

		The Arden Hotel, Birmingham.	
Meeting chaired by	Tracey Riggs (Chair)		
Type of meeting	Applied Client Network UK UGM		
Note taker	Laura Underwood		
Attendees	Many including the members of the Board/US team.		
Action Items	Person Responsible	Deadline	
<p>Registration and Refreshments.</p> <p>TR gave a very warm welcome to all attendees of today's conference. She also confirmed that there are 14 new members.</p>			
<p>Treasurers Report – MJ</p> <p>MJ updated the group on the latest financial status. Slides were shown and a draft set of accounts were discussed in more detail:</p> <p>In 2015, the Profit was £1,877. In 2016, the Profit was £6,118. The following were also discussed – Income and expenditure and the balance sheet all for 2016. MJ confirmed that we are in a strong financial position and we will continue to grow the network. We are also looking at producing high quality training sessions soon and that we have a mandate to reduce the reserves.</p>			
<p>Applied Corporate Update - Jeff Purdy – JP</p> <p>JP started by thanking TR and the UK Committee members for their support.</p> <p>He then stated his subject points as follows: Applied UK, Apollo, TAM, EPIC, The Strategic Scorecard etc. JP confirmed that TAM will continue to receive investment and that it "isn't going anywhere". There are currently 90,000 users.</p> <p>Apollo – this has a dedicated resource across the World and they are making great progress on new technology. There will also be more opportunities to work closer on this project.</p> <p>The Strategic Scorecard – this was shown on a slide and discussed. The figures show that the profit for 2017 will be \$365 million, which falls short from the \$400 million that they stated. This is because of the US Dollar and nothing to do with operational progress.</p> <p>JP confirmed that the number of software users estimated for 2016 was 142,000 – there are 151,592 so they have overachieved. He also confirmed that the hosted users number is 72,251 confirming that we host more customers in the UK Cloud.</p> <p>EPIC – There are 67,000 users at the end of 2016. Data Centre uptime was 99.9%. The percentage of revenue outside the USA is 28% and with reserves is 22%.</p> <p>JP confirmed that the ACN is the largest broker management system in the World with over 13,500 clients and 150,000 active users.</p> <p>Insured – 2,400 clients with 16 million transactions. Insurer – 480 insurers across the USA, UK and Canada with 130 million transactions.</p> <p>Next JP showed a timeline slide and the objectives were discussed. He talked about major investments and the progress made. "Relay" based in Eire was discussed confirming they have 100 people in 3 locations working on it (Belfast, Dublin and Galway).</p> <p>Operational Progress</p> <p>JP confirmed that significant investments have been made to capitalise on the market opportunities in the UK. There is a new UK Corporate Head Office based in Portsmouth. The UK business will close with 92 employees at the end of 2017 with confirmed good investment and growth in the market.</p> <p>Highlights</p> <p>There are over 4000 users of the ACN. There is a plan to add 1200 to this number. New sales activity is going in the right direction. Transactions per day are going in the right direction. ALL of these figures are without Apollo or anything new.</p>			

Total Number of Transactional Lines

Figures show increased transactional volume with GWP up. Quote activity is growing every day – all positive signs.

Strategic Considerations for the UK

ACN need our help! JP said that they have “played” for 90 days and won with TAM. They plan to grow the sales team as there is a 60,000-seat market confirmed for the UK. The competitive displacements, extended solutions and the commercial panel were discussed. Confirmed that the big gap is AVIVA – we need to have them on board.

Apollo Program Overview

- Heavy resource investment – over 50 internal resources have been redeployed from other initiatives to support Apollo.
- Over 30 additional new hire requests have been approved by the Board.
- Project Apollo represents the largest technical resource surge in Applied’ s history.
- Regions involved include the USA, UK and Canada.
- Products involved include EPIC, CSR24 and Data Migration.

EPIC Update

Launched in 2009 with 2,554 users. As at December 2016 there are 67,276 users. It was launched in 2009 to the US market and will be launched in 2017 to the UK market. The key capabilities are as follows:

- Modern, open and scalable.
- Single view of customer
- Business Process Management options
- Integrated sales automation
- Superior management information.
- Best practice accounting
- Multi-channel customer services capabilities
- Mobile access for employees and the insured.
- HUB is the biggest customer – confirmed.

