



ELTO 2020 Annual Report

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2020 achievements

ELTO made further progress during the course of 2020, with improving success rates and investment to ensure that the service is fit for purpose and able to meet its strategic objectives.

STRATEGIC OBJECTIVE 1

ELTO is the key route for claimants to trace an insurer

ELTO holds over **29 million** records covering 40 million policy years

88.1% of disease enquiries get a successful response

97.9% of accident enquiries get a successful response

STRATEGIC OBJECTIVE 3

Increase the number of claimants receiving a response that allows them to pursue the right insurer

Overall search success improved to

91.9%

STRATEGIC OBJECTIVE 2

All claimant enquiries through the search service receive (when requested) a response in line with the FCA requirements

74,477
successful enquiries

STRATEGIC OBJECTIVE 4

ELTO is run efficiently for the industry and its policyholders

ELTO is the only regulated tracing office in the UK

89.6% Net Customer Satisfaction Score

84.2% Net Member Satisfaction Score

Results from annual Customer and Member Satisfaction survey

Chair's Statement

ELTO's vision has always been to ensure that individuals looking for their Employers insurer can obtain a successful result. Despite the challenges of last year ELTO's focus remained on enhancing the customer journey and improving success rates for those individuals seeking their Employers insurer.



At the time of writing this statement we appear to be slowly emerging from the pandemic after what has been a challenging year for our Members and the insurance industry. Last year demonstrated our reliance on technology and will shape how we work post pandemic, with a more agile and digital approach. As a service we adapted quickly to working remotely and as a result, the impact of the lockdown on ELTO has been minimal.

I want to commend the team and our suppliers for their hard work last year to ensure ELTO continued to serve individuals seeking the responsible Employers' Liability insurer through the pandemic.

As more of us stayed at home last year, there was a reduction in the number of Employers Liability claims raised but despite this, I am pleased that search success remained high in 2020 at 91.9%. ELTO Members continued to benefit from immediate results via the Employers Liability Database (ELD) which reached 81.6% of all enquiries last year.

Despite the challenges of COVID-19, ELTO committed further investment in enhancing the user journey by undertaking a major refresh of the ELTO website. Significant progress also was made on the HMRC project to gain access to Employee Reference Numbers (ERN). This project will ensure we continue to future proof the service and simplify the process for our customers.

Realising the pressure the pandemic placed on the industry, we increased our support to Members to ensure compliance with regulatory requirements was not impacted.

One of ELTO's key priorities is ensuring Members are tracing correctly. We achieve this through the audit programme that has been in place since 2012. Despite the lockdown the fifth cycle of tracing audits continued in 2021, although our pace was slowed due to the lockdown and move to desktop audits. Of the 86 Members eligible for audit in the fifth cycle, 39 had been completed by 31 December 2020, with a KPI of 85.1%, which was an improvement on the fourth cycle of audit at 79.8%.

For many reasons, 2020 is a year we won't forget. It has shaped how we will work and interact now, and in the future. I am proud of the resilience the ELTO team demonstrated and the support we were able to provide to the industry through these challenging times. The pandemic accelerated the digital transformation journey for many businesses, and I am keen that ELTO continues to revolutionise the service. This will ensure ELTO continually offers a valuable and robust service to our customers, Members and the industry. Next year we will explore opportunities to evolve and advance ELTO, using technology and digital enhancements for the benefit of the individuals we serve seeking an Employer's Liability insurer.

Steve Browne Chair

Operational statement

ELTO's Vision – To provide an excellent service that gives claimants and their representatives quick and easy access to a database of employers' liability (EL) policies through an online enquiry facility, helping them to find their employer's EL insurer.

Our commitment to providing a successful service despite the challenges of Covid-19 remained unchanged throughout 2020. In fact last year saw us deliver a set of key initiatives to improve the customer journey. Highlights included:

- ▶ Design and development of the new ELTO web site
- ▶ Achieving key milestones on the ongoing HMRC Project
- ▶ Enhanced support for Members' to ensure compliance with regulatory requirements during the pandemic

ELTO Developments

ELTO website refresh

During 2020 ELTO undertook a project to improve the users' experience of the ELTO website. The ELTO website provides information to potential customers and the platform to carry

out simple or extended searches, as well as download key documents. Users previously cited issues with navigation and required assistance from the helpdesk to locate the information they wanted making the contact with us disjointed. The decision was taken to invest in a new web site as it plays a key part in the user journey and therefore the success of ELTO.

We made the following enhancements

- ▶ Clearer access to register as an ELTO user
- ▶ Improving user guidance to achieve more successful simple searches
- ▶ Clearer access to administrative forms
- ▶ Easy access to ELTO news and announcements
- ▶ Training and guidance in the use of the ELTO
- ▶ Improved more searchable Directory of EL insurers

Support Members with Financial Conduct Authority (FCA) requirements

HMRC Dialogue

The ability to search by Employer Reference Number (ERN) is key for a claimant to trace their employer's insurer. To meet regulatory requirements insurers currently obtain the ERN from policyholders. We have embarked on a project to enable the sharing of policies with HMRC that enables the ELD to be populated with the ERN from HMRC. In 2020 we achieved a key milestone when we signed a data sharing agreement with the HMRC.

