



To: All Statistical Plan Reporting Companies
Date: September 23, 2020
Bulletin: GISA 2020-08

New EWS Issues Escalation Process

A new EWS issue specific escalation process has been implemented to the GISA Portal effective September 21, 2020. The new process applies to all open EWS issues and replaces all previous escalation timelines and assigned levels.

The new escalation process assigns a pre-determined number of days from the date the anomaly was placed into an Issue status to arrive at the “Resolve By Date”. This resolution date is the date by which the EWS issue must be in a “resolved” status to avoid reaching a Level 3 escalation to GISA’s attention. Level 1 and Level 2 escalation emails will now be distributed at specific points in time within the resolution period to advise insurers of the upcoming resolution date for the identified EWS issue.

Changes to the issue status will no longer reset the escalation timer. The resolution period now looks at the start date and calculates the final end date. It is this final “Resolve By Date” that determines if an issue reaches a level 3 escalation. All escalation emails will continue to be distributed to the same individuals holding the specific notification roles as assigned previously.

This new escalation process has been applied to all EWS issues previously opened and still in an open status on the GISA Portal. The “Resolve By Date” is calculated by applying the total number of days to resolve an issue against the initial date that the EWS anomaly was placed into an Issue status. For example, if an EWS anomaly was placed into an “Issue” status on June 1, 2020 and the total number of days for resolution is 90 days, then the Resolve By Date would be August 30, 2020. Therefore, failing to place this issue in a status that is considered “resolved” would result in this EWS issue reaching a Level 3 escalation with notification to GISA. Level 1 and Level 2 emails would be distributed within the resolution period to remind insurers of the upcoming resolution deadline. It should also be noted that EWS issues will have resolution timelines that vary in length based on the type of issues being analyzed and their inherent urgency.

Since the new process applies to all EWS issues that are currently deemed active and open, there will be instances where the “Resolve By Date” occurs in the past. These instances will have automatically reached a Level 3 escalation and no reminder emails will be distributed.

To assist insurers with this transition and advise of the current escalation level of all pre-existing open EWS Issues, GISA's service provider, Insurance Bureau of Canada, will be distributing a list of each reporting company's previously opened EWS issues and their new escalation level dates. Insurers can expect to receive these extracts shortly and they will be distributed to the users receiving the escalation notifications. As well, EWS users will be able to view this information directly in the GISA Portal when they navigate to their Issue List window. EWS users will now have the exact date for each escalation level as well as the final "Resolve By Date" displayed. As in the past, the Issue List screen will continue to have the Export function to allow EWS users to download this list, and applicable information into a csv file.

If you have any questions or concerns, please contact your IBC Data Quality Analyst.

General Insurance Statistical Agency