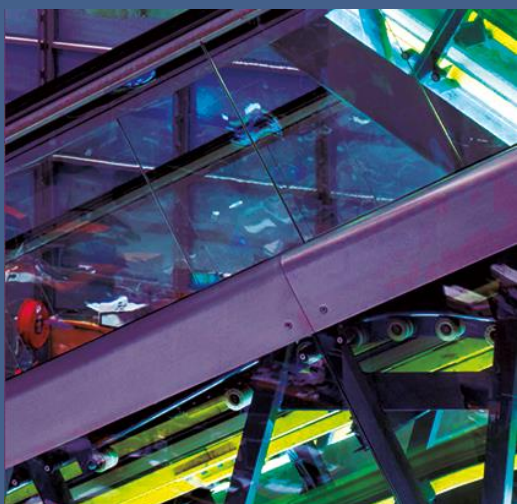




LMA GUIDE TO LONDON MARKET PROCESSING - GLOSSARY



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AN INTRODUCTION TO THIS EDITION

With the publication in August 2015 of the LMA Guide to claims, the LMA began extending its Guides to a wider audience through the formation of an LMA Guide Library. At the same time, this Glossary, which previously sat within the LMA Guide to London market Processing, has become a Guide in its own right.

Readers of either the LMA Guide to Claims or the LMA Guide to London Market Processing will probably want to cross refer to this Glossary from time to time.

The Lloyd's Market Association (LMA) represents the interests of Managing and Members' Agents within the Lloyd's community, providing professional and technical support to its members.

This Guide is produced to inform LMA members about London's processes and related change programmes. It is aimed at individuals with limited knowledge of, and involvement in, these subjects and is high level and non-technical.

This publication is re-issued quarterly. For more detailed or current information on any particular topic, please follow the links provided, contact the project sponsor or manager, or contact the LMA.

We very much welcome your feedback on the latest edition. Please send your feedback to [Keith Welch](#).

1. INTRODUCTION

1.1 Purpose of the Guide

This Guide aims to assist market practitioners in understanding the terms and names used by London market process practitioners. The over-arching goal is to provide a balance between detail and brevity.

The Guide will probably be read in conjunction with the other LMA Guides, currently:

- Claims
- London Market Processing

The full suite of Guides can be found in the [LMA Guides Library](#).

APPENDIX A - GLOSSARY OF TERMS

Phrase	Acronym	Description
A&S User Group	ASUG	An AAC practitioner group dealing with issues related to the maintenance and enhancement of A&S (A&S IMR and eAccounts) processes. The group is chaired by a Managing Agent and supported by the market associations.
A&S via IMR	A&S via IMR	As noted under 'Accounting and Settlement', below, for many years business processed via XIS was based on paper documents (LPANs). The process is now predominantly based on document images loaded to the IMR and known as A&S via IMR. 'Accounting and Settlement' (A&S) is increasingly moving to the use of electronic accounts which is based on the exchange of ACORD standard electronic data messages.
Access Control List	ACL	Used within various systems, an Access Control List specifies who is allowed to access a document or data record, usually the counterparties involved with a specific risk, premium or claim.
Accounting and Settlement	A&S	<p>A generic term covering the processing of technical accounts (closings) and financial accounts (settlements) between broker and insurer (or between broker and XIS where the insurer elects to use XIS to perform this and other functions on its behalf). For many years business processed via XIS was based on paper-based London Premium Advice Notes (LPANs); the process is now predominantly based on document images of LPANs loaded to the IMR.</p> <p>Sometimes the term A&S via IMR is taken to mean submissions specifically via the IMR as opposed to its replacement process electronic accounts (eAccounts). A&S is increasingly moving to use eAccounts or EBOT which are based on the exchange of ACORD standard electronic data messages.</p>
Accounting Splits (Carrier Accounting Entries) (Also known as Non-Fundamental Accounting Splits)		<p>The breakdown of a premium into amounts at which transactions are raised. These may be:</p> <ul style="list-style-type: none"> • 'fundamental accounting splits' - related to the fundamental structure of the risk as determined by the requirements of the broker's client or as dictated by the conditions imposed by insurers, or • 'non-fundamental accounting splits' - splits required for other reasons, mainly for an insurer's regulatory reporting. <p>A non-fundamental split from a broker's perspective may be fundamental from an insurer's perspective.</p>
ACORD4ALL		ACORD4ALL - an XIS service converting bureau legacy message EDI files (signing, settlement and claims) to individual ACORD GRLC XML equivalents of technical account, claim movement and financial account.
Advanced Premium Input at Xchanging	APIX	An XIS internal front-end application that displays incoming broker electronic accounts transactional data, enabling insurer accounting entry split production and the addition of contract data to support existing insurer (and broker) messaging. Traditionally LIDS and PoSH have included both processing logic and databases; APIX migrates the processing logic from LIDS and PoSH to a layer using more flexible software tools than those historically associated with 'mainframe applications'.
Android		An operating system designed primarily for touchscreen mobile devices such as smart phones and tablet computers. Unlike the other popular handheld operating system, iOS which is proprietary to Apple, Android is maintained by Google on an open source license basis.
Application software	App	Application software is computer software that causes a computer to perform specific tasks, for example payroll or underwriting system. While the term has been used by IT professionals for decades, the short-form term 'app' has gained popular usage with the rise of hand-held devices such as iPads, tablets and smart phones.