We have continued to have positive discussions with the FCA to explore how this solution can work for the industry and support their requirement to collect ERNs in the long-term.

Benefits

- ▶ ERN collection on behalf of members
- ▶ Reduced time for enquirers tracing their employer's insurer

ELTO member response to pandemic

The ELTO service aims to help those who have suffered from illness or injury to identify the relevant EL insurer quickly and efficiently. At the outset of the pandemic we added a new 'COVID'

disease type to the simple search and in 2020, we saw nine instances of enquirers searching for the disease type. We will let the market know if we experience a significant increase in 2021. Throughout the pandemic our members continued to submit policies to the ELD and respond to extended searches made by enquirers.

Our members maintained a solid performance for tracing during 2020. The proportion of instances when members responded to extended searches within 28 days decreased slightly to 89.2% in 2020 from 91.5% in 2019. Impressively, the proportion of successful responses to extended searches increased from 55.7% from the previous year's 51%.

Despite the significant challenges to everyone in the insurance industry caused by the pandemic and the subsequent changes to business practices for ELTO and our members, it was reassuring to see time to supply was only slightly affected, with a rate of 78.7% in 2020 compared to 81.5% in 2019. Conscious of the pandemic, and as witnessed in previous years, performance fluctuated throughout the 12-month period primarily driven by changes in the volume of new information loaded by members onto the database. A more complete database typically comes at a cost to this measure.

Continuing to listen to our user community and making improvements to the tracing service to ensure that ELTO can realise its vision

User survey

Each year ELTO undertakes a Customer and Member Satisfaction survey. They are important measures and key KPI's for how the service is performing.

Members

Overall satisfaction with the service was **84.2%** in 2020 an increase of **1.6%** from 82.6% in 2019.

The main areas which saw improvements were:

- ▶ Timeliness of responses from the ELTO Helpdesk – Satisfaction increased by 18%
- ▶ Bulk delete – satisfaction improved by 10.8 %
- ▶ KAU Admin site - satisfaction increased by 24%

Registered Users results

We have seen a significant increase in overall satisfaction for the service, increasing by 7.6% from 82.0% to 89.6%. The other areas which saw an increase in satisfaction were:

- ▶ Relevance of the search response – an increase of 10.7% from 72.6% to 83.3%
- ▶ Response time for extended search – increased by 9%
- ▶ Simple search results – satisfaction increased in all areas

The areas which saw a decrease in scores were:

- ▶ Time to complete a simple search
- ▶ Ease and Navigation of the ELTO website (www.elto.org.uk)

With improvements planned to remove the need to enter claimant details in 2021 and improvements to the ELTO website we should see satisfaction improve further for the customer survey.

Audit

The ELTO tracing audit programme was introduced in July 2012, assessing the extent to which members comply with the requirements of the ELTO Tracing Policy, through either an historic tracing or upload audit.

The cumulative sum of all member tracing audit scores is aggregated and market-weighted to provide an overall measure (Tracing Audit KPI) of the industry's tracing performance. The fifth cycle of tracing audits continued in 2021, albeit with progress slowed by the pandemic and national lockdown measures. 86 Members are eligible for audit in the fifth cycle. At 31 December 2020, 39 audits had been completed, with a KPI of **85.1%**. This compares favourably against the KPI from the fourth cycle of audits, of 79.8%.

The tracing audits focus on two main areas – the identification of available records and the quality of the tracing process – with agreed recommendations followed up by the ELTO Audit Team to ensure implementation, and enable visibility of progress to be provided to the ELTO Board.

In 2018 ELTO published an Historic Upload Policy. Where a Member believes that all Employer Liability policy records they hold are accurately represented on the Employers Liability Database ('ELD') they may be eligible for an historic upload audit. These audits also

focus on two main areas – the identification of available records and the completeness and accuracy of those records held on the ELD. Where a Member passes an historic upload audit they are no longer required to perform regular tracing activity and are not subject to subsequent tracing audits. Therefore the volume of Members eligible for a tracing audit may decrease between cycles. A total of 53 Members have successfully achieved the historic upload criteria across all audit cycles, including four members who have achieved this criteria in the fifth cycle to date.

Under the terms of the ELTO-FCA Co-operation Agreement the FCA continue to receive the results all tracing and upload audits as well as all red-rated audit reports with any others provided on request.

In June 2016 the FCA published a modification by consent recognising ELTO as eligible to issue SUP 16.23A.6(1) reports (previously ICOBS 8.4.4R (1)) (Data Assurance Reports) in respect of current records. In 2020, in response to the outbreak of the COVID-19 pandemic, the FCA removed the regulatory requirements of SUP 16.23A.6(1) for 2020, thereby removing any obligation on members to obtain these services. This service was subsequently provided to 25 Members on a voluntary basis, in the absence of the regulatory requirement. In 2021, ELTO have formally agreed to provide this service to 61 Members.

