



integrated broking system

Claim Manual

GPM Development Limited

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General Guidance/Notes

1. Most ibs screens contain multiple Menus and a Toolbar. The Toolbar typically contains the most frequently used functions from the Menus.
2. The ibs desktop may be resized to the user's requirement using standard Microsoft Windows actions.
3. Various business functions within ibs may be accessed in different ways. Not all routes are included in this manual.
4. Various functions and behaviours within ibs are controlled by configuration settings and user permission settings. Not all configuration variations are detailed in this manual.

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1. Create a Claim

To create a new claim, press the **Claim** icon on the desktop toolbar to display the Claim Search screen (alternatively select the **Input/Amend** option on the Claims menu), enter a risk number (or select a risk using the search function) and then press **New**.



Claim Search

Please enter search Criteria

Claim Number:		Policy Number:	
Insured:		Client:	
Date of Loss:		UMR:	
Loss Location:			
Loss Name:			
Claimant Name:			
Claim Type:			
Claim Handler:		☐	All Claim Handlers
Client Reference:			
Insurers Reference:			
Cover:			
Date of Notification:			
Department:			
Sub Division:			
Class of Business:		☐	All Cobs
Third Party:			
Driver:		Registration:	
Claim Status:			
Aircraft Registration:			

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1.1. New Claim Details

New Claim Details

File
Documents
View
Help
Favourites

Details

Claim No.:
Re(Insured):
Client:

Policy No.:
Period: to
Name:

Firm Order
Claim Details
Loss Adjuster
Tracking
Settlements
Pay's/Res's
Movements
Comments
Add Info

Insured Address:

Business Description:

Section Details

Slip	CoB	Description	W/O	Order %	Placed	Closed	Brokerage	Lead Underwriter	Client
1	EL	Employers Liability	W	100	100.00	100	10.000	The Reliable Underwriter	C1408
2	PA	Personal Accident	W	100	100.00	100	10.000	The Reliable Underwriter	C1408

Policy Details
View Slip
View Cover Note

Signing Numbers and Dates

Lloyd's:

LPC:

Update
 Export
Close

1.1.1. Menus

File

Create Email

Create an outgoing email using local Microsoft Outlook.

Update

Save the claim details. Same as pressing the **Update** button

Delete

Delete the claim.

Close

Close the claim screen.

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Documents

General Documents

Create a new document using a General Document template.

Notification of Loss

Create a notification of loss document for underwriters on the claim.

Underwriter	Bureau
The Reliable Underwriter	C
Chubb Insurance Company of Europe	L

Print Summary

Create a claim summary document.

Standard Letters

Create a new document using a Claim Document template.

Settlement

Create a settlement transaction.

Refund

Create a refund transaction.

Phone Note

Create a new Phone Note document. Function also available on toolbar.

View

Client Folder

Display the Document Management System (DMS) screen for the risk. Also available on toolbar.

Transactions

Open the Transactions list for the risk.

View Diary

View the Diary screen for the claim. Also available on toolbar.

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Transaction Accounts

Open the Transaction Details screen for the transactions on the risk.

Favourites

Add Favourite

Add the claim to the user's list of Favourites.

Delete Favourite

Delete the claim from the user's list of Favourites.

1.1.2. Firm Order

New Claim Details

File Documents View Help Favourites

Details

Claim No.: Re(Insured): Client:

Policy No.: Period: to Name:

Firm Order Claim Details Loss Adjuster Tracking Settlements Pay's/Res's Movements Comments Add Info

Insured Address: Business Description:

Section Details

Slip	CoB	Description	W/O	Order %	Placed	Closed	Brokerage	Lead Underwriter	Client
1	EL	Employers Liability	W	100	100.00	100	10.000	The Reliable Underwriter	C1408
2	PA	Personal Accident	W	100	100.00	100	10.000	The Reliable Underwriter	C1408

Policy Details View Slip View Cover Note

Signing Numbers and Dates

Lloyd's: LPC:

Update Export Close

Various details from the risk are displayed.

Press **Policy Details** to open the risk in read-only mode.

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Press **View Slip** to open the slip document from the risk.

Press **View Cover Note** to open the cover note document from the risk.

