

Newport Risk Services

---

**Risk Management Extranets  
Group Captives and  
Governmental Risk Pools**

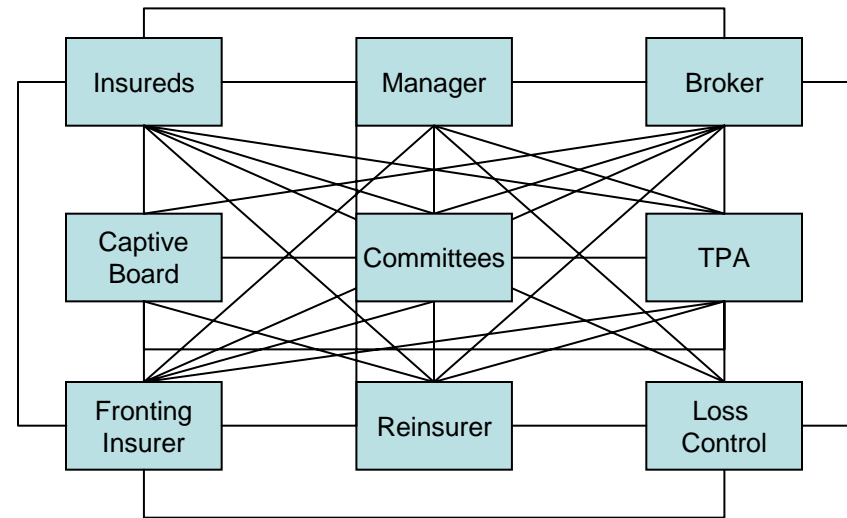
Contact: [andrew.berry@newportrisk.com](mailto:andrew.berry@newportrisk.com)

# Reason for using an extranet

---

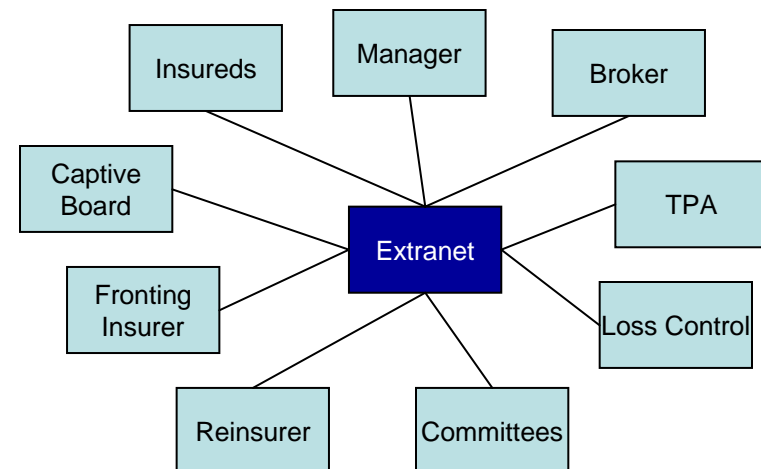
► Many parties creating multiple communication lines

- Version problems
- Mistakes
- Delays
- Inefficiency



► Central extranet creates a single communication line between the captive and all interested parties

- Posting of documentation
- Exchange of data
- History of activity



# NRS Extranet Approach

---

- ▶ NRS builds extranets for group captives and governmental pools using Microsoft's Sharepoint software
- ▶ Web-based workspaces allowing collaboration around data, documents, events and tasks
- ▶ User access controls
  - User ids and password control access to the main site, sub-sites and folders
- ▶ User permissions
  - Full administration to read only
- ▶ Automatic notifications of activity to users email
  - Set on specific items or whole site
  - Options of frequency of notification
- ▶ Integration to Office 2003
  - Lists to Excel
  - Contacts to Outlook
  - Events and tasks to Outlook
- ▶ Third party or own hosting

# Potential Captive and Risk Pool Uses

---

- ▶ Central record of all contacts on the account
- ▶ Listing of operating procedures with attached files, e.g. claims forms for claims reporting
- ▶ Posting of key documents including reports, meeting agendas, minutes and coverage documents
- ▶ Posting of underwriting and loss data for review by members/insureds
- ▶ Collection of data via lists synchronized to own excel templates
  - Exposure information
  - Claims/incident logs
- ▶ Retrieval of underwriting submissions by insurers
- ▶ Sharing of risk control practices and procedures among insureds of the captives or risk pools

