

5. Payments to beneficiaries

Faster Claims Payment



FCP Modules

1. Introduction to Lloyd's Faster Claims Payment (FCP) solution
2. Onboarding to Vitesse
3. New placement or Renewal of a binder
4. Transfer of an active binder

5. Payments to beneficiaries

6. FCP replenishment
 7. Reconcile BDX to Vitesse cash payments
 8. Submit BDX to ECF
 9. Reconcile MA signings to Vitesse funding activity
 10. Refunds and recoveries
-

Objectives



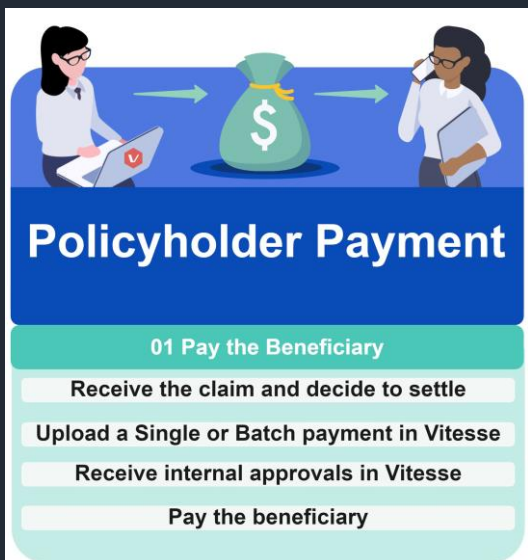
Understanding the process of paying beneficiaries



Understand roles and responsibilities



Overview



DCAs will instruct payments to beneficiaries to be made via Vitesse. Payment activity should be complete and timely, and payments made must be reflected in the BDX.

Processing claim payments in FCP

For DCAs to issue claims payments against an FCP authorised binder (or where relevant a section under the binder), they must have a payment account set-up in Vitesse for that binder section. The Vitesse platform enables DCAs to send payment requests individually, by API or by a batch upload process.. Both bank transfers and e-checks (cheques) are payment methods supported by Vitesse.

Vitesse will work with DCAs to configure their user profiles (e.g., to establish them as a claims processor, claims approver or other profiles) to process payments in Vitesse. The lead MA will have selected relevant binders (singleton and subscription) for the appointed DCA to manage, based on suitability criteria for FCP.

What does processing claim payments through FCP enable?

- DCAs can readily access MA funds to pay beneficiaries and improve the customer experience for the policyholder.
- It eliminates the need for cash calls.
- It improves transparency of payment transactions for the MA.s

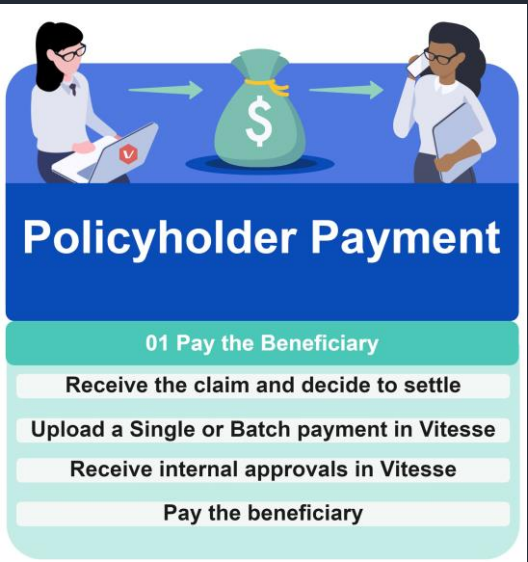
Fees

Fee payments follow the same process and should be processed at claim level.

Payment Limits

Lead MAs should set the payment limit on all payment accounts to be at least as high as the Delegated Authority Limit.

Overview



How to check payment limits

The payment limit for each Payment account can be checked on the Vitesse platform by selecting the FCP Payment account and then click on 'properties'.

Vitesse

HomeAccountsMoney Out - Money InAdministration - Help -

Payment Account Test GBP

Properties

Properties for account Payment Account Test GBP.