1.1.3. Claim Details

UCR

Enter a Unique Claim Reference for the claim. Will be automatically populated if left blank on first save.

Box Archive No

Where applicable enter a storage box reference.

Date of Notification

Enter a date of claim notification. Will default to the current calendar date.

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**Claims Broker**

Select a Claim Broker from the list.

Date of Loss From / To

Enter a date of loss and, where applicable, a date of loss to.

Account Handler

Select an Account Handler from the list.

Qualifier

Select a date of loss qualifier from the list.

Claimant Name

Enter a claimant name.

Loss Date Narrative

Enter a loss date narrative.

Loss Location

Enter a loss location.

Claim Type

Select a Claim Type from the list.

Loss Name

Enter a short, summarised description of the claim.

Status and Date

Select a claim status from the list and an associated date.

XCS Code

Enter an XCS code.

Vessel/Aircraft

Enter a vessel/aircraft description.

Client Ref

Enter a client reference for the claim.

Contract No

Enter a contract reference, typically used on third party binders where the individual risks are not recorded in ibs.

Ins. Val of Interest

Enter the Sum Insured value of the item(s) covered under the risk.

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**Period/Voyage**

Enter a textual period description. Will default to the period of the risk.

Prev. Adv. O/S Amt

Where applicable, enter a previously advised outstanding amount.

Policy Period From / To

Enter a contract period, typically used on third party binders where the individual risks are not recorded in ibs. Will default to the period from the risk.

Year of Account

Enter a Year of Account against which the claim will be recorded.

Re(Insured)

Enter the name of the (re)insured for the claim. Will default to the (re)insured from the risk.

Rate of Exchange

Where applicable, enter a rate of exchange to be used on the claim.

Insurers Ref

Enter an insurer's reference for the claim.

Aircraft Registration

Where applicable, enter a registration for the aircraft.

Conflict File

Tick the box to indicate a conflict of interest.

Large Loss

Tick the box to indicate a large loss.

Problem Claim

Tick the box to indicate a problem claim.

Business / Trade

Select a trade from the list.

Claim Description

Enter a full description of the claim details.

Additional Narrative

Enter additional broker narrative for the claim.

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1.1.4. Loss Adjuster

New Claim Details

File Documents View Help Favourites

Details

Claim No.: Re(Insured): Client:
Policy No.: Period: to Name:

Firm Order Claim Details **Loss Adjuster** Tracking Settlements Pay's/Res's Movements Comments Add Info

Loss Adjuster Details

Code:
Name:
Address:
Ref:

Solicitor Details

Code:
Name:
Address:
Ref:

Insurer Details

Code:
Name:
Address:
Ref:

Cover Details

Ded Basis:
PCS:
Claim Denial:
Coverage: Subrogation
Amt Agreed: Diary:

Update  Export Close

Select a Loss Adjuster and/or a Solicitor from the available lists. The selected parties will be available for use within subsequent settlement and refund transactions.

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1.1.5. Tracking

The purpose of this screen is to record the location of a physical claim file.

The screenshot shows the 'New Claim Details' window with the 'Tracking' tab selected. The interface includes a menu bar (File, Documents, View, Help, Favourites), a toolbar with various icons, and a 'Details' section with input fields for Claim No., Policy No., Re(Insured), Period, Client, and Name. Below this is a tabbed interface with 'Tracking' as the active tab. The Tracking section contains a 'Next Action Date' field, a 'File Checked Out?' checkbox, and a form for recording tracking details including 'Taken By' (a dropdown), 'Destination', 'Date Out', 'Date Back', 'Message', 'Reason', 'Sanction Date', and 'Sanction User'. At the bottom is a table with columns: Action date, Chkd Out, Taken by, Destination, Date Out, Date Back, and Message. The table is currently empty. At the very bottom of the window are 'Update', 'Export', and 'Close' buttons.

Action date	Chkd Out	Taken by	Destination	Date Out	Date Back	Message
-------------	----------	----------	-------------	----------	-----------	---------

Tick **File Checked Out?** box to enable entry of location details.

Select a user in the **Taken By** selection list and enter **Destination**, **Message**, and **Reason** narratives. The **Date Out** will default to the current calendar date but can be amended as required.

Press **Update** to save the details.