Home Documents and Lists Create Site Settings Support Help

# XYZ Captive

Home

Modify Shared Page

Extranet to manage communication between XYZ Captive Insurance Company, its insureds and service providers

**Documents**  
Shared Documents

**Pictures**

**Lists**  
Contacts  
Tasks  
Loss Data  
Property Schedule

**Discussions**  
General Discussion

**Surveys**

**Announcements**

**Welcome to the XYZ Captive Extranet** NEW 8/4/2005 12:04 PM  
by Andrew Berry  
Welcome to the XYZ captive extranet, created to ease communication between XYZ, its service providers, and insureds

Add new announcement

**Shared Documents**

| Type | Name                              | Modified By  |
|------|-----------------------------------|--------------|
|      | Extranet notes <small>NEW</small> | Andrew Berry |

Add new document

**Events**

8/15/2005 11:00 AM Executive Committee Meeting NEW

9/1/2005 12:00 AM Captive Annual Board Meeting NEW

Add new event

**Links**

- Insured A
- Insured B
- Insured C
- Insured D

Add new link

**Contacts**

| Last Name                | First Name | Business Phone | E-mail Address                |
|--------------------------|------------|----------------|-------------------------------|
| Berry <small>NEW</small> | Andrew     | 401 608 2391   | andrew.berry@newportrisk.com  |
| Doe <small>NEW</small>   | Jane       | 212 555 1212   | jane.doe@xyzinsured.com       |
| Doe <small>NEW</small>   | John       | 212 555 1212   | john.doe@xyzinsured.com       |
| Jones <small>NEW</small> | Ann        | 212 555 1000   | ann.jones@insurancebroker.com |
| Smith <small>NEW</small> | Tom        | 802 555 1212   | tom.smith@captivemanagers.com |

Add new item

The home page details major announcements (e.g. loss prevention bulletins) and events (e.g. up-coming meetings). The home page can also be customized to show different lists of information

Separate workspaces can be created for different groups, with access limited to defined users. Links can be created to any sub-workspace or external web-site



XYZ Captive

## Add Users: XYZ Captive

Use this page to add users to this site, list, or document library.

### Step 1: Choose Users

You can enter e-mail addresses, user names (e.g., DOMAIN\name), or cross-site group names. Separate them with semicolons.

Users:

Address Book

### Step 2: Choose Site Groups

Choose the site groups you want these users to have.

Site groups:

- Reader - Has read-only access to the Web site.
- Contributor - Can add content to existing document libraries and lists.
- Web Designer - Can create lists and document libraries and customize pages in the Web site.
- Administrator - Has full control of the Web site.

Next >

As well as limiting access by the hierarchy structure of the sites, different users are assigned different capabilities within each site, from reader to administrator. Access to different parts of the site can be controlled by creating unique site groups

The screenshot shows a web browser window displaying a document management system. The browser's address bar shows the URL 'http://www.abc.com/xyz/captive'. The page title is 'XYZ Captive'. The main heading is 'Shared Documents'. Below the heading, there is a navigation bar with options: 'New Document', 'Upload Document', 'New Folder', 'Filter', and 'Edit in Datasheet'. A table lists documents with columns for 'Type', 'Name', 'Modified', 'Modified By', and 'Checked Out To'. One document is listed: 'Extranet notes' (Type: Word document, Status: NEW), modified on 8/4/2005 1:08 PM by Andrew Berry. A context menu is open over the 'Extranet notes' document, showing options: View Properties, Edit Properties, Edit in Microsoft Office Word, Delete, Check Out, Version History, Alert Me, Discuss, and Create Document Workspace. A search bar is visible in the top right corner. The browser's status bar at the bottom shows 'Done' and 'Internet'.

Home Documents and Lists Create Site Settings Support Help

## XYZ Captive

### Shared Documents

Select a View

All Documents

Explorer View

Actions

- Alert me
- Export to spreadsheet
- Modify settings and columns

Share a document with the team by adding it to this document library.