Transactions

Properties

Additional validations

Blends

Account Information

Account Id3033

NamePayment Account Test GBP

Account NumberM01000330047

CurrencyGBP

Account Details

Created On02-Mar-2022 08:54:27

Created Bygunnj.sm1@vittest.com

Security GroupPayment Account Test

Default AccountYes

Upper Payment Limit150.00 GBP

Settlement Details

Account NamePayment Account test 1

Bank NameBank 1

Account Number12345678

Sort Code000003

Bank AddressBark 1 address

Funding ReferenceGZE

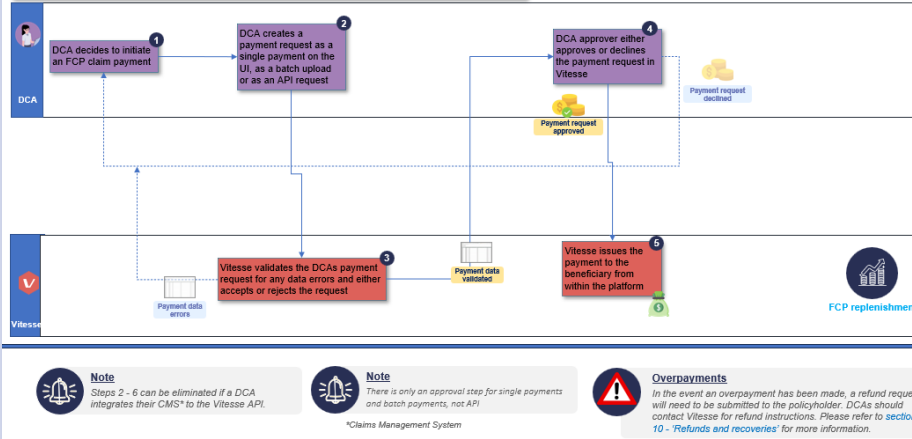
Back

Overview

A high-level process flow is shown in the following section with a more detailed description of each of the steps as you proceed through the learning.

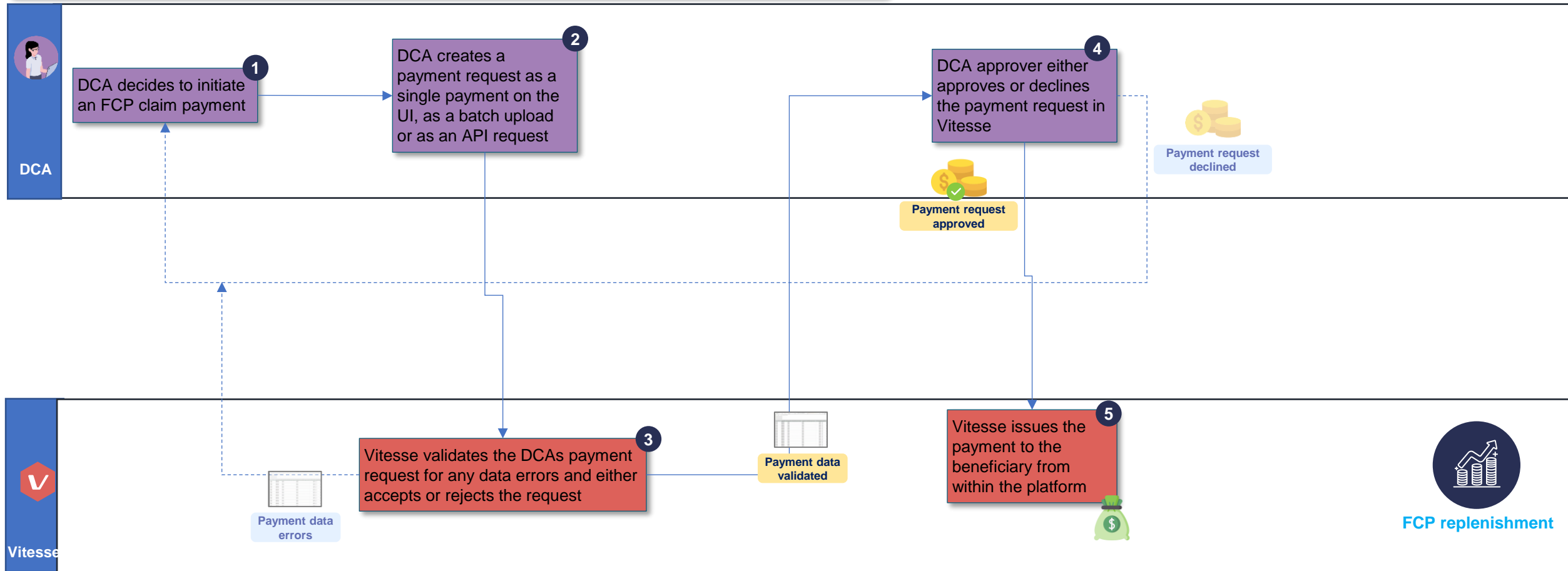
Process: sending and approving payments through Vitesse

Note: MAs should talk directly to DCAs to confirm payment timelines/internal approvals for processing*.



Process: sending and approving payments through Vitesse

Note: MAs should talk directly to DCAs to confirm payment timelines/internal approvals for processing".



Note

Steps 2 - 6 can be eliminated if a DCA integrates their CMS* to the Vitesse API.



Note

There is only an approval step for single payments and batch payments, not API

*Claims Management System

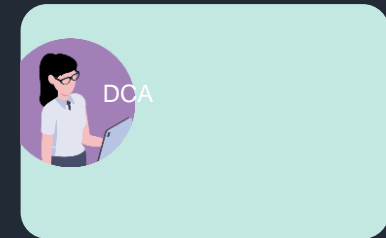


Overpayments

In the event an overpayment has been made, a refund request will need to be submitted to the policyholder. DCAs should contact Vitesse for refund instructions. Please refer to [section 10 - 'Refunds and recoveries'](#) for more information.