On a claim file's return, enter the **Date Back** and untick **File Checked Out?**

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1.1.6. Settlements

The Settlements tab displays a list of Settlements and Direct Payments on the claim.

New Claim Details

File Documents View Help Favourites

Icons: Search, Calendar, Grid, Word, Excel, Outlook, Warning, Printer, Phone, ecf, Export

Details

Claim No.: Re(Insured): Client:
Policy No.: Period: to Name:

Firm Order Claim Details Loss Adjuster Tracking **Settlements** Pay's/Res's Movements Comments Add Info

Settlements

Slip	Cob	Credit Note	Account	Payee	Date	Ccy	Amount	Details

Direct Payments

Slip	Cob	Claim Type	Ccy	Amount	Date	Payee

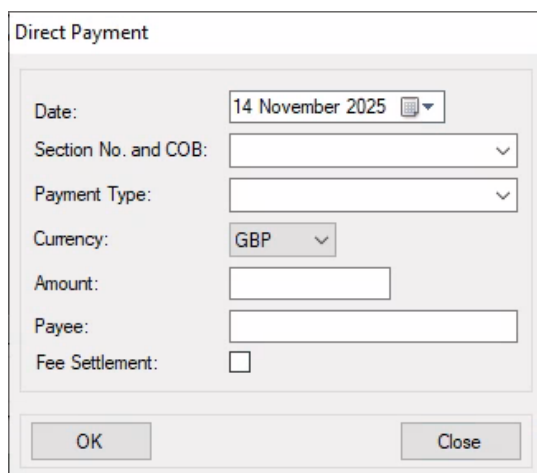
Add to Grid Amend Grid Delete from Grid

Update Export Close

To add a Direct Payment, press **Add to Grid**. Press **Amend Grid** or **Delete from Grid** to change/remove the selected Direct Payment.

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The image shows a 'Direct Payment' dialog box with the following fields and controls:

- Date:** A date picker showing '14 November 2025' with a calendar icon.
- Section No. and COB:** A dropdown menu.
- Payment Type:** A dropdown menu.
- Currency:** A dropdown menu showing 'GBP'.
- Amount:** A text input field.
- Payee:** A text input field.
- Fee Settlement:** A checkbox.
- Buttons:** 'OK' and 'Close' buttons at the bottom.

Date

Select a date. Defaults to the current calendar date.

Section No and COB

Select a section / class of business from the list.

Payment Type

Select a payment type from the list.

Currency

Select a currency from the list.

Amount

Enter a settlement amount.

Payee

Enter a payee name/description.

Fee Settlement

Tick if the payment is a fee.

On pressing **OK**, the direct payment will be added to the Direct Payments grid.

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1.1.7. Pay's/Res's

The Pay's/Res's tab displays a summary of the currencies and associated settlements/refunds and reserves on the claim.

New Claim Details

File Documents View Help Favourites

Details

Claim No.: Re(Insured): Client:

Policy No.: Period: to Name:

Firm Order Claim Details Loss Adjuster Tracking Settlements **Pay's/Res's** Movements Comments Add Info

Payments and Reserves

Slip	Cob	Ccy	Total Outstanding	Outstanding Qualifier	Total Prev. Paid	100% Excess	Ins. Val of Int.
------	-----	-----	-------------------	-----------------------	------------------	-------------	------------------

< >

Add to Grid Amend Grid Delete from Grid

Update Export Close

To add a new currency to the grid, press **Add to Grid**. Press **Amend Grid** or **Delete from Grid** to update or delete the selected currency from the claim.

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Claim Detail		X	
Currency:	GBP	Date:	14 November 2025
Section No. & COB:		100% Excess Point:	
Claim Outstanding:		Insured Value of Interest:	
Fee Outstanding:		Sum Insured/Limits:	
Total Outstanding:		Current Incurred:	
O/S Qualifier:		FGU Estimate:	
Claim Previously Paid:		FGU Narrative (Aggr.):	
Fee Previously Paid:		Current 100% Reserve:	
Total Previously Paid:		Previous Reserve:	
OK		Close	

Currency

Select a currency from the list of policy currencies.

Date

Enter a date for the reserve update.

Claim Outstanding

Enter the reserve amount.

