Why ACORD Is Important To The Hartford

In the early 1990’s, Hartford made a determination to adopt ACORD electronic standards. Significant investments in ACORD standards supporting core electronic transactions has resulted in ACORD standards being a key component of our P&C infrastructure.

ACORD is being leveraged to support Hartford’s strategic business objectives.

- Support of the “One Company” target model with data and system integration between Personal, Business, Surety, Claims, Life/Annuity
- Distributed data between external vendors/distribution partners
- Demand for data transparency to satisfy regulatory, statutory and privacy requirements. (Sarbanes-Oxley)
- Service Oriented Architecture (SOA) on both horizontal standards (e.g. XML, SOAP, HTTP) and vertical standards (e.g. ACORD XML)
- Utilization of Service Oriented Architecture (SOA) supporting RT web-services
P&C ACORD XML Standards

Current Implementations

Business Insurance:
- Real Time ACORD XML for Rules Validation, Quoting, and Policy Issuance
- Middle Market Quoting, attachments and schedules
- Retention Analysis Tools
- Scorecard Services

Personal Insurance:
- Real Time ACORD XML for Rules Validation, Quoting, and Policy Issuance
- Quote/Lead Generation Services
- Pre-renewal process - Underwriting Rules
- Front end strategies
- Bumping/Plugging Services

E-Service:
- View Inquiries for Policy Contract, Claim Loss Runs, Billing Information.

Claims:
- First Notice of Loss for Commercial Auto and Commercial Property, Commercial Liberty, Workers’ Comp
- Claim Investigation Services with ISO
P&C ACORD XML Standards
Continued Momentum in 2007

• **Internal Hartford ACORD Council** – Ensuring that the enterprise adheres to a Common Message Format

• **ACORD Working Groups**
  – Member of ACORD Standards Committee
  – Member of PCS Steering Committee
  – Chair of PCS Technical Subcommittee
  – Co-Chair of ACORD Web Services Profile Working Group

• **Power of Change** – Supporting ACT and AUGIE in the development of the new Power of Change seminar designed to help agencies and staff manage through a change process to eliminate current workflow inefficiencies and incorporate improved technologies, such as Real Time and Commercial Lines Download. All aimed at leveraging ACORD standards.