Phrase	Acronym	Description
Association for Cooperative Operations Research and Development	ACORD	<p>A global, non-profit standards development organization serving the insurance industry and related financial services industries. See the ACORD website for more information. ACORD standards are the successor to the LIMNET EDI standards adopted by the market in the late 1980s.</p> <p>ACORD manages three key data standard sets - AML (typically used in Asia Pacific), GRLC (typically used in the UK and Europe), and P&C (USA).</p> <p>ACORD is domiciled in the USA, and registered as an SDO (Standards Development Organisation) with the US Department of Justice. SDO designation means that ACORD has implemented and adheres to governance structures and processes which comply with antitrust/anti-competition laws. These include:</p> <ul style="list-style-type: none"> • processes for the maintenance and upgrade of data standards, detailing change request, review, approval and publication rules and requirements • a standards governance structure which ensures oversight from industry membership representatives. <p>Compliance with Antitrust laws are conferred to companies involved in the ACORD-facilitated standards setting process.</p>
ACORD Certified Expert	ACE	ACORD Certified Expert (ACE) is a designation demonstrating knowledge and proficiency in the use of ACORD standards and implementation.
ACORD GRLC	GRLC	Global Reinsurance and Large Commercial, the ACORD standard used in the London bureau and non-bureau markets and Europe. The standard supports a range of business message types covering the risk lifecycle from placing through accounting, endorsements and claims.
ACORD AML	AML	ACORD Messaging Library, the ACORD standard developed with the intention to become the global standard embracing both GRLC and P&C. Initial implementations have been in Australia and South Africa for personal and small commercial insurance.
ACORD P&C	P&C	Property and Casualty, the ACORD standard used in North America. This standard is focused on requirements for personal and commercial insurance.
Associations' Administration Committee	AAC	A practitioner based group established by the LMA and IUA to manage the market's contract and relationship with XIS as for the IMR and related infrastructure.
Atlas		Atlas is a Lloyd's portal that supports the management of Coverholders for Coverholder applications, including branch applications, changes to Coverholder permissions that are applied centrally by Lloyd's, and provision of annual compliance data to Managing Agents and Lloyd's brokers. Atlas does not collect any data on individual contracts or policies. Further information is available on the Lloyd's website .
Binding Authority Registration website	BAR	The Lloyd's portal for brokers and Managing Agents for the registration of Lloyd's Binding Authorities.
Broker (Claims) Portal		<p>The ECF and ECF2 projects delivered significant benefits to the Lloyd's claims process, both to market practitioners involved in managing claims and, more importantly, to the brokers and their clients who benefit from a speedier claims service.</p> <p>For brokers accessing ECF directly, rather than via their internal claims systems, the portal provides reductions in the query rate of ECF claims through an easy to use document management facility and improvements to business data validation. Additionally, the portal provides easier to use screens and a single log-on to improve the broker usage experience.</p>
Broker (or bureau) Signing Message	BSM	The EDI message to support premium advices transmitted to brokers.
Broker Signing Number and Date	BSND	The signing number and date produced by eAccounts (but not for paper or A&S via IMR premium submissions) for the brokers (as opposed to a CSND sent to insurers). The BSND can be at a higher (fundamental) level whereas the CSND is at the non-fundamental (accounting/reporting) split level.

