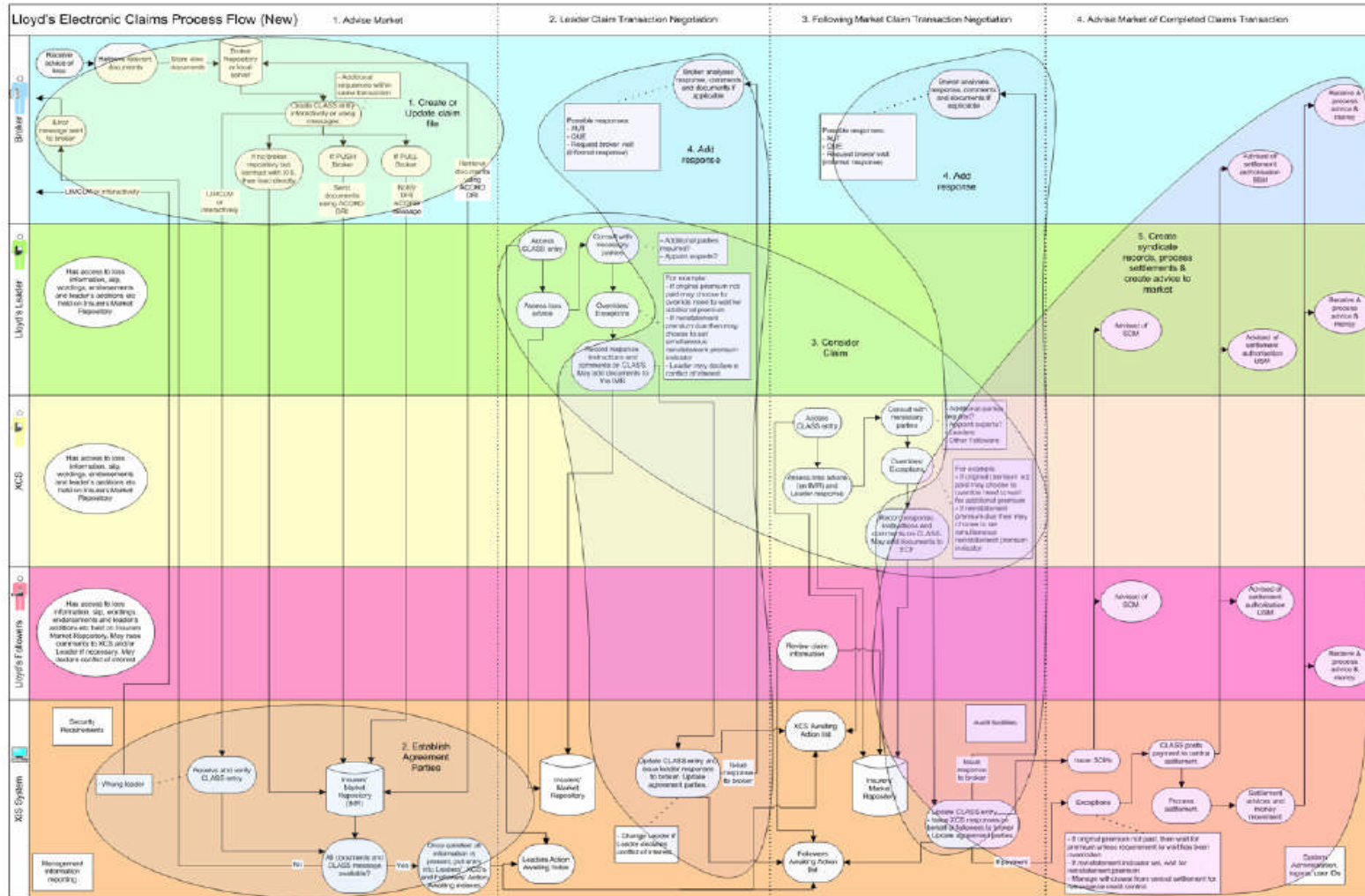




ECF – Experiences & Implications

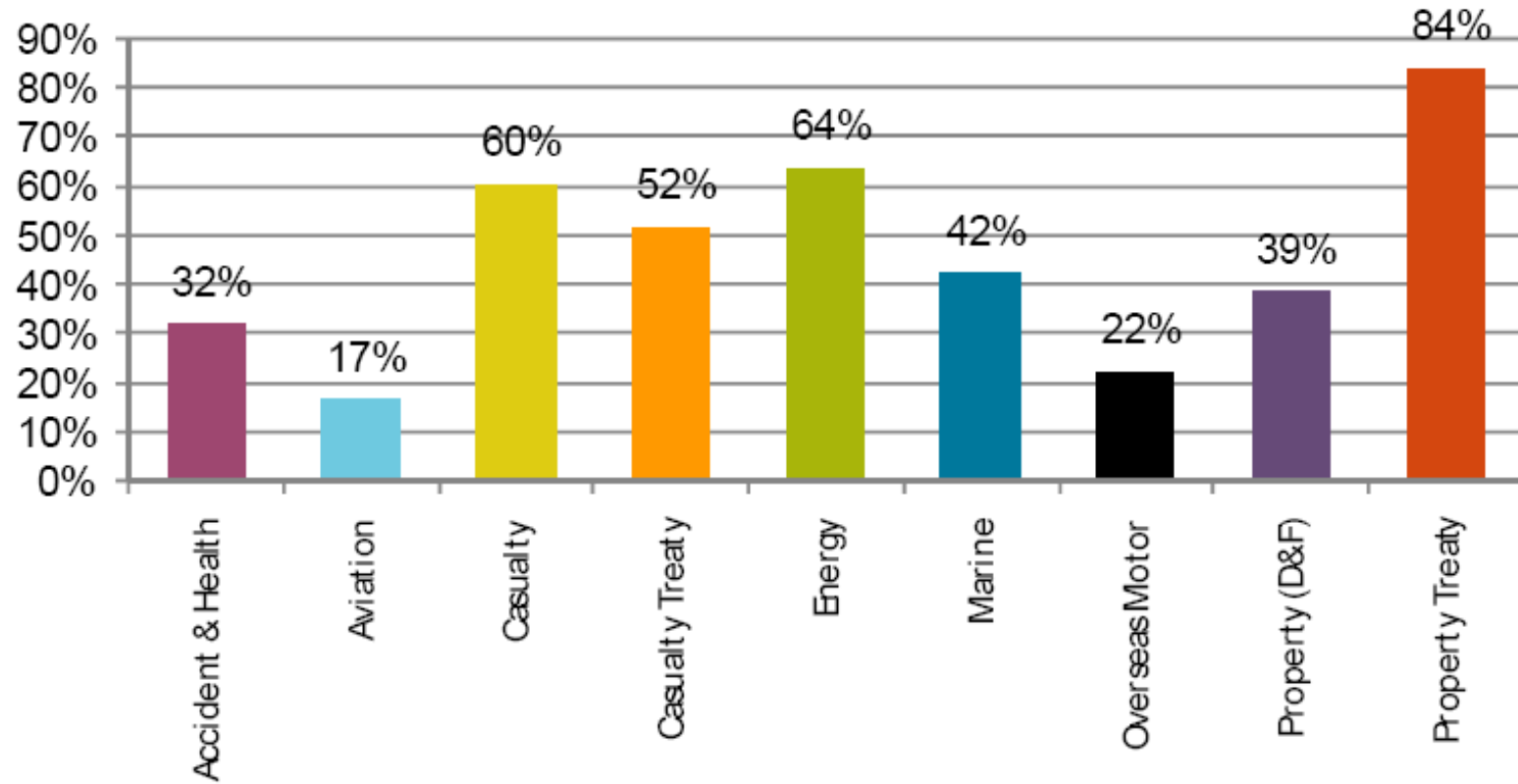
Guy Monk, Claims Operations Manager
Chaucer Syndicates

What is ECF?



Key Differences/Challenges

OCT 07: PROPORTION OF ALL NEW CLAIMS AS ECF



Weekly New Notifications: ECF as % of In Scope Estimation

- Stability/Speed of the system
 - Unscheduled outages
 - Can be slow and unresponsive



- **You Tube** Broadcast Yourself ent documentatic (Naming etc)



- 60+ transactions queried due to no documentation since 0607

- Incons (Naming etc)



- Queries

- ‘the br the ne email, etc.).’ – SP&P v4.3



efore advise the L... of via means outside of ECF (e.g. telephone,

Focus on the positives! Claims has evolved.

