GPM DEVELOPMENT

Policy Wording Processing

Contents

IMPORTANT NOTE

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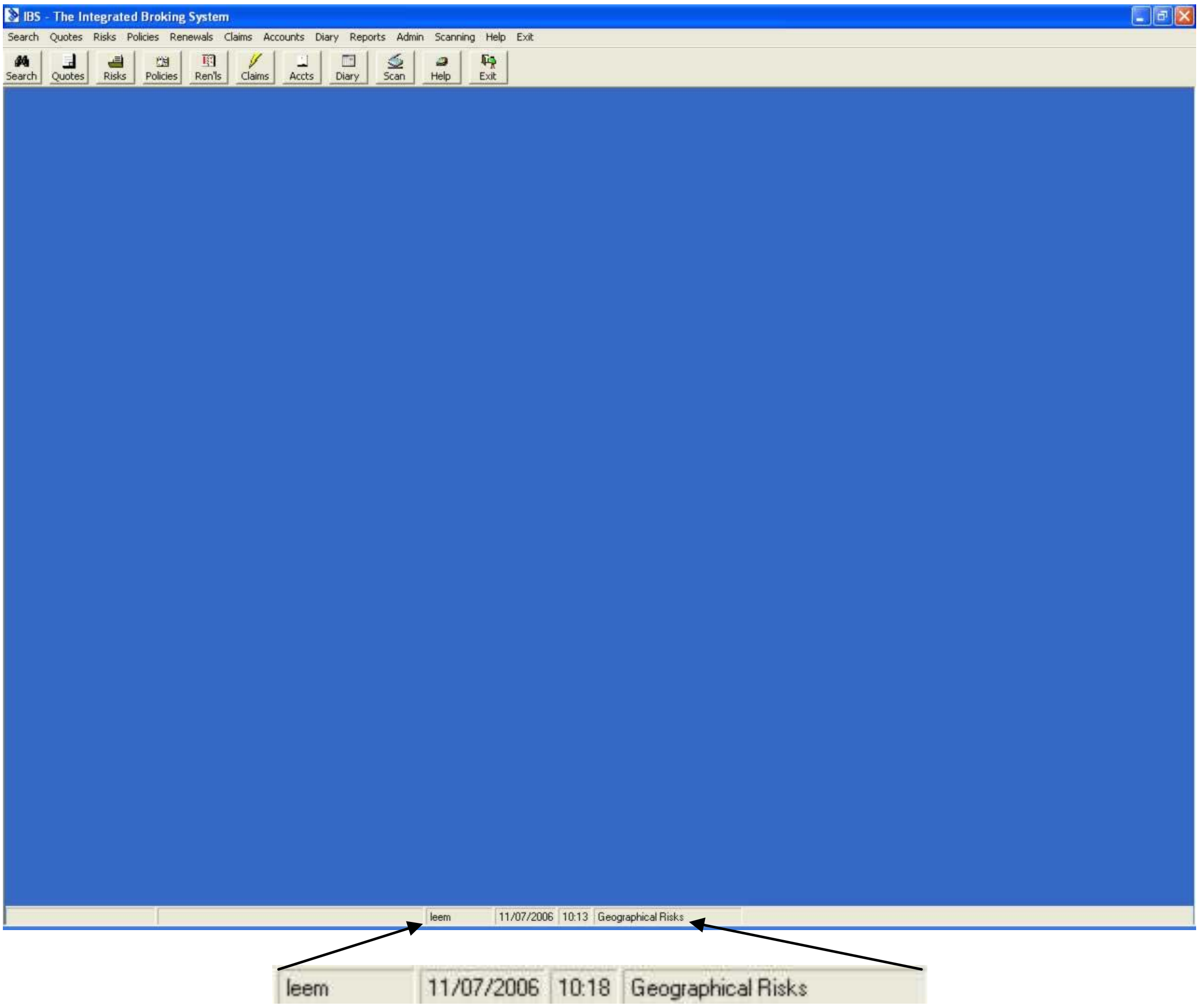
Introduction to Windows IBS

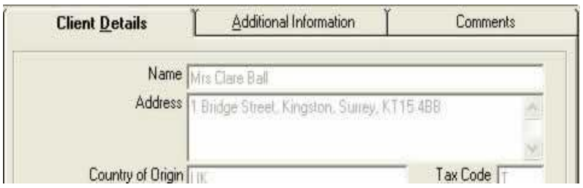
General points to note

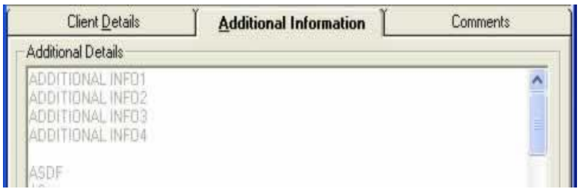
Once you have logged into the system, your diary will appear on the screen. When first using the system, a message will appear stating that you have no diary items on file. The diary functions are described later in this manual. You can ask your administrator to turn your diary off if you do not think that you will use it.

The current user logon, date, time and Department are shown on the main window.



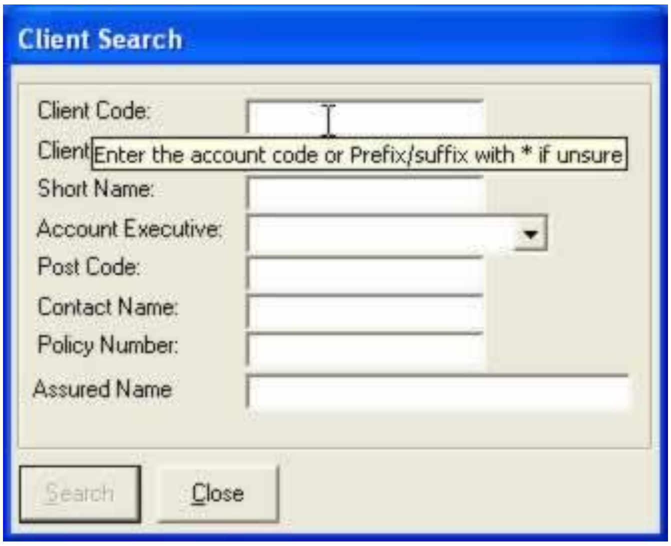
Some screens have multiple pages or ‘tabs’ as they are referred to in the manual. To view or edit details on another tab, click your mouse at the top of the tab or use the shortcut key.





Some options or commands are displayed with one of the characters underlined – a shortcut key. To access this command without using the mouse, hold down the Alt key and press the underlined letter.

Some of the fields and menu options have tool tip text to assist you when entering data. This is pop up text which appears when the mouse is focused on a field for a period of time.



There are various search screens in the system. Processing a search where the same search criteria is typed in upper, lower or initial case (i.e. if you are searching for Mr John Smith, you would type in j s or J S as the first letter of each name) will produce the same results.