Step by step

Steps 1 - 2: Initiate and prepare a payment request through Vitesse



- 1 DCA decides to initiate an FCP claim payment
- 2 DCA creates a payment request as a single payment on the UI, as a batch upload or as an API request

Submit a payment request through Vitesse

DCAs can manually send single payment or batch upload payment requests through the Vitesse platform to the beneficiary.



DCAs will determine if they wish to send a single or batch payment through Vitesse.



Single payments

For single payments, DCAs should fill in claim and beneficiary details directly in the Vitesse platform .



On the Vitesse home screen, under the '**Money Out**' tab, select 'Single Payment' and proceed with completing claim information as instructed - see later slides for visuals.



Batch payments

For batch payments, DCAs must first fill in claim payment details (Account ID, YOA, UMR, Section ID, beneficiary bank details, plus any other mandatory fields etc.) on a .csv file (or .xlsx file if paying via e-cheque) - see later slides for visuals.



On the Vitesse home screen, under the '**Money Out**' tab, select 'Batches' in the drop-down menu - see later slides for visuals.



Proceed with uploading the completed .csv file.



Once uploaded, the page will revert to the 'Batches' page where DCAs can check the status and follow the progress of the request.

Step by step

Steps 1 - 2: Initiate and prepare a payment request through Vitesse



- 1 DCA decides to initiate an FCP claim payment
- 2 DCA creates a payment request as a single payment on the UI, as a batch upload or as an API request

Submit a payment request through Vitesse



Note

DCAs can choose to issue ad-hoc single payment requests directly within the Vitesse platform.



Select the correct payment account in Vitesse

DCAs must select the correct FCP payment account from the list of accounts they have access to when issuing payment requests.



Note

The MA funding account is linked to payment account(s) and delivers liquidity pulls at a line share level when payment requests are raised.



No money in MA funding accounts

On payment request if there are insufficient funds, the Vitesse system will notify the user that the payment has been rejected due to low funds including which account this relates too.

Step by step

Step A: Batch Upload File Example

A

Batch Upload File Example

Batch Upload File Example

Batch Uploads should include send account/currency details & recipient account details dependant upon the recipient country.

Not all fields are mandatory, only account detail fields mandatory for a given country are required in the batch file. The below examples show required fields for sending payments to the UK & the US in GBP & USD currencies. Vitesse offer settlement to all currencies available whilst debiting any currency account.

Full details of mandatory rules required per country are available in the Vitesse merchant system under Admin – Rules.

	A	B	C	D	E	F	G	H	I	J	K	L	M
	SendAccount	SendCurrency	ReceiveValue	RecipientName	RecipientCountry	RecipientCurrency	RecipientReference	FundingType	AccountNumber	AccountSortCode	AccountSwift	AccountAbaCode	ExternalReference1
	Claims Payments 1 GBP	GBP	50	Claimant A	GB	GBP	Claim 8325752	Immediate	77777777	000000			Claim Ref 418394
	Claims Payments 1 USD	USD	1000	Claimant B	US	USD	Claim 4393811	Immediate	999999999		ANTSUS33	11111111	Claim Ref 418123
	Claims Payments 1 EUR	EUR	200	Claimant C	US	USD	Claim 0843192	Immediate	999999999		ANTSUS33	11111111	Claim Ref 417922

Further information on complete Field mappings for the batch upload templates are available at www.docs.vitessepsp.com/docs/field-mappings

