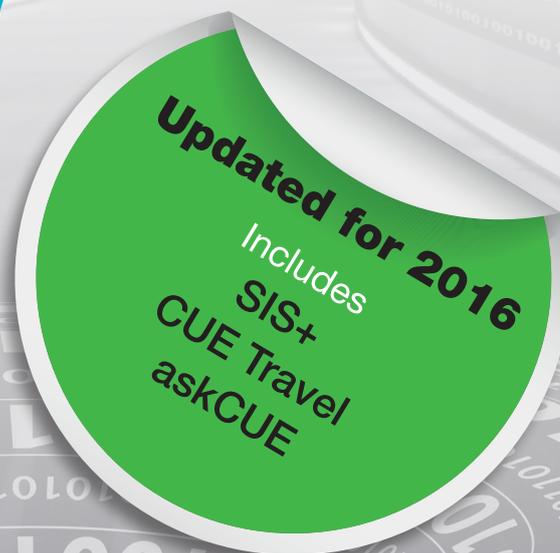


The provision of insurance data at the point-of-quote.
Roadmap for 2016 and beyond

Data for decision making... as elementary as



As insurance companies and collectively as the insurance industry, we are striving to improve our business through:



Accurate pricing



Better customer experience



Combating fraud

The rewards for success in these three critical areas are substantial and can be achieved by co-operation throughout the industry in the sharing of good quality, trusted data. Also, the Insurance Fraud Taskforce has published its final report at www.gov.uk/government/publications/insurance-fraud-taskforce-final-report, which emphasises that data sharing and fraud preventative measures, such as MyLicence, are vital in the fight against insurance fraud. The Taskforce emphasised that making trusted anti-fraud data available at point of quote would not only reduce fraud but would also reduce the risk of honest customers being labelled unfairly as fraudsters.

Those companies that join together in the pursuit of sharing trusted data by using the CUE, MIAFTR, NCD, and MyLicence databases will benefit from more accurate pricing, improving the customer journey and reducing application fraud.

Accurate pricing can be achieved because insurers are able to use up-to-date, validated data relating to individual driver histories to calculate risk.

Better customer experience is achieved by making trusted data available at the point of quote. This enables customers and insurers to rely on the same up-to-date validated data, rather than a customer's own memory. This improves trust between insurers and customers, reduces question sets, streamlines the process and reduces the risk of unintentional mis-declaration occurring.

Combating fraud is achieved because better quality and quantity of data will make fraud easier to detect at every stage of the process from initial application through to claim.

The insurance industry has already made big strides in improving our datasets to attain wide benefits from quality data, furthermore, we have a development programme in place to ensure that further improvements are made.

This Roadmap sets out

- What the databases do
- Updates on the programme of work undertaken in 2015
- The programme of work for 2016
- What you need to do next.

Your business can achieve success in **ABC**, through the quote and claims processes and by sharing good quality trusted data.



Database principles

Industry databases should be the “go-to” sources of information in achieving the **ABC** goal. This requires that industry databases all meet five key principles:

1. **Are fit for purpose**
2. **Have good governance controls**
3. **Are trusted sources**
4. **Provide value for money**
5. **Help deliver a good customer journey.**

The support and co-operation of the industry is vital if we are to progress and reap the benefits of **ABC** for the industry and its customers.

1. Fit for purpose

We need to ensure the databases fulfill the functions that insurers require of them, while working to improve the integrity of the data even further.

Access to quality data earlier in the quoting process is a key objective because:

CUE is becoming more important as its use increases during the quotation and sales process.

MyLicence is a valuable tool in ensuring accurate driver histories and entitlements are captured at the point of quote.

NCD can ensure that accurate No Claims Data is shared across the industry and that the paper chase is reduced.

MIAFTR is another important component in detecting fraudulent motor claims and trading.

2. Governance controls

Over the past three years MIB has been delivering a programme of improvements to its governance, service quality and regulatory compliance.

3. Trust

The public, regulators, partners and stakeholders should be able to have complete confidence to trust and rely on the industry databases.

4. Value for money

Improvements to the **CUE** and **MIAFTR** databases have been and will continue to be provided as part of membership. Also, improvements have and will stimulate increased usage, which delivers value through improved fraud prevention and more accurate pricing.

MyLicence and **NCD** databases will provide more accurate/reliable information about customer driving histories, to facilitate the streamlining of the quotation process as part of the MIB service.