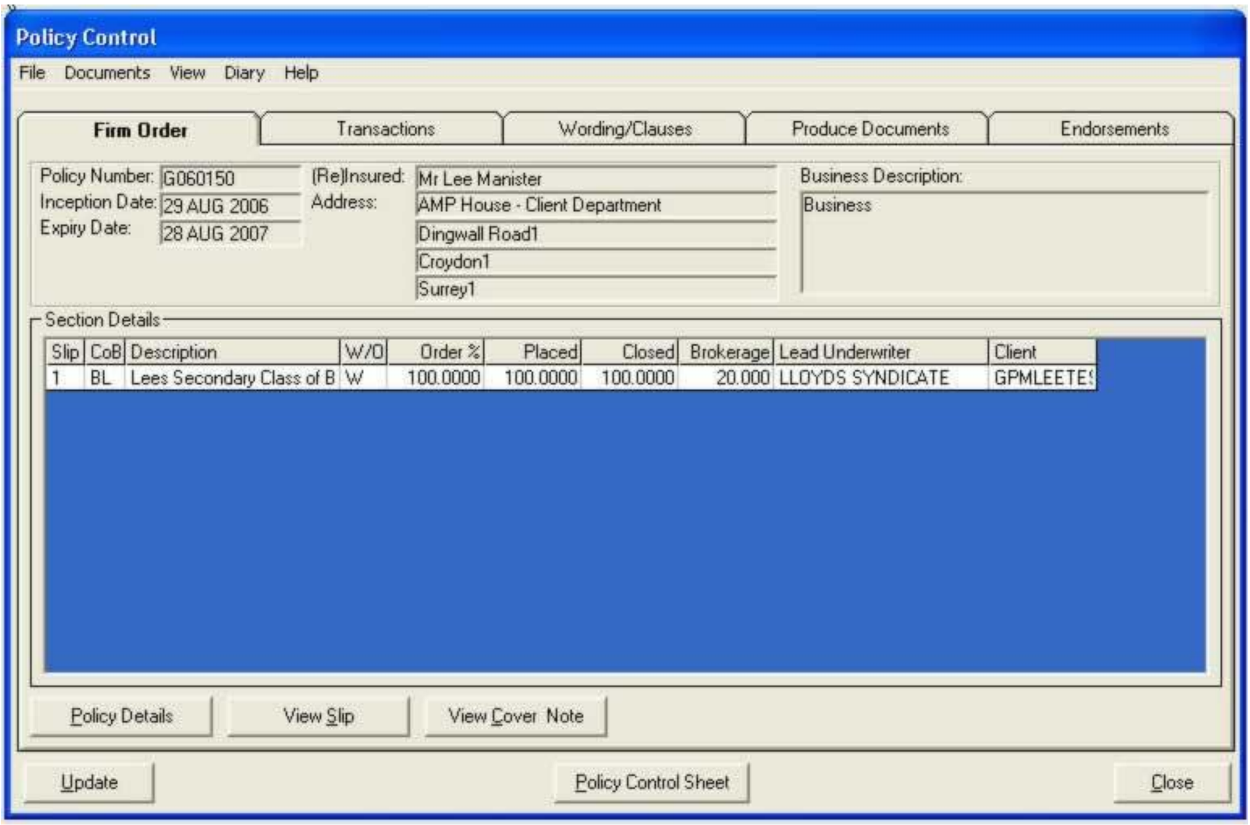
When entering data into a drop-down field, typing the first character of the word in the list you want to select may be a quicker way of selecting text if the list is long.

You will also notice within the IBS system this icon  (A box with three dots (…)). This icon allows you to search for the available data required for that field i.e. An Account Code or Client Name. It will take to a search box like the one above.

Policy Documents and Reports

Policy Documentation Production

Press the Policies icon or on selecting the menu option Policies and then the sub menu option Policy Document Production. The system will prompt for the policy number. Once the policy number is entered the system will display information relating to the Firm Order, Transactions Processed, Wordings/Clauses, Documents and Endorsements (see screen below).

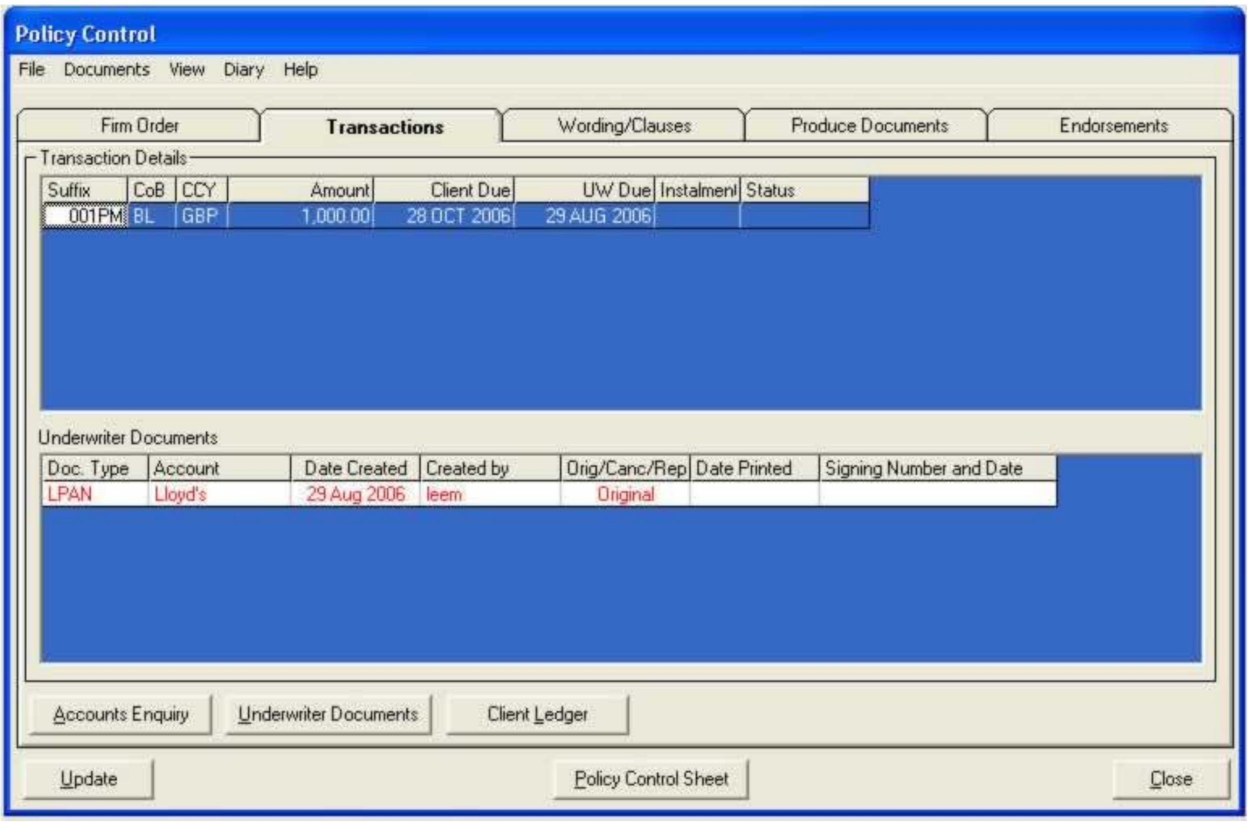


Firm Order Tab

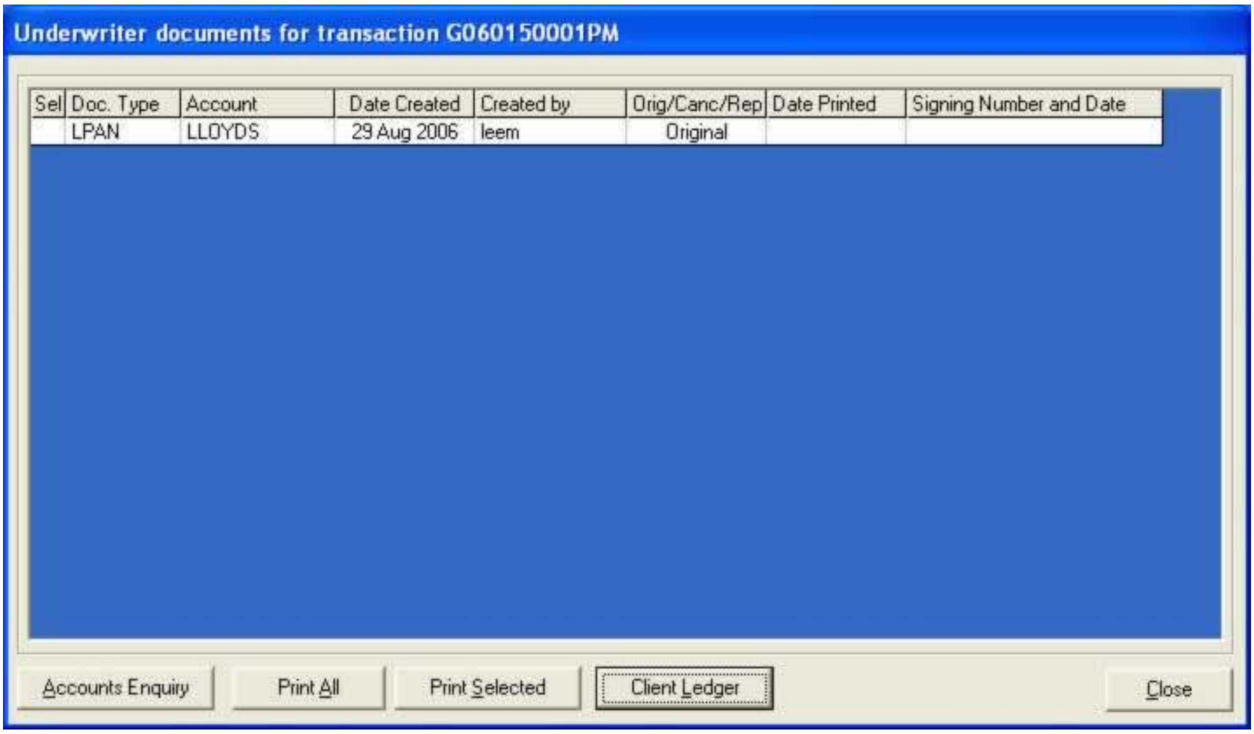
This tab details information relating to the risk. The technician can select to view further information relating to the risk by selecting one of the options at the bottom of the screen Policy Details (This will then open up the Risk screens (See appropriate section on how to view risk information)), View Slip (This will open up in Word the Slip document) or View Cover Note (This will open up in Word the Cover Note).

