

INSIDE THIS ISSUE:

| | |
|--|----------|
| WHAT IS THE BEST BROKER MANAGEMENT SYSTEM | 1 |
| REAL-TIME - WHERE'S IT AT? | 2 |
| XML STANDARDS | 4 |
| XML TRAINING COURSES | 4 |
| EDI STANDARDS | 4 |
| EDI IMPLEMENTATION COURSES | 4 |
| EDI ERRORS | 5 |
| FORMS | 5 |
| EDI VALIDATION TOOL | 6 |
| CSIO STANDARDS CYCLE | 7 |
| HAPPENINGS AT CSIO IN 2010 | 8 |
| CONTACT US | 9 |



WHAT IS THE BEST BROKER MANAGEMENT SYSTEM?

If I had a nickel for every time I have been asked this question, I'd be rich. Maybe not, but I certainly have a load of nickels! When ever I am in a room full of brokers this question gets asked and everyone wants to know my opinion.

First of all this is not an easy question to answer when all of the BMS vendors are members of CSIO. We have to be like Switzerland and remain neutral; no favourites. *"But come on"*, the broker whispers, *"surely you must know who is better"* and *"I won't tell a soul"*.

Well, I am going to finally come clean and discuss what I think is the best Broker Management System out there. First, however, there are some fundamental features of the

best Broker Management Systems and that includes:

1. An engaged and enthusiastic user group. Every good BMS has a user community that are committed to making their BMS work best for them.
2. Does the BMS use and support CSIO standards? This goes without thinking; of course I am probably biased on this feature. Does the BMS support CSIO EDI standards for policy upload and download? And, as we head into the future, will the BMS include CSIO XML standards?
3. Features – what features are you looking for? This is where it gets a bit complex. This is kind of like choosing ice cream, where everyone has their favourite. All Broker Management Systems come with lots of features. It is really up to the broker to choose depending upon what they want.

The last point is very important. What features do you want in your BMS? When I bought my brokerage, as a techie, I was intrigued by our BMS. I looked for reporting modules to get access to key data. I was thrilled to find that my BMS had all of the things I was looking for. There was only one problem; while I could get all of the reports I wanted, none of the staff were entering the data necessary to generate the reports.

They had manual reporting systems, likely left over from pre-BMS days that they never bothered to convert into the BMS. Thus, it was up to me to try and get the staff to enter the information I wanted to be able to better utilize our Broker Management System. I never had the patience to create this change before I sold the brokerage.

Read more on Page 2

WHAT IS THE BEST BROKER MANAGEMENT SYSTEM? (CONTINUED)

The funniest thing did happen while I owned the brokerage. We hired a new employee from a rival brokerage that had the exact same Broker Management System that I had. It was great to not have to train her in a new BMS, she was able to start working at full capacity on the first day.

One evening as we were closing I asked her how the job was going and how she liked working here. She said she was really enjoying working here and she was amazed at how much more we used our Broker Management System compared where she came from! OMG! I thought we were in the dark ages and now I felt so 21st century.

Here is the answer to the question, what do I think is the best BMS? I think that the best BMS is the one that works for you the most. In the example above I wanted you to know that most brokers are not getting the most out of their current Broker Management Systems. I know from first hand experience. Before you go looking for a new BMS, make sure that you are getting the most from your current BMS.

If you are not on the current version of your BMS, you are not getting the most out of your BMS. First and foremost, keep your BMS version current. Especially now as your BMS vendors are working hard to incorporate "real time" tools. This is an exciting time in our industry, as we are seeing more

and more brokers taking advantage of the tools they already have to create better work flows and give better service to their customers.

There you have it. The best BMS out there may be the one you use right now. How do you take advantage of that? Take the following steps:

1. Stay up to date on technology and maintain the latest version of your BMS
2. Do attend your local BMS vendor user group
3. Attend technology sessions that may be offered by your local broker's associations
4. Learn what your Broker Management System can do for you!



"... the best BMS is the one that works for you ..."

