



Recommended Action Points following the EIA-Motor Best Practices Seminar 26th & 27th June 2019

- **To establish a Motor Steering Committee to help in achieving the target Market Agreements for Anti-Fraud Management and Recovery Best Practices and also the CR involvement.**

- **To set up meetings schedule between EIA Motor Technical Committee and the relevant IA team to put together the necessary mechanism for the formation of the MBP Steering Committee and its main guidelines.**

- **To draft the Motor Anti-Fraud Management Agreement-Motor Fraud Bureau:**
 - To generate a Central Hub of data supported by all Insurers and to put in place the BRD for the necessary data, data transfer, data saving and data processing/extracting with regard to vehicles that have been declared total loss, imported vehicles, history of vehicles etc.
 - To define the necessary criteria for the data storing, data saving and data usage within a framework for transaction use upon request in addition to the data extraction and reporting.
 - To draft a legal framework to define the role (rights and duties) of all related parties (this should be under the ownership of HFW).
 - The importance of defining the role of: IA, EIA, Insurers and Service Providers to accomplish the ideal framework by leveraging the global best practices (maybe by visiting the countries of best practices such as Singapore/Malaysia/UK etc.)
 - To reassess the motor unified wording to bridge any gaps linked to the base of total loss indemnity (market value, declared value etc.) in order to reach the best method that can be suitable for all parties (customers, insurers and authorities).

- **To draft the Motor Recovery Best Practices Agreement:**
 - Automated Recovery Processes for: notification, review, negotiation, validation and payment.
 - To identify the list of Insurtech companies of efficient solutions (this has been identified during the MBP Seminar preparation).
 - To draft a legal framework to define the role (rights and duties) of all related parties (this should be under the ownership of HFW).
 - The importance of defining the role of: IA, EIA, Insurers and Service Providers to accomplish the ideal framework by leveraging the global best practices driven by AI and Block-chain solutions in addition to a robust monitoring for compliance and high commitment from the At-Fault Insurers side (in terms of the full recovery cycle requirements).
 - To define the necessary criteria for the data storing, data saving and data usage within a framework for transaction use upon request in addition to the data extraction and reporting.
 - To reassess the motor unified wording to bridge any gaps linked to the repair cost vs the vehicle age and the Agency Repair conditions in a way that can be suitable for all parties and most importantly the customer (third party losses!).

- **To define a mechanism to link the CR topics into the Insurance Business Model through an action plan that can encourage customers and also Insurers to be fully engaged in the CR activities (in particular the Sustainability and Tolerance topics).**