



# Insurance Information Exchange (IIEX) Frequently Asked Questions (FAQs)

## IIEX General

### Q: What is IIEX?

A: Through industry collaboration between I&RS and our clients, we are reimagining and modernizing the processing environment by delivering innovative methods in which data can be sourced, consumed and transacted. As a result of this, the [Insurance Information Exchange \(IIEX\)](#) was created to give clients flexibility in how they exchange insurance information. The flexible options include batch file, user interface, XML and API. This cost-effective solution ensures complete, comprehensive and critical data is available to our clients on-demand in one, secure platform.

### Q: Who can use IIEX?

A: All parties to insurance transactions – Carriers, distributors, IMOs & BGAs, industry solution partners and more – can all utilize the IIEX platform.

### Q: What areas of a business can IIEX be used in?

A: IIEX has a wide range of applicability in an organization. The platform can be used by any areas, especially in Operations, Supervision, Compliance, Sales, Testing and IT, to gain expanded efficiencies.

### Q: What are some of the capabilities of IIEX?

A: IIEX has many capabilities that create efficiencies and insights for organizations. IIEX is a single point of entry into a secure data exchange platform which gives insights to data processed within DTCC. It offers a lens into the data coverage across trading partners based on business-critical data elements defined by the industry. IIEX offers the ability to access policy, product and producer data to replace redundant, large batch files and provides users with a customizable search engine to find and pull only the information they need, reducing risk and saving time. The IIEX platform is a centralized platform for all insurance types – annuities, life insurance and insurance-based retirement plans – that can expand to bring efficiencies to several business areas.

### Q: What are some of the benefits of IIEX?

A: From within one platform, organizations accessing API-enabled IIEX or the user interface can create efficiencies, gain insights, make data-driven decisions and expand their business – and at the same time, reduce redundancy and risk, transforming a traditionally chaotic process into an orderly one.

## IIEX Implementation & Access

### Q: Am I able to get a demonstration of the IIEX platform?

A: Yes, reach out to your relationship manager or [fill out this form](#) to set up a demonstration.

**Q: What options do I have for accessing IIEX?**

A: IIEX can be accessed via user interface (UI) through the DTCC Web Portal or through IIEX's APIs, which can be found in the [DTCC API Marketplace](#).

**Q: What is an API and how is it used for IIEX?**

A: An API, or application programming interface, is a software intermediary that connects technology systems by allowing the applications to talk to each other. Using IIEX GET APIs allows IIEX users to customize their IIEX integration to connect directly into their own technology systems for a more holistic view of their business processes.

**Q: How secure is the IIEX platform and its APIs?**

A: As a leader in the financial services industry, DTCC is obliged to be secure because of the confidentiality of its financial data. The IIEX platform takes intentional precautions to protect the data it stores. As for the APIs, the [DTCC API Marketplace](#) provides greater protection against cyber threats and Distributed Denial of Service (DDoS) events, ensuring your data is safe and secure.

**Q: Is there a cost associated with using the APIs?**

A: To access the IIEX User Interface to complete transactions or view product summary level data, there is no charge but depending on the type of data your firm's access and the type of data you want to view, there is a monthly subscription fee. This fee includes both API and user interface access. DTCC does not charge additional fees for implementing IIEX APIs.

**Q: As a user, how do I get access to the DTCC API Marketplace?**

A: Once onboarding is completed, the firm's Super Access Coordinator (SAC) will need to be permissioned with the [DTCC API Marketplace](#) and then grant access to Operators.

**Q: What are the steps involved with building IIEX APIs?**

A: The first step is to create an account in the [DTCC API Marketplace](#). Then a dedicated DTCC Integration Consultant will help to align your project scope, timeline and expectations. Development of customer requirements and implementation of code for testing follow. Once complete, the final step is to go live and launch your custom API solution.

**Q: Can I use my existing DTCC connectivity to access IIEX?**

A: Yes. If the user is accessing APIs, existing DTCC connectivity, dedicated or internet, may be leveraged but the service will need to be provisioned with a separate robot ID to access the API functionality.

**Q: Can I send/receive APIs 24/7?**

A: API capabilities are available 24/7, except for Saturday from 2:00 pm ET through Sunday at 3:00 pm ET.

**Q: I work with a solution provider (vendor) can they access my insurance data via API?**

A: Yes. IIEX offers the ability to provision your vendors access to your firms' data in multiple ways.

**Q: How can I get more information on IIEX's APIs?**

A: To learn more about IIEX's APIs, you can [create an account](#) in the [DTCC API Marketplace](#) to see specific IIEX APIs details and documentation. You can also contact your Relationship Manager who can discuss the different options available for specific API needs.

**Q: Where do I go for in-depth IIEX user guides?**

A: You can visit the [DTCC Learning Center](#) or click on the “?” icon within the IIEX platform in the top right-hand corner.

## IIEX Users

**Q: How do I add new users to IIEX?**

A: Access to IIEX is managed by your firm’s Super Access Coordinator (SAC) and they can provision additional firm users.

**Q: Is there a limit to the number of user logins IIEX can have?**

A: The number of users is unlimited for the user interface.

**Q: Am I able to assign roles or manage permissions for users in IIEX?**

A: Yes. The firm’s Super Access Coordinator (SAC) can assign roles and manage permissions.

**Q: Can I see all accounts for which I have access?**

A: Yes. Users will be able to see data for all accounts for which they have access.

## IIEX Data

**Q: What types of data can I see within IIEX?**

A: Policy, product and producer data can all be viewed within IIEX.