- Better customer service
 - End to end p
- Transparency
 - Clear audit t
- Concurrent acc
 - Follow claim
- Claims related
 - Ability to aut
 - information k



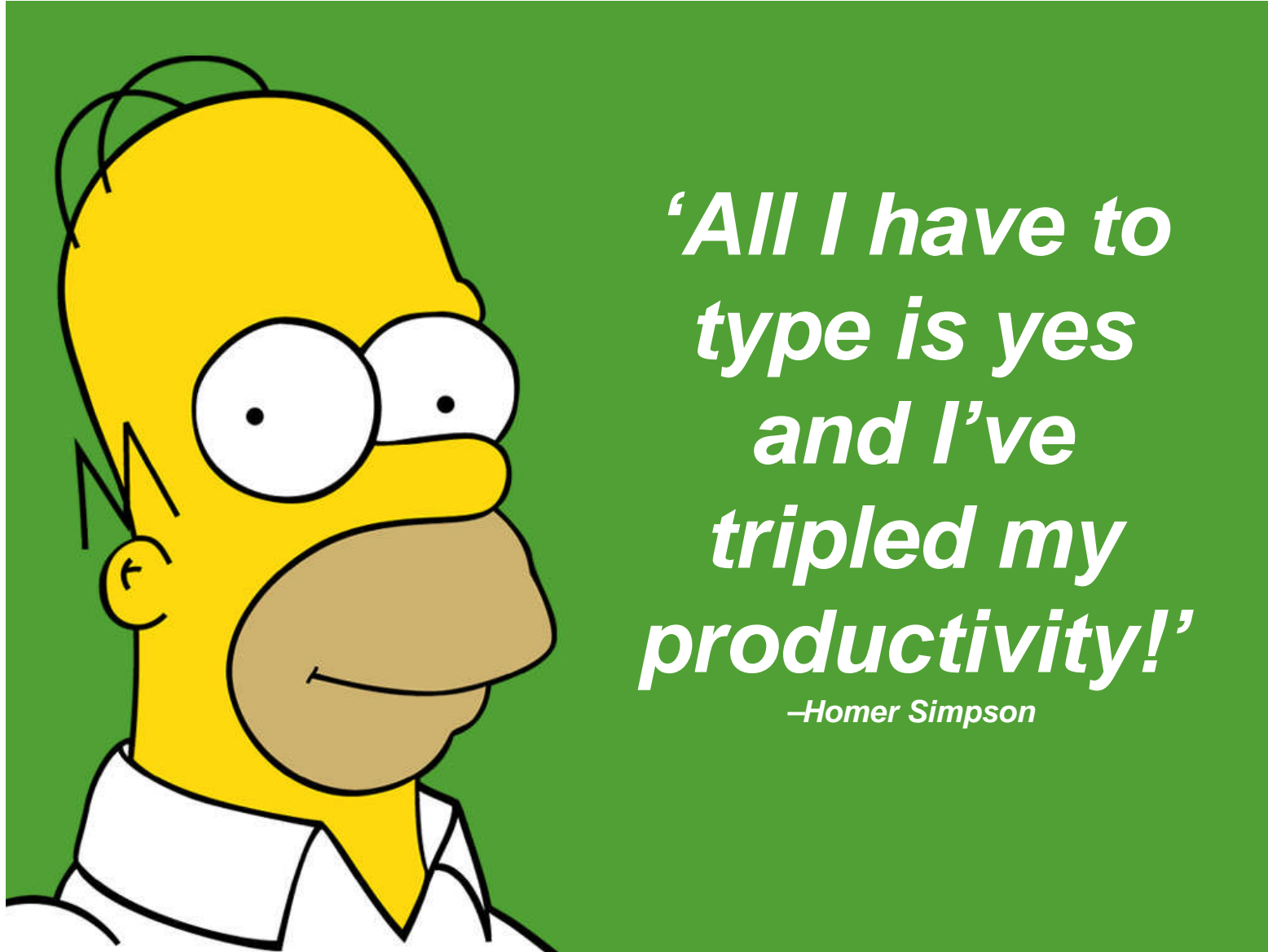
- Entire Lon
 - Broker
 - IUA – C
- All claims
- Legacy cl
 - Not wit
 - Legacy
- Third part
- Further sy
 - Manag
 - Workfl
 - Usabili



real

Where we don't want to be?

Chaucer



‘People are the key element to the future of claims. Qualified and technical staff with a broad set of skills will ultimately improve service and reduce claims costs.’

- The Evolution of Claims (CII Claims Faculty)