

## 6.2 Solutions

### Solution 1: Validation for claim fields

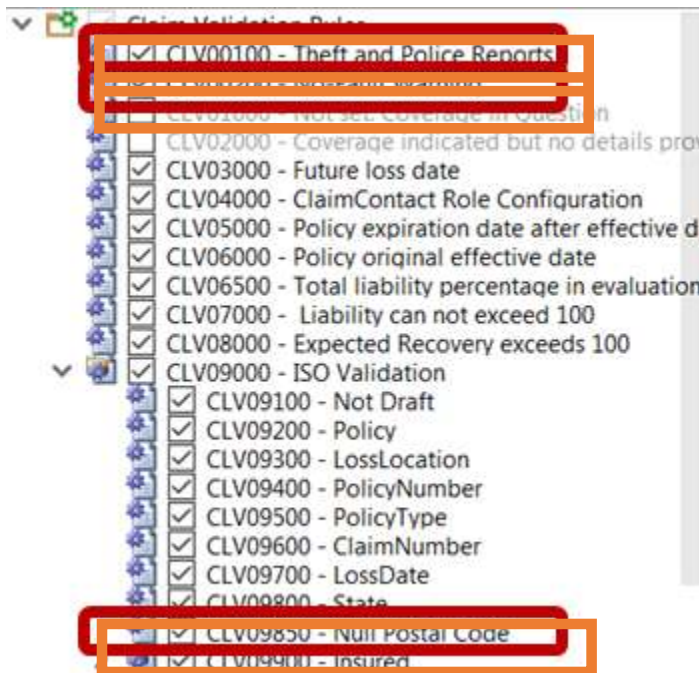
#### 1. Create display keys.

- Create a display key that rejects a theft claim at New Loss when there is no police report.
- Create a display key to report an error when there is no police report on theft of vehicle or audio parts.
- Create a display key that rejects a claim if the postal code is not present.
- Create a display key to warn that a given state is not a “no fault” state.
- Remember to use an appropriate naming convention for all display keys you create.

```
Ext_Rules.Validation.Claim.PoliceReportNotNull = There must be a police report on this claim.  
Ext_Rules.Validation.Claim.PostalCodeNotNull = The loss location must have a postal code.  
Ext_Rules.Validation.Claim.StateIsNotNoFault = {0} is not a no-fault state.
```

#### 2. Implement the requirement.

- Create Claim Validation rules that implement this requirement.
- The ISO rule should run as a child of the State ISO rule (CLV09800)..
- The other two rules can run anywhere in the Claim Validation rules at top level.
- For Metro Reports, use the Claim property “MetroReports,” which is a list of Metro Reports. (Hint: Use the “length” property of the list.)



```

1  USES:
2
3  uses gw.api.locale.DisplayKey
4  CONDITION (claim : entity.Claim):
5
6
7
8
9  return (claim.LossType == LossType.TC_AUTO) and
10         (claim.LossCause == LossCause.TC_THEFTENTIRE or
11          claim.LossCause == LossCause.TC_THEFTPARTS) and
12         claim.MetroReports.length == 0
13
14  ACTION (claim : entity.Claim, actions : gw.rules.Action):
15
16
17
18  claim.reject(ValidationLevel.TC_NEWLOSS, DisplayKey.get("Ext_Rules.Validation.Claim.PoliceReportNotNull"),
19              null, null)
20  END

```

```

1  USES:
2
3  uses gw.api.locale.DisplayKey
4
5  CONDITION (claim : entity.Claim):
6
7
8
9
10 return (claim.FaultRating == FaultRating.TC_NOFAULT) and
11         (claim.LossLocation.State == State.TC_AZ or
12          claim.LossLocation.State == State.TC_CA)
13
14 ACTION (claim : entity.Claim, actions : gw.rules.Action):
15
16
17
18 claim.reject(null, null,
19             ValidationLevel.TC_NEWLOSS,
20             DisplayKey.get("Ext_Rules.Validation.Claim.StateIsNotNoFault", claim.LossLocation.State))
21
22 END

```

```

1  USES:
2
3  uses gw.api.locale.DisplayKey
4
5  CONDITION (claim : entity.Claim):
9      return claim.LossLocation.PostalCode == null
10
11  ACTION (claim : entity.Claim, actions : gw.rules.Action):
16
17  claim.rejectField("LossLocation.PostalCode", TC_ISO,
18      DisplayKey.get("Ext_Rules.Validation.Claim.PostalCodeNotNull"),
19      null, null)
20  END

```

## Test procedure

1. **Start ClaimCenter in debug mode.**
2. **Log in as aapplegate/gw.**
3. **Create a new personal auto claim.**

On the Loss Details step, ensure that:

- The Postal Code/ZIP Code is left blank.
- The Loss Cause is set to one of the Theft options.
- The Loss Location State is set to California or Arizona.
- There are no Police Reports associated with the claim.
- The Fault Rating is set to No Fault.

### Step 3 of 5: Add claim information

Cancel Back Next Finish

What Happened?

