

# GEN RE CONNECT USER MANUAL



GEN RE, **CONNECT**

FOR USE BY GEN RE AND ITS CONNECT CLIENTS ONLY

## Table of Contents

- *How to Login to Gen Re Connect* **Page 3**
- *How to Enter a New Submission* **Page 6**
- *Save a Quote* **Page 9**
- *Attaching Documents* **Page 9**
- *Binding a Quote* **Page 9**
- *Decline a Quote or Request a New Quote* **Page 10**
- *Submit a Renewal* **Page 10**
- *Endorsing or Cancelling a Risk* **Page 11**
- *Account Management* **Page 12**
- *Reports* **Page 12**
- *How to Reset Your Password* **Page 12**

## How to Login to Gen Re Connect

Gen Re Connect is the internet platform through which you can submit your US Auto carve-out business to Gen Re for a reinsurance quotation. With an internet connection, your User ID and Password, you will have access to Connect from anywhere in the world.

- go to <http://www.facworld.com>

Gen Re | FacWorld.

Office Locator | Site Map | FAQs | Ask FacWorld | Home | Login

Putting our Expertise Online®

**Quick Links**

**FacWorld Products**

- > Casualty
- > Life & Health
- > Ocean Marine
- > Property

**FacWorld Research**

- > Legal Articles
- > Publications
- > FacWorld Report
- > Gen Re

**Help**

- > AskFacWorld
- > FAQ's
- > Demo
- > Office Locator
- > Site Map

**Online Account Access**  
Gen Re Publications  
Facultative Billing

**Effective October 31, 2009, Gen Re is modifying its password policy for new FacWorld users. The new policy requires a minimum seven (7) character-password, with at least one (1) upper case alpha, one (1) lower case alpha and one (1) numeric character. While we will not require existing clients to follow this new policy, we strongly recommend that you consider complying, to better protect your submissions through FacWorld.**

**Reinsurance News**

- > [Risk Insights® - Vol. 10, No. 1, Infectious Diseases](#)
- > [Gen Re LifeHealth: Risk Matters - February 2006](#)
- > [Contract Finality – What a Concept!](#)
- > [Property Matters - Insurance Fire Investigations--Rapid Response for Optimal Result](#)

**Log On**  
Click Login to enter your ID and Password.  
**Login**

**International Life/Health Clients**  
Please login here  
**Login**

**Register**  
Click Register to Create a New Profile to Submit a Risk, Receive a Quote, Bind, and Manage your Accounts.  
**Register**

**Office Locator**  
Click Office Locator to find an Office or a Gen Re Underwriter.  
**Office Locator**

**Gen Re**  
Visit our Corporate Site.  
**Gen Re**

MyFacWorld | Online Portfolio | Create a Profile | Submit a Risk | Ask FacWorld | Help | Home  
Copyright © General Re Corporation 2010. All Rights Reserved. – Legal and Privacy Statement

- Click on the **Login** button in the Log On section.

- On the following screen enter your User ID and Password. The User ID is your name and the initial Password is the same for everyone **ACEPw2011**. The User ID and Password are case-sensitive.

The screenshot shows the top navigation bar of the Gen Re. | FacWorld website. The navigation menu includes links for Office Locator, Site Map, FAQs, Ask FacWorld, Home, and Logout. A prominent orange 'Login' button is located on the right side of the navigation bar. Below the navigation bar, the page is divided into two main sections. The left section, titled 'New to the Site?', provides instructions for creating a profile and includes links for 'About My FacWorld', 'Take a tour of the site', and 'Contact Us'. The right section, titled 'Already Have a Login?', contains a login form with fields for 'User ID' and 'Password', and a 'Login' button. A note below the form states that passwords are case sensitive and provides a link for 'Forgot your User ID/Password?'. A footer note at the bottom of the page states: '\*FacWorld is best viewed using Internet Explorer version 5.5 or higher'.

Gen Re. | FacWorld.

Office Locator | Site Map | FAQs | Ask FacWorld | Home | Logout

**Login**

New to the Site ?

Create a Profile and Start Transacting Online

- [Click here to Create a Profile Now](#)

Discover FacWorld

- [About My FacWorld](#)
- [Take a tour of the site](#)
- [Contact Us](#)

[Add FacWorld to your Favorites](#)

Already Have a Login?