**Q: Is the data in IIEX standardized?**

A: Yes. The data in IIEX is in a standardized format based on industry agreed-upon standards.

**Q: Does IIEX’s user interface support or include Personally Identifiable Information (PII) data?**

A: Yes. IIEX user interface does include client PII data and all DTCC PII--defined data points are masked by default. Based on role-based controls, users with the proper role can demask the PII data when needed.

**Q: How frequently is the data in IIEX updated?**

A: The frequency in which policy and producer level data within IIEX is updated is dependent on the frequency in which the carrier sends the data to DTCC. IIEX data is updated at the end of every **output cycle**, making it a very timely tool for on-demand data research.

**Q: Can I download data from IIEX?**

A: Yes. The IIEX user has the ability to download results through excel or PDF.

**Q: Can I use IIEX to store all my data?**

A: Yes. IIEX offers users to eliminate raw data delivery by storing a subscriber’s data for access via User Interface.

**Q: Does IIEX keep historical data for policies?**

A: Depending on the data that the user is trying to access, we will keep policy and producer level data available. If not updated within 120 days, DTCC will purge data from IIEX. DTCC does not store historical transactional data but does give the user access to download the submitted transaction data for audit purposes.

**Q: How long does data stay in IIEX after not being updated or for surrendered policies?**

A: Policy level data within IIEX that has not been updated will be removed after 120 days of inactivity.

**Q: What is the data dictionary and how do I use it?**

A: The data dictionary is a document detailing the IIEX data points with definitions and is available within IIEX under the “Administrative” drop-down.

**Q: As a Distributor, can I see all my policies through IIEX?**

A: Yes, you can see all the policies being sent on Positions and Values (POV) and are updated on the pre-determined basis between the distributor and the carrier. IIEX gives the user the ability to access all policies, in a single view, and high-level analytics on your complete book of business. Not only can you see them all, but you can also filter them by various methods for your analytical needs.

**Q: As a Distributor, can I see data from a carrier that is not currently subscribed to IIEX?**

A: Yes. Distributors can see all a carriers’ policy data that the carrier has sent via the Positions (POV) files, regardless of if the carriers is subscribed to IIEX.

**Q: Can I customize search criteria and create my own reports?**

A: Yes. There are multiple search criteria and reporting functions for policy, product and producer financial activity as well as data completeness. Counterparty searches are also customizable.

**Q: How far can I filter down into the data in IIEX?**

A: Comprehensive policy, product and producer level information such as parties, values, underlying sub account information, and more can be viewed in IIEX. Additionally, product level data gives access to commission schedules as well as fee and expense information.

**Q: What are some of the insights I could gain from using IIEX?**

A. IIEX can identify many data trends such as date-related policies with specific riders, data coverage and what producers are selling which products within each state. Data completeness is another key insight that you can gather by looking at your top ten missing data elements, data completeness rate by carrier, average reported policy values.

**Q: What are critical data elements and why are some missing?**

A: Business critical policy data elements were determined by a group of clients. They were deemed to be important to satisfy their client's needs for making critical decisions and answering client inquiries. If these elements are not being sent by the carrier, they will be marked red on the user interface, and it will be calculated negatively against the data completeness scores. Discussions should be held between trading partners to discuss why some data elements are missing.

**Q: What does the data completeness percentage represent?**

A: Business critical data elements, by product, have been determined by a group of clients, and must be populated to count as completed. The percentage of policies which have all their critical data elements, are deemed to be counted as 100% coverage. For the business-critical data elements are missing, the data completeness represents the percentage of data elements not populated.

## IIEX & Other I&RS Services

### Q: How do I see product information in IIEX?

A: DTCC offers a high level of product data available within our services. This high-level information consists of product and carrier name, product and CUSIP type, commission or fee based, etc. To access this information, your accounts must be activated for Product capabilities and users need to be provisioned their operators in order to see product information.

### Q: What DTCC products can be viewed IIEX?

A: IIEX is a role-based platform, and the user interface offers a user to transact at the policy, product and producer level. Depending on the IIEX subscription, clients using the Access platforms for I&RS' [Attachments \(ATT\)](#), [In-Force Transactions \(IFT\)](#), [Licensing & Appointments \(LNA\)](#), and [Producer Management Portal \(PMP\)](#), along with data services such as [Positions & Values \(POV\)](#) and [Financial Activity Reporting \(FAR\)](#), data is available within the IIEX platform.

### Q: When is Position and Valuations (POV) data loaded into IIEX? When is financial activity data loaded into IIEX?

A: POV data is loaded into IIEX after every scheduled POV [output cycle](#). Financial activity is loaded every night. Please see the [transmission schedule](#) on DTCC.com for more information.

### Q: My firm recently turned on POV at DTCC. Would IIEX support testing for POV?

A: Yes, the IIEX user interface and APIs are supported in the DTCC PSE test region.

## IIEX Enhancements & Future

### Q: What does DTCC plan on supporting in the future for IIEX?

A: Our clients drive the future of IIEX. It is a multi-year, multi-phased effort. As our organization continues company-wide modernization efforts, and through collaboration with our clients, we will create future functionality.

### Q: How are IIEX enhancements chosen?

A: IIEX enhancements are user-sourced, meaning we collaborate with our users and the industry to create new functionality that meets their needs.

### Q: What additional APIs does DTCC plan on supporting in the future?

A: In collaboration with our clients and industry partners we continually assess market needs for future developments and enhancements.

## For More Information

Please contact your relationship manager or [fill out this form](#).

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