Phrase	Acronym	Description
Bureau		Colloquial London terminology for XIS, increasingly being replaced by 'Central Services.'
Business Implementation Group - Ruschlikon	BIG	The Ruschlikon Business Implementation Group (BIG) that reports to the Ruschlikon Steering Group.
Business Process Design Authority	BPDA	The governance group tasked with analysing and designing solutions to support the electronic placing programme reporting to the Placing Support Steering Group (PSSG).
Carrier		An increasingly frequently used term to indicate an insurer. The term 'insurer' has traditionally been used in London but within the ACORD GRLC standard, which originated in USA, the term 'insurer' is used. With the rise in usage of EBOT by London entities, the term 'insurer' is emerging.
Carrier Accounting Entry Service	CAES	A service provided by XIS at the request of IUA and LMA members to eliminate the Londonism of the broker creating non-fundamental accounting splits. Brokers opting to use the service submit premium transactions to XIS at fundamental level, leaving XIS to create the detailed splits.
Carrier Signing Number and Date	CSND	The signing number and date produced by eAccounts (but not for paper or A&S via IMR premium submissions) for insurers (as opposed to a BSND sent to brokers). The CSND is at the non-fundamental (accounting /reporting) split level, whereas the BSND can be at a higher (fundamental) level.
Central Services		Historically the term 'Bureau' has been used for XIS. However, this is increasingly being replaced by 'Central Services.'
Central Services Refresh Programme	CSRP	CSRP is a collaborative cross-market programme to deliver improved services and infrastructure for Central services (AKA the bureau or XIS). (Formerly known as Project Darwin with the concept of refreshing the market's central services platform, CSRP has evolved considerably.) These enhanced and extended services will make it easier for brokers to do business in the London market and will also enable improvement in the acceptance, capture and storage of more consistent, richer risk and claims data. CSRP is governed by LMG.
Claims Agreement Screen	CAS	An enhancement to ECF, delivered in the ECF2 implementation, to improve the ease by which an insurer can agree a claim.
Claims Implementation Board	CIB	The Board responsible for implementing the Lloyd's claims Transformation Programme. CTP was completed in 2014.
Claims Loss Advice and Settlement System	CLASS	CLASS enables brokers to load claim data and some supporting information so that insurers can agree, query and reject claims 'on line'. CLASS uses the LIMCLM EDI message. Combined with the IMR, CLASS underpins ECF. Strictly speaking three variants are used within the market, reflecting market heritage - ILU CLASS, LIRMA CLASS, and CLASS@LLOYD'S. The term is also sometimes confused with the use of 'XCS CLASS' - see entry below under 'Converged claims office system'.
Claims Services Review Board	CSRB	The LMA committee, reporting to the Market Processes Committee, responsible for managing the delivery by XCS of its claims services to Managing Agents (see also the LMA website).
Claims Talent Programme	CTP	Previously part of Lloyd's Claims Transformation Programme, the Claims Talent Programme is now part of the Lloyd's Talent Programme. It includes the Claims Graduate Programme (developed for graduates wishing to specialise in the area of insurance claims) and Claims Practitioners Programme (an intensive ten month modular programme covering all key aspects of claims handling and management).
Claims Transformation Programme	CTP	A Lloyd's programme, initiated in 2008 and completed in 2014, to enhance Lloyd's reputation for fair and fast claims handling and to place claims on a par with underwriting in terms of creating competitive advantage for firms and the market as a whole.

Phrase	Acronym	Description
Claims Workflow Service	CWS	A service provided by XIS / XCS using ECF2 enabling insurers to connect to a central claims workflow service. Used by insurers that do not use wish to develop their own claims workflow system. See also 'Claims Workflow Triggers' (CWT).
Claims Workflow Triggers	CWT	An enhancement to ECF, delivered in the ECF2 implementation. The Triggers (messages) are fed into an insurers own claims workflow system. See also 'Claims Workflow Service' (CWS).
Contract certainty		The contract certainty project commenced in 2004 with an FSA challenge to the UK insurance industry to end the 'deal now detail later' culture. Contracts are agreed providing the insured with greater certainty over what it has bought and the Insurer has greater certainty over what it has committed to. Contract certainty also brought operational improvements across the industry, reducing risk and improving service. It is achieved by the complete and final agreement of all terms between the insured and the insurer at the time that they enter into the contract, with contract documentation provided promptly thereafter.
Converged claims office system	XCS CLASS	In the mid 2000s XCS replaced their two internal claims systems with a single system sometimes known as 'converged claims'. Part of the technology used is a variant of CLASS, occasionally leading to use of the misleading term 'XCS CLASS'. However, this should not be confused with 'CLASS' which is a market accessible system - see entry above.
Cross Market Messaging Group	CMMG	An LMA supported group which operates jointly on behalf of the LMA and IUA as a centre of knowledge and expertise for dealing with and advising on technical issues in relation to the use of, and changes to, London market insurance business messages (see also the LMA website).
Crystal		Complemented by the Lloyd's Risk Locator tool, Crystal (which is located on Lloyd's website) provides Lloyd's market participants with details of Lloyd's worldwide trading status including access to international regulatory and taxation requirements. See Lloyd's website .
Customer Representatives Group	CRG	A senior governance group established as part of the Central Services Refresh Programme which represents the IUA, LMA and Lloyd's as customers within a commercial relationship with Xchanging as it relates to the run and change aspects of the Xchanging Ins-Sure Services (XIS) operations.
(Project) Darwin		See Central Services Refresh Programme (CSRP).
Data Capture Service	DCS	General term for a service to capture data but also used in this Guide to refer to a component of (Project) Genesis.
Data Universal Numbering System	DUNS	The DUNS number is a nine-digit number, issued by Dunn & Bradstreet, assigned to each location of the business which has a unique, separate, and distinct operation for the purpose of identifying them.
Dedicated Market Acceptance Test Environment	DMAT	An environment provided by a supplier to enable market users to test new market systems prior to live implementation. Traditionally associated with XCS and XIS (and their predecessors LCO, LPSO and LPC) the prefix 'dedicated' was introduced in 2016 to reflect the introduction of a permanent environment to replace the temporary MAT environments previously used.
Deferred Scheme		An historic premium processing arrangement designed for processing efficiency whereby the broker can submit one set of signing documentation along with a set of instalment dates to XIS. The submission is treated as a single transaction but each instalment is set up as an individual premium payment which, by default, is automatically debited from the broker on the due date. However, 'delinking' and, more recently, increasing regulatory broker 'client monies' management requirements and the adoption of EBOT will see the Scheme phased out as brokers move to a 'pay when paid' approach.
Delegated Authority Operations Committee	DAOC	The LMA committee, reporting to the MPC, tasked with identifying and promoting the common interests of LMA members as regards any matter relating to the operation of delegated underwriting facilities.