ELTO – the year in numbers

Overall search enquiry success rate

Review Period:

2020

Total Enquiries

81,073

Successful Traces

74,477



Review Period:

2019

Total Enquiries

103,380

Successful Traces

94,746

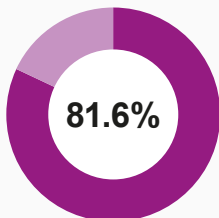


By result type

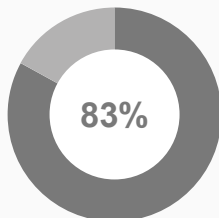
Simple Search enquiry

Successful enquiries immediately obtained from the database.

2020



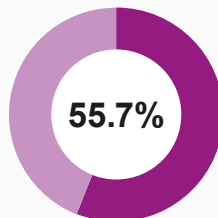
2019



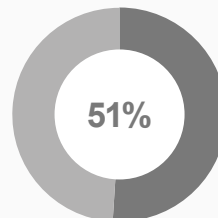
Extended Search enquiry

Successful enquiries obtained from members searching their records.

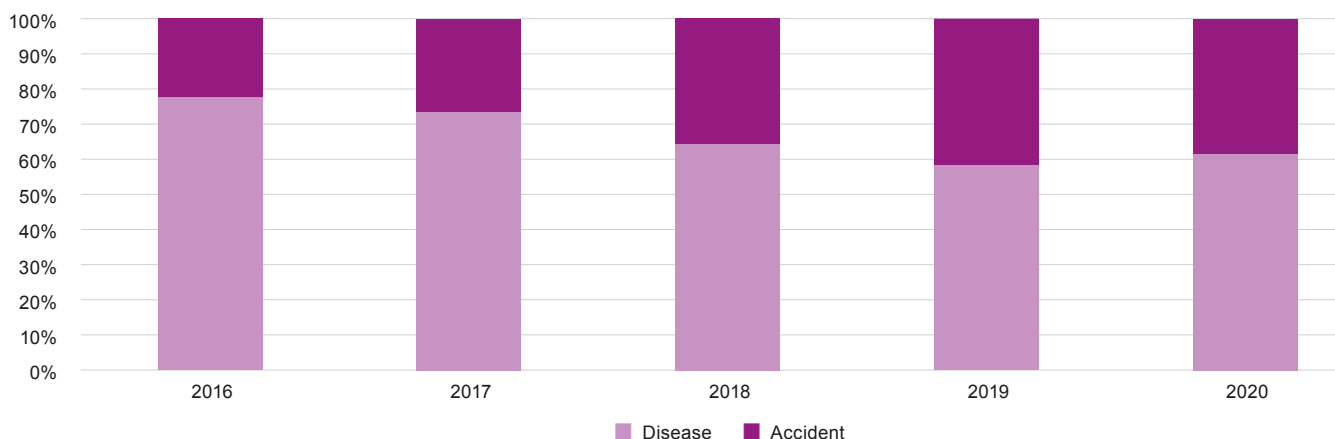
2020



2019

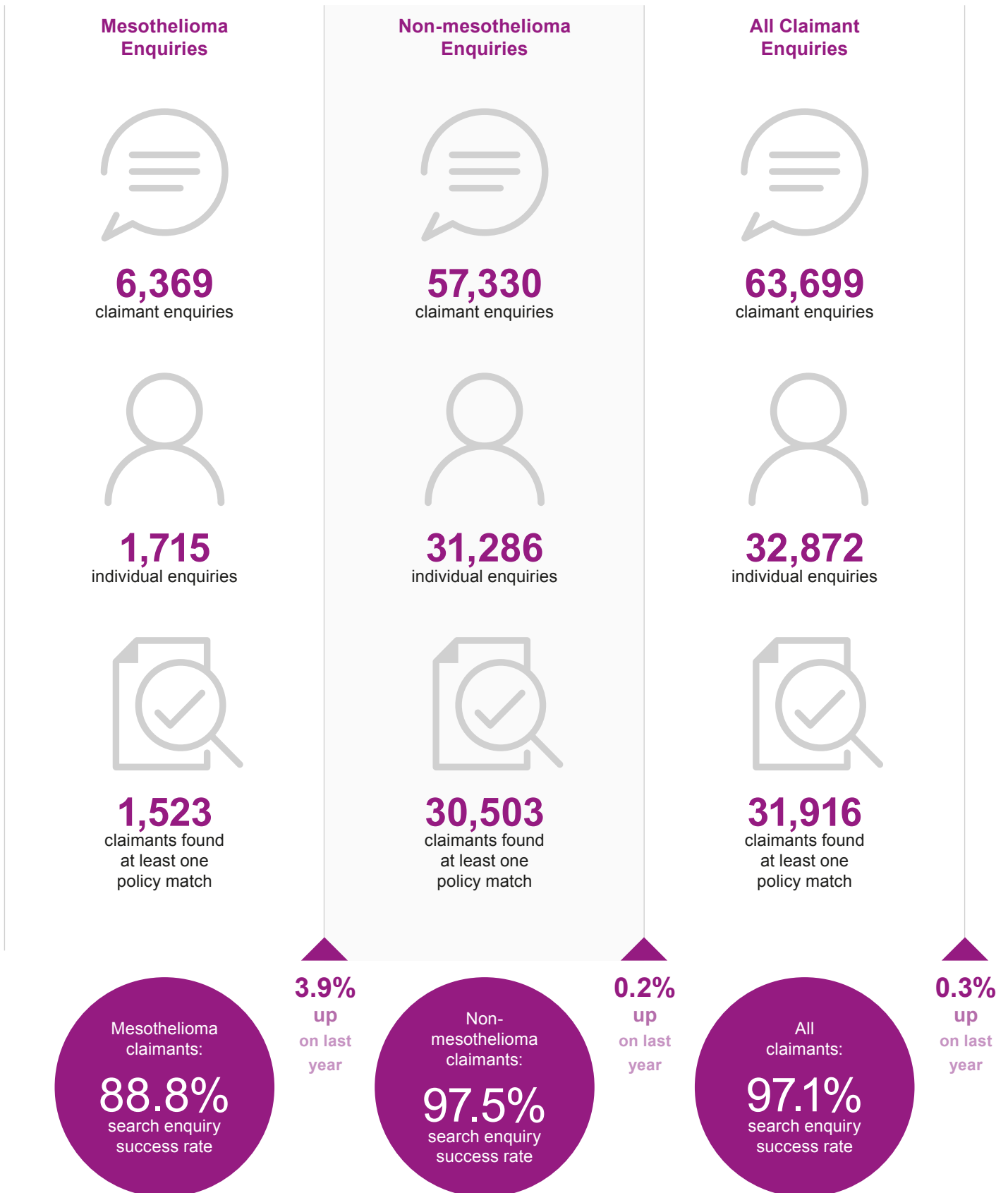


Split of ELD enquiries by accident or disease (%)



Claimant search enquiry success rate

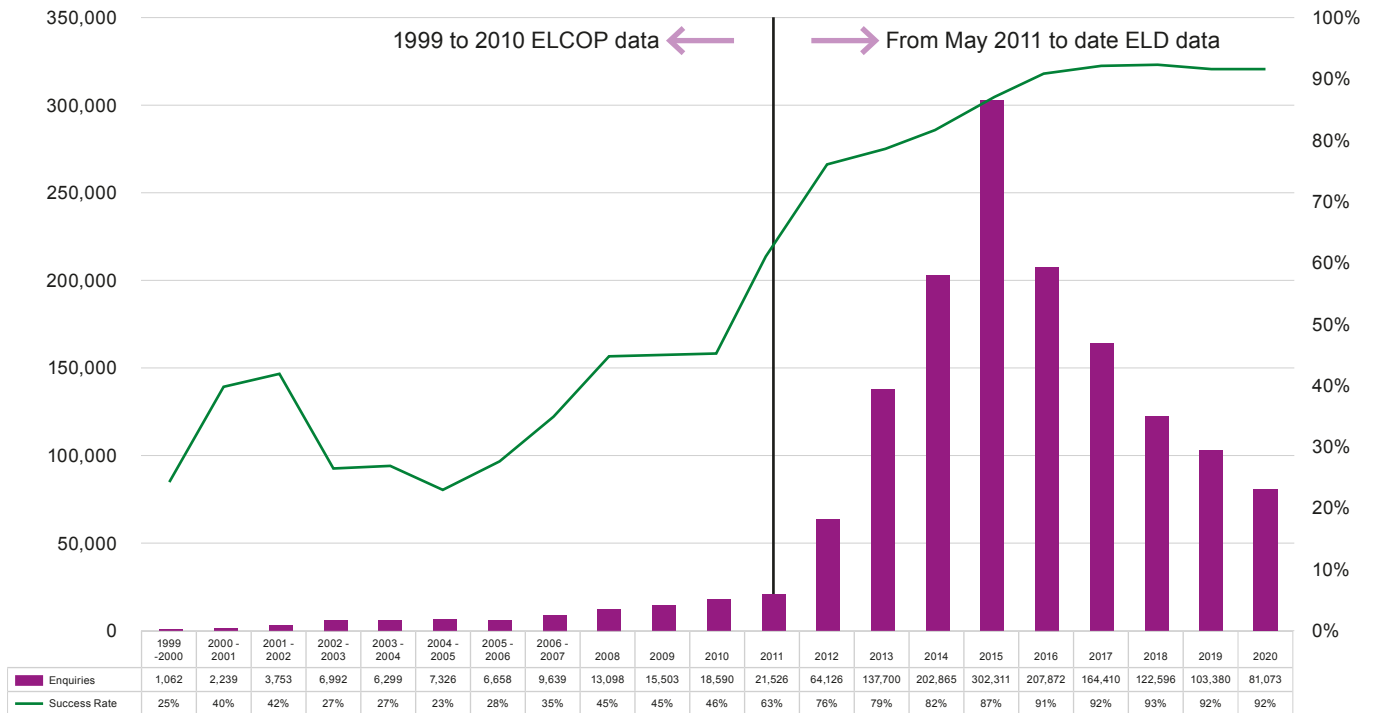
The overall volume of enquiries through the service continued to fall through 2020, however, this drop was mainly seen in the non-mesothelioma enquiries the service sees and is due to a reduction in the number of Noise Induced Hearing Loss (NIHL) enquiries.