Step by step

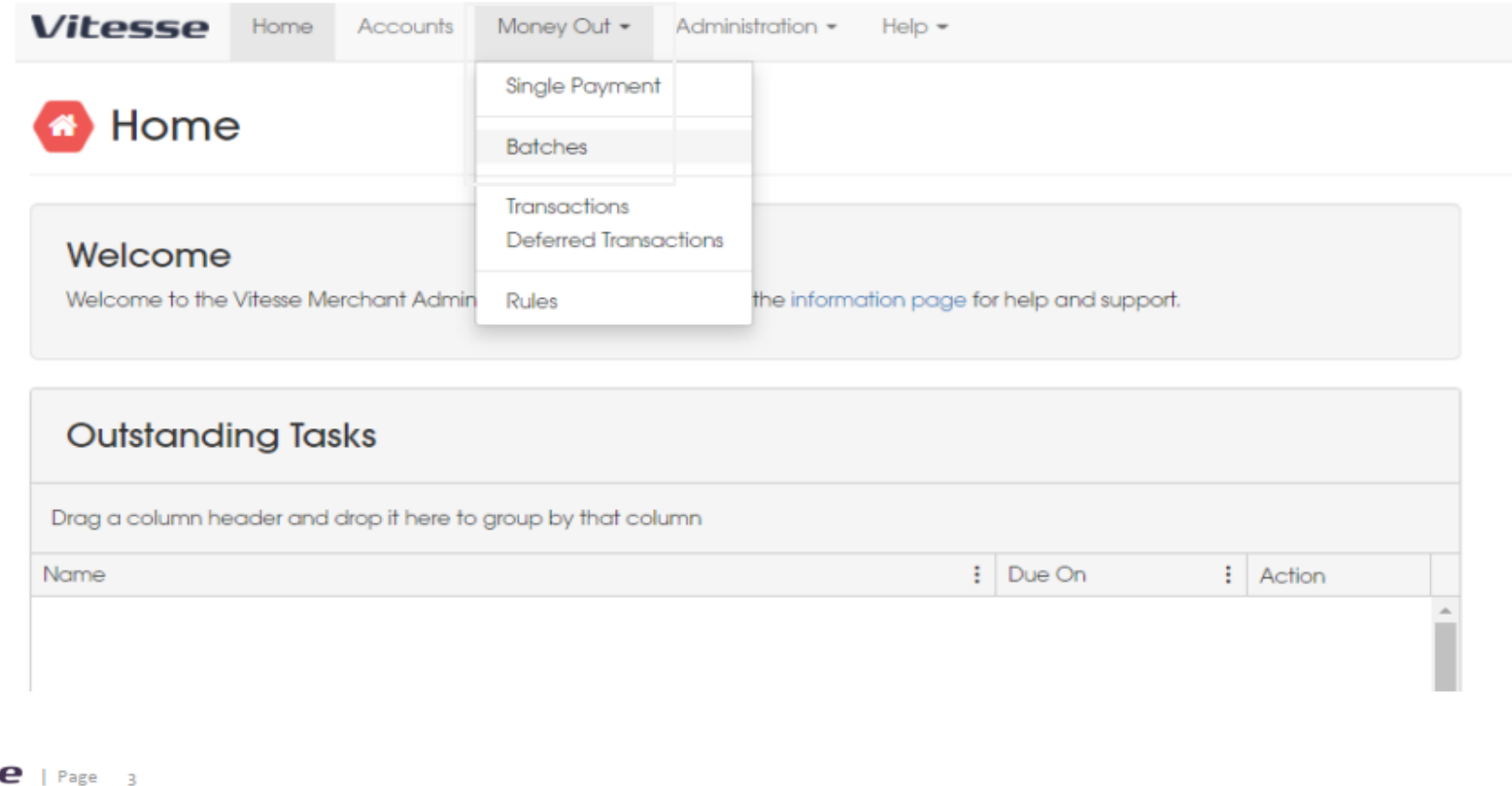
Step B: Batch Upload Process

B

Batch Upload Process

Vitesse Batch Upload process

User with the role “Upload Batches” logs into Vitesse merchant platform, Money Out - Batches



The screenshot displays the Vitesse merchant platform interface. At the top, there is a navigation bar with the Vitesse logo and several menu items: Home, Accounts, Money Out (which is expanded), Administration, and Help. The 'Money Out' dropdown menu is open, showing options: Single Payment, Batches (highlighted), Transactions, Deferred Transactions, and Rules. Below the navigation bar, the main content area features a 'Home' section with a red house icon and the text 'Welcome to the Vitesse Merchant Admin'. Below this is an 'Outstanding Tasks' section with a table. The table has columns for Name, Due On, and Action. The footer of the page shows the Vitesse logo and 'Page 3'.

Vitesse Home Accounts Money Out ▾ Administration ▾ Help ▾

Home

Welcome
Welcome to the Vitesse Merchant Admin

Single Payment
Batches
Transactions
Deferred Transactions
Rules

the [information page](#) for help and support.

Outstanding Tasks

Drag a column header and drop it here to group by that column

Name	Due On	Action
------	--------	--------

Vitesse | Page 3

Step by step

Step C: Review Status

C

Review Status

The page will then revert to the batch overview page. The batch status will show as Validation Pending.
Once the batch has been checked, IE. account details, the status will move to Validated.
Click on Action, View.



Batches

[Support](#)

✓ The file was successfully uploaded as Batch 5193.

