

*Managing Organisation of the International Motor Insurance Card System
Under the aegis of the United Nations*



COUNCIL OF BUREAUX
CONSEIL DES BUREAUX

Actual topics within the Council of Bureaux

**Tjaša Korbar, Vice President of the Council of Bureaux,
CH Claims Conference 2013**

Introductory Messages

- **The President of the Council of Bureaux:**
successful conference and coming together.
- **Slovenian Market:**

Maša Hlastec Rajterič, Director of Claims Service for
Subsidiary Companies and International Claims with



Insurance Company and a member of the
Green Card Bureau Expert Committee and
the Motor Insurance Seminar Organizational
group within the Slovenian Insurance Association.

*Explanations on Slovene and
neighbouring countries law,
insurance praxis important
for cross border accidents.*





Overview

- Review of the Internal Regulations
- Financial Stability
- Data protection
- IT Project
- Membership issues
- CoB Academy
- Protection of Visitors
- Uninsured driving
- Fraud



Review of the Internal Regulations

- **Changes to Articles 4 and 6 aimed at:**
 - Higher level of protection of victims (the timely and correct compensation of the injured party);
 - Improvements of financial discipline of Bureaux, insurers and correspondents;
 - Balance in entrepreneurial risk and exposure.
- **Shortening of the time limit/period (6 weeks) for confirmation of the validity of a Green Card / normally based principle for guaranteeing Bureau:** allows quicker and more effective compensation of victims.
- **Changes to the Explanatory Memorandum to the IR to follow.**

Financial Stability

- **Eternal focus of continued effort by the CoB:**
Regular task and involvement of all 46 member Bureaux, CoB technical and managing Committees.
- **Means of securing the financial stability:**
 - CoB Excess of Loss reinsurance cover to Bureaux, Guarantee Funds;
 - CoB Monitoring Committee: observes and checks on a daily basis the financial situation of all countries of the Green Card System related to insurance industry and monitors the developments in Online Guarantee Call System. In case of high number of delayed payments of a Bureau, Committee proposes actions for improvements;
 - Bureaux:
 - internal activities and cooperation in own markets,
 - external/international activities and cooperation (bilateral and/multilateral).

Data protection

- **Data Protection WG:** has almost prepared the solution (deadline: 1. 1. 2014) to the question of data protection related to the introduction of the mandatory Online Guarantee Call System and other issues of data protection whenever personal data are exchanged between Bureaux.
- **Several agreements needed between Bureaux:**
 - a multilateral agreement between the CoB as a processor and bureaux as controllers on the other hand;
 - controller-to-controller agreements between the individual bureaux;
 - data transfer agreements between European Economic Area (EEA) states and third countries, securing sufficient level of data protection within the GC System.

IT Project

- **Technology WG:** set up in 2010 in order to develop new tools for CoB members and victims of cross border accidents, taking into account the necessary security measures related to data protection requirements, usability and interactivity.
- **New website of the Council of Bureaux** will be launched by the end of this year providing documentation, forums, search engines, delivery of database extracts etc. through:
 - **Extranet** for the Bureaux, Guarantee Funds, Compensation Bodies and Information Centres;
 - **Public website** for victims, general and professional public.
- **A Conference Call facility at the CoB secretariat:** has been implemented as a cost effective and time saving tool for short international meetings.

Membership issues

■ Armenia:

- formal application for CoB membership subject to examination of the technical conditions for the General Assembly decision in 2015.

■ Azerbaijan:

- formal application for CoB membership subject to examination of the technical conditions for the GA decision in 2014.

■ Kosovo:

- major problems remain – international recognition of Kosovo by the United Nations and international recognition of Kosovo registration plates.

■ White Card System (ECO):

- CoB assistance to ECO – 10 member organization responsible to set up a regional motor vehicle third party liability scheme:

Afghanistan, Azerbaijan, Iran, Kazakhstan, Kyrgyz Republic, Pakistan, Tajikistan, Turkey, Turkmenistan and Uzbekistan (Secretariat: Teheran).



CoB Academy

- **Originated from the idea to create an *educational institution* within the CoB, being a hub of knowledge on MTPL legislation, insurance and compensation law and claim settlement of cross border accidents.**
- **CoB Academy will be organised into 2 main training sessions:**
 - **CoB Academy Basic:** aimed to newcomers in the bureaux and its members with general introduction of the main topics regarding the system and the Bureaux and specifics of claims handling of cross border accidents; first session will take place in July 2014;
 - **CoB Academy Advanced:** aimed to more experienced audience of specialists with selected specific topics.

Protection of Visitors

- **The role of the Council of Bureaux:**

- **Protection of Visitors System based on MID:**

Coordination of competent bodies – Guarantee Funds, Compensation Bodies and Information Centres and different matters covered by the 4th Motor Insurance Directive (being part of the Codified 2009/103/EC MID);

- **Protection of Visitors based on CoB Agreement:**

Encouragement for bilateral signatures of Protection of Visitors Agreement (2012) between member Bureaux to widen and improve the victims' rights within the Green Card System („a bridge between a non-EEA Bureau and an EEA Bureau“).

Uninsured driving

- **One of the most serious problems within the Green Card System:** the level of uninsured vehicles lies between 0,01% and 20 % or even more in different member states.
 - **Generates difficulties to several insurance markets:** problems connected to solvability, Guarantee Funds and Bureaux, too.
 - **CoB activities:**
 - analyses the reasons and consequences of this problem,
 - cooperates closely with Insurance Europe, EReg,
 - presented also a report on uninsured driving to the European Commission,
- all aiming at minimizing the problem of uninsured driving.**

Fraud

Complexity: In cross border cases the exchange of information related to fraud with other countries and the use of early warning systems are more complicated.

Fraud WG:

- **Mission:** to analyse future lines of cooperation within the CoB — Green Card Bureaux, Guarantee Funds, Compensation Bodies and Information Centres in order to fight together against fraudulent cross border claims.

Final report of the Fraud WG will be prepared for the 2014 General Assembly.



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Let us all build in a little stone in the mosaic

of cross border claim handling!

Thank you for your attention.

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*"We act for the protection of cross-border
road traffic victims"*