Transaction Tab

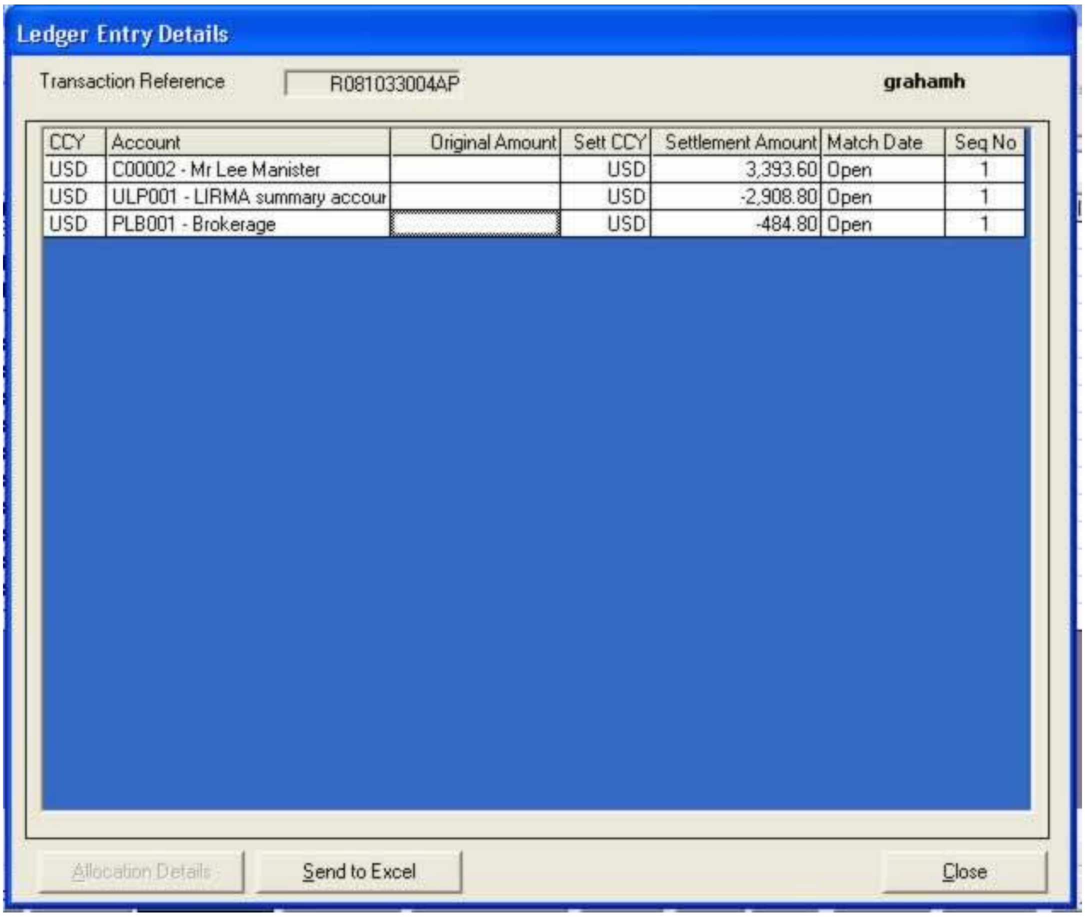
This tab details all transactions processed against the policy and the related documents produced for each transaction. The system indicates when the document was printed and the relevant date it was printed. From this tab the technician can select to do an Accounts Enquiry, This will display the breakdown of the transaction, go to the Underwriter Documents screen or view the client ledger.



To produce the Underwriter Documents highlight the appropriate entry and click on the Underwriter Documents button. The following screen will be displayed.



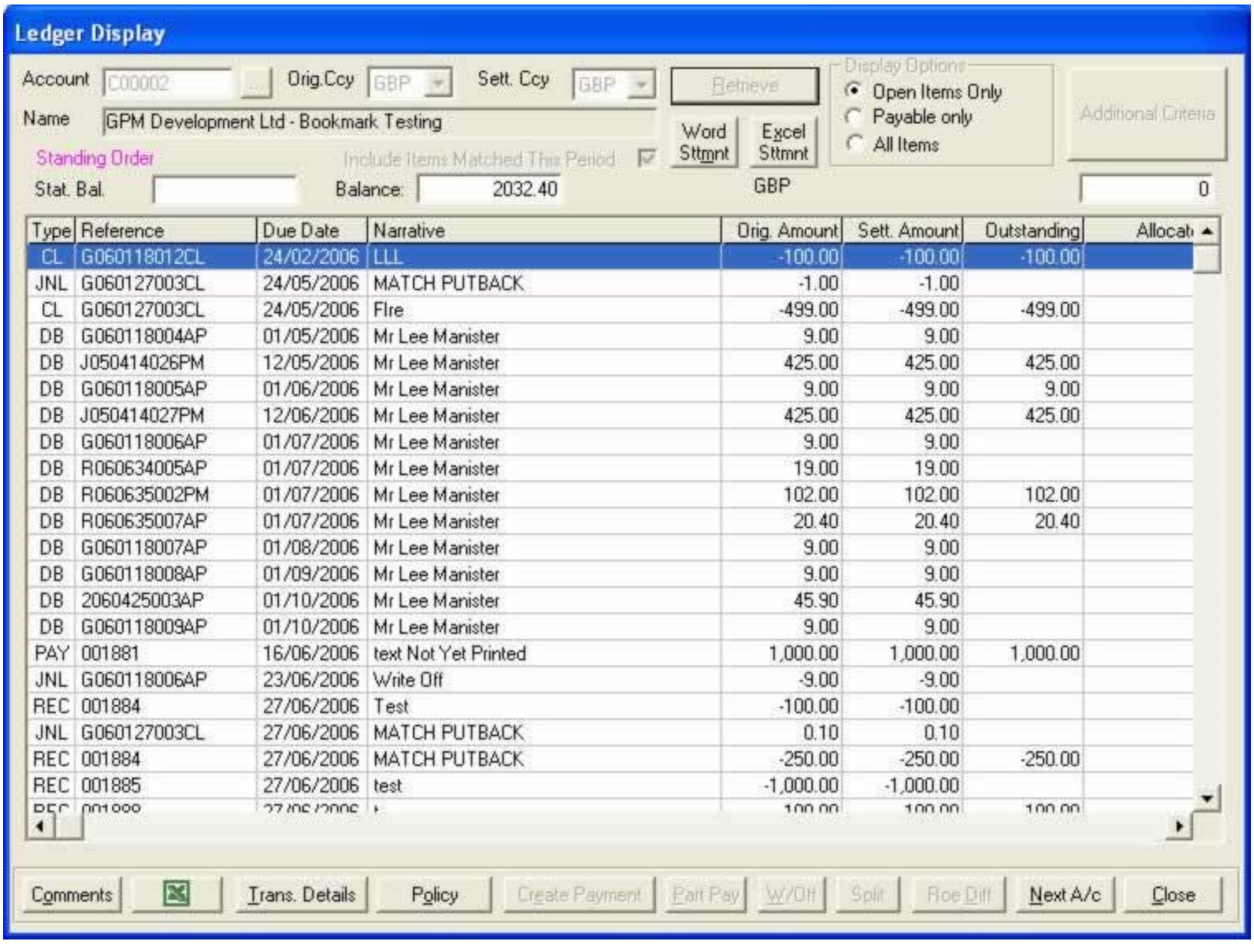
From this screen you are able to view the Ledger entry details by clicking on the Accounts Enquiry button. The following would be displayed.