Fee Outstanding

Enter a fee reserve amount.

O/S Qualifier

Select a qualifier value from the list.

Claim Previously Paid

Enter a previously paid claim amount. This value will be automatically updated as settlements and refunds are processed.

Fee Previously Paid

Enter a previously paid fee amount. This value will be automatically updated as settlements and refunds are processed.

100% Excess Point

Where relevant, enter the 100% Excess Point amount.

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**Insured Value of Interest**

Where relevant, enter the total insured value.

Sum Insured/Limits

Where relevant, enter the Sum Insured/Limit.

FGU Estimate

Where relevant, enter the From Ground Up claim amount.

FGU Narrative (Aggr.)

Where relevant, enter a From Ground Up narrative.

Current 100% Reserve

Where relevant, enter a 100% reserve amount.

Previous Reserve

Where relevant, enter a previous reserve amount.

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1.1.8. Movements

The Movements tab displays a historical list of financial changes per currency and date.

New Claim Details

File Documents View Help Favourites

Details

Claim No.: Re(Insured): Client:
Policy No.: Period: to Name:

Firm Order Claim Details Loss Adjuster Tracking Settlements Pay's/Res's **Movements** Comments Add Info

Movement History

As at	Slip	CoB	Ccy	Total Paid	Total Outstanding	Fee Paid	Fee Outstanding	Claim Paid	Claim Outstanding
-------	------	-----	-----	------------	-------------------	----------	-----------------	------------	-------------------

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1.1.9. Comments

The Comments tab allows entry and maintenance of comments on the claim.

New Claim Details

File Documents View Help Favourites

Details

Claim No.: Re(Insured): Client:

Policy No.: Period: to Name:

Firm Order Claim Details Loss Adjuster Tracking Settlements Pay's/Res's Movements **Comments** Add Info

Comment History

Date	Comments
------	----------

Add to Grid Amend Grid Delete from Grid

Update Export Close

To add a new comment to the grid, press **Add to Grid**. Press **Amend Grid** or **Delete from Grid** to update or delete the selected comment from the claim.

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A screenshot of a 'Comments' dialog box. The title bar says 'Comments'. Inside, there is a 'Comment Date:' label followed by a date field showing '14 November 2025' and a small calendar icon. Below this is a large, empty text area for entering a comment. At the bottom, there are two buttons: 'OK' on the left and 'Cancel' on the right.

Select a comment date and enter text/narrative as required. Press **OK** to save the comment.

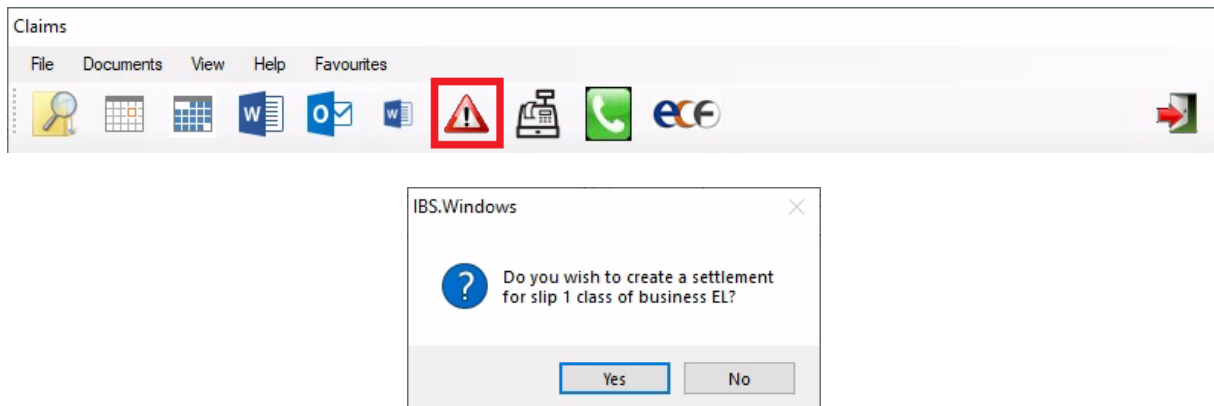
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2. Create a Settlement

To create a new settlement, press the **Produce Settlement** icon on the toolbar (alternatively select the required Transaction option on the Documents menu). Ensure that the relevant section is selected on the Firm Order tab. A message will be displayed requesting confirmation of the selected section.