Phrase	Acronym	Description
Delinking		Separation of the premium technical account and financial transaction, facilitating earlier query resolution and allocation of a signing number and date, faster cash flow, and timely policy signing. Optional with paper or A&S via IMR submissions, default with the use of eAccounts and EBOT.
(Lloyd's) Direct Reporting Service	LDR	An initiative to enable Syndicate Service Companies to provide regulatory and taxation data directly to Lloyd's rather than using XIS.
Document File Viewer	DFV	An enhancement to ECF, delivered in the ECF2 implementation, that 'stitches together' the claims documents related to a specific claim into a single document.
Document Repository Interoperability	DRI	An ACORD technical standard that supports the automatic interchange of free-format documents between repositories.
DRI Slice		An element of the ACORD DRI standard Introduced with eAccounts R2, 'DRI Slice' enables brokers to submit ACORD premium TA entries to XIS with links to the related documentation (for XIS to retrieve) rather than providing a copy of the documentation in the submission.
Ebix		An American software house specialising in insurance systems. In 2012 Ebix acquired TriSystems, the London Market software house and followed that in April 2013 with the purchase of the Qatarlyst (formerly Ri3K) placing platform from the Qatar Financial Centre Authority.
Electronic Accounts	eAccounts	This work-stream replaced the Bureau document-based repository A&S (A&S via IMR) and delivered a range of benefits resulting from the electronic exchange of structured premium data. The implementation of eAccounts was completed in June 2014. As of November 2014, the CSRP PbS project will migrate electronic accounts from the 'EBOT+bureau variances' model to using 'pure' EBOT.
Electronic Accounts Management Group	EAMG	The governance body, reporting to AAC, tasked with developing the market's electronic accounting capability. As of June 2014, with the completion of eAccounts implementation, the group was wound down and responsibility for adoption of eAccounts was handed to AAC.
Electronic Accounts Implementation Group	EAIG	A sub-group of EAMG tasked with driving the take-up of eAccounts in the London bureau market. As of June 2014, with the completion of eAccounts implementation, the group has been wound down.
Electronic Accounts Process Group	EAPG	A sub-group of EAMG tasked with resolving process issues arising from the development and implementation of eAccounts in the London bureau market. As of June 2014, with the completion of electronic accounts implementation, the group has been wound down.
Electronic Claim File	ECF ECF1 ECF2	An integrated service for claims handling and processing delivered through a combination of the Insurers Market Repository (IMR) and the Claims Loss Advice and Settlement System (CLASS). ECF2 provides additional functionality to enhance the underwriter use of the ECF platform. While some user functionality only exists in ECF2, the terms ECF and ECF2 are inter-changeable in the context of the market's ability to agree and process claims electronically. ECF (also known as ECF1) will be phased out during 2016.
ECF Write Back	Write Back	Implemented in November 2015, Write Back allows the claims agreement parties to operate entirely from within their own systems to review and respond to claims without direct recourse to the central ECF system provided by XIS / XCS.
ECF User Group	ECFUG	A practitioner based group, reporting to the AAC, dealing with issues related to the development and adoption of ECF. The group is supported by the LMA.
eAccounts - electronic accounting	eAccounts	An initiative to replace paper and A&S via IMR-based premium submissions by brokers to XIS with submissions using ACORD structured data messages. This includes the ability for brokers to make fundamental-level submissions to XIS who then create and deliver the detailed accounting information required by Lloyd's and some other insurers (non-fundamental premium accounting data).

