Change Request

Credit Insurance, Financial System, Agents Portal & Customer Portal

For

The Islamic Corporation for the Insurance of Investment and Export Credit (ICIEC)

ESK/CR-21:0014 Uen Rev A

ESKADENIA SOFTWARE

Proprietary and Confidential

1 Background

According to onsite and online gap verification sessions held, various additional requirements have been discussed and received from ICIEC's side therefore the particular change request was initiated.

2 Scope of Work

2.1 Change Requests

No.	Description	Man Days	Ref # in the log sheet
1	**Credit Insurance**		
1.1	**Setup / Generic**		
1.1.1	- Country shall have versions history to keep track of all changes submitted.	11	206
1.1.2	- Handle login with consideration of role/position because limits & access might differ accordingly (we can apply this feature through the approval instead whereby process will follow the workflow and respectively, role and position will be captured for the decision to maintain log & KPI validating capacity/authority. Same is also applied to the delegation consideration, whereby for example UW does not have the authority to transfer a case while Manager has. However, in order to avoid confusion, we can show/differentiate the cases that are pending along with the role/position).	21	216
1.1.3	- It is preferable to show and display amounts and reinsurance amounts according to the treaty at UW stage (shall consider different criteria whether the transaction is export or domestic, transaction nature etc. (retained amount, ceded amounts, amount exceeding the treaty limit which is considered as ICIEC's additional retention own risk). ESKADENIA shall prepare proposed mock-ups to assure that exact needs are captured and might be placed along with current and projected limits section. The same feature, shall appear for all products (at OCL & ICL level)).	0	218
1.1.4	- Countries agency ratings (investment purposes):	10	227

Mohamad El-Sayed
2021.03.23
10:27:22 +02'00'

Ahmad

	▪ New ratings will be centralized; they'll be handled under the Credit Insurance System > Risk Management > Country Scorecard, where currently ICIEC internal and Moody's ratings are defined per each country. Moreover, additional ratings (Fitch, Moody's and S&P) will be introduced. ▪ Below is the shared and agreed upon scope: ○ Since the new ratings will be centralized; they'll be handled under the Credit Insurance System > Risk Management > Country Scorecard, where currently ICIEC internal and Moody's ratings are defined per each country. ○ The Risk Division will have access to the country scorecard, not the Investment team. • Risk Team fully responsible for country ratings – however Investment Team needs to have read-only access to only the Country rating (for each investment), not the Country Scorecard (i.e. for every investment from the investment list, would like to see the rating of the country where the investment is domiciled).		
1.2	**Commercial Production**		
1.2.1	- Loss Payee: Country addition to filter buyers by country.	**0**	**34**
1.2.2	- Loss Payee: Link with entities rather than display as free text whereby loss payee will be determined from the list of defined entities (DDL mandatory field).	**5**	**55**
1.2.3	- Loss payee endorsement for STP, no buyer is available but recommended amount will be retrieved from approval.	**0**	**162**
1.2.4	- CLA: Following list of options shall be reflected at the Customer Portal with consideration to changes in Credit: 1. Request for New Buyer "Request for new buyer" has details in term of questions, which are not represented in the screens, but saved in the database. We can consider reflecting the details also in the Credit, to eliminate any sort of manual process, whereby the answers to the questions will be reflected there.	**16**	**231**

Mohamad El-Sayed
Mohamad El-Sayed
2021.03.23 10:27:40
+02'00'

