The Data Quality Initiative of Reinsurance Administration Professional Association Presents

Partnership Start Guide

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Reinsurance Administration Professional Association (RAPA)

Data Quality Initiative: Mission Statement

Our mission is to ensure that the highest quality of data is delivered through the coordination of our efforts for the purpose of lowering the risk of systemic issues.

1 Introduction

The Data Quality Initiative was set out to find ways to ensure the highest quality of information is shared between Administration departments. Through a survey completed by RAPA members, the initiative was formed. The following will provide details of the results of the survey and the formulation of the Partnership Start Guide and the components within.

2 Background

The original initiative was to reestablish the requirements in treaties to clearly state the data reporting needs of the Reinsurer to satisfy the needs of the terms of the treaty in an efficient manner. This was by developing treaty language to define the data needed to administer the business with the highest level of certainty and quality.

3 Information Gathering

To support the initiative, a survey was conducted early 2019 to all RAPA members to gather information on how and when requirements are shared. With these results, we hope to align our initiative with the needs of the industry.
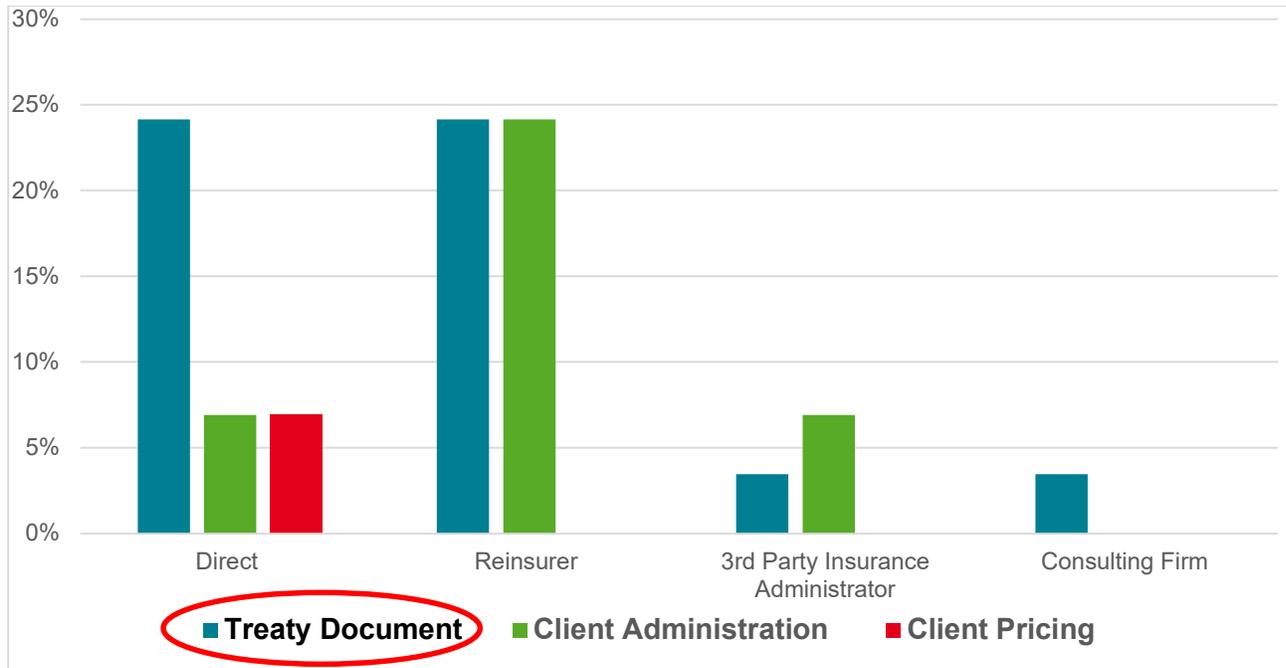
3.1 Survey Results

In October 2019 RAPA Conference, the survey results were shared. The following are the key results of the survey:

Survey Participation

Insurance Company Type	Participation %
Direct	36%
Reinsurer	52%
3rd Party Insurance Administrator	8%
Consulting Firm	4%

Question: How are Administration data requirements provided to you?

Question: When should the Cedant and Reinsurer Administration departments be in communication regarding the requirements?

3.2   Conclusion

The results show that the current practice was for the Treaty document to be the source of the reporting requirements. It is clear with the results that once the Letter of Commitment is signed, a proactive approach by Administration departments could be the means to communicate the reporting requirements. The initiative was then adjusted to find a way to communicate these requirements and professionally along the way building the client relationship.

4   Conference Workshop

In May 2020 RAPA Conference, the Data Quality Initiative group organized a workshop that would help support the initiative's direction by being more proactive in communicating requirements.

To that end the workshop hosted a group exercise to build a sculpture with the client's support. The following roles were assigned to the participants:
- One Client Representative
- Group 1 Letter of Partnership completed with instructions on how to complete the sculpture
- Group 2 Informed by the client that that they had a package with pieces

4.1   What did we learn?

Group 1 Letter of Partnership
- Collaborative in understanding and using the document
- Focused in completing each step
- Efficient in completing the task timely with minimal contact with the Client

Group 2 Without a Letter of Partnership
- Individually selected a piece and tried to understand the requirements
- Multiple questions presented to the Client
- Completed task but had rework

4.2   Summary

The member of the workshop provided feedback on how the Letter of Partnership promoted collaboration, focus and efficiency. As the Letter of Partnership is just a component, it was determined that a guideline is needed to present all the components to ensure a productive and efficient partnership. This guideline is called the "Partnership Start Guide".

