



GISA at a *GLANCE*

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Message from the GISA’s General Manager – John D’Alfonso

Welcome to our first GISA newsletter!

This year marks the 10th anniversary of GISA and we appreciate all the support and encouragement received as we strive to provide effective oversight of the statistical information and related insurance data, and to ensure that timely, reliable and accurate information is efficiently produced.

This newsletter is one of the ways we will strive to stay connected, provide educational information, helpful tips, events, news and even some community engagement related items. We plan to publish a seasonal issue as needed.

Each newsletter will also be posted on our website. We hope you will find something of value in every issue and will share it with your colleagues.

To unsubscribe from the Newsletter, or if you have any questions or new ideas you’d like to share, please feel free to contact us!

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Best Business Practices - Deficiency Fees

Errors that are 90 days or older, generate a Deficiency Fee of \$1.00 per record. To keep costs down, it is best to clear up old errors as soon as possible and to work on current ones to prevent them from creeping past the 90 day threshold.

Our Service Provider, IBC, can provide an Excel extract of your outstanding errors, where a pivot table by policy ID can be created. Such a table allows you to fix all errors on the policy ID at the same time, saving you from having to revisit the same policy ID/claim ID multiple times.

Remember that you can search for errors by policy ID in the Electronic Error Correction environment. Call your Data Quality Analyst, to request an extract of all errors in Excel.

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DID YOU KNOW?

GISA’s Service Provider, IBC, is responsible for ensuring that the volume of outstanding errors are below a specific threshold. Using the industry results, they measure the volume of outstanding errors each quarter. The volume of errors is compared with the volume of submitted data, to calculate the percentage of dollar amounts sitting in the error file.

GISA sets limits on the allowed percentage of errors in the Electronic Error Correction environment. If the actual error percentage exceeds the limit, IBC will drill down, by province and by company, to find high dollar value errors. It sends these errors to the company’s Error Correction Staff, requesting they be addressed immediately. This approach is used for Premiums, Paid Losses and Reserves.

Early Warning System

The Early Warning System (EWS) enables automated verification of data accuracy, management of resulting issues, and creation and maintenance of the Anomaly Rules. The EWS provides early access to the collected data and facilitates and tracks proactive, corrective actions by IBC and external companies in order to improve data accuracy. This facilitates timely access to more accurate data which sources the Exhibit Production System (EPS). The EWS includes management of the business rules for purpose of identifying any potential data issues, single integrated issue management system with a warning mechanism to identify potential issues with the specific fields in the reported Auto Statistical Plan (ASP) and Commercial Liability (CL) data and tracking of corrective actions taken by IBC and/or companies.

Achievements of Early Warning



System (EWS)

----- Driving Record

One example of data correction as an implication of the EWS is with respect to the Driving Record.

For Company A, Driving Record was incorrect in 2013.

The company fixed the data reporting in 2014.

Leaving the data incorrect in 2013, has the following results:

- Data from 2011 to 2015 is excluded from the 2015 exhibits.
- Provided the data remains accurate, for 5 years, 2014 – 2018, it will only then, be included in the exhibits in 2018.

	2011	2012	2013	2014	2015
Driving Record					
0	400	440	484	504	520
1	600	660	726	799	840
2	800	880	968	1023	1250
3	2000	2200	14400	2345	2888
4	3000	3300	0	3900	4239
5	7000	7700	0	9800	10111
6	9000	9900	10890	12007	12986

Top 5 Data issues in Q4 2015, flagged by Early Warning System

BCP8436003	The Number of Exposures for Private Passenger vehicles Type of Use = 07 and reported with Business Use Percentage >50 are expected to be significant compared to all exposures.
BCO8714003	The Number of Transactions for Third Party Liability with Loss Reserve Amount greater or equal to \$500,000 Tolerance are expected to be minimal.
BCO8714002	The Number of Transactions for Accident Benefits with Loss Reserve Amount greater or equal to \$500,000 are expected to be minimal.
BCC8714004	The Number of Transactions for Third Party Liability - BI with Loss Amount greater or equal to \$500,000 are expected to be minimal.
BCI8717003	The Number of Transactions with Minor Injury Indicator = 0 and Loss and Expense Amount greater than \$3,500 are expected to be NIL.

Excluded Industry Data

Data is excluded from published exhibits when there are problems with data validation and verification, consistency and/or reasonability checks that cannot be resolved.

Implementing system fixes sooner may prevent your data from being excluded.

TIPS

1. When using an independent claims adjuster, ensure that they are able to provide you with the complete and accurate information on the claim. A suggestion would be to audit the statistical information from the adjuster. The insurance company is responsible to obtain accurate data from third party adjusters.

2. Loss Transfer: if your company is responsible for injuries to a third party, and because of the loss transfer agreement, you are making payment to the third party. You must report this as a Bodily Injury claim with the kind of loss code 07, to IBC.

3. Refer to the related anomalies tab, to find comparable and similar EWS rules. This will help you to group together the issues on the same field name.

GISA Survey Result

Last fall GISA distributed the survey for a better understanding of the data needs of insurers and the insurers' understanding of the roles of GISA's key stakeholders.

We would like to thank all of the stakeholders who provided valuable feedback by responding to our surveys. The survey results are being analysed and the final detailed survey report will be put on the GISA website: <http://www.gisa.ca/>.

Financial Information Collection Timelines

– All reports are due on or before date shown below:

- P&C Q4 Return & Annual Supplement: March 1, 2016
- FI-ULAE: March 7, 2016
- Main Collection: April 4, 2016

All GISA issued Bulletins, Manuals can be accessed on GISA website:

<http://www.gisa.ca/en/techman/>