Once you have finished viewing the ledger click on the Close button.

To produce the underwriter documents you have two choices, you can either print all the documents in one go, or you can select individual transactions to print. To print all the documents, click on the Print All button, however if you wish to select individual transactions you will need to firstly double click the transactions required. This will place an X in the far left of the screen. Once you have selected all the appropriate transactions click on the Print Selected button. Once all documents have been printed click on the Close button.

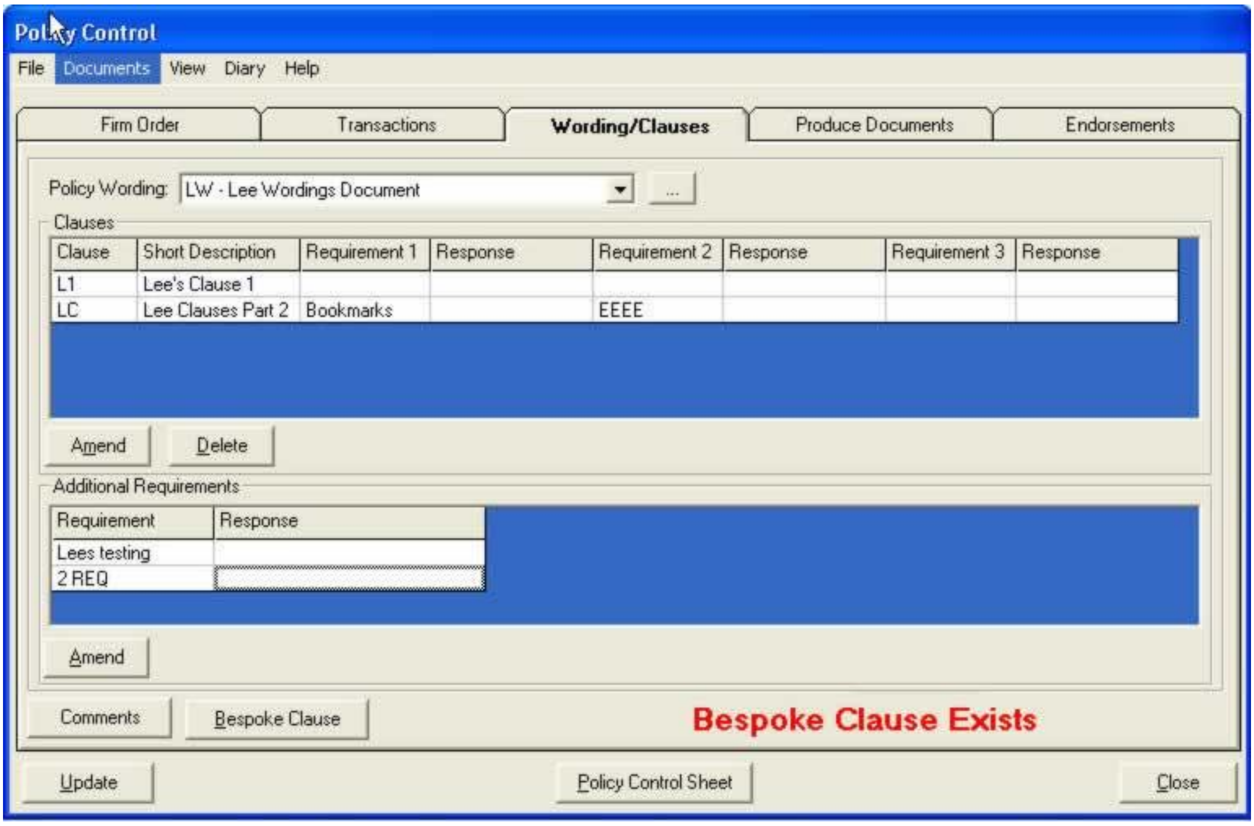
Once back on the main screen you have the facility to view the Client Ledger. Click the appropriate button and the following screen will then be displayed. From this screen you can see all client transactions. If you wish to view a breakdown of an individual transaction, highlight the line and click 'Trans Details'.



Once you have finished with the ledger click on the Close button twice.

Wordings/Clauses

This tab allows the technician to select the applicable wording for the selected risk together with the standard clauses, bespoke clauses and any additional information that may be required under the heading additional requirements. The available wordings and standard clauses must exist on the general table file under the option Technical and then Wordings and Clauses respectively (see the Getting Started Manual on how to do this).

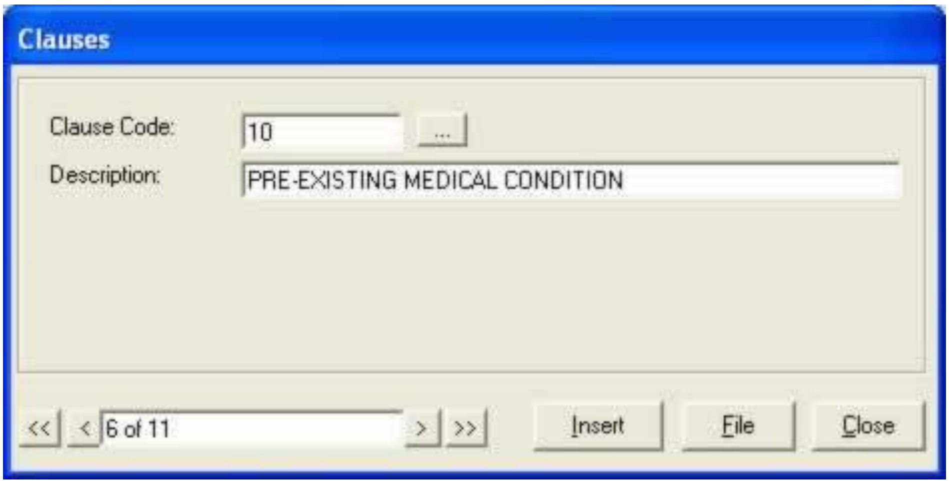


Select the appropriate Policy Wording by clicking on the button and selecting the relevant entry. You can also search for the wording by clicking on the button. The following screen will then be displayed.

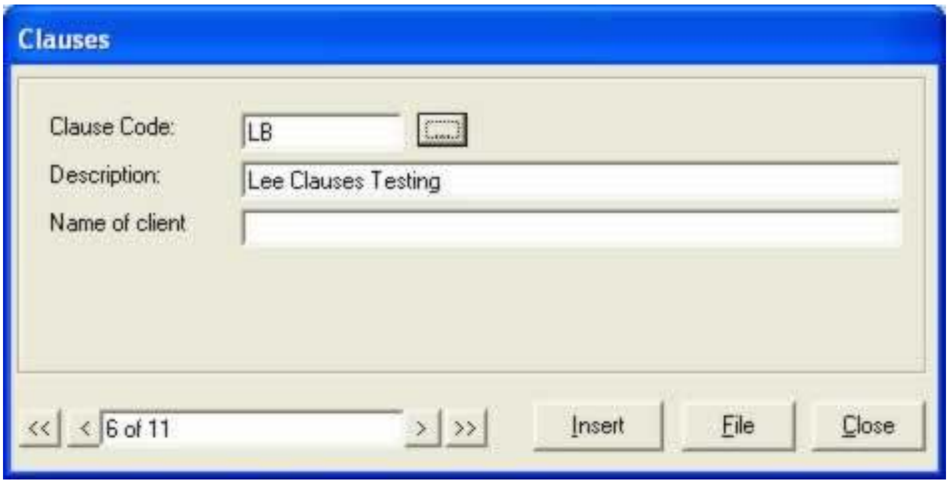
Enter the appropriate search criteria and click on the Search button. Select from the appropriate list.

Once you have selected the appropriate Policy Wordings the relevant Clauses will also be displayed, however you can either amend or delete a Clause.

To amend a Clause, highlight the appropriate entry and click on the Amend button. The following screen will be displayed.



Either type in the Clause number in the box provided or click on the button and search for the clause. Once the new clause number has been selected the Description will automatically be displayed.



