

Registration & Testing Form

Please answer the following questions and email the completed form back to the Flood Re Operational Service Desk: servicedesk@floodre-operations.co.uk. Please note that connectivity set-up is reliant on the participant completing and returning the DSA1 document.

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Section 1 - Company Information:

1. Details of the Company

Note: This contact information will be used throughout the on-boarding and testing phases and when the scheme is live unless we are notified of any changes.

Insurer/Company Name:	
Please confirm your regulator:	
Participant ID reference:	
PRA/FCA/FSMA number: FRN for EEA insurers:	
Registered Address:	
Main Operational Address: <i>Note: if multiple locations, state which address you want to be stored on our systems. This should be the main operating address of the staff submitting the Bordereaux</i>	

<p>Main telephone number (including Country code):</p>	
<p>Primary contact within your organisation for Flood Re purposes:</p> <p><i>Note: This will be the first point of contact for Flood Re and the person that will sign any forms and authorise any changes such as the Changes form, they will receive communications concerning, for example, planned maintenance, software releases, system change notifications, etc.</i></p>	Name:
	Role:
	Telephone number (including Country code):
	Email address:
<p>Authorised Signatory:</p> <p><i>Note: In addition to the Primary Contact this is the person that will sign any forms and authorise any changes such as the Changes form, they will receive communications concerning, for example, planned maintenance, software releases, system change notifications, etc.</i></p>	Name:
	Role:
	Telephone number (including Country code):
	Email address:
<p>Please confirm a group email address for contact by the Flood Re team:</p> <p><i>Note: this is required as this is the email address Flood Re will use to inform you of rejected BDX errors as well as successful Bordereau and payments to be made/received.</i></p>	Email address:

Section 2 - Service Desk Information:

This section relates to the setup of new users who will have access to raise support queries with the service desk. We will require contact information for anyone that is expected to be able to log tickets, raise queries, speak to members of the Flood Re team, submit enhancement requests etc. so that we can be assured that they are known to us and authorised to act on your behalf.



1. Details of users

Underwriting contact:	Name:
	Telephone number (including Country code):
	Email address:
Claims contact:	Name:
	Telephone number (including Country code):
	Email address:
Finance contact:	Name:
	Telephone number (including Country code):
	Email address:
IT contact: <i>Note: this contact will also be used as the main out of hours contact</i>	Name:
	Telephone number (including Country code):
	Email address:
Project Manager:	Name:
	Telephone number (including Country code):
	Email address:
Test lead: <i>Note: this contact will be sent the Test pack</i>	Name:
	Telephone number (including Country code):
	Email address:
Other – please provide any additional contacts: <i>Note: If you require any other users to access the service desk then please duplicate these entries as many times as is required.</i>	Name:
	Role:
	Telephone number (including Country code):
	Email address:
	Name:

	Role:
	Telephone number (including Country code):
	Email address:
	Name:
	Role:
	Telephone number (including Country code):
	Email address:

Section 3 – On-Boarding Test Environment (OTE Portal)

This relates to the OTE portal where participants will execute their testing before getting accredited. Users will be required to have a web portal or system to system connection with the web portal (This is explained in more detail below). If you want to include users from above, please ensure you include their information in section 2:

1. Guidance

Network Access & Email Encryption

There is a requirement that all email traffic is subject to TLS encryption and so this needs to be activated on your network. We will conduct testing ahead of enforcement of TLS and advise the technical contact of any issues. Resolution of any issue concerning your implementation of TLS is beyond the scope of this activity and remain the responsibility of the client and their technical partners. If your IT infrastructure is provided by a third party then you may have to contact them so that the relevant sections of this form can be completed.

Available access types:

Within this Form you will be asked which type of access you need to the Flood Re Service. Your logon credentials are issued dependent upon your answers. For example, if you only request access to the Property Service then you will not be able to see the Bordereau submission pages. There are two types of access available. These are:

- **Property Service** Access to both single or bulk address matching services and download of the offline property data file.
- **Submit Bordereau** Access to submit underwriting or claims bordereau.

Available connection types:

There are two types of connection types available. The first is via a web browser to access the Flood Re web portal application whilst the second is a system to system/computer to computer connection. We would recommend that, as a Company, you have both connection types available as the web portal connection can be useful for diagnosis & test purposes even if your final delivered solution will be System

to System. Please note, however, if you are requesting both then you must specify a separate user and email address as the same user cannot be setup with both connection types.