If bureaux underwriters are present on the selected section, the Signing Numbers screen will be displayed allowing confirmation or update to the signing numbers.

Signing Numbers

Policy Section

Policy Number: C251451 Slip Number: 1 Class of Business: EL

Slip	Cob	Currency	Percentage	Bureau	Signing Number
1	EL	GBP	20.00	LLOYDS	

Update Close

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2.1. Details

Claims Settlement

Claim No.: 297

Policy No.: C251451

Section: 1

Re(Insured): Janes Trucking Company

Period: 01 Jun 2025 to 31 May 2026

Class: EL

Client: C1408

Name: A UK Agent Ltd

Details

Currencies/Amounts

Account Handler: SS - Sharon Stanley

Nature of Loss:

Attachments Indicator: ☐

Prev. Adv. Non-Network: ☐

Details:

Ledger Narrative:

OK

Close

Account Handler

Select an Account Handler from the list.

Nature of Loss

Enter nature of loss text.

Details

Enter text to describe the purpose of the settlement/refund.

Ledger Narrative

Enter text that will be appended to ledger postings for the settlement/refund.

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2.1.1. Currencies/Amounts

Claims Settlement

Claim No.: 297

Re(Insured): Janes Trucking Company

Client: C1408

Policy No.: C251451

Period: 01 Jun 2025 to 31 May 2026

Name: A UK Agent Ltd

Section: 1

Class: EL

Details

Currencies/Amounts

Orig CCY	Sett. CCY	Rate of Exch.	Amount	VAT Amount	Account	100% Clm Amount
----------	-----------	---------------	--------	------------	---------	-----------------

Add

Edit

Delete

Move Up

Move Down

OK

Close

Amounts in at least one currency must be added. To add details to the settlement/refund, press **Add**. Press **Edit** or **Delete** to update or remove a selected row from the settlement/refund.

After entry of currency details, press **OK** to save the settlement.

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2.1.2. Claim Settlement Details

Claims Settlement Details

Claim No.: 297

Re(Insured): Janes Trucking Company

Client: C1408

Policy No.: C251451

Period: 01 Jun 2025 to 31 May 2026

Name: A UK Agent Ltd

Section: 1

Class: EL

Recipient

Client ☒

Solicitor ☐

Loss Adjuster ☐

Collecting Commission ☐

Other (specify below) ☐

Orig. Currency: GBP

Sett. Currency: GBP

Rate of Exchange: 1.000000

Settlement Amount:

VAT Amount:

100% Claim Amount:

Payee:

Account	Name	Amount	Reference	Fee Settlement.
---------	------	--------	-----------	-----------------

Add

Edit

Delete

Move Up

Move Down

OK

Cancel

Recipient

Select the required recipient of the settlement. Defaults to the Client on the risk. Solicitor and Loss Adjuster options are available if their details have been added to the claim.

Orig Currency

Select the original currency for the settlement/refund.

Sett Currency

Select the settlement currency for the settlement/refund

Rate of Exchange

For convertible currency premiums, enter a rate of exchange between Original Currency and Settlement Currency. Defaults to the current rate of exchange recorded in ibs.

Settlement Amount

Enter the required settlement amount. This is in original currency.

VAT Amount

Where relevant, enter a VAT amount.

100% Claim Amount

Enter a 100% claim amount. Will be populated automatically using the section order%.

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Payee

Enter a payee narrative.

Claims Settlement Details

Claim No.: 297 Re(Insured): Janes Trucking Company Client: C1408
Policy No.: C251451 Period: 01 Jun 2025 to 31 May 2026 Name: A UK Agent Ltd
Section: 1 Class: EL

Recipient
Client ☒ Solicitor ☐ Loss Adjuster ☐
Collecting Commission ☐ Other (specify below) ☐

Orig. Currency: GBP Sett. Currency: GBP Rate of Exchange: 1.000000
Settlement Amount: 10,000.00
VAT Amount:
100% Claim Amount: 10,000.00
Payee:

Account	Name	Amount	Reference	Fee Settlement
C1408	A UK Agent Ltd	10,000.00		

Add Edit Delete Move Up Move Down

OK Cancel

On entry of the Settlement Amount, the grid is automatically updated to reflect the selected recipient and amount.