New Document | Upload Document | New Folder | Filter | Edit in Datasheet

| Type          | Name                      | Modified         | Modified By  | Checked Out To |
|---------------|---------------------------|------------------|--------------|----------------|
| Word document | Extranet notes <b>NEW</b> | 8/4/2005 1:08 PM | Andrew Berry |                |

View Properties

Edit Properties

Edit in Microsoft Office Word

Delete

Check Out

Version History

Alert Me

Discuss

Create Document Workspace

The document library can be organized into folders to create a virtual filing cabinet of key documents for the captive

- A central repository of key documents can be created for users to access for reference and to collaborate.
- Documents can be checked in and out with a version history maintained.
- Separate workspaces may also be created to assign tasks and manage work on the document

Done Internet



## XYZ Captive Documents and Lists

Select a View

All

- Document Libraries
- Picture Libraries
- Lists
- Discussion Boards
- Surveys

See Also

- ▣ Sites
- ▣ Document Workspaces
- ▣ Meeting Workspaces

This page shows all the libraries, lists, discussion boards, and surveys in this Web site. Click the name of a library or list to view its contents. To create a new library or list, click Create.

[Create](#)

### Document Libraries

|                                  | Description   | Items | Last Modified |
|----------------------------------|---|-------|---------------|
| <a href="#">Shared Documents</a> | Share a document with the team by adding it to this document library. | 1     | 5 hours ago   |

### Picture Libraries

There are no picture libraries. To create one, click **Create** above.

### Lists

|                                   |   |    |                |
|-----------------------------------|---|----|----------------|
| <a href="#">Announcements</a>     | Use the Announcements list to post messages on the home page of your site.                        | 1  | 5 hours ago    |
| <a href="#">Contacts</a>          | Use the Contacts list for information about people that your team works with.                     | 5  | 5 hours ago    |
| <a href="#">Events</a>            | Use the Events list to keep informed of upcoming meetings, deadlines, and other important events. | 2  | 4 hours ago    |
| <a href="#">Links</a>             | Use the Links list for links to Web pages that your team members will find interesting or useful. | 4  | 4 hours ago    |
| <a href="#">Loss Data</a>         | List for recording claims   | 18 | 52 minutes ago |
| <a href="#">Property Schedule</a> | List for maintaining schedules of property information  | 18 | 1 minute ago   |
| <a href="#">Tasks</a>             | Use the Tasks list to keep track of work that you or your team needs to complete.                 | 0  | 6 hours ago    |

### Discussion Boards

|                                    |   |   |             |
|------------------------------------|---|---|-------------|
| <a href="#">General Discussion</a> | General Discussion to hold newsgroup-style discussions relevant to your team. | 0 | 6 hours ago |
|------------------------------------|---|---|-------------|

### Surveys

There are no surveys. To create

- Lists capture structured information and store it in databases. This data can be imported and exported to Excel and Access (2003 editions).
- There are certain pre-defined lists, such as contacts.
- Custom lists may also be created, such as exposure or loss data spreadsheets
- The application also supports use of XML based forms





## XYZ Captive Property Schedule

- Example of a property schedule
- Synchronized with excel spreadsheet
- Files can be attached to each list entry, e.g. engineering surveys, photos, etc