Loss Date 03/19/2018 12:01 AM

Loss Cause \* Theft of entire vehicle

Incident Only: ☐ Incident Only

Location \* 1313 Mockingbird Lane, Mockingbird Heights, CA

Country United States

Address 1 1313 Mockingbird Lane

Address 2

Address 3

City \* Mockingbird Heights

County

State \* California

ZIP Code #####

Location Description

### Categorization

Fault Rating No fault

Weather <none>

#### 4. Attempt to save the claim.

- Verify that it cannot be saved due to the missing police report.
- Verify that the warning concerning No Fault appears.

Validation Results

Validation Results

Clear

There are 2 Messages on Loss Details page

- There must be a police report on this claim.
- California is not a no-fault state

#### 5. Add a police report and attempt to save the claim.

Verify that the claim validation level is New Loss Completion.

Police Reports

Add

Remove

(empty)

<input type="checkbox"/>	Type ▾	Status ▾	Order Date ▾	Document	Actions
<input type="checkbox"/>	Auto Theft	New			Resubmit

Claim 000-00-001112 has been successfully saved.

Assigned Group: Auto1 - TeamA

Assigned User: Andy Applegate

- You can now:
- View 000-00-001112, the newly saved claim (Alt+V)

6. Using Actions ▾ Validate Claim Only, validate the claim at the New Loss Completion level.

Verify that the warning concerning No Fault appears.

Validation Results

Validation Results

Clear

There is a Message on Loss Details page

 California is not a no-fault state

7. Using Actions ▾ Validate Claim Only, validate the claim at the Valid for ISO level.

Verify that an error is reported for the missing postal/ZIP code.

Validation Results

Validation Results

Clear

There are 2 Messages on Loss Details page

❗

The loss location must have a postal code.

⚠️

California is not a no-fault state

8. **Add a postal code to the loss location and save the claim.**

Verify that the claim is saved at the Valid for ISO level or greater.

Claim Validation Level      Ability to pay

## Solution 2: Validation for exposure lists

1. **Create a display key to report an error if an exposure has a listed insurer contact, but no phone number for that contact.**

```
SI.Rules.Validation.Exposure.ContactPhoneNumber = Phone: Must have contact phone number for all listed insurers
```

2. **Create the validation rule to meet this requirement.**

```

1  USES:
2  uses gw.api.locale.DisplayKey
3  CONDITION (exposure : entity.Exposure):
7  return true
8  ACTION (exposure : entity.Exposure, actions : gw.rules.Action):
13 for (other in exposure.OtherCoverageDet) {
14     if (other.ContactName != null and other.ContactPhone == null) {
15         exposure.rejectSubField(
16             other, "ContactPhone", ValidationLevel.TC_EXTERNAL,
17             DisplayKey.get("SI.Rules.Validation.Exposure.ContactPhoneNumber"),
18             null, null
19         )
20     }
21 }
22 END

```

## Test procedure

**Note:** To simplify testing, disable the Exposure ISO Validation Rules (EXV05000)

1. **Attempt to create a new collision exposure where there is at least one Other Carrier Involvement with a contact and no phone number.**

New Exposure - Vehicle Update Cancel

---

**Other Carrier Involvement**

Other Coverage ☒ Yes ☐ No

Details Add Remove (empty)

<input type="checkbox"/>	Insurer	Policy #	Contact	Phone	Notes
<input type="checkbox"/>	Pronghorn Insurers	19238-928A	George Fromm		

2. **Verify that the exposure can be saved, but that it cannot reach the Send to external validation level.**

Exposures Assign Refresh

All claimants							(1 - 1 of 1)	Columns	
<input type="checkbox"/>	#	Type	Coverage	Claimant	Adjuster	Status	Remaining Reserves	Future Payments	Paid
<input type="checkbox"/>	1	Vehicle	Collision	Ray Newton	Andy Applegate	Open	-	-	-

(1) 1st Party Vehicle - Ray Newton < > ^

Edit Assign Close Exposure Create Reserve Send To ISO

Created Via	User Entry
Create Date	03/20/2018
Validation Level	Valid for ISO



#### Claim Actions

Assign Claim

Close Claim

Print Claim

Sync Status

Validate Claim Only ▶

Validate Claim + Exposures ▶

Validate Policy ▶

Load and save

New loss completion

Valid for ISO

Send to external system

Ability to pay

#### Validation Results

##### Validation Results

Clear

❗ Phone : Phone: Must have contact phone number for all listed insurers

#### 3. Add phone numbers to the carriers with contacts.

(1) 1st Party Vehicle - Ray Newton < > ^ Up to Exposures

Update

Cancel

<input type="checkbox"/> Insurer*	Policy #	Contact	Phone	Notes
<input type="checkbox"/> Pronghorn Insurers	19238-928A	George Fromm	510-323-5555	

#### 4. Verify that the exposure is now at or beyond the Send to external validation level.

(1) 1st Party Vehicle - Ray Newton < > ^

Edit

Assign

Close Exposure

Create Reserve

Send To ISO

Created Via

User Entry

Create Date

03/20/2018

Validation Level

Ability to pay

#### 5. Attempt to remove the phone number from a carrier with a contact, and verify that the change cannot be saved and that the field is flagged.



## Validation Results

### Validation Results

Clear



Phone : Phone: Must have contact phone number for all listed insurers

#### Other Carrier Involvement

Other Coverage

☒ Yes ☐ No

Details

Add

Remove

(1 - 1 of 1)



Insurer\*

Policy #

Contact

Phone

Notes



Pronghorn Insurers

19238-928A

George Fromm