

THE ESSENTIAL GUIDE TO CLAIMS AND UNDERWRITING EXCHANGE (CUE)



In an industry where risk management and fraud prevention are critical, the Claims and Underwriting Exchange (CUE) stands out as one of the most powerful risk management tools available to UK insurers.

Since the 1990s, CUE has enabled insurers to verify household, motor, and personal injury claims histories. Originally developed to capture motor claims, it was then expanded to include home and personal injury incidents.

Today, the database holds records of motor, home, and personal injury or industrial illness claims reported to insurers by their customers. As a centralised industry resource populated collectively by insurers, CUE provides a powerful tool for preventing insurance fraud, improving risk assessment and controlling claims costs through more efficient claim validation.

CUE can be accessed in real-time via API, through batch file processing, or simply via a web portal. It supports decision-making at every stage of the customer journey, from quotation and underwriting a policy to managing and settling claims. Users include insurers, MGAs, local authorities, delegated authorities and self-insured organisations. When integrated effectively, CUE helps insurers improve underwriting accuracy, speed up claims management, enhance fraud detection, and support fair pricing across the market.

CUE has been the backbone of accurate underwriting in the UK insurance market, helping to save millions of pounds annually by reducing operational costs and preventing fraudulent payouts.

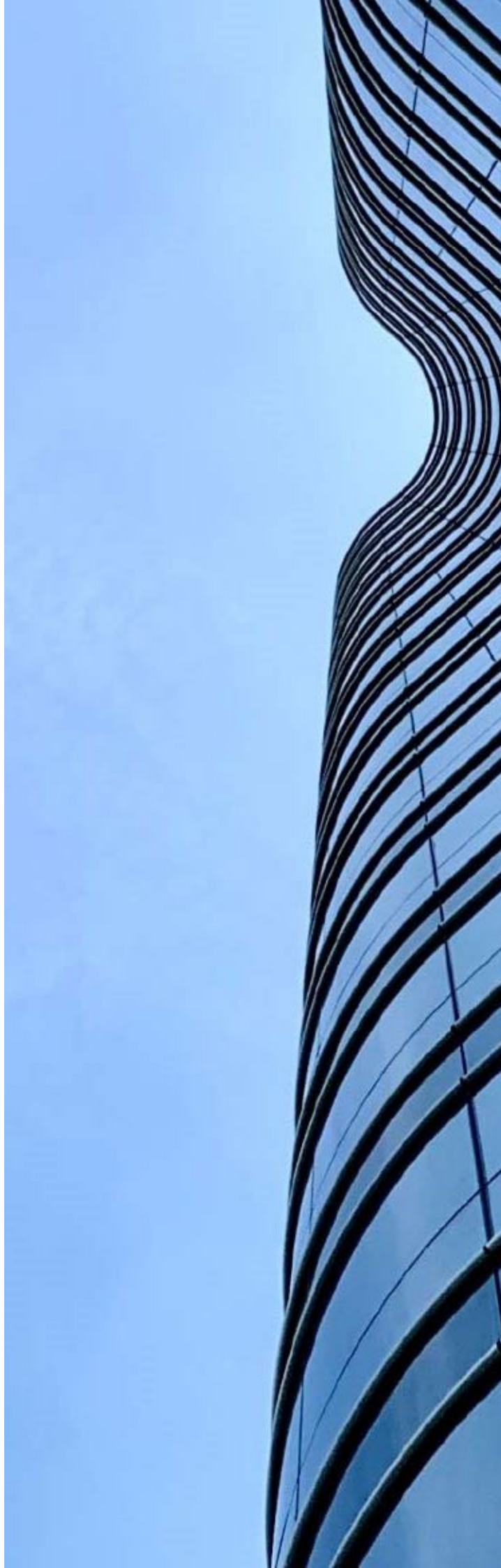
What is CUE?

The Claims and Underwriting Exchange (CUE) is a UK centralised database managed by the Motor Insurers' Bureau (MIB). It stores information about motor, home, and personal injury claims, providing insurers with a single, reliable source for checking a customer's claims history.

Why was CUE created?