Select a View

All Items

Summary

---

Actions

- Alert me
- Export to spreadsheet
- Modify settings and columns

List for maintaining schedules of property information

New Item | Filter | Edit in Datasheet

| Property ID | Operating Company | City             | State | Zip Code | Total Property Value | Square fee | Construction   | Protection                           | Occupancy     |
|-------------|-------------------|------------------|-------|----------|----------------------|------------|----------------|--------------------------------------|---------------|
| ABC001 !NEW | ABC Subsidiary    | Oxon Hill        | MD    | 20745    | \$733,000            | 1,944      | Frame          | Sprinkler; fire alarm; burglar alarm | Multi-tenant  |
| ABC002 !NEW | ABC Subsidiary    | Hackettstown     | NJ    | 07840    | \$599,700            | 2,184      | frame          | Sprinkler; fire alarm; burglar alarm | Single tenant |
| ABC003 !NEW | ABC Subsidiary    | South Plainfield | NJ    | 07080    | \$785,000            | 1,566      | steel          | Sprinkler; fire alarm                | Single tenant |
| ABC004 !NEW | ABC Subsidiary    | BRENTWOOD        | CA    | 94513    | \$776,000            | 1,566      | steel          | fire alarm; burglar alarm            | Single tenant |
| ABC005 !NEW | ABC Subsidiary    | CASTRO VALLEY    | CA    | 94542    | \$746,300            | 574        | steel          | Sprinkler; fire alarm; burglar alarm | Single tenant |
| ABC006 !NEW | ABC Subsidiary    | CONCORD          | CA    | 94520    | \$752,300            | 1,566      | steel          | Sprinkler; fire alarm; burglar alarm | Single tenant |
| ABC007 !NEW | ABC Subsidiary    | Woodbridge       | VA    | 22191    | \$805,111            | 1,631      | Wood Frame     | fire alarm; burglar alarm            | Single tenant |
| ABC008 !NEW | ABC Subsidiary    | Toms River       | NJ    | 08753    | \$540,868            | 3,240      | Wood Frame     | Sprinkler; fire alarm                | Single tenant |
| ABC009 !NEW | ABC Subsidiary    | Union            | NJ    | 07083    | \$630,437            | 2,645      | Wood Frame     | Sprinkler; fire alarm; burglar alarm | Multi-tenant  |
| ABC010 !NEW | ABC Subsidiary    | ALMA             | AR    | 72921    | \$465,700            | 1,566      | Wood Frame     | fire alarm; burglar alarm            | Multi-tenant  |
| ABC011 !NEW | ABC Subsidiary    | ARKADELPHIA      | AR    | 71923    | \$731,200            | 1,484      | Wood Frame     | Sprinkler; fire alarm; burglar alarm | Multi-tenant  |
| DEF001 !NEW | DEF Subsidiary    | ASHDOWN          | AR    | 71822    | \$353,700            | 2,700      | Wood Frame     | Sprinkler; fire alarm                | Single tenant |
| DEF002 !NEW | DEF Subsidiary    | ATLANTA          | TX    | 75551    | \$518,600            | 2,304      | Wood Frame     | Sprinkler; fire alarm; burglar alarm | Single tenant |
| DEF003 !NEW | DEF Subsidiary    | MT PLEASANT      | TX    | 75455    | \$679,300            | 2,634      | Frame & Stucco | fire alarm; burglar alarm            | Single tenant |
| DEF004 !NEW | DEF Subsidiary    | TEXARKANA        | TX    | 75503    | \$705,600            | 1,566      | Masonry        | Sprinkler; fire alarm                | Single tenant |

XYZ Captive

## Property Schedule: **ABC001**

 [New Item](#) |  [Edit Item](#) |  [Delete Item](#) | [Alert Me](#) | [Go Back to List](#)

Property ID: ABC001  
Insured: XYZ Corporation  
Operating Company: ABC Subsidiary  
Address: 2359 Lewisville-Clemmons Rd.  
City: Oxon Hill  
State: MD  
Zip Code: 20745  
Buildings value: \$418,000  
Contents value: \$115,000  
Business income: \$200,000  
Total Property Value: \$733,000  
Square fee: 1,944  
Construction: Frame  
Occupancy: Multi-tenant  
Protection: Sprinkler; fire alarm; burglar alarm

- This is an example of an individual property entry.
- Lists can be customized to capture any information you wish.
- Files may be attached for items in a list, e.g. an inspection report or picture relative to a location or claim

Created at 8/4/2005 3:08 PM by [Andrew Berry](#)  
Last modified at 8/4/2005 3:14 PM by [Andrew Berry](#)



# XYZ Captive Contacts

Select a View

All Contacts

### Actions

- Alert me
- Export to spreadsheet
- Modify settings and columns

Use the Contacts list for information about people that your team works with.

[New Item](#) | [Filter](#) | [Edit in Datasheet](#) | [Link to Outlook](#) | [Import Contacts](#)

|  | Last Name | First Name | Company               | Business Phone | Home Phone | E-mail Address                |
|--|-----------|------------|-----------------------|----------------|------------|-------------------------------|
|  | Berry     | Andrew     | Newport Risk Services | 401 608 2391   |            | andrew.berry@newportrisk.com  |
|  | Doe       | Jane       | XYZ Corporation       | 212 555 1212   |            | jane.doe@xyzinsured.com       |
|  | Doe       | John       | XYZ Corporation       | 212 555 1212   |            | john.doe@xyzinsured.com       |
|  | Jones     | Ann        | Insurance Broker      | 212 555 1000   |            | ann.jones@insurancebroker.com |
|  | Smith     | Tom        | Captive Managers      | 802 555 1212   |            | tom.smith@captivemanagers.com |