Additionally, one or more recipients can be added to the settlement/refund. The sum of the individual recipient amounts must equal the Settlement Amount on the Claims Settlement Details screen.

Press **Add** to add a recipient. Press **Edit** or **Delete** to update or remove a recipient.

Claim Settlement Recipient

Account Code: C1408
Amount: 10,000.00
Reference:

Fee Settlement: ☐

Save Close

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**Account Code**

Enter the Code for the recipient account. To search for an account, use the Search function.

A screenshot of a 'Claim Search' dialog box. It has a title bar 'Claim Search'. Inside, there are four input fields: 'Account Code:' with a text box, 'Name:' with a text box, 'Type:' with a dropdown menu showing a checkmark, and 'Contact Name:' with a text box. At the bottom, there are two buttons: 'Search' and 'Close'.

Select the required account from the search results.

Amount

Enter the required settlement amount. This is in original currency.

Reference

If required, enter a payee reference.

Fee Settlement

Tick for fee settlements.

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2.2. Underwriter Documents

After entry of a claim settlement/refund, the Underwriter Documents screen is displayed containing a list of available documents.

Underwriter documents for claim C251451002CL

	Doc. Type	Account	Date Created	Created By	Orig./Canc./Rep	Date Printed	Signing Number and Date	Matched
	Collection	ULL001	14 Nov 2025	GPMHALO\same	Original			
	CLAIM	LLOYDS	14 Nov 2025	GPMHALO\same	Original			12 Sep 2025

Accounts Enquiry Print All Print Selected Client Ledger Close

Press **Accounts Enquiry** to display the Ledger Entry Details screen for the transaction.

Press **Print All** to create all documents in the list.

Press **Print Selected** to create documents for the selected rows (having double-clicked in one or more rows to select the required documents).

Press **Client Ledger** to open the Ledger Display screen for the client account associated with the selected transaction.

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3. View Transactions

To view existing transactions on a claim, press the **View Transactions** icon on the Claim toolbar (alternatively select the **Transactions** option on the View menu). The Transactions screen contains all premium and claim transactions on the risk.

Transactions								
Transactions								
Trans. No.	Type	Amount	Client	Client Due	Uwtr Due	Date Produced	Narrative	Settlement ID
C251451001PM	PM	GBP 30,000.00	C1408	01 Jul 2025	03 Aug 2025	24 Sep 2025	To premium in respect of certificate attached	
C251451002CL	CL	GBP 10,000.00	CC1408	14 Nov 2025		14 Nov 2025	S1	297*1*EL*1

Uwtr Due Dates Transaction Details Comments Signing Numbers C and R Cancel Select Export Close

Uwtr Due Dates

To display or update the underwriter due date for the selected row/transaction (for premium only).

Transaction Details

To display the Ledger Entry Details screen for the selected row/transaction.

Comments

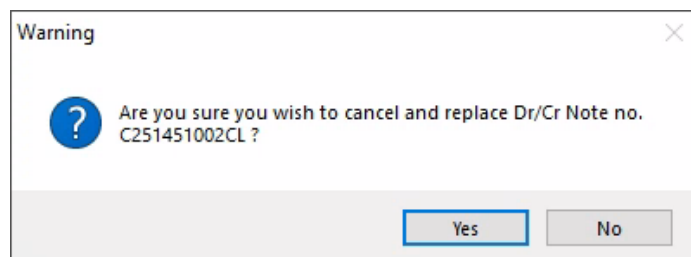
To display or update the comments narrative for the selected row/transaction.

Signing Numbers

To display or update the Signing Number and Date for the selected row/transaction.

C and R

To cancel and replace the selected row/transaction.



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Press **Yes** to continue with the operation. A cancellation settlement/refund and associated underwriter documents will be created and saved automatically. An unsaved replacement settlement screen will then be displayed.

Note that this operation is not possible on transactions that have already been cancelled or on cancellation transactions.

Cancel

To cancel the selected row/transaction. Note that this operation is not possible on transactions that have already been cancelled or on cancellation transactions.