REAL-TIME - WHERE'S IT AT?

by Catherine Trimble of Pathway Partners Ltd on behalf of ORBiT

"**Real time** is the ability to click on a button from a client file in your brokerage management system for immediate access to carrier information on that client. The transaction may be a quote, billing inquiry, claim inquiry/loss runs, policy view,

endorsements or a request for information. This approach provides a *single* workflow for servicing or quoting."

Not too different from the former SEMCI battle cry, but now with a more focused and structured approach to ensure

change happens with all industry participants, a not-for-profit group called **ORBiT** (Organization of Real Time Brokers Implementing Technology) has been created.

Read more on Page 3

REAL-TIME - WHERE'S IT AT? (CONTINUED)

This organization has been chartered to help ensure the viability and competitiveness of the broker distribution channel. Real Time property and casualty insurance transactions are a critical tool to keep the independent insurance broker distribution channel efficient and effective and on a level playing field with our direct channel competitors. It's all about the ability to deliver the great service our customers expect.

ORBiT is committed to industry collaboration to push brokers, broker management and technology vendors and carriers to Real Time, including clean download—and away from the proprietary systems that have slowed our market share growth.

ORBiT has an education focus with efforts that include face-to-face presentations to carriers, vendors and brokerages. This is proving to be an effective albeit resource-consuming initiative.

Going forward these face-to-face events, which reach only a small number of industry participants, will be stepped up

to introduce Real Time to more industry stakeholders, particularly brokers through webinars, user group presentations, presentations at broker affiliate meetings, and Real Time Education days around the province.

ORBiT works closely with the BMS user groups, industry stakeholders, carriers and vendors, to enable members to speak with authority on workflow issues.

Many independent brokers as well as carriers, are just now starting with real-time functionality.

ORBiT working groups are focusing on other areas in the transaction chain to improve the data quality and processes.

The Real Time/Download Campaign has reached a tipping point, prompting ORBiT to continue to build on the momentum. ORBiT is working on expanding the reporting on real-time usage. For example, we will be polling brokers about awareness, adoption and usage of Real Time in their

brokerages, with further check-ins to track progress.

Defining the measurement of progress for carriers and vendors is underway to ensure meaningful information is shared.

Standing side by side with all stakeholders in this effort called ORBiT, we are demonstrating the power of working together to make effective and efficient changes in *how* we do business, for the benefit of our customers.

For more information or to learn how you can become a supporter – go to www.realtimcanada.com.



“...not-for-profit group called **ORBiT** (Organization of Real Time Brokers Implementing Technology)... “

XML STANDARDS

The changes to the XML standards which were approved at the National Standards Workgroup on September 25, 2009 and accepted by CTAG on October 8, 2009 have been voted on and approved by the membership. They will be included in the next release of the XML standards, scheduled for early 2010.

We have two XML National Standards Workgroups scheduled for 2010. The first, on March 26, is scheduled to be held in Toronto, and the second, in September, will be held in Montreal. To register or find out more details, please see our Calendar of Events at <http://www.csio.com/en/calendar/events.html>. All our voting members are welcome.

XML TRAINING COURSES

There are 2 half day, XML training classes that have been scheduled for May 28, 2010. Please see our website for course outlines and to register at <http://www.csio.com/en/calendar/eventscourses.html>. This is a free service for our members and all are welcome.



EDI STANDARDS



The Annual Release of the 2010 EDI Standards have been released in December. We have two National Standards Workgroup scheduled for 2010. The first, in March, is scheduled to be held in Toronto, and the second, in September, is to be held in Montreal. To register or find out more details, please see our Calendar of Events at

<http://www.csio.com/en/calendar/events.html>.

All our voting members are welcome.

EDI IMPLEMENTATION COURSES

EDI training classes are held twice a year and are scheduled for late May and late November. Please see our website to register or get more details at

<http://www.csio.com/en/calendar/eventscourses.html>.

This is a free service for our members and all are welcome

" This is a free service for our members ..."