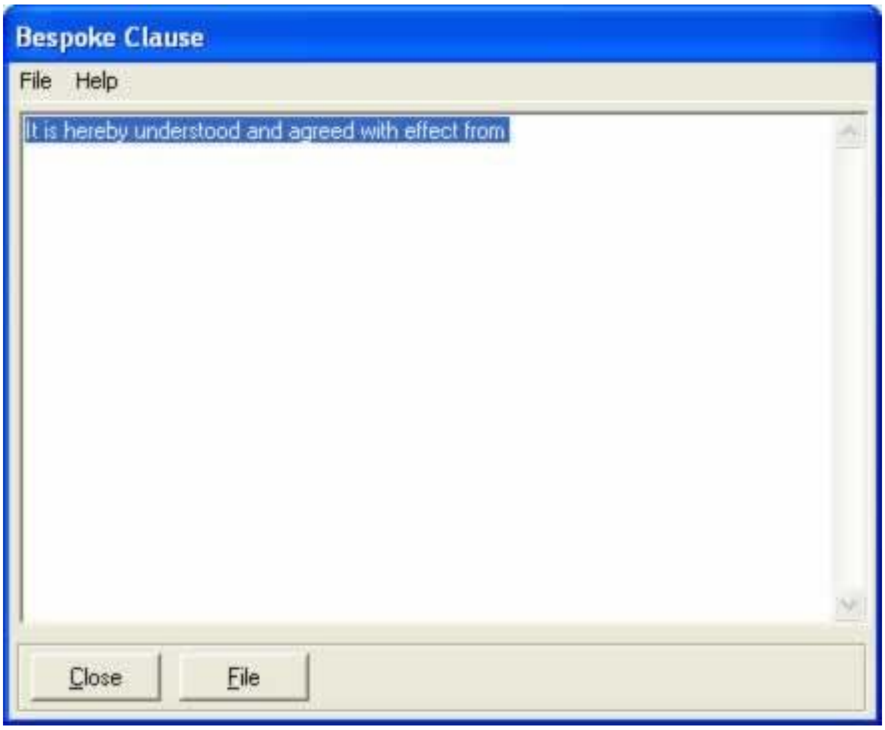
Enter the name of the Client and then finally click on the File then the Close button. To insert a new clause into the risk click on the Insert button. The following screen will be displayed.

Select where you wish the new Clause to be inserted and click on the Update button. Then follow the instructions on how to add / amend a clause.

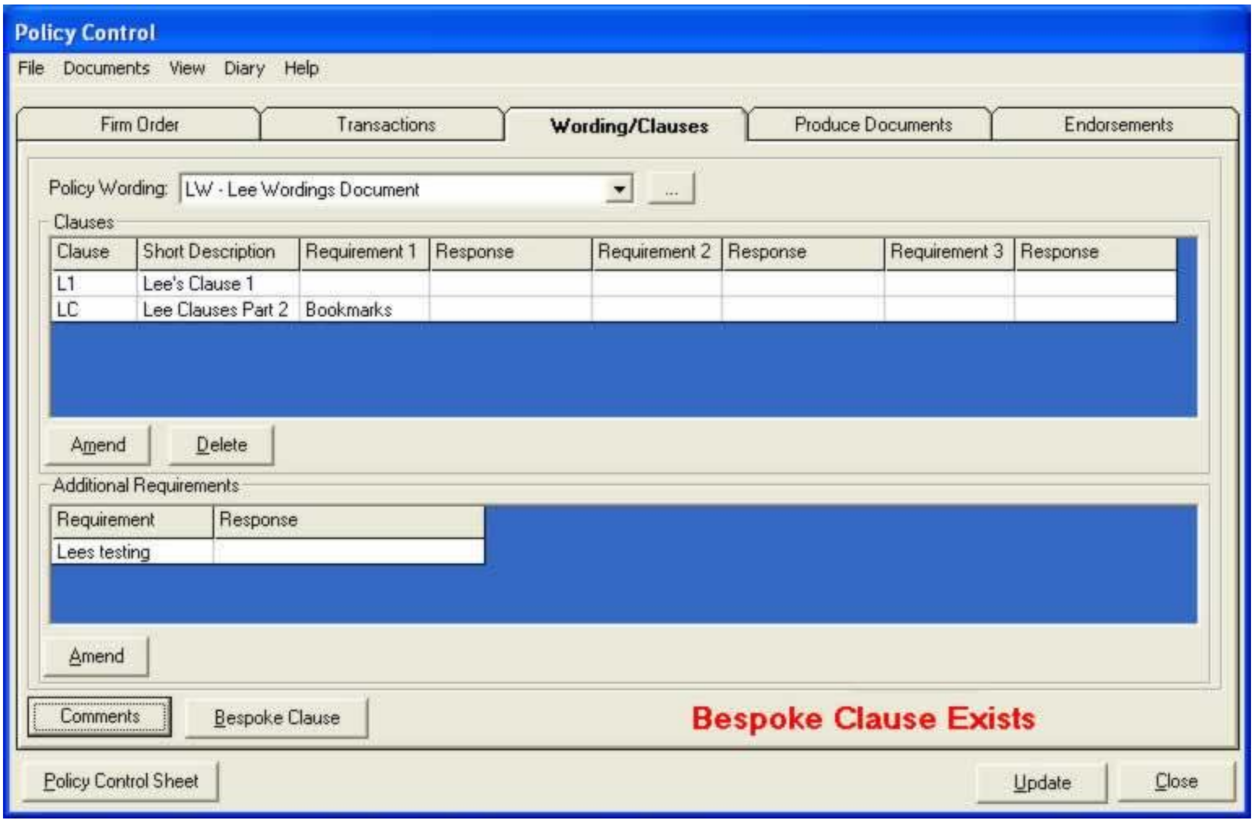
To remove a Clause, highlight the appropriate entry and click on the Delete button. The following prompt will be displayed.

If you wish to continue click on the Yes button, if not click on the No button.

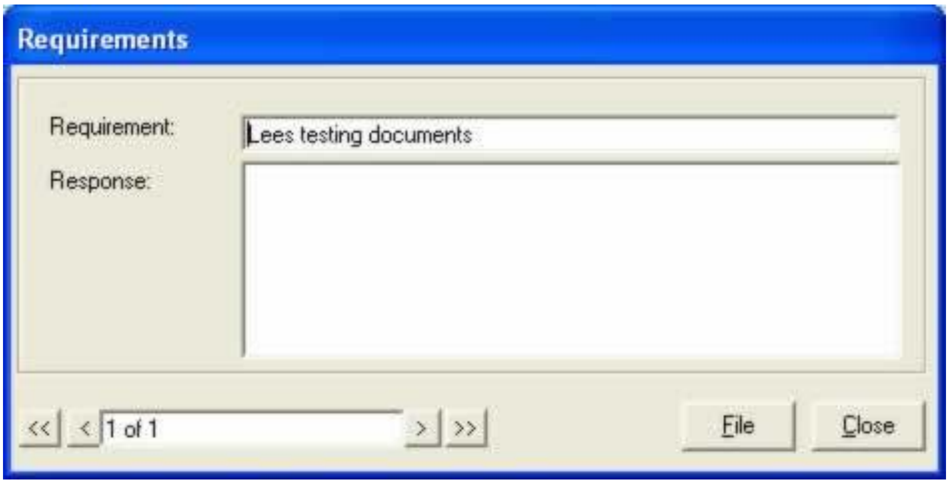
You can also add bespoke clauses to a policy wording by clicking on the Bespoke Clause button. The following screen will be displayed.



Enter the bespoke clause details and then click on the File button. If there are bespoke clauses assigned to a policy wording this will be displayed as per the screen shot below.