Please enter your User ID and Password to Login to MyFacWorld

User ID:

Password:

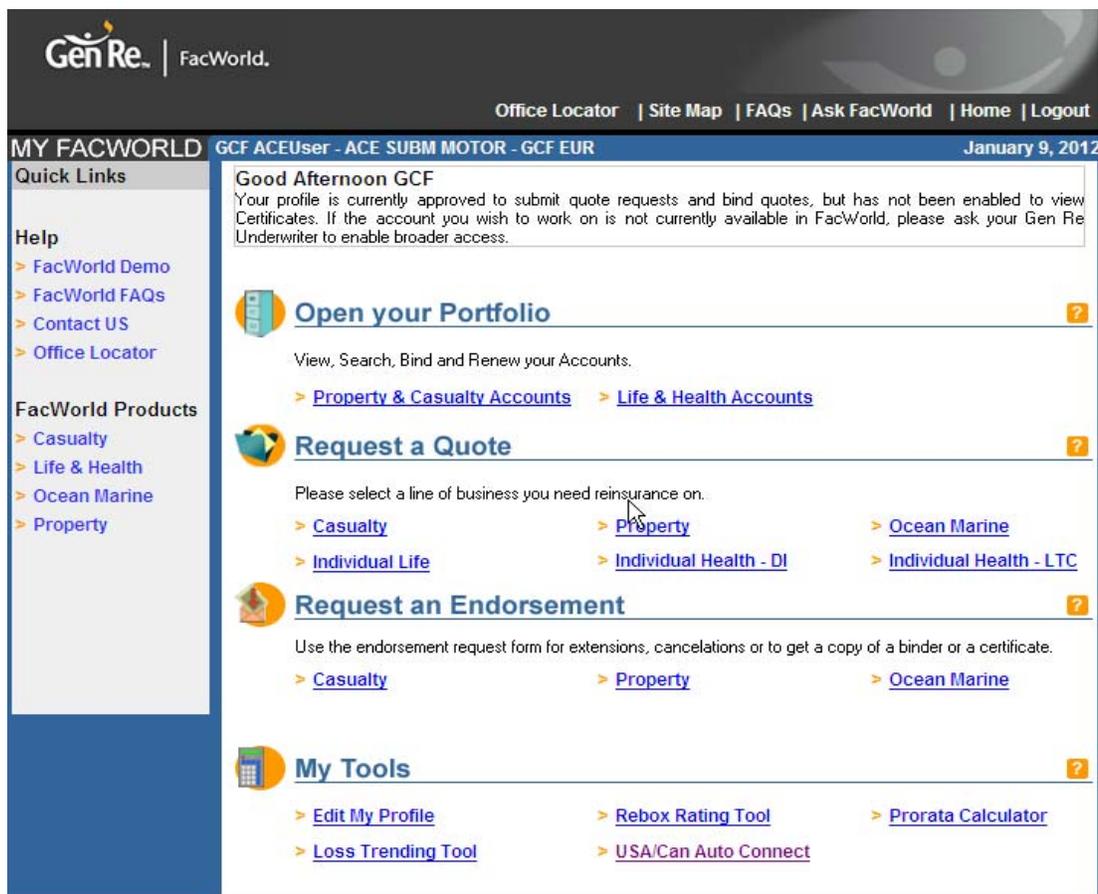
Passwords are case sensitive.  
Please check to make sure that you entered your password using the correct lower and upper-case letters.

[Forgot your User ID/Password?](#)

\*FacWorld is best viewed using Internet Explorer version 5.5 or higher

Please note that after you have signed in to FacWorld for the first time you will be prompted to change your Password. You will need to use at least one upper case letter, one lower case letter and one number.

- On the following screen scroll down and click on US/Canada Auto Connect in the section  [My Tools](#)



Gen Re | FacWorld.