5. Customer journey

MIB is conscious that the co-operation of Members and suppliers is fundamental to success. MIB takes pride in providing high standards of customer service and professionalism.





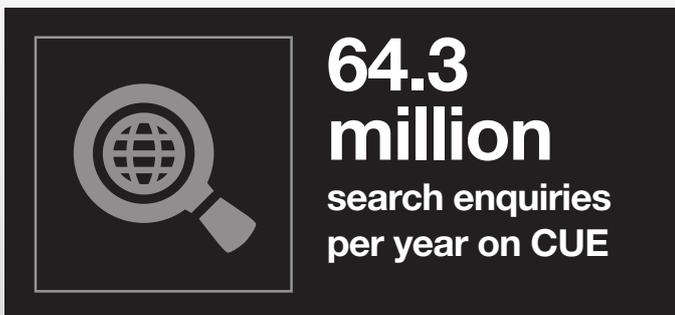
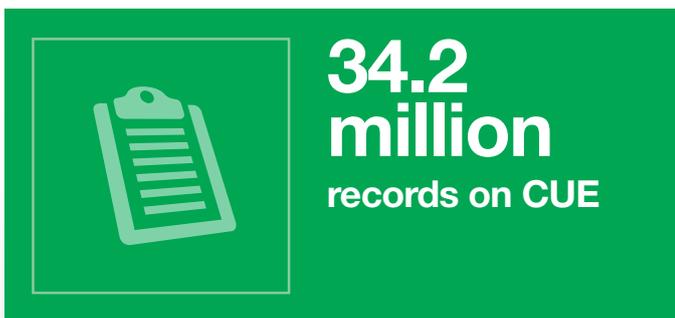
Claims and Underwriting Exchange

The Claims and Underwriting Exchange (CUE)

What is CUE?

Established in 1994 and managed on behalf of its Member organisations, the Claims and Underwriting Exchange (CUE) database is the UK general insurance industry claims register. The Membership includes all major insurers and many self-insured organisations such as Local Authorities. The data on CUE relate to incidents reported to insurers or other compensators which may or may not give rise to a claim. The CUE database currently covers three policy types; motor, home and personal injury.

There are:



Benefits

Accurate pricing is achieved by providing data validation for insurers. This is currently supplied predominantly at the point of claim but is increasingly being moved to the front-end of the insurance quote process.

Better customer experience is provided because insurers can deal with customers using verified and consistent records of their claims history.

Combats fraud, because it helps prevent fraudulent or multiple insurance claims.

How does it work?

The CUE database is currently underpinned by a Data Dictionary that defines the mandatory and optional fields and validation rules relevant when adding a new entry on to the database.

As part of the drive to improve governance, the current Data Dictionary was reviewed and as a result of feedback from Members and suppliers it was updated to Data Dictionary 6.0 (DD6.0) in November 2015.

CUE Nominated Suppliers have 180 days to make the changes required, once a formal notice of change is issued. Improvements to CUE are dependent on the success of the Star Interchange Plus Solution (SIS+) project. Delivering SIS+ Phase 1 is our current priority. It is envisaged that the 180 day clock for all CUE Nominated Suppliers will start post Phase 1 (which will be delivered in Q3 of 2016).

As we improve the quality of data with DD6.0, the available benefits of **ABC** will also increase.

Specific benefits of Data Dictionary 6.0

- A consistent and relevant dataset will be uploaded to CUE by all Members to meet a common standard.
- Members will begin to benefit immediately from the enhancements through enquiry access to new claims subjected to the enhanced validation rules.

Work programme / what to do to become Data Dictionary 6.0 “ready”

- DD6.0 was issued to nominated suppliers in November 2015.
- The suppliers have 180 days to implement the changes once issued with the formal DD6.0 notice. This notice will be released later in 2016.
- The Members will need to work with their suppliers to update their systems and their file interchange formats.

SIS+ (database solution to host and validate CUE data)

The primary purpose of SIS+ is to improve the data exchange between CUE suppliers. This will be achieved by embedding data validation to DD6.0 consistently across all business partners.

SIS+ will be delivered in two phases:

Phase 1 Centralising the current interchange between the five CUE Nominated Suppliers.

Phase 2 Embed DD6.0.