The same individual claimant can appear in the both the Mesothelioma and Non-Mesothelioma category.

ELCOP/ELTO enquiries and success rate trends

Commentary – ELTO replaced the previous voluntary Employers’ Liability Code of Practice (ELCOP) tracing service.



Note: No data is available for the period January to April 2011.

Exposure periods – consistent high performance across all exposure periods

Overall search success rates across all the exposure periods are now beginning to level out however continue to be above 90% for all post 1972 exposure periods.

ELD success rate – exposure period trends

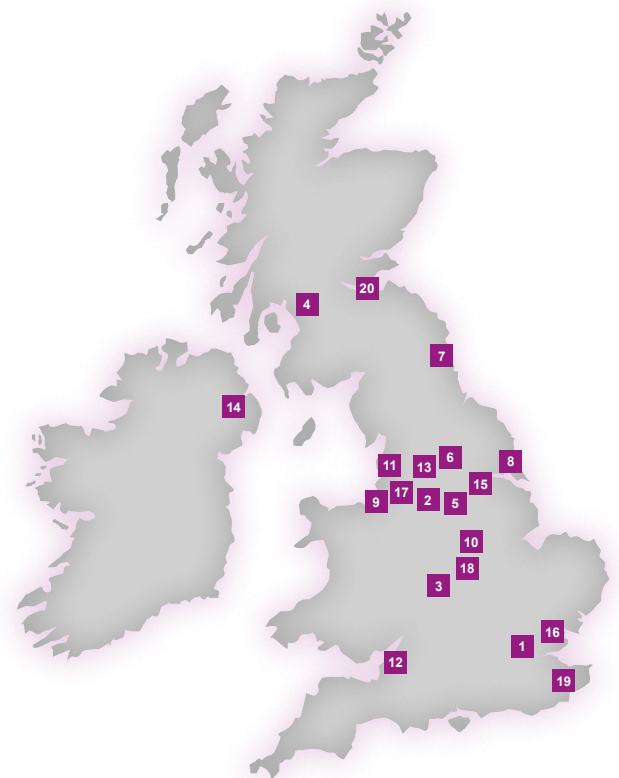


Claimant & Defendant Periods of Exposure (pre-1972, 1972-1999, 2000-ELD, Post ELD)

Review Period	Pre-1972			1972-1999			2000-ELD			Post-ELD		
	Enquiries	Successful Traces	Success Rate	Enquiries	Successful Traces	Success Rate	Enquiries	Successful Traces	Success Rate	Enquiries	Successful Traces	Success Rate
2020 Meso	6,685	5,365	80%	3,342	2,806	84%	174	159	91%	20	18	90%
2020 Non-Meso	11,047	9,621	87%	21,533	19,345	90%	4,833	4,482	93%	33,439	32,681	98%
2020 Total	17,732	14,986	85%	24,875	22,151	89%	5,007	4,641	93%	33,459	32,699	98%

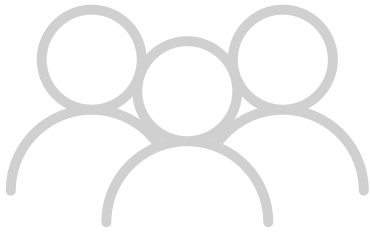
The top 10 employer locations as identified by claimant search enquiries on ELD

	Employer Location	Enquiries	Successful Traces	Success Rate	% of all clamant enqs
1	London	5,054	4,691	93%	7.9%
2	Manchester	1,393	1,289	93%	2.2%
3	Birmingham	1,214	1,105	91%	1.9%
4	Glasgow	1,118	971	87%	1.8%
5	Sheffield	1,091	995	91%	1.7%
6	Leeds	997	905	91%	1.6%
7	Newcastle	844	761	90%	1.3%
8	Hull	822	726	88%	1.3%
9	Liverpool	793	737	93%	1.2%
10	Nottingham	737	655	89%	1.2%
11	Blackburn	566	543	96%	0.9%
12	Bristol	556	510	92%	0.9%
13	Bradford	532	475	89%	0.8%
14	Belfast	513	461	90%	0.8%
15	Doncaster	460	420	91%	0.7%
16	Essex	430	405	94%	0.7%
17	Bolton	422	400	95%	0.7%
18	Leicester	420	389	93%	0.7%
19	Kent	412	381	92%	0.6%
20	Edinburgh	398	353	89%	0.6%



