

## Get to know Mark Hart and Danny Hickey, new co-chairs of eAccounting and Claims Business Implementation Group (BIG)

On a personal note

Senior experts with over 60 years of combined (re)insurance background to lead the BIG



### Danny Hickey, Guy Carpenter, passionate about process and operational efficiencies

After 32 years working for Guy Carpenter, and many of those spent as a Technician and Client Service Team Manager, process and operational efficiency is something I am passionate about. Our industry has traditionally been paper and email based which leads to huge process inefficiencies and much re-keying of data in multiple systems, together with errors that naturally result from that.

The Ruschlikon community changed this by using ACORD messaging globally, with more trading partners onboarding year on year. The industry seeks the improvements that data quality, automation and AI can bring. I was part of our first full implementation with ACORD messaging in 2008 and I have seen the number of partners we trade

ACORD messages with increase significantly in recent years, all thanks to the Ruschlikon initiative and the incredible community that brokers and carriers have created together.

Now I look forward to working with Mark, as co-chair, of the Accounting & Claims BIG to help drive further improvements and efficiencies to the messaging.

### Mark Hart, AXA XL, bringing broker and carrier expertise to the group

Following 20 years at WTW, working with a team to develop and implement a technical solution to respond to business needs and making best use of ACORD messaging for global rollouts, I moved to AXA XL in 2022 as Messaging Manager.

Since the early days of the Ruschlikon Initiative, I have contributed through my active participation in the eAccounting & Claims Business Implementation Group (BIG), continually enhancing the ACORD GRLC Standard, in relation to the business needs of both brokers and carriers.



### Our focus for the eAccounting and Claims BIG 2024+

In line with the Ruschlikon eA&C Steering Committee's decision to optimally support the Blueprint Two project, the group will prioritize the work on enhancing the ACORD GRLC standard 2016.10.2 further. This can be summarised as follows:

- Invest in the analysis and design efforts to enable different party flows for EBOT/ECOT 2016.10.2. This work extends usability to the global community and is likely to encourage onboarding of new joiners.
- Invest in the analysis and design efforts to enable inclusion of 'London Market (LM) Extensions' to EBOT/ECOT 2016.10.2. The LM extensions will enable the standard EBOT or ECOT message to be accompanied by an extended data set to support the breakdown of data required by the Bureaux markets.
- Invest in the analysis and design efforts to the current ECOT message definition (data points and workflow) and enhance it to incorporate the writeback solution currently used for the London market. This will allow one common standard to cover global market requirements. For now, it is being referred to as ECOT+ and will be designed to enable two-way claim movement messaging on a global level.

Working in the London Market, the opportunity to expand the work that the Ruschlikon community has undertaken in relation to the ACORD GRLC standards, as part of Blueprint Two excites us both. We are currently working closely together on early adoption testing for Blueprint Two Phase 1 (as representatives on the Vanguard group) for our respective companies. Once Blueprint Two Phase 2 is implemented, we will finally realise the enormous potential and efficiencies that ACORD messaging will bring to the London Market.

*Danny Hickey, Guy Carpenter, eAccounting and Claims BIG co-Chair*  
*Mark Hart, AXA XL, eAccounting and Claims BIG co-Chair*

### Thank you for reading

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