All [Approval](#)

[Export To Excel](#)

[+ Upload Batch](#)

Drag a column header and drop it here to group by that column

Action	Batch Id...↓	Filename	Status	Has Defe...	Created On	Updated On
⋮	5193	Batch File 1.csv	Validation Pending	No	26-Mar-2021 14:41:33	26-Mar-2021 14:41:34

Batch fields overview and e-cheque example

**Binder payment details
to include in batch:**

 UMR
 YOA
 Section ID

Additional batch fields

Vitesse Payment Account Name or ID
Send Currency or Receive Currency
Send Value or Receive Value
Recipient Name
Recipient Country
Claim Reference Number
Indemnity/Fee Indicator
Narrative*

**These fields are not currently mandatory in the platform, but completion of these fields will better enable downstream reconciliation.*

US domestic batch fields

Route Type	Country Code	Country	Currency Code	Field	Option
BankAccount	US	United States	USD	ABA Code	Mandatory
BankAccount	US	United States	USD	Account Number	Mandatory
BankAccount	US	United States	USD	Bank Acc Type	Optional
BankAccount	US	United States	USD	Bank Name	Mandatory
BankAccount	US	United States	USD	Beneficiary Address	Optional
BankAccount	US	United States	USD	Beneficiary Birthdate	Optional
BankAccount	US	United States	USD	Beneficiary Name	Mandatory
BankAccount	US	United States	USD	Payment Purpose	Optional
BankAccount	US	United States	USD	Recipient Reference	Mandatory
BankAccount	US	United States	USD	Swift Code	Conditional
Cheque	US	United States	USD	Beneficiary Email Address	Mandatory
Cheque	US	United States	USD	Beneficiary Name	Mandatory
Cheque	US	United States	USD	Recipient Reference	Mandatory
PostalCheque	US	United States	USD	Beneficiary Address	Mandatory
PostalCheque	US	United States	USD	Beneficiary Name	Mandatory
PostalCheque	US	United States	USD	Recipient Reference	Mandatory

Non-domestic batch fields

Field	Option
Amount	Mandatory
Swift Code	Mandatory
Recipient Reference	Mandatory
Beneficiary Name	Mandatory
Beneficiary Address	Conditional
Account Number	Conditional
IBAN	Conditional

E-Cheque example

Vitesse

From:

VITESSE
244 FIFTH AVENUE
SUITE 1207
NEW YORK, NY 10001

On behalf of:

VPSP Test

Memo:

Test Payment 3

CHECK
ENCLOSED

\$1.03
Check #131705

Payment to:
Leonie Belz

Vitesse		VITESSE	
244 FIFTH AVENUE		SUITE 1207	
NEW YORK, NY 10001		ON BEHALF OF VPSP TEST	
PAY TO THE Leonie Belz		Date 08/17/2022	
ORDER OF		Void after 90 days	
One and 03/100		\$1.03	
Community Federal Savings Bank		Dollars	
Memo Test Payment 3		<i>Stefan Burkwood</i>	
		Verify check at https://echecks.com/verify	
⑈ 13 1705 ⑈ ⑆ 026073008 ⑆ 2715500193 ⑆			

Step by step

Step 3: Validate payment data and resolve any payment failures



3 Vitesse validates the DCAs payment request for any data errors and either accepts or rejects the request.

Validate payment data and resolve payment failures

There are built-in checks in Vitesse to validate DCA payment requests for errors.



Vitesse will validate the DCA's payment request against the rules engine and will either accept or reject the request depending on whether any errors have been identified.



If the payment request has been accepted, it will progress to the DCA approver for further action (proceed to step 5).



In the event the payment request has been rejected, the DCA will receive a notification in the Vitesse platform stating that the requested payment has failed validation (DCAs can view this notification within the 'Batches' section under the '**Messages**' tab, where the status against the request will be shown as '**Invalid**') – see later slides for visuals.



The DCA will receive an error message and can then determine the type of error received from the '**Error**' column - see later slides for visuals.



Once identified, the DCA must correct the error and re-submit the payment request (as described in step 1).

When a payment request is submitted, the Vitesse platform will check:

- ✓ Duplicated payments
- ✓ Data validations (of binder payment details etc.)
- ✓ 'Above authority' limits
- ✓ Whether there are sufficient funds to process payments

Step by step

Step 3: Validate payment data and resolve any payment instruction validation failures



3 Vitesse validates the DCAs payment request for any data errors and either accepts or rejects the request.

Validate payment data and resolve any payment instruction validation failures



Note

Should a DCA need support to work through any payment validation errors, they should contact the FCP support team at fcpsupport@vitessepsp.com.



Check payment data before issuing a payment request

Before sending a claim payment request, DCAs should ensure they check for complete payment information, duplicated payments and payment limits.



Note

MA's should activate balance alerts on their funding accounts to ensure that there is always a suitable level of funds for DCAs to maintain claim payments.



Step by step

A & B : Resolve payment failures

Resolve payment failures

Vitesse Home Accounts Money Out Administration Help

Batches | Batch 65209 (Failed Validation)

This page shows any messages for this payment batch.