Specific benefit of SIS+

The interchange between the suppliers will be harmonised and streamlined to ensure synchronicity of the databases and consistent data validation.

This will enable each nominated supplier to access high quality data and provide accurate information to the industry for better decision-making.

This project will enable Members to maximise the use, effectiveness and value of the CUE data.

Work programme / what do Members need to do?

The impact on CUE members will be minimal for SIS+ Phase 1, because all records will continue to enter the CUE environment via the nominated suppliers on the existing DD4.0 rules.

Members will have to make changes to their system for DD6.0.

When?

DD6.0 was issued in November 2015.

SIS+ Phase 1 will be delivered in Q3 2016.

SIS+ Phase 2 is scheduled to be delivered in 2017.

Members are requested to work with their nominated CUE suppliers to get their systems updated in line with DD6.0.

CUE Travel

There is a strong business case for having a central database for travel claims and for that database to sit alongside existing industry databases. CUE Travel is being developed and will be added to the existing CUE options of home, motor and personal injury, once SIS+ has been delivered.

askCUE general public

In line with the recommendations of the Insurance Fraud Taskforce Report, a feasibility study is currently underway to make the claims data held on CUE freely available to the general public. When this study has concluded a business case will be prepared and put forward to the insurance industry for consideration.



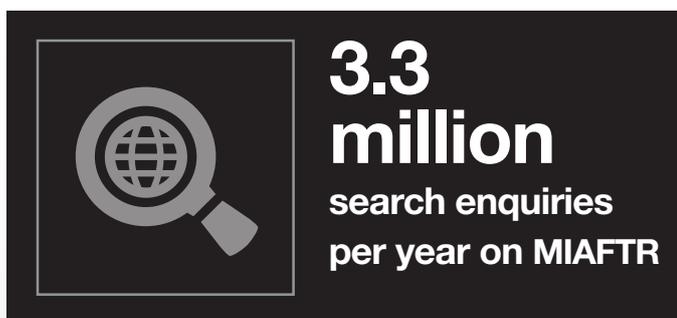


Motor Insurers' Anti-Fraud and Theft Register (MIAFTR)

What is MIAFTR?

In 1987, a database to hold records of written-off and stolen vehicles was created.

There are:



The primary benefits of MIAFTR are in combatting fraud by:

- Providing matches to claimants and vehicles.
- Providing information in respect of Vehicle Provenance Checks.

How is it being developed?

Subscribers to MIAFTR have been consulted regularly to ensure that MIAFTR is enhanced and remains an efficient part of business operations to reduce fraud.

Phase 1 of enhanced MIAFTR was delivered in August 2014.

Phase 2 of the programme of enhancements to MIAFTR is now also complete. This applies the improvements made to the web interface in Phase 1 to A2A and batch submissions.



Benefits

MIAFTR's main purpose will continue to be **C**ombatting fraud.

Enhanced MIAFTR has been built on updated technologies. Developments are driving improvements to data quality, enabling greater benefits from **ABC** while improving accessibility by:

- Updated portal for a more instinctive navigation experience.
- Reduction in the amount of mandatory fields for Third Parties.
- Amendable fields which enable amendments to be made to records without the need to delete and re-add a claim.
- Improved reporting and new management information capability.
- Removing the "pending" functionality, to improve data quality.
- Comprehensive user guides.

Work programme / what you need to do

MIAFTR subscribers, using A2A and batch methods, will need to work with the MIAFTR account team to make the necessary changes to their systems.

When?

The enhanced MIAFTR database development is already complete. This means that the benefits are available now.

To maximise benefits, Members are urged to make any necessary changes to their systems as soon as possible.





MIB Hub

MIB Hub

The MIB Hub is a gateway giving insurers access to external data at the point in their processes that fits their business best.

Each Hub service gives insurance providers access to data for use from quote, through to policy renewal.

MyLicence was the first initiative to use the Hub. It was developed to give the insurance industry access to the DVLA driver licence records at point of quote, for mid-term adjustments and at renewal calculation.

The No Claims Discount (NCD) database was launched in June 2015 to supplement MyLicence.

The vision is for the Hub to provide access to CUE data at point of quote (and possibly other databases) through this shared infrastructure as requested by the industry.

How it works

1. Registration

The registration tool allows for quick and easy “one time” registration.

Once completed, users can apply for a variety of products via the Hub.