Phrase	Acronym	Description
Electronic Back Office Transactions	EBOT	The use of ACORD GRLC messages for the management of accounting processes. As of November 2014, eAccounts uses an 'EBOT+bureau variances' model whereas Ruschlikon UK uses 'pure' EBOT. The CSRP PbS project will migrate electronic accounts to using 'pure' EBOT.
Electronic Claims Office Transactions	ECOT	The use of ACORD GRLC messages for the management of the claims processes.
ECOT+	ECOT+	A redundant term retained in the Glossary for information. 'ECOT+', was an initiative to extend the standard ECOT message. During 2013 the Ruschlikon community agreed to refocus development on the standard ECOT message and ECOT+ development was closed.
Electronic Data Interchange	EDI	A standard for the electronic exchange of structured transmission of data between organizations from one computer system to another, i.e. from one trading partner to another. The London market adopted EDI in the late 1980s. EDI is being replaced by ACORD messaging on a piecemeal basis.
Electronic Data Interchange For Administration, Commerce, and Transport	EDIFACT	An international EDI standard developed under the United Nations. The work of maintenance and further development of this standard is done through the United Nations Centre for Trade Facilitation and Electronic Business.
Electronic Endorsements (Electronic support for endorsements)		An LMG-sponsored initiative, implemented in 2012, to support the broking of endorsements using ACORD messaging rather than paper. It is anticipated that as PPL is implemented 'electronic endorsements' will be integrated into PPL to ultimately support a broad placing lifecycle.
Electronic London Premium Advice Note	ELPAN2	The (now obsolete) use of ACORD messages for the management of accounting and settlement processes for insurers using XIS. ELPAN2 has been subsumed into eAccounts.
Electronic Market Reform Contract Endorsement	eMRCE	The (now obsolete) initiative to implement processes to transact MRCE using email and other forms of non face-to-face communications.
Electronic Placement		See Placing Support.
Exposure Data Design project	EDP	A project that ran during 2014, led by the Exposure Management Working Group (EMWG) to define a set of practical solutions for the organisation, maintenance, and communication of exposure and related information on behalf of catastrophe (cat) modellers working in the Lloyd's market. By defining exposure data in a consistent structure, it can be moved efficiently between business units, business partners, applications, reporting systems and models, without the need for repetitive cleansing of the data.
Financial Account	FA	The concept, developed under delinking, of separating the premium accounting data (TA - technical account) from the agreement to settlement transaction (FA - financial account). ACORD maintain the TA and FA standards.
Financial Conduct Authority	FCA	As of April 2013, a regulatory body of the UK's financial services industry which, together with the PRA, replaced the Financial Services Authority (FSA).
Financial Services Authority	FSA	The former regulatory body of the UK's financial services industry, replaced by the Financial Conduct Authority (FCA) and Prudential Regulation Authority (PRA) in April 2013.
For Declaration Only	FDO	A bureau transaction that is set up with a zero original premium as the policy record. Risks attach as declarations to the FDO and are typically processed by Central Services as bulked APs or Treaty Statements rather than individual MRCs/premiums.
Foreign Insurance Legislation code	FIL (code)	Lloyd's reporting codes applied to accounting transactions to drive the correct financial statistics to overseas regulators and tax authorities. They are also used to derive Trust Fund codes.
Future Process Review		An LMG-sponsored exercise to identify likely future process requirements. Subsequently provided an input to the Future Services Register.
Future Services Register	FSR	A list of the market's future central processing requirements produced by the Central Services Refresh Programme (CSRP).

Phrase	Acronym	Description
General Underwriters' Agreement	GUA	The GUA provides a standard means of defining the processes for agreeing contract changes for business placed on a subscription basis. It includes schedules, specific to classes of business, which define the categories of contract changes that require agreement by the leader only, specified insurers, or all insurers.
Global Reinsurance and Large Commercial	GRLC (Formerly RLC)	See ACORD GRLC.
(Project) Genesis		A 2013 MA initiative to consider potential technology improvements to the placing and risk data capture elements of the risk lifecycle. The initiative led to the development of the Data Capture Services (DCS) provided by XIS.
Insurance services for Asia (AKA Singapore shared services)		A Lloyd's initiative to remove some of the processing challenges faced by some Singapore Managing Agent service companies through economies of scale, consistent processing and a 'single interface' for brokers. The scope of these services includes risk registration, quality assurance of slips and data, premium processing, credit control, central settlement, claim settlements and regulatory reporting.
Insurers' Market Repository	IMR	Infrastructure owned and funded by London market insurers, both Lloyd's and companies, which provides a common repository for documentation to support accounting and settlement and claims processes.
Intelligent Character Recognition	ICR	Software to capture and transform paper documents into application-ready structured information. Technically more recent technology than OCR (Optical Character Recognition).
Institute of London Underwriters	ILU	Until 1998 ILU was a company market insurers' association. In January 1998 it merged with the London International Insurance and Reinsurance Market Association to form the IUA (International Underwriting Association of London). As such, ILU no longer exists. However, company market premium and claims processing still uses elements of the ILU business rules, that is business practices which were agreed in the days of ILU. See also LIRMA.
International Underwriting Association of London	IUA	The body representing international and wholesale insurance and reinsurance companies (see the IUA website).
iOS		An Apple proprietary operating system which is used on Apple iPad, iPhones and computers. Compares with Android which is maintained by Google on an open source license basis.
Legacy Accounting		Legacy Accounting is a short-term (typically up to three years) issue encountered by some brokers adopting eAccounts. It occurs when they originally closed a risk (original premium) using A&S via IMR submissions and want to manage subsequent AP / RP transactions via eAccounts. The issue ceases when an original premium and subsequent AP / RP transactions are all managed through eAccounts.
Lloyd's Market Association	LMA	The association representing the interests of Managing Agents operating in the Lloyd's insurance market (see the LMA website).
Lloyd's Market Association Claims Committee	LMACC	The primary LMA committee for overseeing claims matters.
Lloyd's and London Market Introductory Test	LLMIT	LLMIT was a multiple choice examination for those new to the London insurance market, or for those who want to gain a wider understanding of how this market operates. As of 2015, LLMIT has been replaced by the Chartered Insurance Institute (CII) London Market Insurance (LM1 and LM2) examinations. See the CII website for further information.
Lloyd's Insurance Data System	LIDS	The XIS internal system used to process and store risk premium and policy history for the Lloyd's market. See also PoSH and APIX.
London and International Insurance Brokers' Association	LIIBA	The association representing the interests of insurance and reinsurance brokers operating in the London and international markets (LIIBA website).

