

Document history	
24/06/2021	M. Bormans – 1 st version – following reception of the new annual figures delivered by Portima on 21/06/2021.

A “one-pager” giving a concise overview on how things evolved.

Message type	2019 figure	2020 figure	Observation
All messages (Les messages dits « production » / « sinistres » / « comptabilité ».)	89.797.545	84.848.004	-4,9 Mio or -5,5% <ul style="list-style-type: none"> That global volume went down. So, we first try to see where this higher figure comes from.
M03xx messages – premium statements (Les messages « quittances ».)	32.184.689	22.644.347	-9,5 Mio or -29,6% <ul style="list-style-type: none"> <i>That figure went down, while others went up...</i>
M0305 messages – renewal 1st generation (Les avis d'échéance et/ou bordereaux terme, dans une version ancienne et manquant de détails nécessaires.)	415	76	That is almost 0. <ul style="list-style-type: none"> Apparently, we finally got rid of these older messages – this is a good thing.
M9730 messages – documents added (Les “documents annexes” aux messages structurés – les documents digitaux (pdf) intervenant dans la gestion.)	17.582.653	20.421.305	+2,84 Mio or +16,14% <ul style="list-style-type: none"> This figure keeps growing. For the moment “added documents” are exchanged with few meta-data added. We keep adding more meta-data for further automation (e.g. document to be signed and to be returned / and later on such document is signed and is returned)
M02xx messages – claims related messages (Les messages utilisés dans la gestion des sinistres.)	4.241.157	4.314.353	+0,07 Mio or +1,73% <ul style="list-style-type: none"> A bit more structured claims messages do increase the efficiency of the claims handling process.
The more detailed report plus the actual data are available at: https://www.telebib2.org/Cuisine.htm Look for the point “23.06.2021 - Cijfers met betrekking tot 2020...”.		Nous publions ces chiffres sur notre page « blog » https://www.telebib2.org/Cuisine.htm Y voir le point « 23.06.2021 - Les chiffres de l'année 2020... ».	