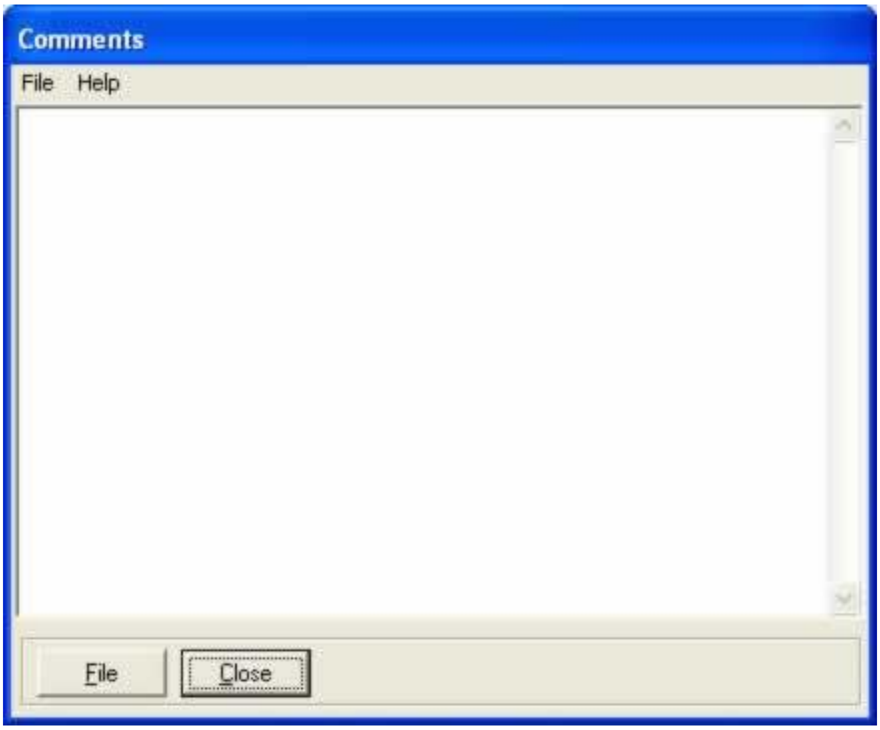


As you can see from the main screen shot above, you also have the facility to amend any requirements that have been set up against the particular policy wordings. If you wish to amend a requirement highlight the appropriate entry and click on the Amend button. The following screen will be displayed.

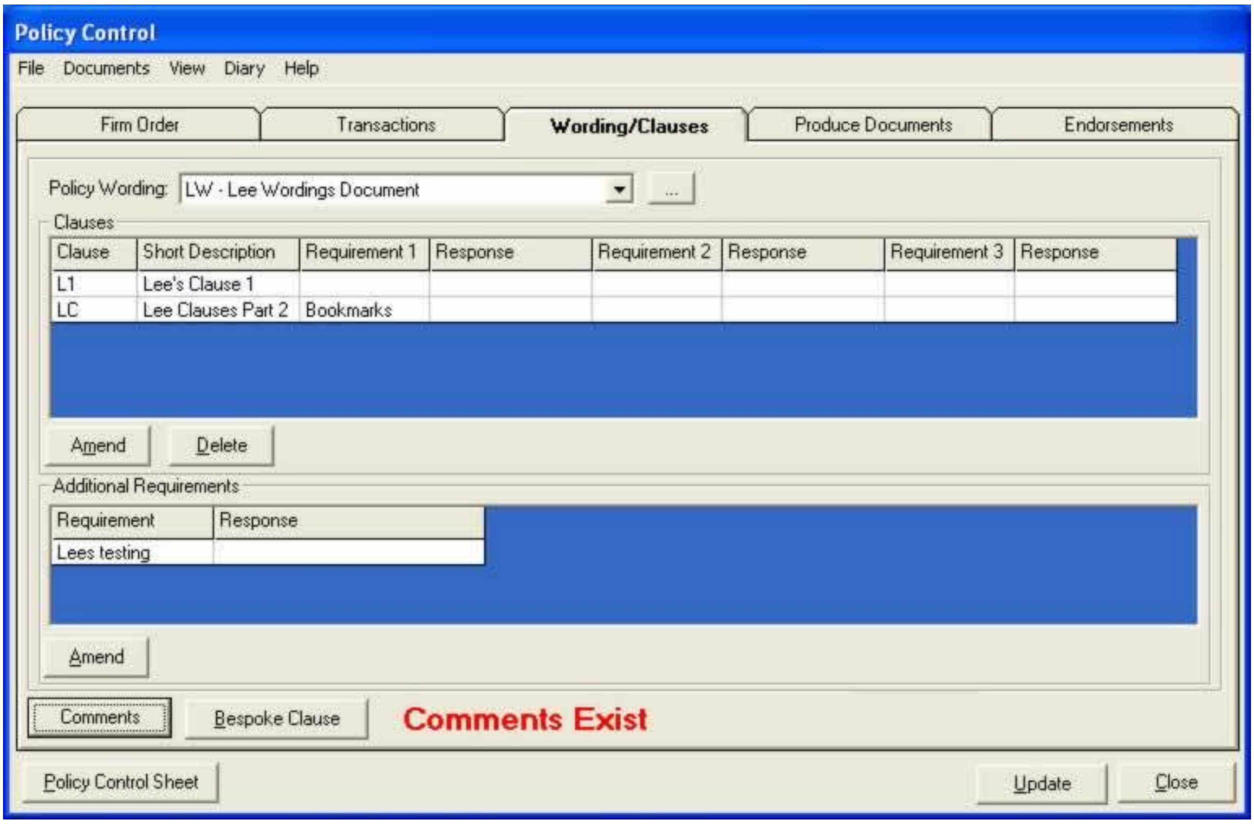


Type in the response in the box provided and then click on the File button.

Within IBS you also have the facility to add comments to the Policy Wordings by clicking on the Comments button. The following screen will be displayed.

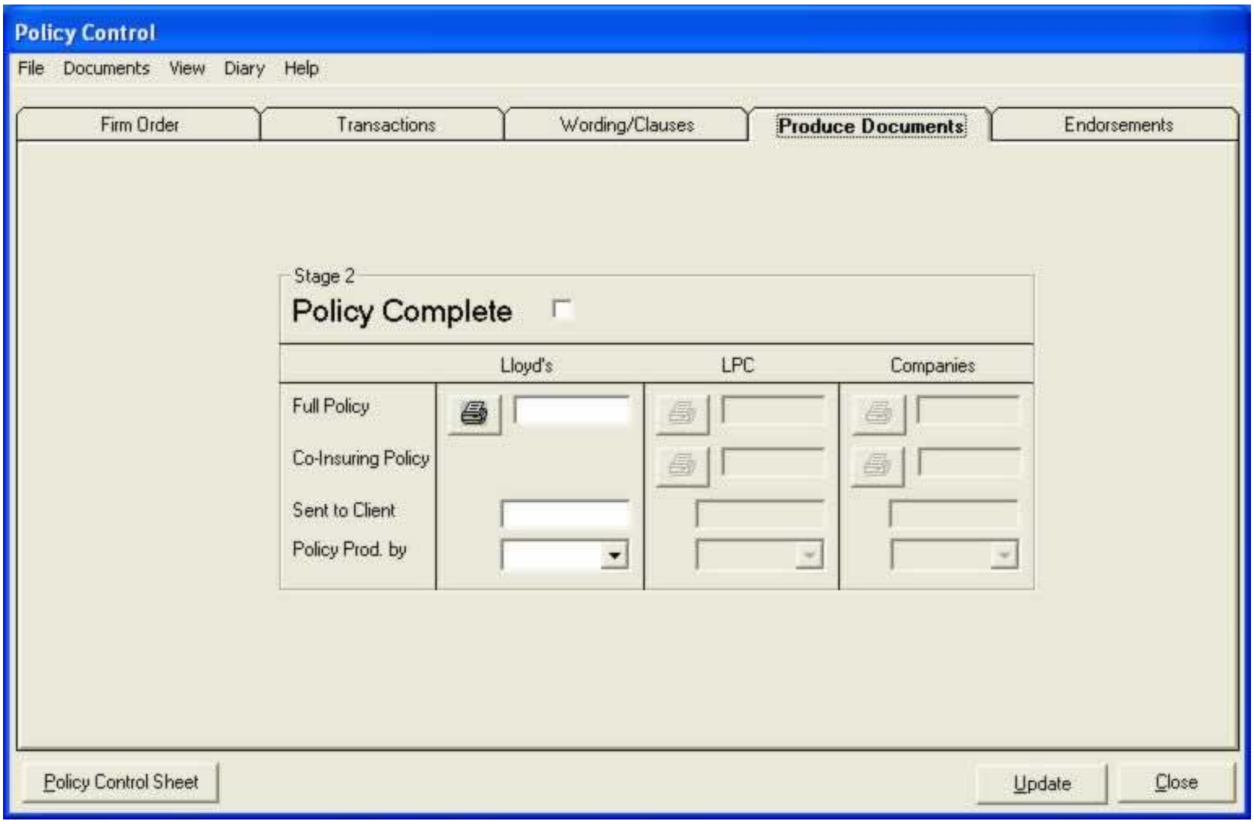


Enter the appropriate comments. When you have finished click on the File button. If there are comments assigned to a policy wording this will be displayed as per the screen shot below.