Phrase	Acronym	Description
London International Insurance and Reinsurance Market Association	LIRMA	Until 1998 LIIRMA was a company market insurers' association. In January 1998 it merged with the Institute of London Underwriters (ILU) to form the IUA (International Underwriting Association of London). As such, LIRMA no longer exists. However, company market premium and claims processing still uses elements of the LIRMA business rules, that is business practices which were agreed in the days of LIRMA. See also ILU.
London Irrecoverable Payment Protection Scheme	LIPPS	The service provided by XIS to IUA Insurers to provide Central Settlement with brokers. The Company equivalent of Lloyd's STFO services.
London Insurance Market Claims Message	LIMCLM	The current London market standard EDI claims message.
London Market Document Centre	LMDC	Also known as 'the barrier', the LMDC is a City-based 'postal centre' for brokers to drop off (or collect) paper-based premium, policy and claims submissions for subsequent processing by XCS or XIS. While premium, policy and claims processing is now predominantly electronic, the LMDC continues to handle the small numbers of paper files.
London Insurance Market Network	LIMNET	A late 1980s predecessor of today's LMG-led activity, consisting of Lloyd's and the insurer and broker associations of the day, and responsible for market modernisation and standards. This body also acted as the standards body to progress the adoption of EDI in the market.
London Market Group	LMG	The senior market-wide body responsible for promoting process modernisation through consensus between its principal participants - LMA, IUA, LIIBA, Lloyd's - and members of the constituencies they represent (see the LMG website).
London Market Group Secretariat	LMGS	The office providing administrative and technical support to the LMG and to London's modernisation programme.
London Market Target Operating Model	LM TOM	A target operating model defining how the future London market would provide access to brokers and policyholders, and the associated support services and processes. See also the Post bind Submission (PbS) TOM which is <u>not</u> interchangeable with the LM TOM .
<i>London Matters</i>		In 2014 LMG commissioned a fact-based assessment of the value and competitiveness of the London market. This was designed to aid promotion of the market, inform discussions with Government and regulators, and understand the rationale of brokers and policyholders when selecting where to buy their insurance in an increasingly global market. The resulting report, <i>London Matters</i> , is available from the LMG website and underpins LMG's activities.
Lloyd's Outwards Reinsurance (Scheme or Service)	LORS	An XIS system that replaced the submission of reinsurance credit / debit notes to LPSO (XIS) for data entry to support the processing of reinsurance of Lloyd's Syndicates. The system provides a broker and underwriter service that is interoperable between messaging ('EDI') and an online ('interactive') platform.
London Placing Implementation Guide	LPIG	A suite of technical documentation setting out agreed implementation protocols for the use of ACORD standards to support the placing process in London. Available from the LMA website .
London Premium Advice Note	LPAN	A document (originally paper, now almost exclusively an image on the IMR) to communicate technical account information from broker to XIS where an insurer has elected to use XIS to process business on its behalf. Similar to a closing for non-XIS business.
Londonism		A colloquial term indicating a process or other characteristic of the London insurance market which is inconsistent with processes or characteristics of other insurance markets. London-isms are often referred to as being negative, meaning that they create additional cost or act as barriers to entry or disincentives for brokers to place business in London compared to other markets. However, London-isms can also be positives. For further information on the analysis of London-isms, contact the LMA.

Phrase	Acronym	Description
Market Processes Committee	MPC	LMA's principal committee, reporting to the LMA Board, concerned with defining and overseeing Managing Agent strategy for market process issues (see also the LMA website).
Market Reform Contract	MRC	An ACORD-based standard adopted by the London insurance market for risk placement documentation.
Market Reform Contract Endorsement	MRCE	An ACORD-based standard adopted by the London insurance market for endorsement documentation.
MRC builder		See SmartForms.
Market Wordings Database	MWD	An XIS online system providing a database of wordings to the market. Also used by XIS to produce policies mandated by Lloyd's.
Message Management Tool	MMT	A system utility that incorporates a number of functions; receiving messages, delivery of the message to applications that unpack/validate, handling returns of messages (e.g. response messages) and online enquiry and update facilities, including message response functions.
Netsett (formerly Sorrento)		An Xchanging initiative to offer centralised and netted settlement to global (re)insurers. See also Non-bureau working group (NBWG).
Non-bureau accounting		In May 2014 the non-bureau and UK Ruschlikon communities were merged into 'Ruschlikon UK'. Previously the LMG-sponsored work stream focussed on introducing electronic accounting to companies operating outside of the bureau to compliment the bureau equivalent electronic accounts work stream.
Non-Bureau Working Group	NBWG	The LMG-sponsored companies market group managing implementation of non-bureau accounting prior to the merger, in May 2014, with the Ruschlikon community to form Ruschlikon UK.
Non Fundamental Splits		The breakdown of a premium payment into smaller amounts to achieve a level of transaction that meets Lloyd's Tax and Regulatory requirements. See also CAES.
(Original) Signing Number and Date	(O)SND	A reference applied by XIS to each premium or claims transaction (unique to that transaction).
OASIS	OASIS	The Oasis project seeks to create an easily accessible alternative platform for catastrophe modelling for use by managing agents. The platform looks to provide a shared service that will support a number of catastrophe models over time.
Optical Character Recognition	OCR	Technology that enables unstructured documents to be converted into machine-readable data. Technically older technology than ICR (Intelligent Character Recognition).
P&C (ACORD P&C)	P&C	See ACORD P&C.
Peer to peer	P2P	The transfer of messages directly between two counter-parties rather than via a central service provider or hub such as The Exchange.
Placing Platform Limited	PPL	A company set up by the market associations on similar lines to TMEL to explore the basis of contracting with a supplier to provide a market placing platform (aka utility platform).
Placing Support		As defined by the Placing Support Steering Group, 'The use of electronic processes, compliant with ACORD GRLC international data standards, for the submission of risk details, the agreement of terms, and contract formation for all risk placements and contract amendments in the London market, enabling the selective use of negotiation outside the electronic process where required by trading partners.'
Placing Support Steering Group	PSSG	The senior governance body, reporting to LMG, tasked with developing the market's Placing Support capability and driving adoption. The Group does not currently meet.
Policy Signing History	PoSH	The XIS internal system used to process and store risk premium and policy history for the London companies' market. See also LIDS and APIX.
Portable Document Format	PDF	An ISO standard document file format that facilitates document exchange regardless of the software used to create the original document. PDF was originally developed as a proprietary standard by Adobe and is still often referred to as 'Acrobat'.