- **Web Portal** Web access via a browser.
- **System to System** Computer to computer connection to the REST API.

Please note: A single e-mail address can only be set up with either connection type but not both.

2. OTE User Information

Please duplicate the fields below if you require more users.

Name:	
Role:	
Telephone Number (incl. country code):	
Email Address:	
Access Type:	Please select
Connection Type:	Please select
Name:	
Role:	
Telephone Number (incl. country code):	
Email Address:	
Access Type:	Please select
Connection Type:	Please select
Name:	
Role:	
Telephone Number (incl. country code):	
Email Address:	
Access Type:	Please select
Connection Type:	Please select
Name:	
Role:	
Telephone Number (incl. country code):	
Email Address:	
Access Type:	Please select
Connection Type:	Please select



Name:	
Role:	
Telephone Number (incl. country code):	
Email Address:	
Access Type:	Please select
Connection Type:	Please select
Name:	
Role:	
Telephone Number (incl. country code):	
Email Address:	
Access Type:	Please select
Connection Type:	Please select
Name:	
Role:	
Telephone Number (incl. country code):	
Email Address:	
Access Type:	Please select
Connection Type:	Please select
Name:	
Role:	
Telephone Number (incl. country code):	
Email Address:	
Access Type:	Please select
Connection Type:	Please select
Name:	
Role:	
Telephone Number (incl. country code):	
Email Address:	
Access Type:	Please select
Connection Type:	Please select
Name:	
Role:	

Telephone Number (incl. country code):	
Email Address:	
Access Type:	Please select
Connection Type:	Please select

3. IP Address Details

To connect and access the Flood Re OTE (test) environment please confirm your outbound IP address (or range of IP addresses) and locations. (This should be the IP address of your organisation's internet connection which you may need to obtain from your IT department or Third Party provider.)

Note: if you require multi-site access please provide the IP addresses and locations for each

External IP Address(es)	
Location(s)	
<p>The Web Portal supports the following browsers. If you are using any older versions or an alternative browser you may have issues using the portal. We recommend updating/changing your browser to one of these:</p> <p>Internet Explorer 10, 11 Chrome 44, 45, 46 Firefox 40, 41</p>	
Browser(s) and current version used (IE, Chrome, Firefox)	

4. TLS Setup

Email Transport Layer Security (TLS) protocol ensures email conversations are securely encrypted for all email between Flood Re and your business.

TLS is a gateway-to-gateway protocol, so it will automatically encrypt emails at the Flood Re mail gateway server and decrypt them at your mail gateway server, and vice versa. This TLS link will not protect internal emails within either organisation.

Please note that for TLS to be set up you will need to contact your technical department before submitting this form to ensure that you can support enforced TLS. Required technical details are below.

We test our ability to establish TLS with your specified domains and coordinate with your technical contact prior to enforcing TLS. Flood Re can then set TLS inbound and/or outbound to various levels via our host mail gateway office365 between your specified domain(s) and Floodre-portal.co.uk

We can't advise on how to configure your end of the connection but the mailhost pointed to by your MX records will need a valid certificate, preferably issued by a recognised provider and preferably with a CN value that matches the advertised name of the mailhost. You should record these details in the form above.

This Section should be completed by your Technical Department

If your Technical Department require any help/guidance within this section, please contact the Technical Service Desk on support@floodre-portal.co.uk

Test mail account	
Technical contact name / telephone number	
Does the Technical Contact have knowledge of enforced TLS and how to implement?	
Are you currently enforcing TLS to any other domains?	
What level of TLS do you support i.e. enforced with verify and certificate name check?	
Do you use an Outsourced Mail Gateway? If so, please specify'	
Your domain information:	

Flood Re Certificate information:

The following section contains details of floodre-Portal.co.uk which may be utilised by your technical team in configuring your TLS enforcement with floodre-portal.co.uk

Domain list for TLS:

Floodre-portal.co.uk

Certificate Authority that issued our digital certificates:

MSIT Machine Auth CA 2

Gateways:

floodreportal-co-uk01i.mail.protection.outlook.com

TLS certificate CN:

mail.protection.outlook.com

Certificate Key Size:

2048 bit