



F.A.Q. DTCC INSURANCE INFORMATION EXCHANGE (IIEX)

Q: WHAT IS THE CONCEPT OF 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 is sourced, managed and shared. As a result of this IIEX was launched 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.

Q: WHAT ARE SOME OF THE BENEFITS OF IIEX?

A: I&RS clients using IIEX benefit from secure data centralization and standardization while also gaining insight on their data accuracy and completeness. IIEX eliminates the redundant, large batch files and provides users with an advanced search engine to find and pull only the information they need, reducing risk. The IIEX platform is a reusable single solution platform for all insurance types – annuities, life insurance and insurance-based retirement plans.

Q: WHAT OPTIONS DO I HAVE FOR ACCESSING IIEX?

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

IIEX APIS

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 I&RS clients 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 24/7 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 specifically provides greater protection against cyber threats and Distributed Denial of Service (DDoS) events, ensuring your data is safe and secure

Q: WHAT ARE THE STEPS INVOLVED WITH BUILDING IIEX APIS?

A: The first step is to [create an account](#). 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: WHAT ARE THE HOURS OF OPERATION OF THE API MARKETPLACE? CAN I SEND/RECEIVE APIS 24/7?

A: API capabilities are available from Monday at 1am ET through Saturday afternoon.

Q: MY COMPANY ALREADY HAS BUILT SOME APIS AND HAS AN API LIBRARY. CAN OUR APIS BE OFFERED IN THE DTCC API MARKETPLACE?

A: Not yet however it is being discussed.

Q: DO I NEED TO BE A DTCC PARTICIPANT OR CLIENT TO UTILIZE THE API MARKETPLACE?

A: You must be a client or have a DTCC relationship with a client.

Q: IS THERE A COST ASSOCIATED WITH USING THE APIS?

A: Yes. There is a monthly subscription fee based on the type of data your firm has access to in IIEX. This fee includes API and user interface access.

Q: WHAT ADDITIONAL APIS DOES DTCC PLAN ON SUPPORTING IN THE FUTURE?

A: Whatever APIs our clients' request and we will work with the industry to implement.

Q: WILL YOU EVER SUPPORT PUT APIS?

A: Yes, as long as there is client interest and support.

Q: CAN I USE MY EXISTING DTCC CONNECTIVITY TO ACCESS IIEX?

A: Yes. However, your client application will need to be provisioned with a separate robot ID to access the API runtime.

Q: AS A USER HOW TO I GET ACCESS TO THE API MARKETPLACE?

A: The Super Access Coordinator will need to be permissioned with the API Marketplace and then grant access to Operators.

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 put you in touch with an Integration Consultant to discuss your specific API needs.

Q: CAN MY VENDORS ACCESS MY DATA VIA API?

A: Yes. There is the ability to provision your vendors to access your data via API's down to the associated firm level.

Q: DO YOU HAVE ANY API USES CASES?

A: There are many API use cases pertaining to policy and product information as well data completeness and data analytic reporting. For additional information please visit the DTCC API Marketplace.

Q: WHAT IS A ROBOT PERSONA?

A: A software tool that mimics human interaction within a user interface by creating "bots" or programs which perform the everyday tasks performed manually by workers.

IIEX USERS & DATA

Q: WHAT ARE SOME OF THE INSIGHTS I COULD GAIN FROM USING IIEX?

A: IIEX can identify many data trends such as your top 10 missing data elements, data completeness rate by carrier, average reported policy values, as well as your top 5 products and carriers.

Q: HOW DO I ADD NEW USERS TO IIEX?

A: The Super Access Coordinator at your firm can provision 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 Super Access Coordinator can assign roles and manage permissions.

Q: IS IIEX'S DATA ACCESSIBLE TO ME AT ANY TIME?

A: Yes. IIEX's data is available Monday at 1am ET through Saturday afternoon on-demand through a user interface on the DTCC Portal and within the IIEX APIs.

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.

Q: CAN I DOWNLOAD DATA FROM IIEX?

A: Yes. Downloads are available through excel or PDF.

Q: WHAT ARE CRITICAL DATA ELEMENTS AND WHY ARE SOME MISSING?

A: Critical data elements were determined by DTCC Data Strategy Advisory Council. They were deemed to be critical in order to satisfy their client's needs. If these elements are missing from IIEX they will be marked red on the UI and it will be calculated negatively against the data quality scores. Discussions should be held between trading partners to discuss why some are missing.

Q: CAN I CUSTOMIZE SEARCH CRITERIA AND CREATE MY OWN REPORTS?

A: Yes. There are multiple search criteria and report functions for policy, product and financial activity as well as data quality. Counter party searches are also customizable.

Q: WHEN IS POSITION AND VALUATIONS DATA LOADED INTO IIEX? WHEN IS FINANCIAL ACTIVITY DATA LOADED TO IIEX?

A: POV data is loaded into IIEX after every scheduled POV output cycle. Financial activity is loaded every night.

Q: HOW DO I SEE PRODUCT INFORMATION?

A: Your accounts must be activated for Product capabilities and users need to be provisioned in order to see product information.

Q: WHAT DOES THE DATA QUALITY PERCENTAGE REPRESENT?

A: All critical data elements within a policy should be populated to count as completed. The percentage of policies which have all their critical data elements populated. The data quality percentage is the percentage of missing critical data elements.

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.

Q: WHAT DOES DTCC PLAN ON SUPPORTING IN THE FUTURE FOR IIEX?

A: Our client's will drive the future of IIEX. It is a multi-year, multi-phased effort and we will work with the industry to implement.

Q: WHERE DO I GO FOR IN-DEPTH IIEX GUIDES?

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

FOR MORE INFORMATION

Please contact your Relationship Manager.