Payments **0** Messages **2** Payment Summaries Properties Documents Notes

Export To CSV Export To CSV As Batch Upload

Drag a column header and drop it here to group by that column

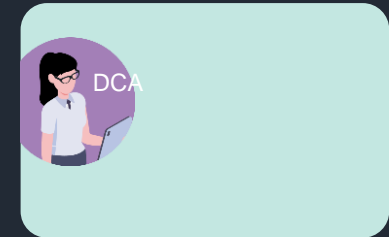
Action	Line ↑	A Status	B Error
⋮	1	Invalid	AccountBankName: The AccountBankName field is mandatory so must be supplied to the API
⋮	2	Invalid	AccountBankName: The AccountBankName field is mandatory so must be supplied to the API
⋮	2	Invalid	AccountAbaCode: The AccountAbaCode field must be exactly 9 characters, but was '00000'

⏪ ⏩ 1 ⏪ ⏩ 50

View Batches

Step by step

Steps 4 - 5: Approve and pay the requested payments to beneficiaries



4 DCA approver either approves or declines the payment request in Vitesse

5 Vitesse issues the payment to the beneficiary from within the platform

Approve payments in Vitesse to pay the beneficiary

A DCA approver will receive validated Vitesse payment requests for approval to process through the Vitesse platform.



The DCA approver will receive a system-generated notification indicating that they have a new payment request to approve.



On the homepage, within the 'Outstanding tasks' dashboard, the DCA approver will see the 'Single' or 'Batch' payments that are outstanding for approval - see later slides for visuals.



The DCA approver will review the payment by clicking on 'View', and will then either approve or decline the payment request - see later slides for visuals.



If approved, monies are drawn from the managing agents' funds and the payment is automatically made to the beneficiary – DCAs can view all their transactions on the 'Accounts' tab by clicking on 'Transactions' - see later slides for visuals.

Step by step

Steps 4 - 5: Approve and pay the requested payments to beneficiaries



4 DCA approver either approves or declines the payment request in Vitesse

5 Vitesse issues the payment to the beneficiary from within the platform

Approve payments in Vitesse to pay the beneficiary



Note

The uploader of the payment request cannot also be the approver of the request.



Top tip

Approved and processed payments will be shown as 'Processed' in the DCA payment account report (also known as the cashbook).



In the event an overpayment has been made, a request to return the funds will need to be submitted to the policyholder. DCAs should contact Vitesse for instructions.



For more information about this process, please refer to [section 10 - 'Refunds and recoveries'](#)

Step by step

A & B : Approve payments in Vitesse to pay the beneficiary

Approve payments in Vitesse to pay the beneficiary

A

Vitesse Batch Approver process

A different user with the role “Approve Batches” logs into Vitesse merchant platform, Money Out – Batches. Alternatively, any batches awaiting approval will appear with a link under Outstanding Tasks.

The screenshot shows the Vitesse merchant platform interface. The top navigation bar includes 'Home', 'Accounts', 'Money Out', 'Administration', and 'Help'. The 'Money Out' menu is expanded, showing options: 'Single Payment', 'Batches', 'Transactions', 'Deferred Transactions', and 'Rules'. The 'Home' section displays a welcome message and a link to the information page. The 'Outstanding Tasks' section is highlighted with a red box, showing a task 'Merchant Batch Approval - Batch 5196' with a 'Start' button.

B

The batch overview screen shows all batches and their current status.
The batch approver should select Action – View on the required batch to be processed.

The screenshot shows the Vitesse Batch Approver screen. The top navigation bar includes 'Home', 'Accounts', 'Money Out', 'Administration', and 'Help'. The 'Batches' section is active, showing a table of payment batches. The 'Action' column for the first batch (Batch 5194) is highlighted with a red box, showing options like 'View...' and 'History...'.

Action	Batch Id...	Filename	Status	Has Defe...	Created On	Updated On
View...	5194	Batch File 1.csv	Approval Requested	No	26-Mar-2021 14:47:15	26-Mar-2021 14:53:38
History...		Batch File 1.csv	Validated	No	26-Mar-2021 14:41:33	26-Mar-2021 14:41:43

Step by step

C & D: Approve payments in Vitesse to pay the beneficiary

Approve payments in Vitesse to pay the beneficiary

Vitesse Home Accounts Money Out Administration Help Production

Batches | Review and Approve/Reject

You cannot approve/reject this item because you have already been involved in the approval process.

Single Payment
Single Payment Id 123115
Payment Type Account
Payment Status Approval Requested
Payment Details
Receive Amount 1.00 GBP
Send Account Payment Account 1 USD
Send Amount 1.39 USD
Exchange Rate 0.72059
Fee 0.00 USD
Total Payable 1.39 USD
Value Date (Not Supplied)
Recipient Reference Claim Payment
External Reference 1 Claim Ref 123456
External Reference 2 Policy ABC123
External Reference 3 Car Policy

Recipient Details
Recipient Name Christopher Palmer
Recipient Type Person
Recipient Country GB
Recipient Account
You do not have permission to view recipient account details.
Originator
Originator Name (Not Supplied)
Originator Address (Not Supplied)
Originator Identifier (Not Supplied)

Related Items
Transaction Request (Pending Approval)
Approval State
Step Completed On Completed By
Start 07/09/2021 07:09:19 paymentaccount1@vitessepp.com
Review

Cancel Approve Reject

Vitesse Home Accounts Money Out Administration Help Production

Payment Account 1 USD | Transactions

Transactions for account Payment Account 1 USD.