Policy Control
File Documents View Diary Help
Firm Order
Transactions
Wording/Clauses
Produce Documents
Endorsements
Policy Wording: LW - Lee Wordings Document
Clauses
Clause | Short Description | Requirement 1 | Response | Requirement 2 | Response | Requirement 3 | Response
L1 | Lee's Clause 1
LC | Lee Clauses Part 2 | Bookmarks
Amend
Delete
Additional Requirements
Requirement | Response
Lees testing
Amend
Comments
Bespoke Clause
Comments Exist
Policy Control Sheet
Update
Close

Produce Documents

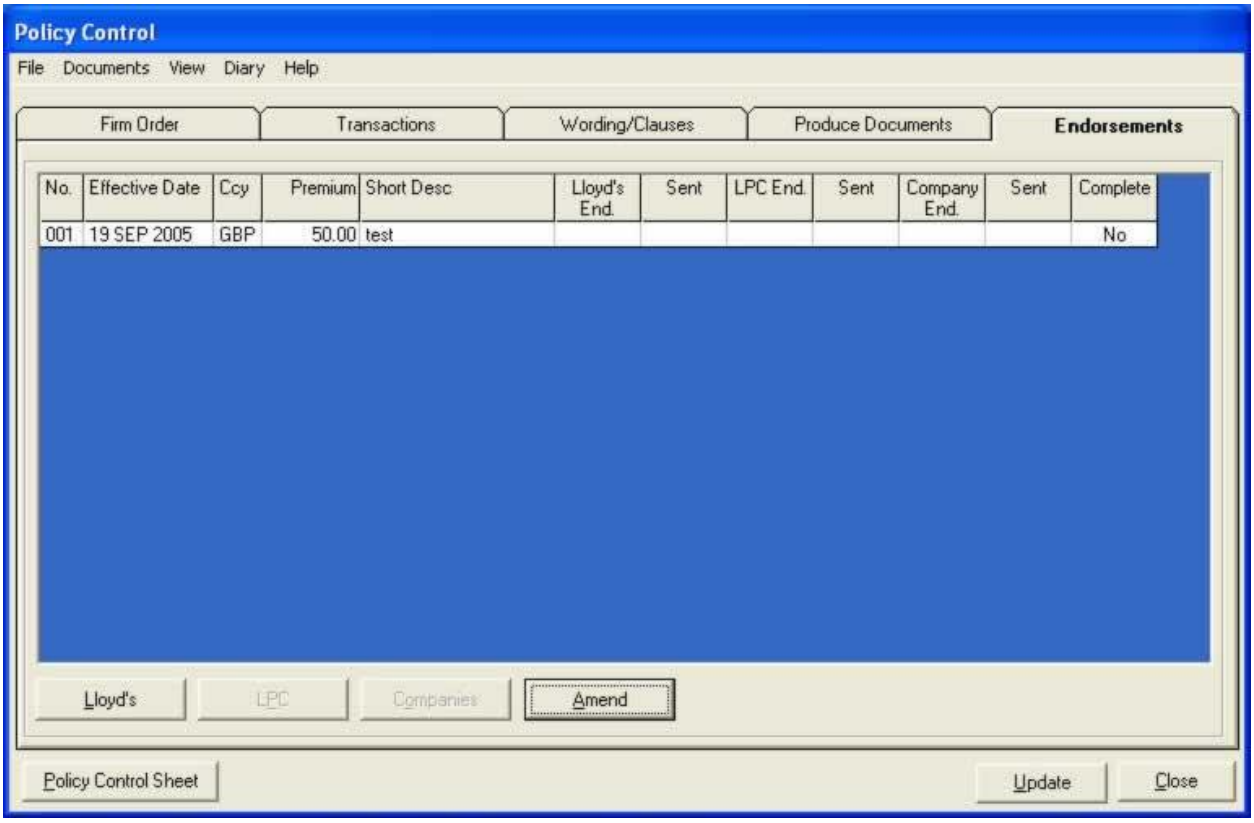
This tab allows the technician to complete stage two of the signing process which involves producing the full policy wording and also a Co-Insuring Policy document where applicable.



The screen will show you what documents are available to print. If they are greyed out this means that they are not applicable for this risk. To print out the full policy documents click on the  button. IBS will ask you to confirm that you wish to produce the documents, click on the Yes button to continue or No button to stop. This will then send the documents to the printer (As long as the templates have been set up) and place a date in the box provided. If there is a Co-Insuring Policy on the risk then repeat the above process to produce those documents. Once the documents have been sent to the Client you will need to manually put this date in the Sent to Client box, you will also need to select who has produced the documents from the drop down menu. Finally when you have completed all the printing tick the Policy Complete box at the top of the screen.

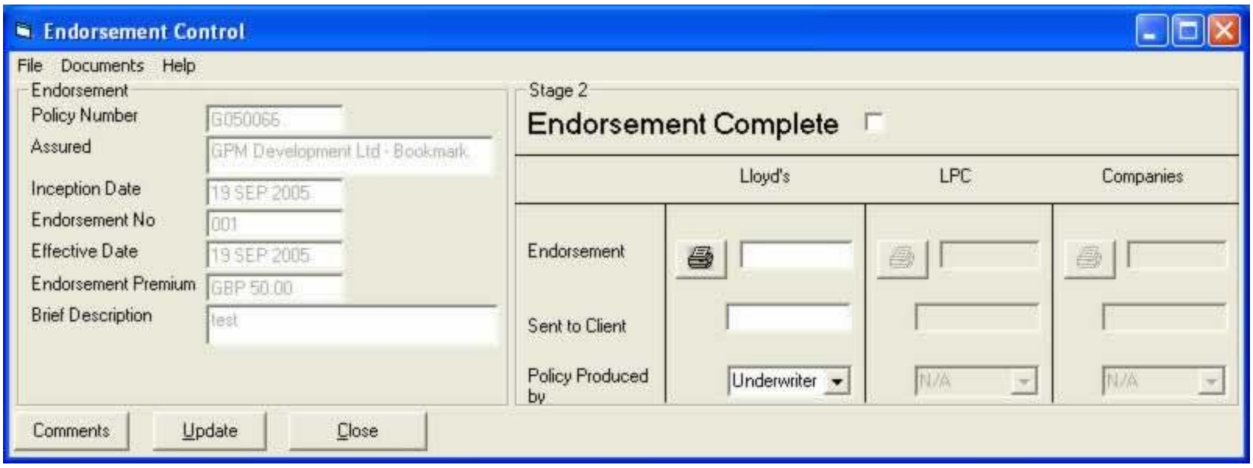
Endorsements

This tab allows the user to produce the addendum for the endorsement processed and also to indicate that the endorsement is completed.