CUE was launched in 1994 to strengthen the industry's integrity and protect sustainable pricing models. Its primary purpose then, as now, was to prevent multiple-claim fraud and the misrepresentation of claims histories that are key factors that can drive up premiums.

By improving transparency and reducing fraudulent activity, CUE has been supporting insurers in optimising claims management and risk profiling, maintaining fair policy premiums for genuine policyholders.



Who manages CUE?

The Motor Insurers' Bureau (MIB) acts as the data controller and governing body for the Claims and Underwriting Exchange (CUE) database. MIB sets the rules for participation and enforces the data quality standards that all subscribers (members) must meet, ensuring accuracy and compliance across the industry.

Access to CUE is provided through approved technology partners, known as nominated suppliers. These suppliers offer the infrastructure and applications that allow subscribers to submit and access their claims data. Each nominated supplier operates its own instance of the CUE database and supporting IT infrastructure. Subscribers are free to choose any nominated supplier to contribute their data.

A central system on behalf of the MIB, then distributes the data from each subscriber to all other nominated suppliers. This process ensures that each independent CUE database remains fully synchronised with the others.



Nominated Suppliers and Their Roles

MIB works with nominated suppliers who support the operation of CUE in several key areas:

- **Data management:** providing CUE subscribers with the tools and technical support they need to submit and update their claims data, along with a secure environment for storing this information.
- **Data sharing between nominated suppliers:** ensuring that all data received from CUE subscribers is shared daily with the other nominated suppliers.
- **Access to data:** offering the technical and support services that allow CUE subscribers to search and retrieve information from the CUE database.
- **Compliance with MIB requirements:** making sure that all activity follows data protection and reciprocity rules, meets data quality requirements and matching rules, assuring subscribers have fair and appropriate access to the database.

Nominated suppliers, since the 1990s, have helped guarantee data integrity, system reliability, and regulatory compliance.



How Does It Work?

The process is simple but powerful:

- 1. Claims reported** → Subscribers submit new claims to CUE daily via one of the nominated suppliers.
- 2. Claims updated** → Subscribers provide updates throughout the life of each claim, up to and including closure.
- 3. Claims shared with nominated suppliers** → A central system distributes and synchronises claim data across all nominated suppliers.
- 4. Underwriting, Claims & Fraud Checks** → Subscribers assess insurance policies and claims risk using CUE data through enquiry services provided by the nominated suppliers.
- 5. Claims retention** → Claims remain on the CUE database for 6 years after claim closure, after which they are automatically deleted by the nominated suppliers.

This shared approach ensures transparency and consistency across the industry.

Each CUE claim contains the following data:

DATA	DETAILS HELD
Claim Information	Core details of the claim, including the unique reference number, key dates, claim status (such as open, settled, notification-only, refused, withdrawn), the cause of loss (e.g. collision, fire, flood, theft, or type of injury), and incident descriptions.
Policy Information	Details of the insurance policy and the type of cover under which the claim was made, including policy type, policy number, and policy start and end dates.
People & Parties Involved	Information relating to individuals and organisations connected to the claim such as policyholders, claimants, third parties, witnesses, suppliers and claimant solicitors, including contact details (telephone numbers, addresses) and relevant personal information (e.g. name, date of birth, driving licence number, National Insurance number).
Associated Asset Data	Details of insured items or assets relevant to the claim, such as vehicle identifiers and characteristics where applicable, or the insured property address.
Payment Information	Records of payments associated with the claim, including claim-level payments (type and amount) and payments made to specific parties (e.g. third parties or suppliers).

Accessing Information Held on CUE

Nominated suppliers provide insurance organisations with a suite of enquiry services that allow secure access to the CUE database throughout the policy and claims lifecycle. These services enable insurers to retrieve relevant claims information of an individual in real time or via batch processes, supporting activities ranging from quotation and underwriting through to claims handling and fraud investigation.

By integrating CUE enquiries into their operational and decision-making systems, insurers can verify claims histories more accurately, identify inconsistencies earlier, and strengthen both risk assessment and counter fraud controls. This streamlined access helps improve operational efficiency, reduce unnecessary costs, and promote fair pricing for customers.