EDI ERRORS

It appears that brokers are not aware of a facility to report their EDI errors. CSIO does have such a facility. If you have EDI errors you would like to report, please complete the Error Reporting Form on our website at

<http://www.csio.com/en/perstand/ediPDR.cfm>.

CSIO will forward these errors to your vendor and to the carrier reported on the error log and keep track of their statuses.

“If you have EDI errors you would like to report...”

FORMS

CSIO has released the following forms in September of 2009:



Farm Insurance Application
 Farm Chemicals & Fertilizers, Feed, Grain and Produce Supplement
 Farm Diagram Supplement
 Farm Livestock Supplement - Confined
 Farm Livestock Supplement - Non-Confined
 Farm Machinery Supplement
 Farm Premium Summary Supplement
 Farm Structures and Contents Supplement

We are currently working on the following forms for September of 2010:

Mobile Home Supplement
 Vacation Trailer Supplement
 Solid Fuel Heating Questionnaire
 Personal Lines Umbrella Insurance Application
 Certificate of Liability Insurance

The next form to be reviewed is the Habitational Policy Change Request Form and we also want to discuss whether there is a need for a Certificate of Property Insurance.

To request new forms or amendments to existing forms, please complete the Request for Forms Changes at <http://www.csio.com/en/formsstand/changerequest.cfm>.

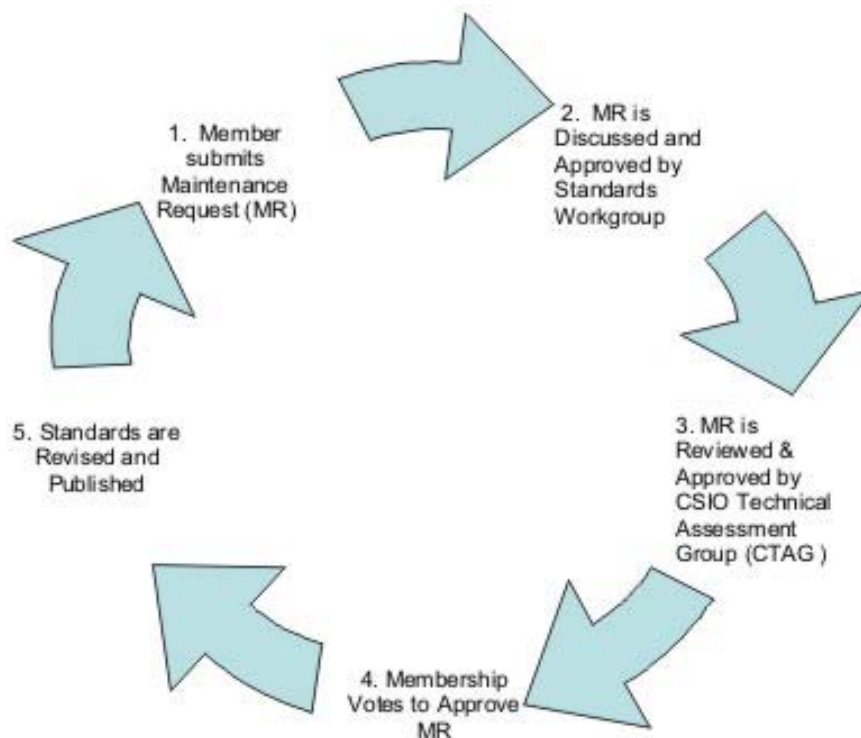
We have four workgroups scheduled for 2010 with the first being on January 21 at the CSIO office. To register or to find out more details, please see our Calendar of Events at <http://www.csio.com/en/calendar/events.html>. All our members are welcome.

CSIO STANDARDS CYCLE: WHY CHANGE TAKES TIME

WHY IS THERE A CSIO STANDARDS CYCLE?

- CSIO facilitates the development and maintenance of the standards on behalf of our membership.
- CSIO is responsible for ensuring that the integrity of the standards is maintained and that our members have the opportunity to participate in determining how the standards are created and amended.
- There are 2 National Standards Workgroup Meetings scheduled each year for XML and EDI, in the spring and in the fall. Special Workgroups can be called if there is a need.
- The Standards Cycle is supported by volunteers from our members who have full time jobs within those organizations. These volunteers often participate in multiple Standards (i.e. XML, EDI and Forms). CSIO appreciates their dedication to this crucial task and is mindful of the demands that the process makes on their time.