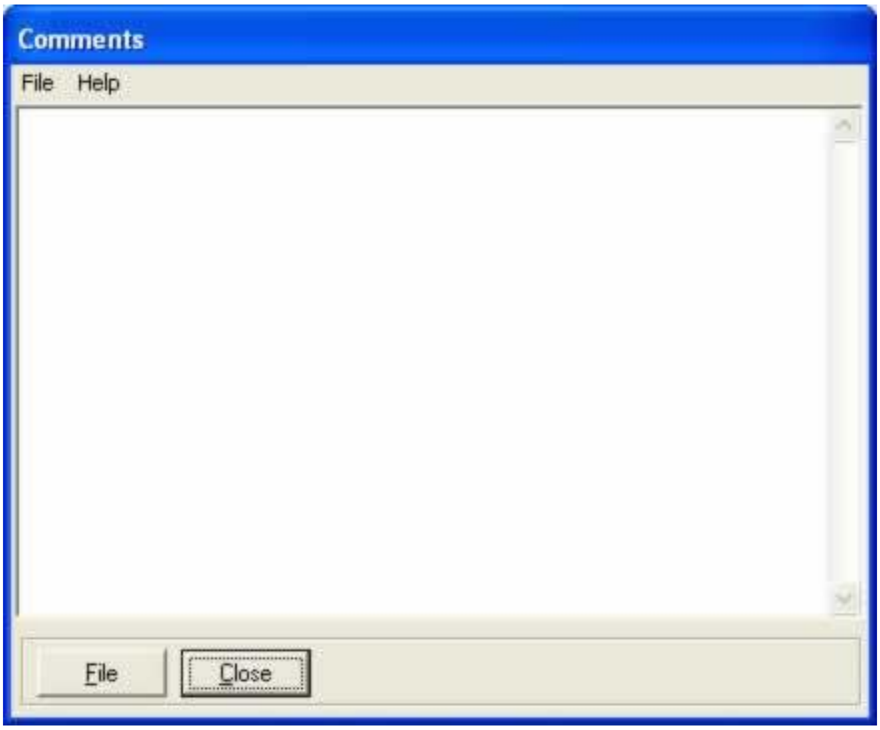
The buttons available to you at the bottom of the screen are dependent on the market assigned to the risk. In the above example Lloyd's is the only one available as they have 100% of the risk.

To produce the Endorsement Policy details either click the appropriate Lloyd's, LPC or Companies button which will automatically produce the document, this is the shortcut to producing the documents. The secondary way to produce the documents is to click on the Amend button. The following screen will be displayed.



This screen works in exactly the same was as the main Produce Documents tab, in respect that you can process the endorsement documents by clicking on the appropriate market print icon. This will automatically populate the date box. You will then need to add the 'Sent to Client' box with the appropriate date. Select the appropriate Policy Produced by entry by clicking on the button and selecting from the drop down menu.

From this screen you can also add comments by clicking on the appropriate button. The following screen will be displayed.

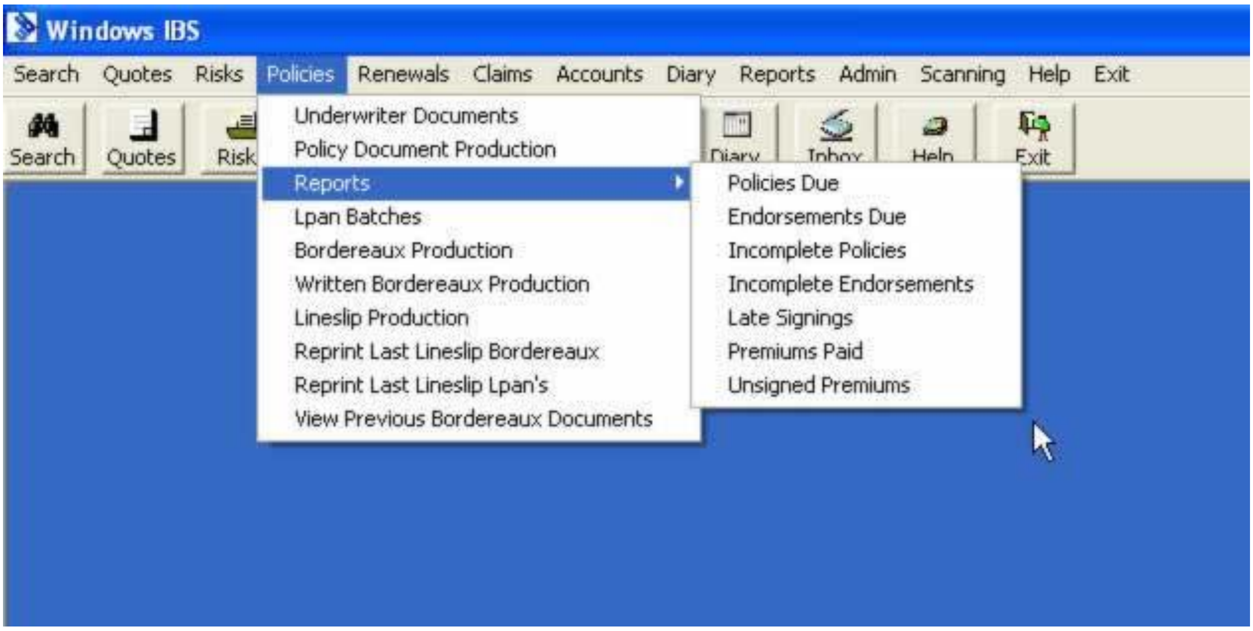


Add your comments and then click on the File button.

Finally when you have completed all relevant boxes click on the Update button. This will then save all amendments. From all of the above tabs the technician has the option to print a policy summary sheet which details the breakdown of the lines on the risk.

Policy Reports

There are numerous reports that can be processed for policy information. To access these click on Policy in the Menu bar then reports.



Policies Due

This report will list all policies (open market only) entered onto the IBS system where the Policy Production Option has not being selected. The headings listed on this report include Policy Number, Insured, Inception Date, Expiry Date, Payment Warranty Date (if applicable), Currency, Gross Premium and Account Handler. The report is sorted by Account Handler and Inception date. This report includes the option to download the information to Excel. To run this report select Policies from the menu bar, then Reports and finally Policies Due.

On running this report the technician will be presented with the option to select one of the records listed and create the policy documents which includes stage one and stage two signings. See the Policy Production section on how to do this.

Unsigned Premiums

This report will list all policies (open market only) where a premium has been processed but no underwriter documentation has being produced. To run this report select Policies from the menu bar, then Reports and finally Unsigned Premiums. You will then be prompted to enter the dates that you wish the report to run on. Once you have added these click on the OK button.

The headings listed on this report include Policy Number, Insured, Inception date, Expiry Date, Underwriter Due Date, Transaction Number, Gross Premium and Underwriter.

The report is sorted by Policy Number. This report includes the option to download the information to Excel.

Premiums Paid

This report displays all premiums paid and allocated on the ledger for a defined period of time. The dates from and to represent the matching date for the cash. To run this report select Policies from the menu bar, then Reports and finally Premiums Paid. You will then be prompted to enter the dates that you wish the report to run on. Once you have added these click on the OK button.

The headings listed on this report include Policy Number, Insured, Inception Date, Expiry Date, Underwriter Due Date, Transaction Number, Gross Premium and Underwriter.

The report is sorted by Policy Number.

On running this report the technician will be presented with the option to select one of the records listed and create the policy documents which includes stage one and stage two signings See the Policy Production section on how to do this. This report includes the option to download the information to Excel.

Incomplete Policies

This report lists policies where a policy control record has been created i.e. the policy control screen has been accessed and updated for the first time but no underwriter documentation has being produced. To run this report select Policies from the menu bar, then Reports and finally Incomplete Policies.

The headings listed on this report include Policy Number, Insured, Inception date and Expiry Date.

This report includes the option to download the information to Excel.

Late Signings

This report lists all policies where the underwriter documentation was produced after the underwriter due date. To run this report select Policies from the menu bar, then Reports and finally Late Signings. You will then be prompted to enter the dates that you wish the report to run on. Once you have added these click on the OK button.

The headings listed on this report include Bureau, Policy No, insured, Inception Date, Expiry Date, Uwtr Due Date, Pan/Closing Date, Transaction Date, Net Bureau Premium.

This report includes the option to download the information to Excel.

Endorsements Due

This report lists all policies where endorsements have been processed but no endorsement documents have being produced within the policy production module. To run this report select Policies from the menu bar, then Reports and finally Endorsements Due.

The headings listed on this report include Policy No, Insured, Inception Date, Expiry Date, End No, Effective Date, Ccy, Premium, Account Handler. The report is sorted by Account Handler and Effective Date.

On running this report the technician will be presented with the option to select one of the records listed and create the policy endorsement document attaching to the original policy. See the Policy Production section on how to do this. This report includes the option to download the information to Excel.

Incomplete Endorsements

This report lists all policies where endorsements have been processed but the endorsement complete flag on the endorsement tab in the policy production module is not ticked. To run this report select Policies from the menu bar, then Reports and finally Incomplete Endorsements.

The headings listed on this report include Policy No, Insured, Inception Date, Expiry Date, End No, Effective Date, Currency and Premium.

This report includes the option to download the information to Excel.