Phrase	Acronym	Description
Post-bind Submission	PbS	A project within the Central Services Refresh Programme (CSRP) focussed on using 'pure' ACORD EBOT/ECOT messages as a new submission channel to Central Services (the bureau). These standards are the preferred mechanism through which 'globally aligned' processes should be driven across the London Market. See the LMG website for more information.
Post bind Submission Target Operating Model	PbS TOM	A target operating model defining how the Central Services Refresh Programme Post bind Submission services would interact with the market. See also the London Market TOM (LM TOM) which is <u>not</u> interchangeable with the PbS TOM .
Premium Payment Improvement Working Group	PPIWG	A mid-2000s London cross-market group tasked with identifying improvements to the settlement of premium from brokers to insurers.
Process Advisory Group	PAG	A sub-group of XRB tasked with working with XIS to manage processing issues on behalf of XRB.
Professional Management Group	PMG	The Professional Management Group was established by the Customer Representatives' Group (CRG) to work closely with market governance groups such as MPC and XRB to improve and leverage the overall relationship with Xchanging and XIS & XCS. Through PMG, Lloyd's and company market insurers aim to be a better and more demanding client of XIS & XCS, be better coordinated across the various parts of the Xchanging and XIS & XCS relationship and to leverage the relationship to maximise the value it delivers for insurers.
Project Tomorrow		A Lloyd's-led project to facilitate coverholder reporting data using ACORD XML (AML) with data being sent to the Lloyd's market on a weekly basis straight through to systems in London with no rekeying.
Prudential Regulation Authority	PRA	As of April 2013, a regulatory body of the UK's financial services industry which, together with the FCA, replaces the Financial Services Authority (FSA).
Qatarlyst		Qatarlyst began life as Ri3K, a placing platform in use in the London Market. In the late 2000s, the Qatar Financial Centre Authority acquired the platform. In April 2013 Ebix, an American software house specialising in insurance systems, acquired Qatarlyst. See also Ebix.
(Global) Reinsurance and Large Commercial	RLC - see GRLC	The ACORD standard used in the London market. Formerly RLC, now known as GRLC.
Lloyd's Tax and Regulatory Reporting Data Splits	Reporting splits	The breakdown of a premium payment into smaller amounts to achieve a level of transaction that meets Lloyd's Tax and Regulatory requirements.
Right first time	RFT	The concept of brokers providing error-free accounting information to insurers or the bureau, thus avoiding queries being raised or submission rejection and subsequent rework.
Risk locator tool		A Lloyd's tool that has been developed to compliment the risk locator guidance notes on Crystal. The tool is Lloyd's response to requests for more support from Lloyd's in determining the correct location of the risk for tax purposes as other tax tools available to the market presuppose this has already been established. See the Lloyd's website for further information.
Ruschlikon		Swiss Re's conference location where the 'Ruschlikon Initiative' was originally conceived.
Ruschlikon Initiative		The 'Ruschlikon Initiative' sets out a back office process for premium and claims accounting using the ACORD GRLC standard for global broker and (re)insurers.
Ruschlikon UK		As of May 2014, the non-bureau accounting and UK Ruschlikon communities have been merged into 'Ruschlikon UK'.
(Lloyd's) Settlement and Trust Funds Office	STFO	The department in Lloyd's which manages Lloyd's central settlement through which XIS and XCS settle claims and premiums transactions. The Lloyd's equivalent of LIPPS for company insurers.