THE CSIO STANDARDS CYCLE FOR EDI AND XML



FORMS

- The process to amend forms is identical except there is no CTAG and after ballot, the approved forms must be mapped to the Standards, translated, programmed and tested before they are posted to the website as final published documents.
- There are usually 4 Forms Workgroup meetings held each year.
- Forms are only published in the fall to be consistent with the Broker Management System Vendors development schedules.

CSIO is calling for 3rd Annual Achievement Award Nominations



CSIO, the Centre for Studies of Insurance Operations, is calling for nominations for its 3rd Annual Achievement Award. This award is available to any member who has significantly contributed towards the competitiveness of the P&C broker distribution channel through the use of CSIO Standards in 2009.

Please submit your nomination by March 29th, 2010

For more information, please visit www.csio.com

THERE ARE LOTS OF THINGS HAPPENING AT CSIO IN 2010!

In addition to being here to research and answer your questions about the Forms, EDI and XML Standards we support, the CSIO staff has scheduled several Training sessions and Workgroups for our members in 2010.

If you have participated in the meetings in the past or if your organization has requested that you be notified, you will receive an invitation with the link to the registration for these events approximately a month before but even if you don't receive an email, all members are welcome to attend and can do so by completing the registration form for the event on the CSIO website (www.csio.com).

These meetings will be held at the CSIO office at 110 Yonge Street in Toronto. Some events later in the year will be held in Montreal. You can also participate via teleconference if you are not able to join us in person.

There are more events scheduled for later in 2010!

Upcoming Events

National Forms Workgroup

February 25, 2010

National Standards

Workgroup (EDI & XML)

March 25 & 26, 2010

CTAG (EDI & XML)

April 8, 2010

CONTACT US



Toronto Office:

Montreal Office:

Steve Kaukinen
 President
 416-360-1773, ext. 2323
skaukinen@csio.com

Sam Ahmed
 Help Desk Analyst
 416-360-1773, ext. 2330
sahmed@csio.com

Anne-Marie Novek
 Director, Quebec Region
 514-393-8200, ext. 1
anovek@csio.com

Connie Strange
 Manager, XML Standards
 416-360-1773, ext. 2321
cstrange@csio.com

Sebastian Penalosa
 Manager, Network &
 Membership Services
 416-360-1773, ext. 2324
spenalosa@csio.com

Francine Davis
 Manager, EDI & Forms
 Standards
 416-360-1773, ext. 2322
fdavis@csio.com

Srdan Stankovic
 XML Standards Developer
 416-360-1773, ext. 2318
sstankovic@csio.com

Marica Racic
 Senior Standards Developer
 416-360-1773, ext. 2319
mracic@csio.com

Tina Deus
 Office Administrator
 416-360-1773, ext. 2300
tdeus@csio.com

CSIO, the National Standards Association for Property & Casualty Insurance has 2 offices. One in Toronto and one in Montreal. Many of our staff are fluent in both English and French. Please feel free to contact us if you have any questions.

CSIO's central mandate is to seek ways to provide a competitive advantage for the Independent Broker Distribution Channel. The activities resulting from this mandate are diverse and are expanding as technological opportunities broaden.

CENTER FOR STUDY OF INSURANCE OPERATIONS

Toronto Office:

**110 Yonge Street
Suite 500
Toronto, Ontario
M5C 1T4**

Phone: 416-360-1773

Toll Free: 800-463-CSIO (2746)

Fax: 416-364-1482

Montreal Office:

**1155 rue University
Bureau 1305
Montréal , Québec
H3B 3A7**

Phone: 514-393-8200

Toll Free: 877-393-CEPA (2372)

Fax: 514-393-3625

We are on the website

www.csio.com



This article will be published electronically.