2. Security

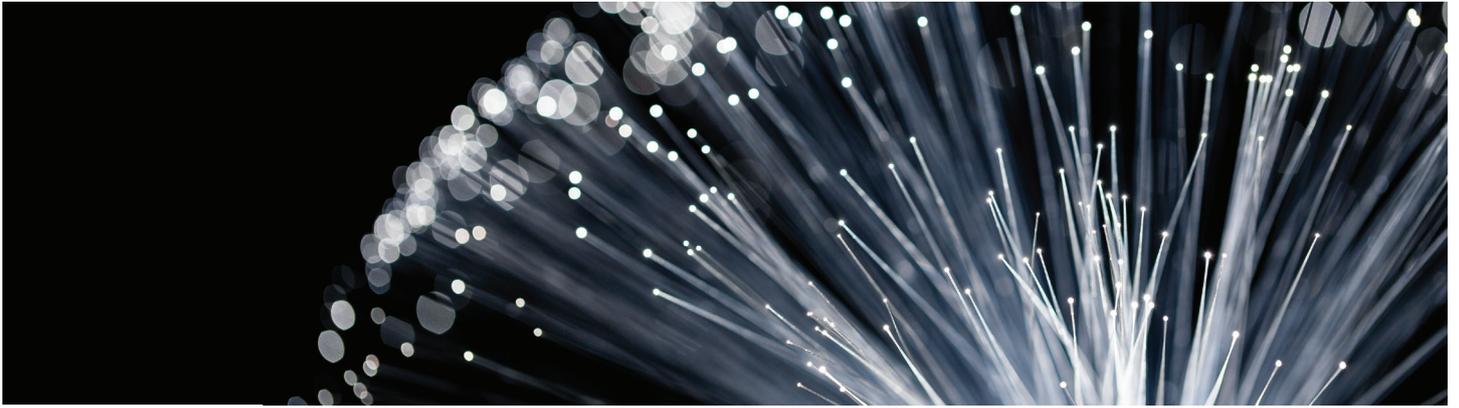
Hub registrants are put through a due diligence process. This ensures that only legitimate and authorised insurance practitioners are able to access data via the Hub.

3. Operation

The MIB Hub is a centralised technical infrastructure.

This means that:

- a) Programming interfaces into the Hub become easier and quicker each time, because the data exchange formats and connections into the application remain consistent, regardless of the product being used.
- b) Test and live access procedures, as well as the audit and compliance requirements remain consistent.
- c) The same Hub support team assists industry users, regardless of the product utilised.
- d) Post-deployment administration of multiple products has been simplified and standardised, making it easier for the industry user to maximise their use of data via the Hub.



Benefits

- A**ccurate risk assessment through better understanding of risk profiles.
- B**etter customer experience through quicker acquisition of accurate information.
- C**ombat fraud through secure information.

Work programme / what do I need to do?

All organisations wishing to use Hub supplied data, whether directly or indirectly, are required to register through the Registration Tool and accept the Hub User Agreement.

Registrations of the Hub fall into two sections:

1. Users who connect and obtain data via the Hub directly

Direct connectors are required to undergo an “onboarding” process. This includes:

- a) Accepting the Test Agreement.
- b) Carrying out systems development in accordance with the appropriate interface specification.
- c) Successfully completing the minimum test requirements.

Upon successful completion, these parties are granted access to the live environments for their preferred services.

2. Users who obtain data from a third party service provider

Users who obtain data from a third party service provider, must register for the MIB Hub and accept the User Agreement in order to become an “Authorised Third Party”. This is the minimum standard that industry participants must meet, before those acting on their behalf are able to gain access to data via the Hub.

It is recommended that all insurance industry participants register to use the Hub as soon as possible.





MyLicence

What is it?

MyLicence is a facility that gives motor insurance providers access to accurate driver information, via the MIB Hub's secure link to driving licence data, held at DVLA Swansea.

What is it for?

MyLicence has been designed to replace the traditional self-declared data capture method used by insurance practitioners.

How does it work?

By using a policyholder or named driver's driving licence number (DLN), authorised insurance providers or nominated third parties can use the MyLicence service to gain access to GB driving licence holders' entitlements, endorsements and penalty points.

Once a customer's DLN has been captured, real-time access of their driving record can be sourced from DVLA Swansea.

