**Auto Populate Replacement Info Business Case**

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### **Executive Summary:**

Ceding Carrier Contract Information to populate in the Order Entry (OE) platforms when it is an Exchange/Transfer.

### **Problem:**

**\*Problem\***. Causing multiple issues with advisors selecting the wrong location of ceding carrier in YellowPages, calling carrier and sitting on phone for 20-30 mins, putting in wrong info on the ceding contract, multiple NIGOs and Supervision Inquires tying back to this screen on OE platforms.

2 Paths to Solve:

1. When BD is already broker of record on the contract – should be less of an issue to get the data from DTCC (For JPMC in 2024 this was the case for 75% of our exchanges/transfers) DTCC plans to look for policy number and validates: requesting broker dealer (not the specific advisor) and carrier. Do we need to validate anything else? (Athene, Global, Nationwide and NYL – nothing else)
2. When BD is **NOT** already broker of record on the contract. Understanding from the client they are planning to surrender the contract and move to a new one.

### **Objectives and Key Results**

* **Objective:** **Prepopulate the required data points the client/advisor need.**  
  **Key Result:** 
  + Time spent on OE platform – if we can drill down to that specific screen
  + Carrier call centers taking calls on ceding carrier contracts
  + NIGO numbers that stem back to the OE platform page (Zinnia – Additional Payments Screen)
  + Supervision Inquires that stem from that page
  + Right/Wrong selections of addresses on YellowPages

### **Use Cases**

**Use Case 1**: Remove the pain points for the user of the page for all the reasons stated above.

**User Story 1**: As a financial advisor and client – I want this page in the UI to be prepopulated for me so I don’t have to call or guess. I can just validate and move on with the new sale.

### **Journey Maps (Integrations and Required Data)**

**Journey Maps**: Include visual maps that identify all key touchpoints where customers, financial professionals, and carriers interact with the system.

**Integration Points**:

* BDs
* Carriers
* OE Platforms
* DTCC

**Required Data**:

* Data points from ceding contract

**Solution**:

**Path 1: Using APIs from OE platforms to DTCC to prepopulate the required data points the client/advisor need.**

* **Features:** OE pinging DTCC single API to grab the data points it needs to fill in for FA
* **Objectives:** Ease and effort. Better advisor and client experience

Path 2: What level of information needs to be pulled back to verify it is a like to like transfer?

Option/Idea: Client has given the policy information, so they would be the one authorizing the data to be pulled.

* Question to legal – What is required to release the information when the broker is not the broker of record? What does the language need to be? Are there state variations? What does DTCC need to do? What documentation is needed and who gets it?
  1. Use extra data points? SSN or DOB? Is this enough or do we need more?
  2. Click to agree?
  3. Signature? Does the authorization need to be done pre data load, or could a signature at the end of the order entry qualify? DocuSign? (Docusign supports more than signature collection)
  4. Confirmation code to the client? This could not be done through DTCC. Could this be done through the AOE?

Option/Idea:

* Needs:

Option/Idea:

* Needs:

### **Timeline for Implementation**

**Phase 1: Planning & Kickoff (TBD)**

* Kickoff Session: Align on goals, resources, and responsibilities.
* Business Case Development: Finalize the business case for stakeholder approval.
* Workstream Mapping: Define key tasks and related to-dos.

**Phase 2: Standard Development (TBD)**

* Working Group: Aligns on business requirements and data elements.
* Technical Committee: Create the technical spec in Github repository.
* Working Group: Business feasibility testing.
* Technical Committee: Technical feasibility testing.

**Phase 3: Governance: (TBD)**

* Governance Committee: Reviews the standard.
* Working Group & Technical Writers: Address any proposed revisions or updates.
* Governance Committee: Deploys the standard to Github.

**Phase 4: MVP Development & Integration (TBD)**

* Platform Development: Build the minimum viable product (MVP), focusing on beneficiary data updates.
* Carrier Integration: Work with at least three carriers for integration.
* User Testing: Conduct testing with a limited user base for feedback and adjustments.

**Phase 5: Testing & Launch (TBD)**

* Platform Testing: Perform full-scale testing, including functional and user acceptance testing.
* Platform Launch: Go live with the MVP and monitor initial performance.

**Ongoing Support & Iteration** **(TBD)**

* Continuous Monitoring: Address any issues or bugs post-launch.
* Iterative Improvements: Plan for additional features or scaling as needed.
* Track Implementation of standards on IRI’s Digital First Dashboard.
* Track Measures of Success to report on IRI’s Digital First Dashboard.

**Working Group Firms**:

JPMorgan Chase, Zinnia, DTCC

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