

TIA Country Functionality - United Kingdom

UK

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

Benefits

- Simpler implementation
- Business functions for deeper process automation
- Fewer manual errors
- 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.

Bank Wizard

This module provides a link to the Bank Account Validation software when bank account details are entered in the TIA Solution. This includes full modulus checking of bank account numbers as well as branch and sort codes.

BACS

The BACS module supports the full range of direct debit and direct credit processing through the standard UK bank clearing process (BACS).

The TIA Solution generates export files in the correct format to be sent to BACS as well as receives incoming files for the facilitation of rejections, cancellations and amendments.

Supported files formats are listed below:

- **AUDDIS** (Automated Direct Debit Instruction Services)
- **ADDACS** (Automated Direct Debit Amendment and Cancellation Service)
- **ARRUD** (Automated Return of Unpaid Direct Debits)
- **ARUCS** (Automated Return of Unapplied Credit)
- **AWACS** (Advice of Wrong Amount for Automated Credits Service)

This functionality also supports the ability to process outward payments via the banking system, therefore facilitating disbursements to reinsurers and service suppliers. All payment details are held securely to prevent fraudulent access. Data encryption of payment information meets the current requirements of PCI DSS data security standards.

Credit Card Authorisation and Payment

This module provides integration with the credit card services for the pre-authorisation and payment of premiums by commonly used card payment methods, such as Visa and MasterCard. Credit Card payment details can be entered in the TIA Solution where the specified data is automatically validated. The module supports processing of credit and debit cards for one-off-payments as well as the facility to utilize the same payment details for the settlement of recurring premiums, such as the one made for monthly policies. Payments to foreign bank accounts are also possible with the facility to record SWIFT and IBAN account numbers. Data encryption of card details meets the current PCI DSS data security standards.

FINANCE MODULES

- Bank Wizard
- BACS
- Credit Card Authorisation and Payment
- Solve/SE
- FSA Returns

PRODUCT DESIGN, PARTY SPECIFIC and OTHER MODULES

- Polaris
- Thatcham
- QAS
- Carweb
- MID
- CUE
- Hunter II

Solve/SE

Solve/SE is the Logic Group's core payment card authorisation and validation product, and it is the leading card processing solution on the UK market. The Solve/SE module provides insurance companies in the UK with a standard resilient and secure card-processing functionality. The module includes payment card authorisations, validations and card processing (EFT). Solve/SE can also manage connections to multiple acquirers and multiple inputs from a variety of sources. Credit card and debit card payment details need to be captured accurately and securely, in order to be able to allow for the validation and authorization of the following transactions made by both credit and debit cards:

- **Incoming payments**
- **Refunds**

The TIA UK Country Functionality provides support for integration with Solve/SE. This allows transferring files to and from Solve/SE for settlement. The functionality also includes checking of card numbers, expiry dates, card version and so on, to the recognised UK standards. The TIA Solution securely stores the payment details to prevent fraudulent access and handle any encryption/decryption of payment details required for transmission to Solve/SE. All data encryption meets the requirements of the PCIDSS security standards. Outbound payments from the system, for example, refunds, are also managed via the same process.

FSA Returns – Legal Finance Reporting

The UK Country Functionality provides a solution that allows the following standard FSA reports to be produced:

- **FSA Form 21** General Business: Analysis of Premiums
- **FSA Form 22** General Business: Analysis of Claims, Expenses and Technical Provisions
- **FSA Form 23** General Business: Analysis of Net Claims and Premiums
- **FSA Form 24** General Business (Underwriting Year Accounting): Analysis of Premiums, Claims and Expenses
- **FSA Form 25** General Business (Underwriting Year Accounting): Analysis of Technical Provisions
- **FSA Form 31** General Insurance Business: Analysis of Gross Claims and Premiums

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Polaris

The Polaris module enables customers to use the Polaris ProductWriter and RunTime Engine (RTE) for product design, definition and tariff algorithm as an alternative to the TIA Product Editor. The ability to call Polaris ProductWriter and RTE as part of the TIA UK country functionality enables the UK insurers who already built their products using the ProductWriter toolset to reuse those products within the TIA Solution. This allows for product reuse as well as limits the product development skills to a single platform.