Because data obtained through MyLicence, at point of quote, is real-time accurate data (sourced straight from the official record), insurance practitioners who currently verify licence entitlements through a manual validation process, post-sale of an insurance policy, are no longer required to do this.

Benefits

Accurate risk profile is achieved because the customer's memory is no longer relied on and the ability to misrepresent a driving history is removed.

Better customer experience, because the data used to underwrite the risk is accurate at the quote stage. This enables insurance practitioners to reduce their questions sets by ceasing to request driving licence information from their customers. This also means that scrutiny of the data is reduced at the claims stage so that claims can be dealt with quicker.

Combating fraud, because a customer cannot understate their endorsements deliberately, or accidentally.



Work programme / what do I need to do?

Direct users must become authorised test partners, design a link into the Hub and undertake development in accordance with the MyLicence Business Process Guide, Interface Specification and Onboarding Policy.

Non-direct connectors must register for the service to become “Authorised Third Parties”. Some development of post-policy administration systems may be required. To understand the potential impact of this, all non-direct connectors should review the Business Process Guide and discuss their requirements with their service providers.

When?

Access to the MyLicence service is available now.

All insurance practitioners who wish to gain access to MyLicence data are strongly encouraged to become authorised testers and begin undertaking appropriate IT development.

It is recommended that all insurance practitioners become “Authorised Third Parties” as a minimum.





No Claims Discount (NCD)

What is it?

The NCD service is a digital solution, designed to replace the manual paper validation between motor insurers and policyholders that confirms a motorist's no claims discount entitlement.

How does it work?

Access to the database can be at point of quote, point of sale or post-sale; for the purposes of data enrichment or data validation.

If a person wishes to switch insurance provider at renewal, the NCD database enables the new insurer to verify their no claims discount electronically from the database directly. Details provided by the database include the number of discount years and whether these are protected, guaranteed or standard.

Access to NCD data is provided on the basis of a closed user group. This means that insurance providers must supply NCD data in order to request NCD data.

Data supplied is fully traceable and auditable. Practitioners who supply data must be accredited. This means that insurers have greater security of who is accessing data on their behalf. It also gives insurers confidence in the quality of the NCD data supplied via the MIB Hub.

Speculative enquires on the database are prohibited and data obtained from the database cannot be used for the purposes of marketing.

Benefits

Accurate pricing and process efficiency for insurers, through the ability to verify NCD entitlements online. This will lead to fewer policy cancellations and premium adjustments.

Better consumer experience is achieved through improved convenience and less problematic transactions, because the data is verified. This eliminates the need for manual paper validation.

Combating fraud is delivered through a reduction in fraudulently claimed NCD entitlements.



Work programme / what do I need to do?

Firstly, you must become an Approved Data Depositor (ADD). All MIB Members and/or capacity providers should undertake development to enable depositing of NCD data. The ability to deposit data can be delegated to another such as a data service provider, software house or broker.

Having become an ADD, you are able to directly request NCD data from the database and also to authorise others, such as brokers or price comparisons websites, to request data on your behalf.

A work programme will need to be completed to enable you to begin to deposit NCD data:

- Parties who will directly deposit data onto the database must register for the service and begin to build connections into the database.
- Practitioners who will deposit their data through a service provider should discuss their requirements with their service provider. Those practitioners must also register for an NCD product on the MIB Hub; accept the User agreement to become an “Authorised Third Party”.

When?

Access to the NCD database is available now.

All insurance practitioners are able to “onboard” and begin building links into the database right now.

It is recommended that all Members begin to build links to deposit NCD data at the earliest convenience.



The Roadmap

MIAFTR

A2A and **Batch** users are currently making changes to their systems.

An **enhanced** Business Intelligence (BI) Environment will be fully developed and hosted later in 2016 to support the production of data quality reports.



CUE

Q3 2016 - SIS+ Phase 1 is due to be delivered.

2016 - Members will need to work with suppliers to update systems and file interchange formats in line with DD6.0.

2016 - askCUE feasibility study in progress.

2017 - SIS+ Phase 2 is due to be delivered.

2017 - CUE Travel expected to be delivered.



NCD

Register to use the Hub and accept the Hub User Agreement.

Become an Approved Data Depositor.

Plan and undertake development to enable depositing of NCD data.



MyLicence

Register to use the Hub now and accept the Hub User Agreement.

Become an Authorised Tester and plan/undertake any necessary IT development.

Contact Details

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