

**RAPA**

2015 FALL CONFERENCE

OCTOBER 18-20, 2015

TEMPE, ARIZONA

**LOOKING FOR AN OASIS IN AN OPERATIONAL DESERT**

**Roundtable Discussion**

**Retention Management**

* ***How are you managing retention and what tools and processes are required to ensure you are managing risk accurately?*** 
  + Are users able to use TAI and assess the retention on an insured?
  + How can you reduce “claim time” processing when reviewing retention?
  + How does your company perform a name search/ match?
  + Do you have more than one Name Search application being used by different departments?

**Audit**

* + When issues are found, what are you doing about them?Do you modify treaty parameters and re-audit?
  + Are companies currently conducting, planning to conduct, or finished conducting any type of large scale self-audit of their reinsurance data?
  + Are companies considering smaller scale audits, or mini-audits, of selected data?

**Treaty**

* ***From a treaty perspective, when you find issues within the administration process, how do you resolve them?***
  + When do you document changes in treaty parameters with amendments?
  + Do you document business decisions related to acceptance of risks or payment of claims with amendments?

**Systems & Data**

* ***What keeps managers awake at night regarding their reinsurance data and/or systems?***
  + Errors, legacy system changes, feed problems.

**General Admin**

* ***Do you ever compare actual results to pricing expectations?***
  + From a reinsurer do you ever compare pricing file to treaty to data?
  + From a direct writer do you measure what you thought you’d reinsure to what you are actually reinsuring based on RFP for policy count, NAR and premiums?
* ***E&O***
  + In an incorrect premium payment situation, will inactive policies also be included in the review and correction, and if so, how far back?  Which billing(s) will reflect the correction?
* ***Policy Exhibit and Premium Summary***
  + As a reinsurer, are you using these two reports/documents or are you recreating your own?  Why and why not?
* ***What are the dividing lines between your Admin/Ops area and Finance?*** 
  + Is this based on process, operating systems or a shared Service model?

**Claims**

* ***What is your company doing regarding death claim search?*** 
  + Are you performing the search yourself?
  + Have you had any ‘hits’ (i.e OFAC, Jumbo, State Escheatment, as examples)
* ***Treaty Compliance and Premium Verifications***
  + - What processes do you have in place to verify premiums paid?
    - Does premium verification occur in the claim process, or will admin audit suffice?
    - Is this the role of the Adjudicator or Administrator?
    - Is there a trend of claim administration moving from a traditional claims area to an administration area?

**Other**

* ***Solvency II***
  + With many European systems tailored to P&C, how has this impacted the ability to report life business?