Transactions Properties Blends

Export To Excel Export with Upload Data

Drag a column header and drop it here to group by that column

Entry	Created On	Type	Payment Ref	Merchant Ref	Narrative	D...	Cr...	Balance	UMR	VOA	Policy Ref
62	21-Sep-2021 13:...	Liquidity Pull	N/A	Claim Ref 12345	Funding Account 3 USD 8.48% Share		8.48	0.00	8123021AMR1348A	2021	JV821K2
61	21-Sep-2021 13:...	Liquidity Pull	N/A	Claim Ref 12345	Funding Account 2 GBP 15.2% Share		15.20	(8.48)	8123021AMR1348A	2021	JV821K2
60	21-Sep-2021 13:...	Liquidity Pull	N/A	Claim Ref 12345	Funding Account 1 GBP 76.32% Share		76.32	(23.68)	8123021AMR1348A	2021	JV821K2
59	21-Sep-2021 13:...	Payout	N/A	Claim Ref 12345	Test Beneficiary		100.00	100.00			
58	09-Jul-2021 13:5...	Liquidity Pull	Claim Ref 1234	Policy Ref ABC123	Funding Account 3 USD 8.48% Share (FX 1.57 US...		0.13	0.00	8123021AMR1348A	2021	JV821K2
57	09-Jul-2021 13:5...	Liquidity Pull	Claim Ref 1234	Policy Ref ABC123	Funding Account 2 GBP 15.2% Share (FX 1.57 US...		0.23	(0.13)	8123021AMR1348A	2021	JV821K2
56	09-Jul-2021 13:5...	Liquidity Pull	Claim Ref 1234	Policy Ref ABC123	Funding Account 1 GBP 76.32% Share (FX 1.57 U...		1.21	(0.36)	8123021AMR1348A	2021	JV821K2
55	09-Jul-2021 13:5...	Payout	Claim Ref 1234	Policy Ref ABC123	Brit Insurance Claim : Christopher Palmer (FX 1.5...		1.57	(1.57)			
54	09-Jul-2021 13:5...	Liquidity Pull	Claim Ref: 1234	Policy Ref: ABC123	Funding Account 3 USD 8.48% Share (FX 1.62 US...		0.13	0.00	8123021AMR1348A	2021	JV821K2
53	09-Jul-2021 13:5...	Liquidity Pull	Claim Ref: 1234	Policy Ref: ABC123	Funding Account 2 GBP 15.2% Share (FX 1.62 US...		0.24	(0.13)	8123021AMR1348A	2021	JV821K2
52	09-Jul-2021 13:5...	Liquidity Pull	Claim Ref: 1234	Policy Ref: ABC123	Funding Account 1 GBP 76.32% Share (FX 1.62 U...		1.25	(0.37)	8123021AMR1348A	2021	JV821K2
51	09-Jul-2021 13:5...	Payout	Claim Ref: 1234	Policy Ref: ABC123	Brit Claims Payment : Christopher Palmer (FX 1.6...		1.62	(1.62)			
50	09-Jul-2021 13:3...	Liquidity Pull	Claim Ref 123	Policy Ref ABC123	Funding Account 3 USD 8.48% Share (FX 1.70 US...		0.14	0.00	8123021AMR1348A	2021	JV821K2

1 - 50 of 63

Back

Best Practice

Payments to beneficiaries' best practice



FCP payment accounts in Vitesse must only be used for claims and their associated fees related to binder sections flagged as FCP in DCOM



Individual payments must be issued on a per claim basis, not issued as bulk payments



A claims reference must be given for each claim payment instruction through Vitesse and match what is on the BDX



'Indemnity' and 'Total Fee' claim payments need to be issued through Vitesse separately on a per claim basis



All claim and fee payments should be made within the same calendar month as reported in the BDX to avoid downstream reconciliation issues



Top tip

DCA's should ensure there is sufficient time to process and approve payments in Vitesse for the corresponding BDX period.