Integration of the Polaris module opens the way for TIA to enter the general UK insurance web portal, imarket, at a later stage. The use of the RTE partly replaces the use of the Product Editor and largely the Tariff Algorithm within the TIA Solution. However, all products still need to be developed in the TIA Solution including setup of the basic product/input field validation. TIA product validation and TIA tariff algorithm (premium calculation) can be replaced by the RTE module. Polaris ProductWriter and RTE are widely used within the UK insurance industry with more than 60% of the market having some form of installation to support personal insurance lines. With the creation of the general insurance web portal, imarket, the use of ProductWriter for commercial business lines is also growing. Any UK insurer expects to receive an RTE support with any trading platform. Thus, this module allows the TIA Solution to successfully compete with other providers, in many cases surpassing their capabilities.

Thatcham

The Thatcham module is delivered together with Polaris and is used for fetching data from a vehicle register (such as car make, model and other details). The Thatcham module imports a flat file and stores the data in the TIA Core tables. This car register is then used by the Polaris module. Thus, Thatcham can be used with the TIA Solution as a standalone module, but it is also a mandatory pre-requisite for using Polaris.

QAS (Quick Address Search)

This is a module for looking up and validating address information in the UK. It provides a lookup function on all party address fields in the TIA Solution. You can also enter a partial address (for example, a postal code) and then call QAS which automatically populates the address fields in the TIA Solution based on already available details.

Carweb

Carweb provides private car buyers, car dealers, finance houses, and the insurance industry with access to information on all UK registered vehicles. Carweb verifies the vehicle history to ensure that they are legal and belong to the people who purchase them. Carweb checks various car details, such as make, model, colour, door plan, and engine size, and matches these descriptions to the ones recorded at the time of vehicle manufacture. This protects the interests of the motorist and helps car dealers meet their legal obligations. Carweb also has access to the National Mileage Register, the largest UK database of mileages, to alert car buyers and dealers to potential mileage discrepancies.

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MID

All Insurance Underwriters in the UK are legally obliged to notify the Motor Insurance Database (MID) of all motor vehicles that they insure. This means that every time a motor policy is inceptioned, changed, cancelled or renewed, the details of the insured vehicle together with the policy holder and other risk details need to be sent to MID. Underwriters are legally obliged to provide 95% of the relevant data to the MID within 7 days of their cover effective date. Inaccurate or untimely supply of data from an insurer to the MID may result in financial sanctions of between £200 and £500,000, depending on the volume of transactions that an underwriter regularly supplies to the MID. Repeated failures may result in an insurer losing their license to trade motor insurance. The UK country functionality needs to be able to interface with MID due to underwriters' legal obligation to deliver specific data to the MID on all motor vehicles they insure.

CUE

The Claims and Underwriting Exchange (CUE) is a central database of motor, home and personal injury/industrial illness incidents reported to insurance companies, which may or may not give rise to a claim. CUE was established in 1994 to help keep down premiums for honest policy-holders by preventing multiple claims fraud and misrepresentation of claims histories. There are currently over 42 million claims records available to subscribers. Insurance companies submit claims information to CUE on a regular basis and this information is then shared across the CUE membership to assist with fraud prevention. Although membership in CUE is not mandatory, almost all major UK insurers are members as well as many self-insured organisations, such as local authorities, passenger carriers and transport companies.

Hunter II

This component generates data to be passed to a third party fraud system (in this instance, Hunter II, provided by Experian). Fraud is increasingly causing a larger financial impact to businesses. As claims volumes increase, so does the likelihood of a fraudulent claim or policy. Interfacing with a third party solution that provides a database of previous fraudulent customer claim and policy information significantly reduces the risk for this potential financial loss. Providing an option to extract data from the TIA Solution to this service further reduces the risk and complexity of handling a fraudulent claim, by potentially not selling a policy to (or processing a claim from) a fraudulent customer in the first place. Experian's integrated fraud tool (Hunter II) is the preferred solution for detecting possible fraud. Because of the potential complexity of data required by Hunter II it has been decided to create a generic framework which requires client configuration before the system can be used. With this framework placed within the UK Country Functionality on the TIA Solution it is also possible to integrate with other potential third party fraud solutions.