Office Locator | Site Map | FAQs | Ask FacWorld | Home | Logout

MY FACWORLD GCF ACEUser - ACE SUBM MOTOR - GCF EUR January 9, 2012

**Quick Links**

**Help**

- > FacWorld Demo
- > FacWorld FAQs
- > Contact US
- > Office Locator

**FacWorld Products**

- > Casualty
- > Life & Health
- > Ocean Marine
- > Property

**Good Afternoon GCF**  
Your profile is currently approved to submit quote requests and bind quotes, but has not been enabled to view Certificates. If the account you wish to work on is not currently available in FacWorld, please ask your Gen Re Underwriter to enable broader access.

**Open your Portfolio**

View, Search, Bind and Renew your Accounts.

- > [Property & Casualty Accounts](#)
- > [Life & Health Accounts](#)

**Request a Quote**

Please select a line of business you need reinsurance on.

- > [Casualty](#)
- > [Property](#)
- > [Ocean Marine](#)
- > [Individual Life](#)
- > [Individual Health - DI](#)
- > [Individual Health - LTC](#)

**Request an Endorsement**

Use the endorsement request form for extensions, cancelations or to get a copy of a binder or a certificate.

- > [Casualty](#)
- > [Property](#)
- > [Ocean Marine](#)

**My Tools**

- > [Edit My Profile](#)
- > [Loss Trending Tool](#)
- > [Rebox Rating Tool](#)
- > [USA/Can Auto Connect](#)
- > [Prorata Calculator](#)

Clicking the link will open your customised application (Home) view and you will see a list of existing cases, along with their current status, which appear in descending entry date order. You can view the details of a risk by clicking on it. To return to the entrance screen simply click on "Home". Alternatively you can begin to enter a risk.

**By Date**

The icons below make it possible to ... Print:  | Delete:  | Modify Policy Number:  | Attach Files: 

Date	Named Insured	Policy Number	City, State	Type	Status	Author
8 Nov 2011	SCHRODERS PLC AND SUBSIDI	UKCASC45893		New	SPA Bound	Nadia Afia
8 Nov 2011	SCHRODERS PLC AND SUBSIDI	UKCASC45893		New	SPA Bound	Nadia Afia
7 Nov 2011	FIDESSA	0010903X11		New	SPA Quoted	James Raven
7 Nov 2011	INDUSTRIAL ACOUSTICS COMP	0010902711		New	SPA Quoted	Nicki Smith
7 Nov 2011	HAVELLS-SYLVANIA	0010900T11		New	SPA Quoted	Elisabeth Lowe
7 Nov 2011	ALL SAINTS RETAIL	0010904411		Renewal	SPA Quoted	Gordon Knox

## How to Enter a New Submission

- Click on “create a New Submission” at the top of the page and you will be taken to the submission form.
- Please complete all fields (mandatory fields are marked with an \*). The form is largely self-explanatory but see underneath this screenshot of the input screen for explanatory notes:


Office Locator | Site Map | FAQs | Ask FacWorld | Home | Logout
Putting our Expertise Online®



**ACE EUROPEAN GROUP LTD**  
 USA/Canada Automobile Carve-Out  
 Type: New Status: In Progress

[Home](#) | [Print](#)

This confirms our quotation on the facultative reinsurance outlined below. Our quotation is valid for 30 days or until the inception/anniversary date of the policy to be reinsured whichever comes first. If there have been no material changes to the information you have supplied to us, you may bind this reinsurance by notifying us via Gen Re Connect during the quote period of the effective date of the reinsurance, being on or after the date of your notification. If you wish to bind before for an effective date which would either precede your notification to us or fall outside of the quote period, you must contact us to request our agreement to the proposed effective date of the reinsurance.

This quote is subject to, and specifically incorporates, our ACE USA/Canada Automobile Carve-Out Master Certificate of Facultative Reinsurance, which will become a part of any reinsurance bound hereunder.

Please attach a schedule showing the types of vehicles and numbers and their garaged location(s) and if possible indicate their radius of operation (local radius - up to 50 miles, intermediate - 51 to 200 miles or long haul - 201 miles plus). Please also provide a minimum of 5 years ground up loss history, with details of any single loss which exceeds \$500,000, a copy of the primary auto policy declarations/schedule and a copy of your Master Policy schedule (if existing business).

