

Talbot claims department go live with ECF Writeback



What is ECF Writeback?

ECF Writeback provides an all-encompassing holistic view of claims, providing richer data, document integration and functionality that allows Talbot to review and respond from a single system, rather than utilising the two market systems (Electronic Claims File (ECF) and Insurer's Market Repository (IMR)). Talbot have worked with the LMA led ECF Writeback project team for nearly two years, to assist with shaping the requirements of an ECF Writeback solution. Talbot committed to being an early adopter in January 2015 and have worked in partnership with DocoSoft, our current software provider, to scope out Talbot's requirements.

What are the benefits of ECF Writeback?

- Near real-time claims notification
- Less duplication of effort and thus improvements in Talbot response time
- Single point of interaction for adjusters (fewer touch points)
- Richer data
- Removes market restrictions around system availability

ECF Writeback has allowed Talbot and DocoSoft to identify and develop additional benefits:

- Operational claims dashboard allowing greater analysis of claims trends and departmental behaviours
- Streamlined processes regarding compliance with market and regulatory best practice

Mario Apicella, Head of Claims – Talbot Underwriting Ltd says:

"We are very excited to be working with the LMA and DocoSoft at the forefront of such a ground-breaking initiative. ECF Writeback creates efficiencies and allows us to significantly enhance our claims service and speed of response, both of which are very important to our brokers and clients when they need our support. In addition to these efficiency benefits, we will be receiving far richer data about losses which we can analyse to better understand loss factors that should be considered at the point of underwriting. Overall we believe the ECF Writeback initiative complements our desire to achieve market modernisation, and welcome its launch and the benefits it will bring to us and the market as a whole."

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