Phrase	Acronym	Description
SmartForms (also known as 'MRC builder')		A 'proof of concept' to support the LMG vision of the electronic exchange of structured data between brokers and underwriters. SmartForms is a series of screens used to create MRC/MRCEs that enable structured ACORD compliant data to be automatically produced. The broker follows an interview based process to create the MRC/MRCE with output for the broker as a PDF or Word version of the MRC/MRCE and an XML file containing the MRC/MRCE data in a structured ACORD compliant format. If the broker changes any of the details on the MRC/MRCE, the underlying data will be updated and reflected in a new version of the MRC/MRCE.
Smart phone		A mobile phone that performs many of the functions of a computer, typically having a touchscreen interface, internet access, and an operating system capable of running downloaded apps.
Sorrento - see Netsett		See Netsett - an Xchanging initiative to offer centralised and netted settlement to global (re)insurers. Now called Netsett.
Structured data (see also unstructured data)		Information contained in a message such as an XML document which conforms to a set of rules regarding data structure and intended usage. Structured data can be reused at any point in the process chain for ancillary processes. An ACORD message contains four types of structured data: 1. References: for example, client contract reference. 2. Coded lists: for example, countries or classes of business. 3. Percentages and Currency Amounts: for example, written lines or premiums. 4. Text descriptions: free text for descriptions and key clauses.
Syndicate Claim Message	SCM	The EDI message to support claims advices transmitted to Lloyd's Syndicates.
Systems Group		The LMA committee, reporting to the MPC, which provides a focal point to consider systems and technology matters within the Lloyd's market community (see also the LMA website).
Tablet or tablet computer		A lightweight computer, typically with limited storage facilities and a touchscreen keyboard, that is dependant on Wi-Fi or the public mobile phone data network for communications.
Target Operating Model	TOM	The term became prevalent within the market in 2014 with the development of the Central Services Refresh Programme. However, the term is generic. An operating model is the manifestation of the operation's strategy - explicit choices about the best deployment of an organisation's elements to achieve the business goals. It describes how an organisation operates across process, organisation and technology domains in order to deliver value defined by the business model. In essence, it is the delivery vehicle of a business model. There are currently two uses of the term 'TOM' in the market which <u>ARE NOT</u> interchangeable: <ul style="list-style-type: none"> • London Market TOM (LM TOM) • PbS TOM
Technical Account	TA	The concept, developed under delinking, of separating the premium accounting data (TA) from the settlement transaction (FA - financial account). TAs facilitate earlier resolution of queries and the allocation of a signing number and date, faster cash flow, and timely policy signing. ACORD maintain the TA and FA GRLC standards.
The Exchange	TMEL	The Exchange is a messaging service that enables brokers, underwriters, service providers, and IT suppliers to send and receive information securely between multiple parties, to one common standard through a single connection. Initiated by Lloyd's, The Exchange has been migrated to a mutualised market utility, The Message Exchange Limited (TMEL).
Third Party Administrators Central Database	TPA db	A central database for managing Third Party Administrators (TPA). It is designed to reduce multiple information requests from Managing Agents, enhance governance and increase efficiency around the collection and validation of generic operational information.

Phrase	Acronym	Description
Transaction Reference	TR	Used within a number of systems and processes, a Transaction Reference refers to a transaction attaching to a risk or claim.
Underwriters Signing Message	USM	The EDI message to support premium advices transmitted to Lloyd's Syndicates.
Unique Claims Reference	UCR	A reference applied to a claim record being processed through Central Services.
Unique Market Reference	UMR	The primary reference created by brokers and used by the Market to identify a contract.
Unstructured data		Information that is used to support structured information, typically in the form of a document, and sent as an attachment (file) to the XML message. For example, detailed clauses, MRC and wordings. See also structured data.
Xchanging (Xchanging Claims Services) (Xchanging Ins-Sure Services)	XCS XIS	Xchanging is a publicly listed outsourcing company providing back office and centralised processing services. In the London market this is principally through partnerships with Lloyd's and the IUA via Xchanging Ins-Sure Services (XIS) for premium and policy processing, and with Lloyd's via Xchanging Claims Services (XCS) for claims technical processing (see the Xchanging website). Within the London market the name Xchanging is often used interchangeably with XCS and XIS. In its strictest sense, Xchanging plc is a shareholder in XCS and XIS but not generally the legal entity that provides services to the London market.
Xchanging ACORD Gateway	XAG	The gateway within the XIS estate that handles ACORD messages.
Xchanging Data Hub	XDH	Xchanging's Distribution Hub (XDH) is the gateway for routing messages into and out of Xchanging. In particular, it is the vehicle for managing the ACORD and EDI messaging consumed or produced by the premium, claims and reinsurance processing services provided by XCS and XIS. Circa 1.5 million inbound and 1.9 million outbound messages are processed each year.
Xchanging File Gateway	XFG	As part of its platform refresh programme, during 4Q2015 Xchanging will be replacing some components of XDH under a project entitled "XFG".
Xchanging Review Board	XRB	The LMA committee, reporting to the MPC, responsible for managing the delivery by XIS of its premium and policy services to Managing Agents under the LPSO Agreement (see also the LMA website).
XML (Extensible Markup Language)	XML	XML provides a basic syntax that can be used to share information between different kinds of computers, different applications and different organizations without needing to pass through many layers of conversion. Its purpose is to aid information systems in sharing structured data, especially via the Internet.
X-presso		An app from Xchanging that facilitates mobile access to key market systems. The launch functionality provides access to claims via the IMR.