Contact list: can be linked to excel list and/or Outlook directory



XYZ Captive  
**Loss Data**

Select a View

All Items

Summary

Actions

Alert me

Export to spreadsheet

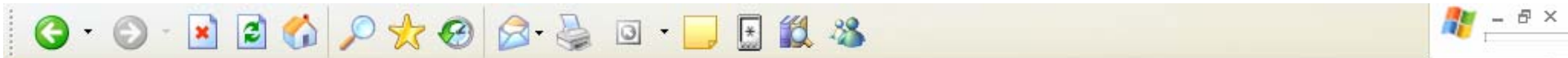
Modify settings and columns

List for recording claims

New Item | Filter | Edit in Datasheet

| Claim Number      | Operating company | Type of Claim              | Accident Date | Status of Claim | Description        | Incurred Loss | Paid Loss |
|-------------------|-------------------|----------------------------|---------------|-----------------|--------------------|---------------|-----------|
| ABC001 <b>NEW</b> | ABC Subsidiary    | Automobile Physical Damage | 6/1/2005      | Open            | Rear End           | \$2,500       | \$0       |
| ABC002 <b>NEW</b> | ABC Subsidiary    | Automobile Liability       | 12/31/2004    | Open            | Side Swipe         | \$2,600       | \$2,600   |
| ABC003 <b>NEW</b> | ABC Subsidiary    | Property                   | 3/15/2005     | Open            | Fire               | \$250         | \$250     |
| ABC004 <b>NEW</b> | ABC Subsidiary    | Workers Compensation       | 11/8/2004     | Open            | Slip & Fall        | \$200         | \$200     |
| ABC005 <b>NEW</b> | ABC Subsidiary    | Workers Compensation       | 9/30/2004     | Open            | Strain - Lifting   | \$0           | \$0       |
| ABC006 <b>NEW</b> | ABC Subsidiary    | General Liability          | 10/24/2004    | Open            | Products           | \$2,150       | \$2,150   |
| ABC007 <b>NEW</b> | ABC Subsidiary    | Automobile Physical Damage | 5/3/2005      | Open            | Rear End           | \$2,000       | \$0       |
| ABC008 <b>NEW</b> | ABC Subsidiary    | Automobile Liability       | 2/13/2005     | Open            | Stationary         | \$196         | \$196     |
| ABC009 <b>NEW</b> | ABC Subsidiary    | Automobile Physical Damage | 3/16/2005     | Open            | Theft              | \$823         | \$823     |
| ABC010 <b>NEW</b> | ABC Subsidiary    | Automobile Liability       | 11/28/2004    | Open            | Rear End           | \$0           | \$0       |
| ABC011 <b>NEW</b> | ABC Subsidiary    | Workers Compensation       | 12/15/2004    | Open            | Slip & Fall        | \$0           | \$0       |
| DEF001 <b>NEW</b> | DEF Subsidiary    | Workers Compensation       | 4/1/2005      | Open            | Burn               | \$356         | \$356     |
| DEF002 <b>NEW</b> | DEF Subsidiary    | General Liability          | 6/15/2005     | Open            | Inside fall        | \$6,500       | \$6,500   |
| DEF003 <b>NEW</b> | DEF Subsidiary    | Property                   | 9/20/2004     | Open            | Windstorm          | \$9,778       | \$9,778   |
| DEF004 <b>NEW</b> | DEF Subsidiary    | Workers Compensation       | 4/18/2005     | Open            | Repetitive motion  | \$1,281       | \$1,281   |
| DEF005 <b>NEW</b> | DEF Subsidiary    | Automobile Physical Damage | 10/10/2004    | Open            | Stationary         | \$583         | \$583     |
| DEF006 <b>NEW</b> | DEF Subsidiary    | General Liability          | 7/15/2005     | Open            | Food borne illness | \$2,500       | \$0       |
| DEF007 <b>NEW</b> | DEF Subsidiary    | Workers Compensation       | 3/29/2005     | Open            | Slip & Fall        | \$0           | \$0       |

- Example of a list capturing loss run information
- Synchronized with excel spreadsheet
- Like the property schedule, each loss entry has an individual page to which attachments can be added



XYZ Captive

## General Discussion

Select a View

Threaded

Flat

Actions

Alert me

Modify settings and columns

Use the General Discussion to hold newsgroup-style discussions on topics relevant to your team.