5 Partnership Start Guide

The **Partnership Start Guide** was developed to provide the user with a template that can be used to complete the Letter of Partnership and to attach supporting documentation in support of the partnership.

The following outlines the process and how the Partnership Start Guide is used.

5.1 Process Overview

Letter of Commitment
- Pricing team LOC signed
- Pricing secures the point of contact with the Client's Administration team
- Pricing provides contact information to reinsurer's Administration team

Partner Start Guide
- Reinsurer's Administration team completes the Partnership Start Guide
- Provides it to the Pricing team and is sent to the Client's Admistration team
- Administration contact's the client's administration team directly with the completed Partner Start Guide

Colaboration
- Client is now aware of the Point of Contact
- Reinsurer's Administration teams can colaborate with the cleint on minimum data requirements, establishing a secure data exchange and any additional support (test file review, data valdation)
- Colaboration is not limited to to just the Reinsurer's Administration teams but can involve Accounting, Underwriting and Claim specialists regarding their requirements.

5.2 Template Definitions

The Partnership Start Guide can be used for New Client or New Business and allows you to adjust it to share information to existing or your prospective clients.

5.2.1 Partnership Start Guide Templates

Attached are two templates that can be used for New Clients or New Business:

RAPA Letter of
Admin Partnership Ne

RAPA Letter of
Admin Partnership Ne

5.3 Template Dictionary

5.3.1 Cover page

- indicating client and treaty applicable

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[Insert Company Logo]

[Client]
Partnership Start Guide for [treaty]
[Date]

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[Client] – Proposal for [Portfolio]
[Date]

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5.3.2 Letter of Partnership

- Introduction
- List out items that will be provided in the document

- Provides the point of contact

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[Insert Company Logo]

[Date]

[Client name]
[Title]
[Company]
[Address]

Dear [client name],

Letter of Administration Partnership for [treaty]

Thank you for choosing [Enter company name] as your reinsurance partner. For your convenience, this guide outlines data requirements for the successful exchange of data between [Enter company name] and [client company spelled out (acronym in brackets)]

1 [Enter company name] **minimum data requirements** for the lines of business covered by this treaty.

2 A list of **all information required from [client]** to establish a secure data transfer option. This ensures that data exchanged between our companies is properly secured and established on time.

3 More information on [Enter company name] additional services including **data validation service**, offerings from our various teams, and our publications and studies.

If you have any questions, please do not hesitate to contact us. Your [Enter company name] point of contact for this treaty is:

[First name Last name]
[Title]
[Email]
[Phone]

We look forward to a successful relationship between our organizations.

Your [Enter company name] team

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5.3.3 Table of Content

- List of the sections and page

Contents

Confidentiality Notice

5.3.4 Requirements and Request

- Provides the minimum data
- Details for a secure data transfer
- Other supporting information required

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[Insert Company Logo]

Minimum Data and Reporting Requirements

[Enter company name]'s minimum data required for this treaty includes the following:
[Insert your company's minimum data requirements]

Information Required from [client] for a Secure Data Transfer

To ensure data is transferred securely and efficiently, [Enter company name] will require the following information from [client]. Please provide the following prior to the reporting of this business:

1 **Client File Types:** A list of the types of files you will be exchanging with [Enter company name].

2 **Frequency of File Exchange:** The frequency which [Enter company name] should expect files related to this treaty to be received.

3 **Secure Data Transfer Preference:** [Enter company name] takes information security seriously and as such confirmation of your preferred method for secure data transfer, including any credentials, is needed. For a complete list of options available, please see **Appendix A.**

4 **Plan Code Listing:** A complete listing of the plan codes covered by this treaty.

5 **Data Dictionary or Sample File Layout:** A guide to the standard formatting of your data files and/or a sample of the typical format of the Excel file. This should include any unique coding outside of the standard data dictionary.

6 **Test Data File:** A test data file for validation prior to the first data exchange. [Enter company name] will provide support in ensuring that the data reported meets the treaty parameters.

7 **Client Point of Contact:** The contact information of the best point of contact for files related to this treaty.

8 **Confirmation of Additional Services:** If you would like [Enter company name] to perform additional validation on your data sets (including vetting for risk, underwriting, etc.) please confirm. For more information on [Enter company name]'s additional services, please see the following section.

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[Date]

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5.3.5 Added Services

- Opportunity to share value added service to support data quality

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[Insert Company Logo]

[Enter company name]'s Validation Services

We offer data validation services for various types of data including:

Retention	XXXX
	[Sample: Our Reinsurance Operations team has successfully discovered errors on retention calculation, saving both parties time and effort.]
Potential Off Risk	XXXX
Underwriting	XXXX
Data Quality	XXXX

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[Client] – Proposal for [Portfolio]
[Date]

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5.3.6 Appendices

- Area that you can attach files or supporting documentation

RAPA

Resource Professionals

[Insert Company Logo]

Appendices

6 Contributors

The completion of this whitepaper was not limited to the individuals below but was a collaboration of all RAPA members. From completing the survey to provide focus, to the conference workshops to continually support this initiative and all individuals that put in the time to provide feedback.

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