Note

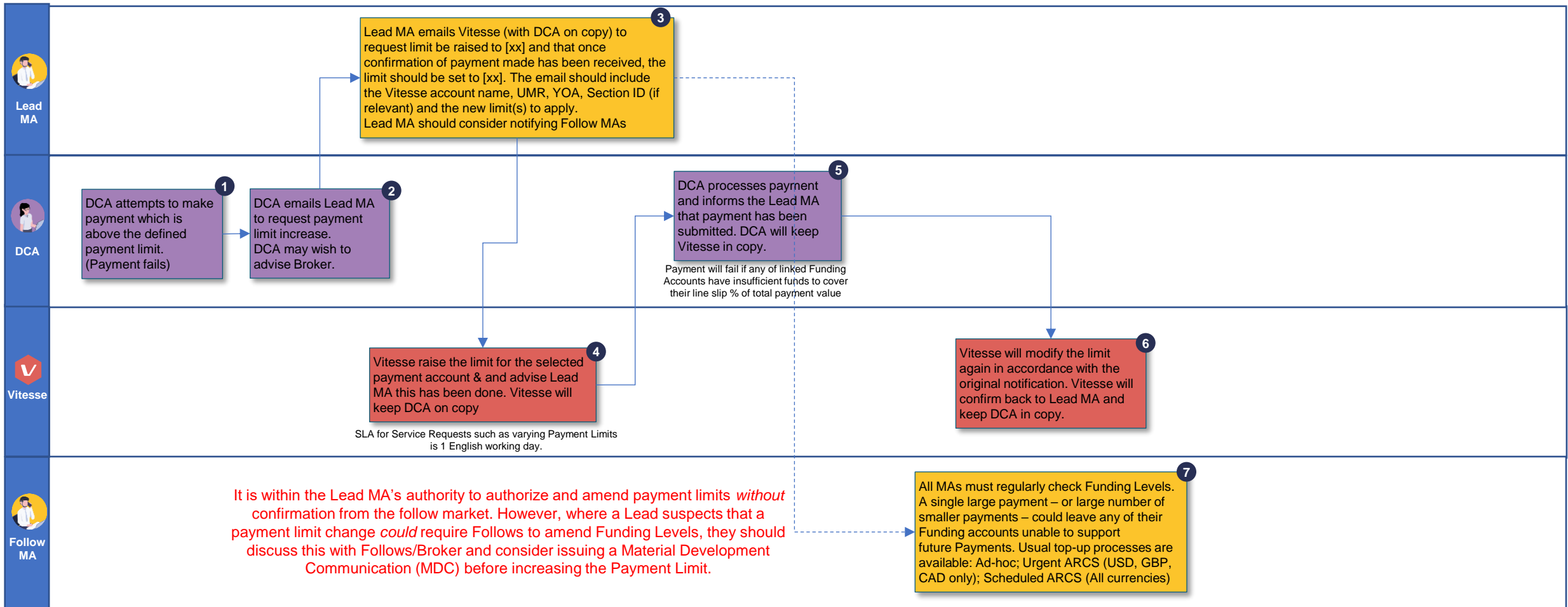
There is a default of £150k limit per payment transaction, this can be overridden by the lead MA at set-up or any other time.

Claims exceeding the Payment Limit – Enhanced Process

Faster Claims Payment



Process: Authorising payments above the pre-agreed payment limit



Best practice: DCAs should check the Payment Level on the FCP portal before attempting to make a large payment. For help locating this information on the portal, contact [Vitesse](#).

Vitesse Connectivity Options



Faster Claims Payment



Step by step

Connectivity

Vitesse Connectivity Options

1.



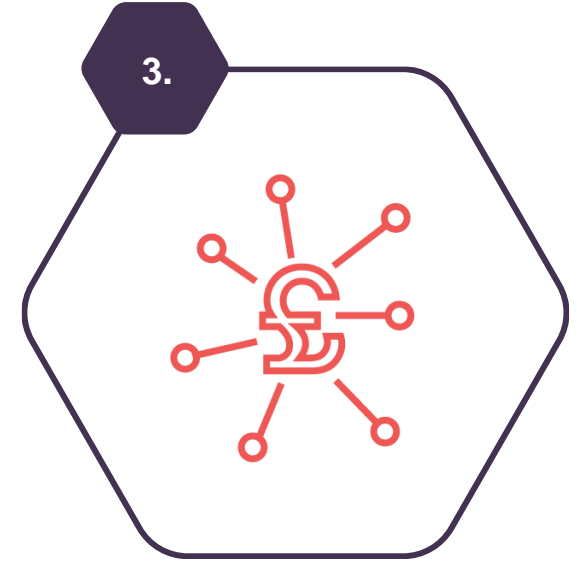
Single Payments. DCAs can integrate via single payment, which allows them to manually key in all claims payments directly on the Vitesse platform. This is not recommended in instances where DCAs expect to pay large volumes of claims.

2.



Batch Payment Files. We also support file uploads that will allow DCAs to submit multiple payment instructions to Vitesse in a single file. We can work with you to ensure that your files are compatible with our formats.

3.



API Integration. The most efficient way to instruct claims payments is via our API. Our scheduled reporting function will ensure that all relevant reporting can be pushed directly to your back-end systems.

For more detailed information on our API, please contact integration@vitessepsp.com and we will share the URL and credentials to our knowledge hub

End

Faster Claims Payment