[New Discussion](#) | [Expand/Collapse](#)

| Subject   | Replies | Posted By    | Modified         |
|---|---------|--------------|------------------|
| <a href="#">Slip and fall prevention - best practices !NEW</a>      | 0       | Andrew Berry | 8/4/2005 5:12 PM |
| <a href="#">Fleet safety best practices !NEW</a>                    | 0       | Andrew Berry | 8/4/2005 5:12 PM |
| <a href="#">Vendor contracts and certificates of insurance !NEW</a> | 0       | Andrew Berry | 8/4/2005 5:11 PM |
| <a href="#">Sprinkler protection best practices !NEW</a>            | 0       | Andrew Berry | 8/4/2005 5:11 PM |
| <a href="#">Employee hiring and screening best practices !NEW</a>   | 0       | Andrew Berry | 8/4/2005 5:11 PM |
| <a href="#">Return to work best practices !NEW</a>                  | 0       | Andrew Berry | 8/4/2005 5:10 PM |
| <a href="#">Surveillance techniques !NEW</a>                        | 0       | Andrew Berry | 8/4/2005 5:10 PM |
| <a href="#">Claims investigation procedures !NEW</a>                | 0       | Andrew Berry | 8/4/2005 5:10 PM |

Discussion groups can be used for the captive members or subsidiaries to share information across the group and question their peers on insurance related issues, e.g. loss prevention practices. The discussions are retained creating a central store of reference material for specific risk management related topics.



XYZ Captive

## Events: Captive Board Meeting

[New Item](#) | [Edit Item](#) | [Delete Item](#) | [Export Event](#) | [Alert Me](#) | [Go Back to List](#)

Title: Captive Board Meeting  
Begin: 9/1/2005 8:00 AM  
End: 9/1/2005 4:00 PM  
Description: Annual meeting of the Board of Directors of XYZ Captive Insurance Company  
Location: Burlington, Vermont  
Recurrence:  
Workspace:

Created at 8/4/2005 5:17 PM by [Andrew Berry](#)  
Last modified at 8/4/2005 5:17 PM by [Andrew Berry](#)

- Events can be created as a central meeting record for all participants, linked to Outlook. In addition individual workspaces can be created to manage more complex meetings complete with agendas, objectives, attendance, and distribution of meeting documents and minutes, for example.
- Tasks can be set-up and assigned between individuals in a similar manner.

XYZ Captive

## New Alert: Shared Documents: All items

Use this page to create an e-mail alert notifying you when there are changes to this item. [More information on alerts.](#)

### Send Alerts To

All of your alerts will be sent to this e-mail address. [Change my e-mail address.](#)

My e-mail address is:

andrew.berry@newportrisk.com

### Change Type

Specify the type of changes that you want to be alerted to.

Alert me about:

- All changes
- Added items
- Changed items
- Deleted items
- Web discussion updates

### Alert Frequency

Specify whether you want to be alerted immediately when there is a change, or if you would rather receive a daily or weekly summary message.

[View my existing alerts on this site.](#)

Alert me how often:

- Send e-mail immediately.
- Send a daily summary.
- Send a weekly summary.

OK

Cancel

- Alerts allow users to receive email notifications of changes in the site
- Alerts may be set on documents, lists or even individual list items
- Notifications may be sent immediately, daily or weekly
- Using alerts appropriately would allow for automatic notification of changes in exposure data or requests for certificates

# How we can help

---

- ▶ Newport Risk Services is a professional services firm.
  - We do not build software or host applications
  - We provide business analysis, implementation, training and support services to help others in the use of this software
- ▶ Services
  - Service provider analysis, implementation and training
  - Individual captive implementation and training
  - On-going training services:
    - In-person and web-based training
  - End user support
- ▶ Contact: Andrew Berry
  - Tel: 401 608 2391
  - E-mail: [andrew.berry@newportrisk.com](mailto:andrew.berry@newportrisk.com)