*PLEASE NOTE: The attachment section does not appear until the Calculate button has been pressed once.*

Fields marked with an \* must be filled.  
 Date format: DD.MM.YY    Number format: 123,456.78    Use k and m for shorthand (example: 1.23M = 1,230,000)

SOURCE			
Author Name: GCF ACEUser			Processing Date: 9 Jan 2012
RISK INFORMATION			
Insured Name*: <input type="text"/>	Policy Number: <input type="text"/>	New or Renewal*: <input type="radio"/> New <input type="radio"/> Renewal	

Insurance Eff. Date*: <input type="text"/>	Insurance Exp. Date*: <small>Will default to Eff Date + Year</small> <input type="text"/>	Reinsurance Eff. Date*: <small>Will default to Ins Eff Date</small> <input type="text"/>	Reinsurance Exp. Date*: <small>Will default to Ins Exp Date</small> <input type="text"/>
		US Domicile State: <input type="text"/>	
Business: <input type="text"/>			Website: <input type="text"/>

COVERAGES	
Reinsurance Layer*: <input type="text" value="4,000,000"/>	Attachment Point*: <input type="text" value="1,000,000"/>
Other: <input type="text"/>	Other: <input type="text"/>
	Gen Re Share (pct)*: <input type="text" value="80"/>
UNDERWRITING INFORMATION	
UM/UIM Required?*: <input type="radio"/> Yes <input type="radio"/> No	
Hired and Non-Owned required?*: <input type="radio"/> Yes <input type="radio"/> No	
No-Fault Required?*: <input type="radio"/> Yes <input type="radio"/> No	
Coverage Required for*: <input type="text" value="US Only"/>	
REINSURANCE PREMIUM	
100% Net Layer Premium:	<input type="text"/>
Gen Re Net Share Premium:	<input type="text"/>
MISCELLANEOUS	
Additional Comments: <input type="text"/>	
URL Link to: <a href="#">Terms &amp; Conditions</a>	
<a href="#">Home</a>   <a href="#">Print</a>	
<input type="button" value="Calculate"/>	<input type="button" value="Save and Exit"/>
<input type="button" value="Exit without Saving"/>	

Notes:

- The period for which our quotation remains valid is set out in the first section. You can request a quotation a maximum of 30 days prior to the required Reinsurance Effective Date.
- US Domicile State – leave blank if vehicles exist in multiple States.

- The Reinsurance Layer defaults to \$4m in excess of \$1m and the Gen Re share to 80% since this is the most common limits structure (a \$1m local primary policy with the \$4m xs \$1m layer shared 20%/80% between ACE/Gen Re).
- The drop down boxes alongside the Reinsurance Layer and Attachment Point (amount of the local underlying policy) allow for these values to be changed to \$3m and \$2m respectively. If any other combination of Reinsurance Layer and Attachment Point is required please enter details in the "Other" boxes. The Gen Re share can be set to 80% (maximum) or 75%. Any other percentage requested will be considered by the Gen Re underwriter.
- UM/UIM = Uninsured Motorists and Under Insured Motorists coverage. Please select "yes" if this is required.
- Hired and Non-Owned coverage (i.e., where the Insured's employees hire vehicles on company business or use their own vehicles on Insured company business). Please select "yes" if this is required and include exposure details in the Attachments or Additional Comments section.
- No-Fault is a type of coverage required in some States in which an Insured's policy provides indemnity for bodily injury and/or property damage liability without regard to fault. It is rarely requested to be included in reinsurance layers. Please select "yes" if this is required.
- The Gen Re Net Share Premium field will show the required reinsurance premium when the risk has been submitted and quoted by a Gen Re underwriter.
- Once you have completed the form, click on the  button at either the top or the bottom of the screen. This will allow the system to validate that all of the necessary information is present.

If all necessary information is present you will see the following message:

✔ Form Has Been Validated

This session is not in accordance with the terms of the Reinsurance Agreement for the following reason(s):

▶ All accounts are reviewed by a Gen Re Underwriter

Please complete the submission form below and click on the button labeled "Send SPA Quote Email to Gen Re"

Please ignore the second part of the message. SPA is an abbreviation for "special acceptance". Since all submission requests are reviewed by a Gen Re underwriter they are all designated as special acceptances and therefore this text will always appear.

If there are any errors or missing information the system will display an error message at the top of the screen explaining what needs to be corrected.

- Simply enter the missing information and click  once again to allow the system to process the information.