Top 10 disease types as identified by claimant search enquiries on the ELD

	Disease	Enquiries	Successful Traces	Success Rate	% of all claimant enqs	% of all claimant disease enqs
1	Noise Induced Hearing Loss	16,726	14,896	89%	26.3%	50.0%
2	Mesothelioma	6,369	5,136	81%	10.0%	19.0%
3	Asbestosis	2,588	2,187	85%	4.1%	7.7%
4	Pleural Thickening	1,232	1,007	82%	1.9%	3.7%
5	Pleural Plaques	1,087	864	79%	1.7%	3.2%
6	Asbestosis Related Illness	981	869	89%	1.5%	2.9%
7	Hand Arm Vibration Syndrome (HAVS)	907	869	96%	1.4%	2.7%
8	Asbestosis Related Cancer	717	620	86%	1.1%	2.1%
9	Repetitive Strain Injury (RSI)	625	612	98%	1.0%	1.9%
10	Vibration White Finger (VWF)	467	409	88%	0.7%	1.4%



Registered users

In **2020** there were **3,415 registered users** who had made at least one enquiry in the last 2 years.

3,415
REGISTERED
USERS

Policy records held on the ELD

At the close Q1 2020 the ELD contained **29 million policy records** covering the equivalent of more than **40.9 million policy years** of which 8 million are voluntary policy records representing nearly 20.8 million policy years.



Time to supply policy records onto the ELD

% of records supplied within expected period *

TIME TO SUPPLY
POLICY DATA IN 2020

78.7%

* The expected period to supply the data is 90 days

Policy type

COMPULSORY COUNT

20m

Policy records as defined by the necessary instruments issued by the FCA and relate to new or renewed EL policies post-implementation of the ELD (1 April 2011); and EL policies relating to claims traced/notified post-implementation of the ELD but relate to records with inception dates pre-ELD implementation



VOLUNTARY COUNT

8m

Policy records with an inception date prior to 1 April 2011 that an insurer has loaded for any reason other than the FCA Instrument



TOTAL COUNT 28m

Corporate governance

The Board

ELTO is an industry body with a robust and transparent governance structure. The ELTO Board has been in place since April 2010 and meets at least four times per year. The Board pays close attention to corporate risks, regulatory matters and key performance indicators. The current directors are:

Steven Browne - Chair

AXA Insurance UK Plc
(Chair from March 2018)

Grace Flowers

Zurich Insurance Plc
(Appointed 11 December 2018)

Emma Lawton

BAI Claims
(Appointed July 1 2020)

Helen Bancroft

Allianz Insurance Plc
(Appointed 12 March 2019)

Richard Guest

RSA Group
(Appointed 12 March 2019)

Graeme Trudgill

BIBA
(Appointed 20 November 2019)

Paul Bogle

National Federation of Builders Ltd
(Appointed 11 December 2018)

Roland Jackson

Catalina UK
(Appointed 19 June 2014)

Peter Webb

Aviva
(Appointed 24 November 2020)

Gavin Dollings

Covea Insurance
(Appointed 9 March 2020)

Matt Lacy

QBE European Operations
(Appointed 19 June 2014)

ELTO has a contract with Tracing Services Limited (TSL) which manages the day-to-day service provision to ELTO customers. TSL takes direction from and reports to the Board. TSL has a contract with DXC Technology to manage the hosting of the ELD and with Sopra Group to manage the day-to-day technical support for the ELD.

Membership

ELTO's members are firms with EL policy liabilities for UK employers, both active and run-off insurers. Members subscribe to ELTO's Articles and Rules which compel them to submit data to ELTO in a specified format within specified timescales. Members are also obliged to comply with ELTO's Tracing Policy.

The proportion of EL insurers who opted to join ELTO as members remained extremely high, increasing from 189 at the end of 2019 to 195 at the end of 2020. This represents in excess of 99% of the current EL market. Non-members were approached to obtain their policy data as catered for by FCA regulations and where this has been obtained it has been loaded onto the ELD.

ELTO is funded through a levy on its membership which is based on an individual insurer's proportion of members' EL Gross Written Premium (GWP). All members are, on an annual basis, required to provide ELTO with their previous year's GWP. All members whose GWP is above the de minimus level of £5 million are liable to pay a levy.

FCA tracing office audit

ELTO's service satisfied the FCA Tracing Office requirements during 2020. Please see the Independent Assurance Report on pages 15 to 16. ELTO remains committed to ensuring its services are delivered through a well-governed, robust framework.

FCA tracing regulations

ELTO has a formal tracing policy which reflects FCA tracing regulations and a full audit programme has been implemented to ensure the industry does all it can to fulfill its obligations.

