



To members of the Norwegian Natural Perils Pool

21. August 2024

Circular 12/2024

Information about implementation of the New Claims Equalization System 'Meteor' for the Norwegian Natural Perils Pool.

As previously communicated, the Norwegian Natural Perils Pool has been working over the past year on developing a new claim reporting and equalization system. This system, named *Meteor*, will replace the current NINA system.

Meteor will support all necessary functions for claims adjustment and reporting, as well as new features in line with the new regulations effective from 1 January 2025. One significant regulatory change is the establishment of a central natural disaster fund, which will be managed by the Natural Perils Pool. The new system will enhance security, improve functionality, and optimize the handling of natural disaster claims for insurance companies. Companies using the API solution will be able to send continuous updates on claims and claim information, with more frequent data delivery being particularly important during major incidents.

Activities Related to the Transition from NINA to Meteor:

In connection with the transition from the existing NINA system to the new *Meteor* system, several processes will take place over the weekend of 6-8 September. It is important to note the following:

- **The NINA system will be shut down for all transactions on Friday, 6 September, at 13:00 CET.**
- Throughout Friday and Saturday, 6-7 September, various internal production activities will be conducted within the Natural Perils Pool.
- During the period from Friday, 6 September, after 13:00, and throughout Saturday, 7 September, companies using API solutions will be asked to send production calls to *Meteor* to verify connectivity. The Natural Perils Pool has established contact with the relevant personnel who will be available during this period.
- On Sunday, 8 September, the project management group will make a formal decision on whether the production implementation has been successful and whether *Meteor* should be launched. If successful, ***Meteor* will be operational from approximately 15:00 CET on Sunday, 8 September.** Companies using API solutions should thereafter direct all their calls/transactions to the new system.

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- Companies that submit claims information via the web interface must do so through www.naturskadepool.no. This solution will be available from the same time, approximately 15:00 on Sunday, 8 September.

User Roles in Meteor:

Only certain users/roles will be automatically transferred to the new system. The reason for not transferring all users is that we have identified many inactive users, making this a good opportunity for companies to clean up their user lists.

- The company administrator role will be automatically transferred. Each company is limited to having two such users, and these users will have the rights to create new users for their company. We encourage companies not to add more users than necessary.
- The companies' audit contact will also be automatically transferred to ensure that there are no delays in ongoing claim audits.
- The administration can assist in providing lists of the total number of users for each company. If desired, please contact us no later than Thursday, 5 September, at this address: naturskade@naturskadepool.no.

Handling of Rejected Claims:

In the current NINA system, it has been possible to generate reports on rejected claims and payments. These reports will not be available in the new system, and companies are advised to develop their own solutions to manage these outstanding issues.

What happens next:

The Natural Perils Pool will continue to maintain an emergency group to closely monitor the production process.

We have compiled a list of various change requests from both the companies and internally from the Natural Perils Pool. We will work on these throughout the autumn, with changes to be implemented in new releases. Companies will be notified in advance of such releases.

User Guide:

The user manual will be sent out in the next few days.

If you have any questions, please send them to naturskade@naturskadepoolen.no.

Best regards,
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Claims Manager
Norwegian Natural Perils Pool