Select

Display the selected row/transaction in read-only mode.

Claims settlement details for transaction C251451002CL

Claim No.:	297	Re(Insured):	Janes Trucking Company	Client:	C1408
Policy No.:	C251451	Period:	01 Jun 2025 to 31 May 2026	Name:	A UK Agent Ltd
Section:	1	Class:	EL		

Details Currencies/Amounts

Account Handler:	SS - Sharon Stanley	Details:	S1
Nature of Loss:	S1		
Attachments Indicator:	☐	Ledger Narrative:	S1
Prev. Adv. Non-Network:	☐		

U/W Docs Credit Note ECF Close

U/W Docs

Create underwriter documents for the settlement/refund.

Credit Note

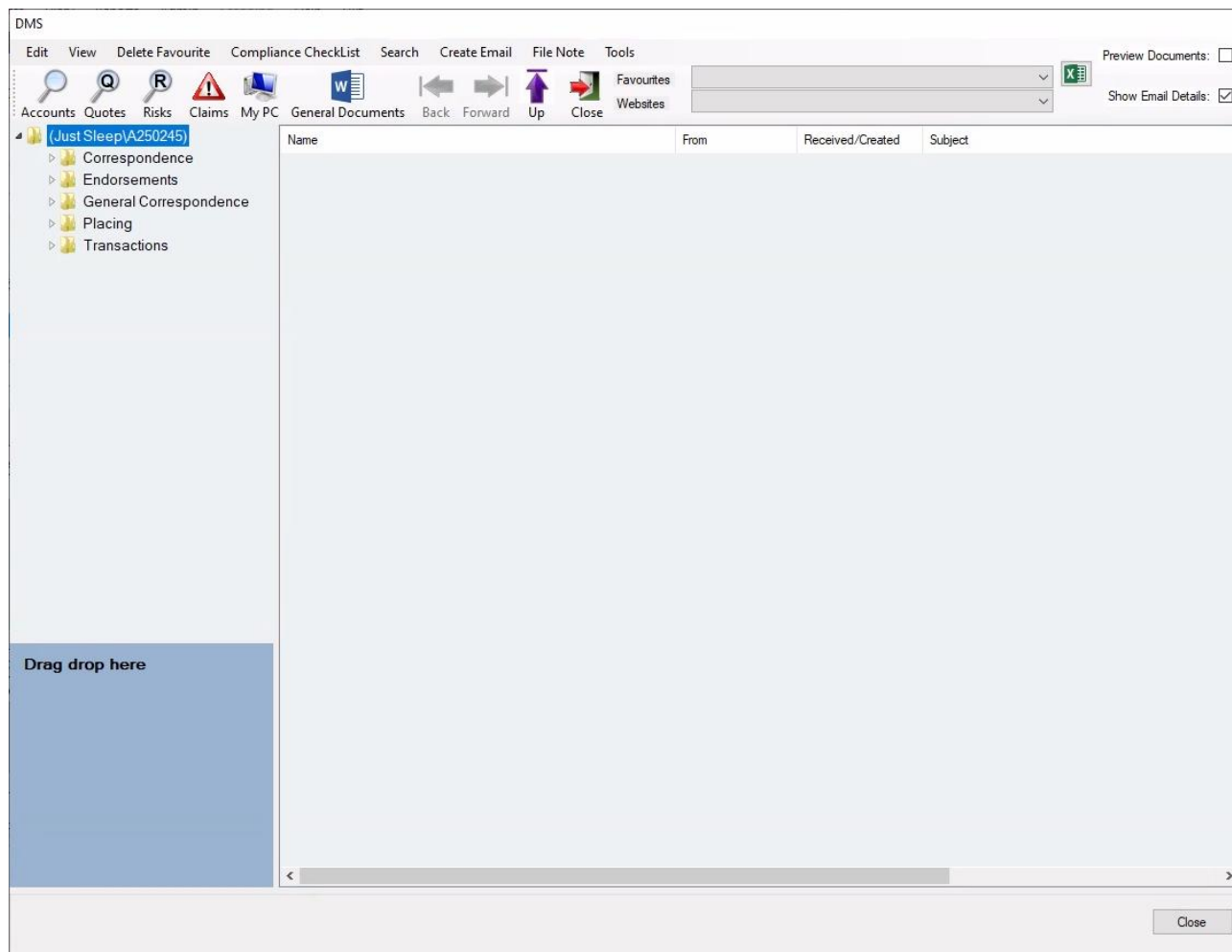
Create client credit/debit note document for the settlement/refund.