Summary financial statements

Statement of comprehensive income for the year ended 31 December 2020

	Note	2020 £	2019 £
Turnover		2,970,949	2,755,826
Gross profit		2,970,949	2,755,826
Administrative expenses		(2,970,949)	(2,755,230)
Operating profit	3	164	596
Interest payable and expenses	5	(164)	(596)
Profit before tax		-	-
Tax on profit		-	-
Profit for the financial year		-	-

Balance sheet as at 31 December 2020

	Note	2020 £	2019 £
Current assets			
Debtors: amounts falling due within one year	7	536,269	2,203,444
Cash at bank and in hand	8	488,064	196,451
		1,024,333	2,399,895
Creditors: amounts falling due within one year	9	(1,024,333)	(2,399,895)
Net current assets		-	-
Total assets less current liabilities		-	-
Net assets		-	-
Capital and reserves		-	-

Directors' statement

These summarised financial statements do not constitute the full accounts but are a summary of the Statement of comprehensive income and Balance Sheet contained in the full accounts. The full accounts were approved by the Board on 08 June 2021 and were audited by Nexia Smith & Williamson who issued them with an unqualified audit opinion on them. The accounts have been filed at Companies House.

A copy of the full accounts can be obtained from: Employers' Liability Tracing Office, Linford Wood House, 6 - 12 Capital Drive, Milton Keynes, MK14 6XT.



Steve Browne Chair

Director’s FCA compliance statement

Report by the Directors of Employers’ Liability Tracing Office Limited (“ELTO”) on the requirements of ICOBS 8.4.9 as set out in the FCA Handbook in respect of the year ended 31 December 2020.

In accordance with the requirements in ICOBS 8.4.9R(7)(a) of the Financial Conduct Authority (“FCA”) Handbook effective as at 31 December 2020, the board of directors of the Employers’ Liability Tracing Office (“ELTO”) are able to confirm that for the year to 31 December 2020, ELTO complied in all material respects with the requirements in ICOBS 8.4.9R(1) to (6).

The financial statements were approved and authorised for issue by the Board and were signed on its behalf.



Steve Browne Chair

Independent assurance report

Independent Assurance Report to the Directors of Employers' Liability Tracing Office on the requirements of ICOBS 8.4.9 of the FCA Handbook in respect of the year ended 31 December 2020.

- 1) In accordance with the terms of our letter of engagement dated 4 April 2018, we have been commissioned by the directors of Employers' Liability Tracing Office Limited ("the Company") to perform an independent reasonable assurance engagement in respect of the requirements of ICOBS 8.4.9 of the FCA Handbook effective as at 31 December 2020. ICOBS 8.4.9 requires an auditor satisfying the requirements of SUP 3.4 and SUP 3.8.5 R to SUP 3.8.6 R, to provide an independent assurance report to the directors of the Company addressing the accuracy and completeness of the database as defined in paragraph 2 below for the year ended 31 December 2020.
- 2) The database maintained by the Company comprises information provided to it by the members of Employers' Liability Tracing Office ("the Underwriters"). Under the FCA regulations (ICOBS 8.4), it is the responsibility of the Underwriters to ensure that information provided to the Company is accurate and complete. Underwriters provide information to the Company by uploading their own information onto the database. The Company then has responsibility to ensure that it maintains a database which accurately and reliably stores information submitted to it by the Underwriters for the purpose of complying with the FCA regulations and has systems which can adequately keep it up to date in the light of new information provided to the Company by the Underwriters. Any reference in this report to accuracy and completeness of the Company's database relates only to the accurate and complete maintenance of data uploaded to the database by the Underwriters.
- 3) For the purposes of this report, a 'material error' is an error in a data field which would significantly affect the outcome of a search by an external user of the database. We have determined for the purposes of this report that materiality is defined as the occurrence of errors at a rate of 1% or more in the specific population which is subject to a test or other procedure.

Respective responsibilities of the Directors and Nexia Smith & Williamson

- 4) The Directors of the Company are responsible for the Company's policies for the accuracy and completeness of the database and for ensuring that the Company complies with all relevant requirements of the FCA including those of ICOBS 8.4.9 in order to meet the requirement of a Qualifying Tracing Office.
- 5) The Directors of the Company are responsible for preparing a certificate stating whether the Company has complied with the requirements in ICOBS 8.4.9 (1) to (6) in relation to the year ended 31 December 2020. The directors have included their report in this published annual report.
- 6) As set out in paragraph 1, our responsibility is to form an independent opinion based on our assurance procedures, addressing the accuracy and completeness of the database for the year ended 31 December 2020.
- 7) This report, including our opinion, has been prepared for the Company to assist the Directors in complying with ICOBS 8.4.9 of the FCA Handbook. As required by ICOBS 8.4.7 1(b), we permit the disclosure of this report by the Directors in their published annual report to enable the Directors to demonstrate they have discharged their governance responsibilities by commissioning an independent assurance report in connection with those requirements of ICOBS 8.4.9 that relate to the accuracy and completeness of the Company's database. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Company for our work or this report save where terms are expressly agreed in advance and with our prior consent in writing.