Ahmad

1.2.5	- COVID-19 new requirement's related changes have to be applied on STP, BMP and DCIP products at approval issuance stages as following: - Two approval operation types will be supported 1. Standard Operations 2. COVID-19 Operations If COVID-19 then COVID-19 Operations shall be specified whereby category R1, R2 and R3 are mandatory: 1. General COVID-19 2. ICERI 3. CGF (IsDBG COVID Guarantee Facility) 4. SERVE (MSMEs Support) 5. ICERI First Loss - When ICERI premium discount is selected, the premium distribution should be shown in the approval that is sent to the client. - The invoicing should follow the same approach as the split invoice whereby a whole invoice is issued and then 2 separate invoices are sent to the PH and to ISFD. - New report "Transactions related to COVID-19" shall also be prepared. - Changes shall be reflected in approval report if COVID-19 Operations is ICERI to consider premium rate distribution between PH and ISFD.	**20**	**68**
1.3	**Sovereign Production**		
1.3.1	- Align "Risk Mitigant" to be placed before "Risk Rating". Additional changes requested on the table: 1. Make the first column as "Risk Category" with multi values (this is mandatory for selection). Make the second column as "Risk Mitigant" (this is mandatory for selection). *This Point will be delivered post going live based on The email shared by ICIEC on 11.03.2021*	**3**	**69**
1.3.2	- Changes requested on report CPD0068 for the following: 1. Add the currency for the "Amount of Cover" field 2. Change the "Flat Rate" at the left menu to "Premium Rate"	**3**	**70**

	3. Remove the "Standby" from the "Flat Rate" table 4. Change the "Annual Rate" to "Annum Rate"		
1.4	**Claims**		
1.4.1	- Check possibility to save all details at once rather than in stages. After that, no update is allowed except the decision & submission of partial payments. Another option could be to allow update/amendment on the same day only (apart from this, we have to consider the introduction of new option to provide customers the option to submit adjustments (change in loss amount) and receival of partial/full payments along with supporting documents (uploaded documents shall be directed to the policy file within the Credit system) through the portal (without affecting the internal process and mitigate manual process). The submission of changes, should trigger an approval process to review and verify the change; if confirmed, it will affect the NPL/Claim, if not, then it will be discarded and shall have no impact).	**16**	**192**
1.4.2	- ICIEC to check with users about the possibility to merge multiple NPLs in 1 claim with certain conditions; (Merging several NPLs in one claim provided NPLs must relate to the same policyholder and same obligor and this feature will be optional for Claims Officer to decide). *This Point will be delivered post going live based on The email shared by ICIEC on 11.03.2021*	**24**	**197**
1.4.3	- Addition of actual payment date according to the financial dept.	**6**	**200**
1.4.4	- Subrogation has to be defined at the level of claim approval (perhaps can be added as a checkbox to indicate whether the case has been subrogated to ICIEC or not).	**3**	**202**
1.4.5	- Claim Approval checklist (requested by ICIEC CEO) - checklist/process so that a claim summary sheet for claim approval is generated containing policy and claims data along with indemnification calculation in addition to check list template prior to indemnification.  **Sample Claim - CSS + CHECK LIST_Al Sha**	**23**	**226**

Mohamad El-Sayed
2021.03.23 10:28:14
+02'00'

1.5	**Reinsurance**		
1.5.1	- Consider reinsurance details representation at NBI/Application/Policy level (similar to Sovereign) to check whether there is adequate coverage or not in order to seek for fac. similar to considerations at CLA level with possibility to upload attachments (this is applicable to MT & LT products, mainly sovereign products (also single transaction products). Display details such as how much is directed to treaty (ceded & retained), facultative and ICIEC share).	**11**	**95**
1.5.2	- At retrocession, decide whether the portions/amounts shared include or exclude the commission so this shall be decided at policy level (option shall be applied at the policy level with consideration of treaty arrangement (broker commission) whereby calculation & respective credit notes will be based on the full amount or retained amount. The same concept is also applied on reinsurance commission (shall be paid on the retained amount or after deducting out the broker commission)).	**13**	**224**
1.6	**Reports**		
1.6.1	Add a new report to show all transactions (Credit Insurance transactions including Production, Claims, Reinsurance, etc.) that have not been posted to GL or even not flagged as posted. *This point was requested during the Financial Training* *This Point will be delivered post going live based on The email shared by ICIEC on 11.03.2021*	**7**	**232**
	Insurance Total	**192**	
2	**Financial System**		
2.1	**Shared Capital**		
2.1.1	- Define a new account on the chart of accounts called "Shortfall / Overpayment capital installments", this account needs to be linked with the customer type that is called "Capital Installment Due" so any new country member will be linked to both GL accounts and user will be able to mention to which account the transaction will affect: 1. Capital Installment Due (Equity Account). 2. Shortfall / Overpayment capital installments (Liability Account).	**3.2**	**3**

