training & Testing | All Day | No service available |
| • Saturday 11 January | Training & Testing | All Day | No service available |
| • Sunday 12 January | Training & Testing | All Day | No service available |
| • Saturday 25 January | Production | All Day | No service available |
| • Sunday 26 January | Production | All Day | No service available |

Training and testing will be available between Monday 13 January and Friday 25 January but the environments will have been upgraded ahead of the implementation into Production planned on 25-26 January.

Please note: Production data delivery **will be affected**. It will run on Friday 24 January. Message Distribution Service **will not be affected** on Saturday 25 January.

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Summary of the Changes

This release introduces service enhancements to a number of services including the following:

1. Introduction of Data Capture Services
This provides benefit to insurers and the wider market by capturing MRC data and carrying out pre-defined quality checks and then sharing this information to participating insurers. This will further enhance the central processing and loading of documents.
2. Netsett Phase 2 – Warranty
The fixes will resolve issues with the ACORD TA messages.
3. Binders Declaration Level Processing
This new service addresses the issues of formats in bordereaux as well as the complexity of extracting high quality data. It is providing cover holders and managing agents with the means to achieve bordereaux compliance with the Lloyds' Data Standard. This will be a flexible service that provides mapping, validation and transformation of bordereaux into both standard and non-standard formats.
4. eAccounts R2.1 – Warranty
The fixes will resolve service issues identified when the changes were put into Production.
5. Maintenance enhancements on Production systems.
6. Xchanging Distribution Hub enhancements
These enhancements will allow transportation of business messages throughout the market with real-time verification of receipt. These updates are being delivered to coincide with the new Risk Data Capture Services and the Binders Declaration Level Processing.

Should you have any questions regarding this communication, please contact the Xchanging Service Centre, contact details as above.

ANTHONY CROYDON
HEAD OF SERVICE
XCHANGING INSURANCE SECTOR