- The users come from the following:

24,965 from competitors
 42,311 from TAM migration
 67,276 – TOTAL EPIC users

JP then went on to give a brief company overview of A-Plan and confirmed that they are taking everything we have!

Questions?

- Q - What is the network reaction to EPIC? JP said that ACN are having constant conversations with the network to keep all updated.
- Q - Will you stop investing in TAM? No. There are 90,000 users every day and it will continue to be invested in.
- Q – When is the next production of TAM 2017 due? June 2017.
- Q – Can JP’s slides be circulated to the attendees? Yes, although the scorecard will be removed.

JP thanked everyone for their time today and reminded all the need to get Aviva on board.

RMail – Enhancing Compliant Communications and Cyber Security with RMail.

RMail have been a leader in email security since 2000 with over 25 million users worldwide. They have thousands of insurance clients.

The significant benefits of using RPost were explained including the misconceptions about email. The values to the intermediaries were discussed which included cost and time savings. RMail provides auditability of emails, legal back up, compliance, cyber security, ease of use, tracing options, legal email delivery and content.

No training is necessary to use RMail – you just need Outlook installed.

JP

Data Protection, Cyber Risk, ICO Investigations and the new General Data Protection Regulation (GDPR). What you and your businesses need to know:

Introduced to Helena Wootton, partner at Browne Jacobson – specialises in data protection law.

The following subjects were discussed:

Data Protection and Cyber Security, Cyber security breaches, ICO Investigations, Who is responsible for personal data? Key issues from the GDPR, Brexit.

HW confirmed the rules under the current regime. Ultimately you can be fined lots of money if you fail to keep data safe. A number of high profile cases were discussed including Ashley Madison, Talk Talk, Yahoo, Lead Generators and Insurance Brokers.

HW confirmed that the ICO are looking to uplift the staff numbers by 40% which is very positive news.

HW went on to confirm the ICO's key priorities which are health, criminal justice, local government, online and mobile services, charities, affiliate marketing, gambling, finance and dating.

HW confirmed that there will be monetary penalties for Directors which will take place in the Spring of 2017. 7726 is the new SPAM service number – use this number to report spam emails or text.

We then discussed the ICO Tools that are in place currently and how to self-report a breach of security – under new rules we will all have to report under new rules within 72 hours.

Who is Responsible for Data?

Normally, controllers or processors within businesses. As of May 2018, processors will need to comply with new rules.

Additional Obligations

Data Protection Officers will need to be employed for a minimum of 2 years and will report direct to the Board.

Fines and Liabilities – New amount of \$20,000.00 or 4% of global turnover compensation claims.

Brexit

The full impact is not yet known but we will need to prove we offer “adequate levels of protection” for clients.

Michael Howard – Partner at Browne Jacobson then presented:

HW confirmed that not all cyber policies are the same as this is a new and developing sector. Different insurers have different attitudes to risk with limited claims history with no or little, framework.

HW went on to explain that this subject isn't just about stealing data, it can be practical theft also. Always ensure you ask your clients the correct questions.

Employee Dishonesty – the exclusions vary greatly. Ensure clarity at the outset of the policy, not at the claims stage.

LUNCH

CSR24 – This session provided a broker prospective on the business benefits of utilizing CSR24, the ease of setup and how to roll CSR24 out to your customers making your brokerage digital. (Wes King, WK)

Slides were shown entitled “The Digital Broker” and “The Rise of Mobility” – these slides can be shared.

Applied Mobile Insured

WK explained that there is a branded mobile app for iOS and Android Smartphones. This gives your customers access to your data 24/7 therefore improving satisfaction. This app is free in the CSR24 offering already and is fully branded.

WK confirmed that this app is specifically for brokers to provide mobile client self-service via the mobile phone.

Let's talk about Drag and Drop – Caroline Hunt (CH) Applied Systems

This was a learning session including when and how to drag and drop within the system. Uploading, editing categories, defaulting and subcategories were discussed and a demo shown.

Regulation changes reflected in TAM – CH

CH discussed changes to IPT rates, hints and tips, using AOM, personal lines, EDI renewals, non-EDI policies and changes to the IPT rate.

This was given in demo form. Slides can be available from CH upon request.

Education Update

Andy Miller (AM) stood and talked us through the various educational events coming up. All to be held at The Arden Hotel.

TR then closed the meeting by thanking everyone for their attendance.

Meeting close.