

# TIA Country Functionality - The Netherlands

## HOLLAND

The Dutch country functionality for the TIA Solution is implemented in a simplified and structured way providing support of the relevant modules for a number of Dutch public authorities, financial institutions as well as other external parties related to insurance companies.

### Benefits

- Simpler implementation
- User functions for deeper process automation
- Fewer manual errors
- Lower Cost of Ownership
- Updated with each TIA release cycle
- Language and Currency Files
- Access to national data registries
- Lower maintenance



TIA Country Functionality is a set of local extension modules to the core TIA Solution supporting connectivity to the relevant authorities, registries, financial institutions and third party programs that insurers deal with in their daily operations in a given market.

### GEN – Generic

The Generic functionality serves as a prerequisite for all Dutch country-specific modules. It contains various common settings stored in generic tables which are accessed by all Dutch country-specific components. The file transfer functionality is used by the Postal Code and Currency Maintenance modules.

### RDW

RDW is a vehicle module that is used to notify RDW (Rijksdienst voor Wegverkeer – car insurance database) whenever changes to the vehicle data occur within the TIA Solution, ensuring premiums are based on the correct vehicle information.

### NAT

NAT (Natura Repairs) is a vehicle-related module that facilitates processing of invoices from window repair centres. The repair centres send invoices once a week in a standard file format. The file can contain records on new claims or claims already entered into the policy/claim system. The records are processed, stored and paid, set on hold or sent back as incorrect.

### CED – Centrale Expertise Dienst

This module facilitates the communication with the CED (Central Expertise Service). The CED module is used inside the claim handling process in the TIA Solution. It sends orders to the CED system for expertise reports on the loss assessment based on the specified object data. Standard forms have been created in the TIA Solution to contact the CED and report claim items to be examined by one of their experts.

### CLR

Clearinghuis Regres (CLR) module facilitates communication about claims on car policies in cases when, for example, part of the claim should be paid by the insurance company of the third party that a customer has had an accident with. The module gives the insurance company the possibility to communicate the details of the case to the other company. Thus for the insurance companies involved it is faster to reach an agreement.

### FISH – Fraud and Information System Holland

This module offers the opportunity to check whether the (potential) insured has been registered for fraud or other violations which constitute a higher risk profile.

## Components

- GEN
- RDW
- NAT
- CED
- CLR
- FISH
- FMG
- VTG
- BMV
- CURRENCY
- POSTAL CODE
- DUTCH LANGUAGE FILE

### FISH (continued)

This module also offers you an insight into the claim background of the client. Confidential information can be, for example, given on cancellations of policies by an insurance company, withdrawal of driving license, etc.

### FMG – FISH Notification

This module is used to supply potential fraud-related information to FISH. The service works on the basis of reciprocity. You can only get information from FISH if you supply data yourself.

### VTG – Vehicle Data Request

This module is used to obtain data on vehicles registered in the Netherlands based on the licence plate number. The module can be used in the context of product design in the TIA Product Editor and in connection with the vehicle object registration in the TIA Policy application area.

### BMV – Roy-Data Request

This module supports the exchange of information on the amount of claim-free years that customers have had with their motor policies. This information is used to determine the bonus discount on a policy. The module is activated when an application for a new motor insurance is filed at the insurance company or when a cancelled motor insurance is reinstated; in both cases a bonus-malus certificate is registered at Roy-Data, and the central database is updated with information about a particular vehicle and the related motor insurance and company. The BMV module is closely related to the FISH module, and the claims information reported to FISH is reflected in the information retrieved from Roy-Data. BMV is a legally required module in the Netherlands for motor insurance only.

### CURRENCY

The Currency Maintenance module enables insurance companies to obtain currency exchange rate updates in an easy way. The file can be uploaded at any time, and the insurance company is responsible for ensuring that the data is kept up-to-date by regularly executing a batch process. The batch process replaces the need for manual data updates on the screen.

### POSTAL CODE

This module ensures that the TIA Solution operates with the up-to-date Dutch postal codes and connected addresses. This data is delivered in a standard format file. The module allows you to load the file to the TIA Solution and process the monthly updates supplied by TPG (Dutch postal service). The module offers the possibility to check whether the address is correct with regard to postal code, street and city.

### DUTCH LANGUAGE FILE

The Dutch Country Functionality includes a translation of the TIA user interface into the Dutch language.