Mohamad El-Sayed
2021.03.23 10:28:33
+02'00'

Ahmed

	- This new transaction will have GL effect by generating one single Debit or Credit note for the subscribed country, the affected accounts will be as same as the accounts used in new subscription, the user will mention the journal (posting) date and due date for this new voucher.		
2.1.2	- For adjusted capital transactions, we need to have the adjusted figure broken down into called and callable capitals by 50% same as the new subscriptions, while for the DN/CN installments it will remain the same to have it just one invoice.	**3.2**	**5**
2.1.3	- Ability to have multiple subscription increases as optional without the need to have general increase in each transaction, but in minimum the member country should cover the first general increase to move for the optional increases.	**8**	**9**
2.2	**Investment**		
2.2.1	- Add the following extra details to be captured at the master level of the syndicated loans: ○ Country ○ Project Name ○ Industry ○ Beneficiary Name ○ Project Holder	**1.6**	**15**
2.2.2	- On the Setup level of the Investment system for defining the Investment Classes (Sukuk, Bank Deposit, Syndicated Loans), we'll add a new drop down list that contains two values (Shariah Compliant & Non Shairah Compliant) and this drop down list will be mandatory, users will not be able to create any new transaction unless this Investment Class is "Shariah Compliant". - Also, we need to add on the Investment Classes setup level attachment(s), so users can upload supporting documents.		*Email on 17/03/2021*
2.3	**Account Payables**		
2.3.1	- Upon paying any insurance claim from the financial system, the system will automatically update the claim in the Credit Insurance system that it has "Fully Paid" or "Partially Paid"	**4.8**	**35**
2.4	**All Systems**		

Mohamad El-Sayed
2021.03.23 10:28:50
+02'00'

Ahmed

2.4.1	- Add a new report to show all transactions that have not been posted to GL or even not flagged as posted from the financial sub modules: ○ Shared Capital. ○ Investment. ○ Account Receivable ○ Account Payables. ○ General Ledger. - This report will have the following Parameters: ○ Company (Policy Holders or Share Holders). ○ Module ○ From Date & To Date - The report will show the following details: 1. Module 2. Transaction Date. 3. Transaction Type 4. Transaction No. 5. Total Amount 6. Notes	6.4	34
	Financial Total	**27.2**	
3	**Business Channels**		
3.1	- Implementation of premium extension option for declarations.	9.5	6
3.2	- Bank name shall be retrieved as a suggest box, however if user could not find the bank, then addition of a new one shall be available. *This Point will be delivered post going live based on The email shared by ICIEC on 11.03.2021*	9.5	21
3.3	- "Following list of options shall be reflected: 1. Buyers Portfolio 2. Request for New Buyer 3. Amendment in Existing Buyer 4. Pending Cases or Submission 5. Pending Cases for Appeal	21	28
	Business Channels Total	**40**	
	Grand Total	**259.2**	

Mohamad El-Sayed
2021.03.23
10:29:05 +02'00'

Ahmad

3 FINANCIAL PART

3.1 Terms & Conditions

- All prices below are exclusive of any stamp fees, third party licenses, Hardware and any other duties.
- The price excludes any sales or any other types of tax related to KSA.

Total Cost in United States Dollars (USD)
USD 98,496
Total cost after special discount USD 80,000

3.2 Payment Terms

- 50% upon Change Request Signature/PO.
- 50% to be paid with the Fifth payment of SOW1 (upon delivery and acceptance of solution in Scope).

3.3 Delivery

The delivery date will be after approximately 2 months from CR Signature.

4 ACCEPTANCE OF THE PROPOSAL

Please sign below to indicate acceptance of the Proposal.

The Islamic Corporation for the Insurance of Investment and Export Credit	ESKADENIA Software
Oussama A. KAISSI **Chief Executive Director**	
Oussama Kaissi Date: 28th March 2021	Date: 29/3/2021

ESKADENIA SOFTWARE

Mohamad El-Sayed
2021.03.23 10:29:33
+02'00'