When you have validated your form the Attachments section will appear and you will be able to attach documents to the file (see below).

## Save a Quote

- You can exit Connect and save your changes, which will enable you to return to the form later, or simply exit without saving.
- There are buttons at the top of the screen and at the bottom of the screen. Click **Save SPA and Exit** to save the document. Clicking on **Exit SPA without Saving** will mean that the form will not be saved.

## Attaching Documents

When your submission has been validated you will have the ability to attach underwriting information (schedule of vehicles, loss history, primary policy auto declarations etc) to your submission. You will have the ability to attach up to three files.

- Simply click on the **Browse...** button at the bottom of the screen and select the file(s) that you would like to attach to the form.



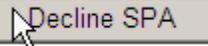
- When you are ready click on **Send SPA Quote Email to Gen Re** and your submission will be delivered to Gen Re for a quotation. In your Connect Home view your submission will now appear at the top of the list and will display the status "SPA Submitted", ie., submitted to Gen Re.

## Binding a Quote

Binding a quotation is a simple process and there is no need to contact a Gen Re underwriter to do so.

- Open the form and click on **Bind SPA**.
- When you have bound a risk in Connect the status in your Connect Home view will change to "SPA Bound" and you will receive an email with "SPA bound" in the title line, which you can then print or save to your file.

## Decline a Quote or Request a New Quote

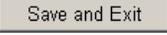
- If there is a quotation that you do not want to take up, for example if you did not secure the business, click on 
- If you wish to seek a revised quotation, for example for an alternative reinsurance layer(s) or reinsured percentage, click on 

## Submit a Renewal

Once a risk has been bound in Connect you will have the ability to renew it. Find the account (search to find it using either the insured name, date, author (your name), policy number, etc.) and open the record

Then click on the  button either at the top or the bottom of the screen, to start the renewal process. The system will take last year's information and bring it over to a new screen where you can change the values, re-validate the data and then submit the form for a renewal quotation.

When an account approaches renewal the ACE underwriter who last handled the account will automatically receive a renewal reminder email 60 days before expiry date. Note that any ACE underwriter can pick up and handle a renewal, irrespective of who handled it previously.

- Once the form is validated you can  or  for the new policy term.

## Endorsing or Cancelling a Risk

Risks can be endorsed through the reinsurance policy term at any time by using the **Endorse** button. A new field will appear in the date section of the form and you will be required to enter the Endorsement Effective Date. Please include the reason for the endorsement request. An endorsement submission request may then be sent to Gen Re.

Insurance Eff. Date*: 1 Jan 2012	Insurance Exp. Date*: 31 Dec 2012	Reinsurance Eff. Date*: 1 Jan 2012	Reinsurance Exp. Date*: 31 Dec 2012
		Endorsement Eff. Date*: <input type="text"/>	

Risks may be cancelled mid-term by using the **Cancel** button. A new field will appear in the date section of the form and you will be required to enter the Cancellation Date. Please include the reason for the cancellation request. An cancellation submission request may then be sent to Gen Re.

Insurance Eff. Date: 1 Jan 2012	Insurance Exp. Date: 31 Dec 2012	Reinsurance Eff. Date: 1 Jan 2012	Reinsurance Exp. Date: 31 Dec 2012
			Cancellation Date*: <input type="text"/>

## Account Management

Gen Re Connect has several "views" that will enable you to find your accounts within the system. These views will allow you to track your activity as well as manage your accounts. Also included is a Renewal Schedule to assist you in managing your upcoming renewals.

All of these "views" are found on your Home page after you have signed in to Connect:

- By Date
- By Author
- By Insured
- By Policy No
- By State
- By Status (Submitted, Quoted, Bound, Endorsed, etc)
- Expiration List by Month
- In Force accounts

In addition you can Search for a risk after typing a name into the Search field and clicking on the  button.



## Reports

- One of the many benefits of the Connect platform is that we are able to generate reports from the data captured in the submission form. If you would like to review a report of your activity, please contact your Gen Re underwriter. They will then generate a report based on your request and send the information directly to you.

## How to Reset Your Password

- If you happen to forget your Password or lock yourself out of the Connect system, your Password can be easily reset. Please contact us for assistance.