Ruschlikon & ACORD Standards – this is how they relate

<div style="float:right">Knowledge</div>

Rüschlikon is a small town outside Zürich, Switzerland. 15 years ago, a group of pioneering reinsurers, insurers and brokers agreed to a common vision for reducing back office frictional costs and streamlining processes for the (re)insurance sector by implementing global ACORD Data Standards together with an agreed set of business processes and rules. **This initiative was named Ruschlikon in honour of its beginning.**

ACORD is a not-for-profit standards organisation that has been working with the Global Reinsurance and Large Commercial (GRLC) insurance industry to create electronic messaging standards since 2001. Today ACORD continues to maintain and publish these "Global Reinsurance and Large Commercial" (GRLC) data and process standards for the industry and has a close working relationship with implementation communities such as Ruschlikon.

Are you interested in more details and want to understand what you get from both partners?

Digitising business processes among all involved business partners needs a joint basis, which has been established through ACORD. Based on their GRLC data standard, the Ruschlikon community worked with ACORD on the practical implementation and documented it to give guidance to implementing companies.

As a result, a broad set of documents and artefacts have been established to support new members in their rollout activities. The 4 main items are:

- ACORD's EBOT Quick Reference Guide – [Documents accessible by ACORD members](#)
- ACORD's ECOT Quick Reference Guide – [Documents accessible by ACORD members](#)
- Ruschlikon's Best Practice Guide – [Ruschlikon Best Practice Guide (eAccounting and Claims)](#)
- Ruschlikon eDeployment Guide – [Ruschlikon eDeployment Guide (eAccounting & Claims)](#)

Current standards and updates at your fingertips

When it comes to the data and processes used within the Ruschlikon community, ACORD's Electronic Back Office Transactions (EBOT) & Electronic Claims Office Transactions (ECOT) standards are explicitly followed. The Ruschlikon Best Practice Guide aims to establish a clear and consistent community approach to implementing these ACORD standards.

The Ruschlikon community, with its global network, encourages all members to upgrade to new data and process standard releases in a timely manner to benefit from the enhancements. ACORD publishes updates to standards as and when requested by implementers. Ruschlikon contributes to the establishment of the versions to be used by implementers. The Ruschlikon community follows the

principles that only two versions are live at the same time (latest and previous). This opens a sufficiently large time window for implementers to upgrade to the most recent version.

At this point, most organisations have already upgraded from 2015-04 to 2016-10 (the current two versions). Once the next GRLC release is published, the Ruschlikon Steering Committees will determine the appropriate time to drop the ACORD GRLC 2015-04 Standard and work towards the new release.

The best practice guide also includes recommended processing times, noting among other Service Level Agreements (SLAs) that responses to premiums and claims are expected within 10 working days, and responses to queries within 5 working days.

Who can make use of these standards?

The scope of interactions currently operational within Ruschlikon members are between:

- Insurance broker and insurer (Large commercial)
- Insurer (cedent) and reinsurance broker
- Reinsurance broker and reinsurer
- Cedent and reinsurer
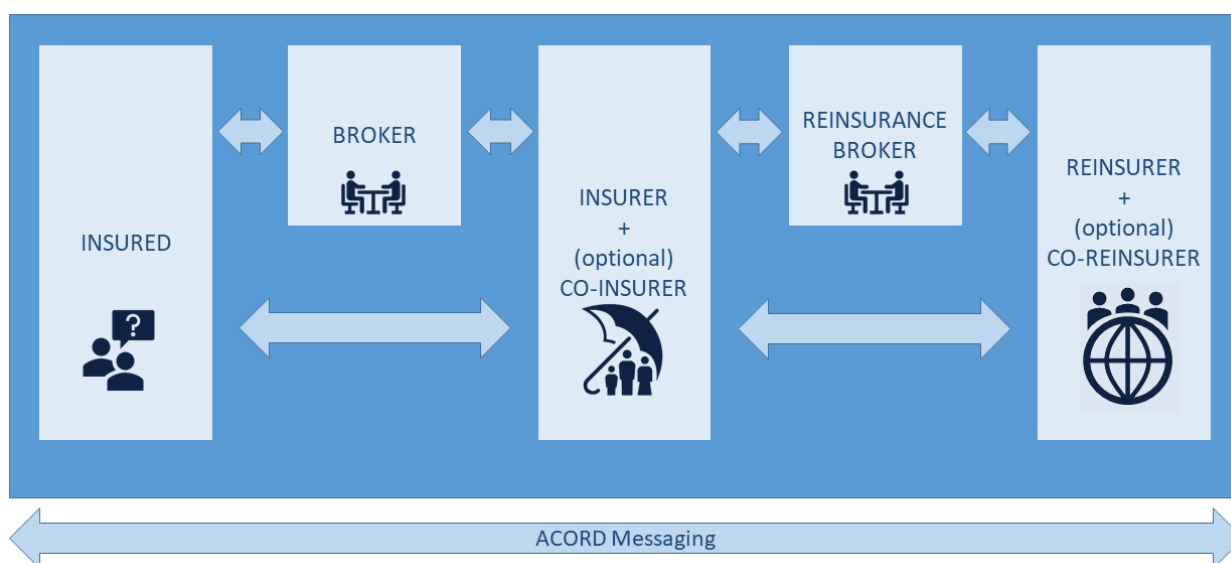
It covers single risk, large commercial and treaty business.

The GRLC standards also cater for Insurer to Co-Insurer relationships which are common in continental Europe, and it is anticipated that these will be included within the Ruschlikon initiative at a future point.

What is the difference between EBOT and ECOT standards?

EBOT is used for both premiums and claims. ECOT is purely for claims.

The ACORD Quick Reference Guides contain details for specific ACORD message types, rather than types of transaction. ECOT includes details of the Claim Movement message which is only used for claims purposes. EBOT contains details for Technical Account and Financial Account messages, both of which are used for premiums and claim settlements.

The Acknowledgement message is included in both Quick Reference Guides and provides response details for all message types.

Do you still have questions?

In case of any questions, please feel free to reach out to the various Ruschlikon bodies. Their contact details are available on the Ruschlikon website: Ruschlikon (acord.org)

Reshaping the (re)insurance industry, through the design and implementation of processes that reduce operational cost and enhance client service.

KEY OBJECTIVES

- Ensure operational excellence by agreeing rules and protocols to deliver business benefits
- Enhance service, improving speed, quality and integrity of critical information
- Replace paper documents (i.e. submissions, placements, closings and statements) with ACORD standard structured data messages
- Reduce costs through data integration and process automation
- Support seamless straight-through processing by
    - Advancing electronic placement from submission to bind
    - Improving the financial agreement and settlement of premiums and claims

CONTACT

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Regional Implementation Groups

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Ruschlikon Global Marketing Group

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