



## EDI GUIDE FOR SSP CV USERS

### Now you have been switched on

Sabre does not accept manual business from Agents with Full Cycle EDI Systems unless there are exceptional circumstances, for example a system failure.

### Frequency of Transmission

Any new business, mid term adjustment or renewal processed by your Agency MUST BE TRANSMITTED DAILY. Insurers need to adhere to strict timescales for submission of data in order to meet targets set by the MIIC for the Motor Insurers Database.

### Storage of Documentation

You must keep the new business proposal form, a copy of the original quotation, cover note(s) if issued, NCD proof, copy of driving license and any other relevant documentation. The use of optical disk or other storage media is usually acceptable to us but prior agreement must be sought before any documentation is destroyed.

The documentation must be kept available for audit purposes. All papers must be kept for at least two years after the policy has been cancelled or lapsed.

### Access to Documentation

Access to documentation must be available to us, or an authorised third party for audit purposes whenever required.

There may be instances where we require the original new business documentation to be submitted to our office or handed to an authorised third party. Any requested papers must be readily available\*.

**\*Electra M3 users - We recommend that the Quote Backend Prints facility that allows storage of a copy of the original quote in a form of PDF file is used for both FSA and audit trail purposes.**

### Schemes

Sabre CV – SBEO



## **Sabre Full Cycle**

### **New Business**

- Only annual (12 month) policies are available on the full cycle product.
- There is NO New Business Pending Cycle on the full cycle product.
- If the risk has been referred to us for a quotation, please override the premium and/or excess to the amount quoted and ensure that the reference is entered in the quote reference field.
- Please retain all documentation.

### **Mid Term Adjustments**

Please do not send paperwork to us, unless there is a query on a transaction that has already been transmitted to Sabre, or you are unable to process the change. All paperwork should be retained in your office with the new business documentation in case of a query or claim.

Temporary Mid Term Adjustments are not currently supported by SSP. If you require cover, please contact Sabre's Underwriting Department who will teleprocess the change and issue documentation. In event that a Temporary MTA is requested outside Sabre's opening hours, please fax details of the change to the Underwriting Dept.

### **Cancellations**

#### **Cooling Off Period**

If the policyholder requests cancellation within 14 days of receipt of full documentation following inception of a new business or renewal, this will be treated as a right to cancel with small charge of £25 + IPT applying for the period on cover.

#### **Cancellation Calculation**

**12 month policy** - A pro rata charge for the period on cover, plus £25.00, will apply following any request for cancellation.

### **Renewals**

Electronic renewal invitations will be sent for all full cycle EDI policies 28 days prior to renewal date. If you have not received a renewal invitation or have a renewal exception, please check the Renewal Exception Report which is generated by your system on a daily basis before contacting Sabre.



### **Other Points**

- Please submit Transaction Audit Reports on a monthly basis.
- If you require quotes for small vans on SD&P use, please use our Non Standard Private car scheme.
- If you require policy wordings, please contact us by email [agency@sabre.co.uk](mailto:agency@sabre.co.uk) or by fax: 01306 501111. Alternatively these can be downloaded from our website [www.sabre.co.uk](http://www.sabre.co.uk)
- If you are having transmission difficulties please keep us informed, we may be able to help.
- If you require an Override code please phone the Underwriting Department on the number shown below.
- The Premium/Excess Override facility is available for New Business and Mid Term Adjustments.
- If the premium is to be paid by credit card a payment form must to be completed and submitted via [www.sabre.co.uk](http://www.sabre.co.uk) or the details phoned through to Sabre on 01306 747261.
- Green Cards – Please contact Sabre 10 working days before travel date if a green card is required.
- If you have any problems or questions please give us a call – We will try to help.

### **Contacts - Technical Queries**

<b>Contact</b>	<b>Telephone/Fax</b>	<b>Email</b>
Electronic Trading	Tel: 01306 747276 Fax: 01306 501111	<a href="mailto:electronictrading@sabre.co.uk">electronictrading@sabre.co.uk</a>
Underwriting Queries	Tel: 0330 024 4699 Fax: 0330 024 4698	<a href="mailto:underwriting@sabre.co.uk">underwriting@sabre.co.uk</a>

*Call costs may vary depending on your service provider. If phoning from a mobile please check with your mobile operator. All our calls are recorded for training purposes.*