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4. Document Management System (DMS)



4.1. Menus

Edit

Copy

Copy the selected file.

Paste

Paste the copied file.

Exit

Close the DMS screen.

View

Refresh

Refresh the folders with the current content.

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Delete Favourite

Removes the currently selected Favourite from the list.

Compliance Checklist

Display the Tracker Log for a selected risk.

Search

Display Windows File Explorer in the selected folder.

Create Email

Create a new draft email.

File Note

Create File Note document.

4.2. Toolbar

Accounts

Display the DMS folders for a selected Client or Assured.

Quotes

Display the DMS folders for a selected quote.

Risks

Display the DMS folders for a selected risk.

Claims

Display the DMS folders for a selected claim.

My PC

Display Windows File Explorer.

General Documents

Create a new document using a General Document template.

Back

Navigate to the previously selected folder.

Forward

Navigate to the subsequently selected folder.

Up

Navigate to the parent folder.

Close

Close the DMS screen.

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Favourites

Select a favourite on the list to navigate to the associated folder.

Preview Documents

Tick to display the Preview Pane. Any selected document will be displayed in the Preview Pane. Setting is maintained on closing the DMS screen.

Show Email Details

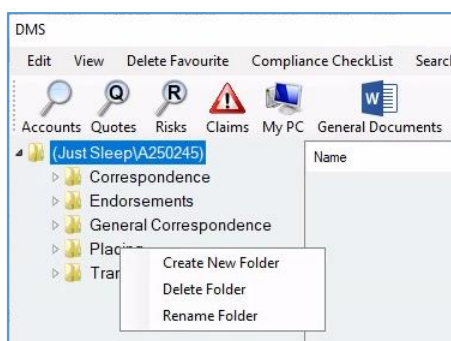
Tick to populate the columns containing details extracted from the email (From, To, Subject, Received). Setting is maintained on closing the DMS screen.

4.3. Operation

On creation of a new claim, ibs automatically constructs new folders within the ibs network to store documents, emails and files associated with the claim.

Documents generated by ibs will be stored in the relevant folders and users may drag/drop emails and files into the folders by selecting the folder and then dragging the file/email into the '**Drag drop here**' pane.

Default folders for new risks may be configured, folders may be created, renamed and deleted by right-clicking on the relevant folder and selecting an option from the floating menu.

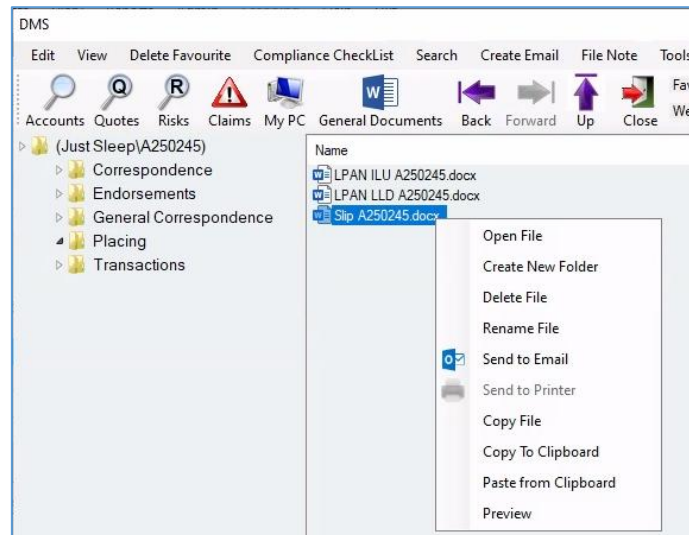


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Documents, emails and files can be accessed by right-clicking on the file and selecting an option from the floating menu.



Back/Forward/Up buttons allow navigation across the folder structure i.e. to interrogate folders and contents for other quotes, risks and claims.

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