Scope of assurance work

- 8) We conducted our reasonable assurance engagement in accordance with International Standard on Assurance Engagements – ‘ISAE 3000 (Revised), Assurance Engagements Other than Audits or Reviews of Historical Financial Information’ issued by the International Auditing and Assurance Standards Board.
- 9) Our work included examination, on a test basis, of evidence relevant to the accuracy and completeness of the database for the year ended 31 December 2020. We planned and performed our work so as to obtain all the information and explanations which we considered necessary in order to provide us with sufficient evidence on which to base our opinion in respect of the accuracy and completeness of the database for the year ended 31 December 2020.

Our work included the following procedures:

- ▶ Making enquiries of relevant management;
- ▶ Evaluating the design and implementation of the key processes and controls for the accuracy and completeness of the database for the year ended 31 December 2020;
- ▶ Testing, on a sample basis, the preparation and maintenance of the database using a combination of compliance and substantive procedures; and
- ▶ Obtaining written representations from management.

Inherent and other limitations

- 10) Non-financial information is subject to more inherent limitations than financial information, given the characteristics of the subject matter and the methods used for determining such information. The absence of a significant body of established practice on which to draw allows for the selection of different but acceptable assessment and evaluation techniques which can result in materially different outcomes and conclusions and can affect comparability. The precision of different assessment and evaluation techniques may also vary. Furthermore, the nature and methods to determine such information, as well as the assessment and evaluation criteria and precision thereof may change over time.

Our reference to accuracy and completeness of the Company's database relates only to the accurate and complete maintenance of data uploaded to the database by the Underwriters. Accordingly, our assurance work has not included an examination of the data uploaded to the database by those firms required to maintain an employers' liability register under ICOBS 8.4.4 of the FCA Handbook.

Our assurance work has not included examination of the derivation of the information contained within such employers' liability registers nor upon any other third-party information.

Conclusion

- 11) Based on the results of our procedures, in our opinion, the database is complete and accurate in all material aspects as regards to the maintenance of data uploaded to the database by the Underwriters, at the year ended 31 December 2020, and that there are systems in place which can adequately keep the database up to date in the light of new information provided by the Underwriters, in accordance with the requirements of ICOBS 8.4.9 of the FCA Handbook.

08 June 2021

Nexia Smith & Williamson
Chartered Accountants Statutory Auditors
Cumberland House
15-17 Cumberland Place,
Southampton
SO15 2BG

Glossary

Compulsory record type

Policy records as defined by the necessary Instruments issued by the FCA and relate to new or renewed EL policies post implementation of the ELD (1 April 2011); and EL policies relating to claims traced/notified post-implementation of the ELD but relate to records with inception dates pre-ELD implementation.

ELTO

ELTO is a not-for-profit organisation set up to provide claimants and their representatives with quick and easy access to a central database of Employers' Liability (EL) policies through an online enquiry facility that helps them to find their employer's EL insurer. ELTO has replaced the previous voluntary Employers' Liability Code of Practice (ELCOP) tracing service, which was in place since 1999 and helped thousands of claimants trace the EL insurer to pursue a claim.

Employers' Liability Database (ELD)

The ELD, or 'database' as referred to in this report, launched in April 2011 and contains all new and renewed Employers' Liability (EL) insurance policies; policies from before April 2011 which have new claims made against them and policies that have been and will continue to be identified through the Employers' Liability Tracing Office (ELTO) tracing service.

ERN

The Employer Reference Number (ERN) is also known as the Employer PAYE reference. From 1 April 2012, the capture of the ERN and all subsidiary company names and their ERN's if applicable became mandatory for insurers to provide on new and renewed records. The ELD's ability to provide enquirers with successful trace results is supported by establishing a unique identifier for employers. ELTO has adopted the ERN as the most effective unique identifier available.

Extended search

If the customer is dissatisfied with the Simple Search results or the search fails to return any records, then the user can request an Extended Search. The enquiry is sent to all ELTO members to check against their policy records. A response is provided within 28 days and any subsequent positive results are then provided to the claimant. FCA or Financial Conduct Authority is the regulator for financial services firms and financial markets in the UK GDPR or General Data Protection Regulation

<https://ico.org.uk/for-organisations/guide-to-data-protection/>

HMRC

Her Majesty's Revenue and Customs - tax office

Secondary extended search

A Secondary Extended Search is where the preceding Simple Search and Extended Search processes have led to an unsuccessful result but further investigations by an ELTO Tracing Investigator have identified new information. Consequently, the enquiry is re-issued to members which will enable an insurer to find a positive match.

Simple search

Enquiries are made on the database using the initial 'Simple Search' facility whereby the system searches the information input by the customer against the EL policies held on the database. The results are returned in real time.

Voluntary record type

Policy records with an inception date prior to 1 April 2011 that an insurer has loaded for any reason other than the FCA Instrument.



ELTO Employers' Liability
Tracing Office

www.elto.org.uk