The Reciprocity Rule

CUE operates on a simple principle: to access the information held within the database, insurers must contribute their own claims data. This reciprocity rule, set and enforced by MIB, ensures that all participants play an active role in maintaining a comprehensive and reliable industry-wide dataset.

By requiring members to both share and maintain their information, the rule fosters collaboration, improves data quality and strengthens the effectiveness of CUE as a fraud prevention and risk assessment tool.

Insurer responsibilities:

- Supplying accurate and complete claims information to CUE.
- Updating, correcting or removing data promptly to ensure ongoing accuracy and data integrity.

This shared contribution model helps ensure that the insights drawn from CUE are robust, up to date and beneficial to all participants, ultimately supporting fair outcomes for genuine policyholders.

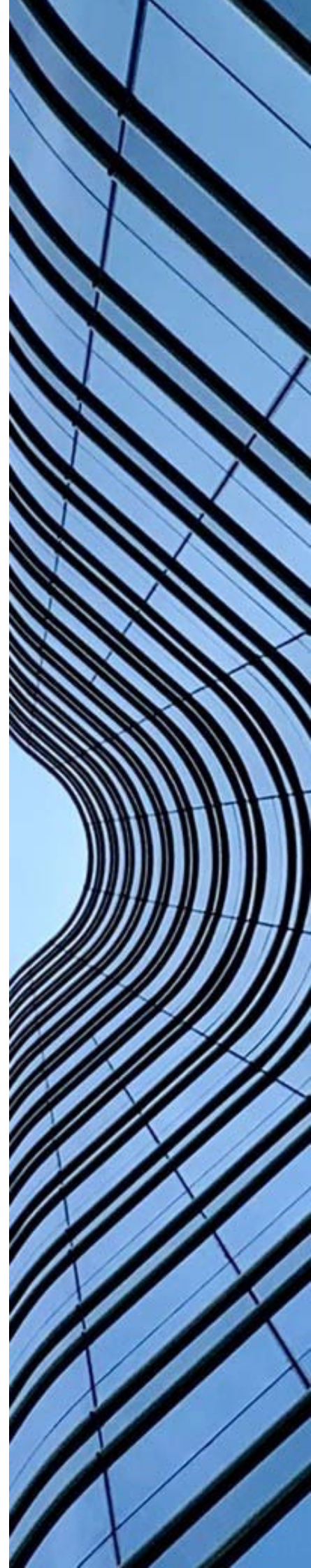
The Strategic Benefits for Insurers

CUE delivers a range of strategic advantages across the insurance value chain, helping firms strengthen decision making, reduce exposure to fraud and support sustainable pricing models.

Key benefits include:

- **Underwriting Fraud Mitigation:** Enhances the detection of misrepresented or undisclosed claims history, enabling insurers to assess risk more accurately at the quotation stage.
- **Claims Fraud Mitigation:** Supports early identification of duplicate, staged or exaggerated claims, reducing unnecessary settlements and improving claims-handling outcomes.
- **Operational Efficiency:** Streamlined access to standardised industry data reduces manual checks, improves workflow efficiency and cuts administrative costs.
- **Customer Experience:** Faster, more accurate claims validation and decision-making contribute to fair outcomes and strengthen long-term customer trust and loyalty.

By identifying inconsistencies and suspicious patterns early, insurers can significantly reduce fraudulent payouts. This proactive approach not only protects loss ratios but also preserves competitive pricing and market stability. Leveraging CUE effectively helps safeguard profitability while ensuring that genuine policyholders benefit from fair and sustainable policy premiums.





Real-World Use Cases

- **Motor Insurance Fraud Detection:** An insurer spots a pattern of multiple low-value claims across different policies linked to the same individual. CUE data confirms previous claims history, enabling the insurer to flag potential fraud before payout.
- **Home Insurance Underwriting:** A customer applies for a new home policy, claiming no prior losses. A quick CUE check reveals two previous water damage claims, allowing the insurer to engage the customer and adjust premiums accurately.
- **Personal Injury Claims Validation:** When a claimant reports a whiplash injury, CUE helps verify whether similar claims have been filed previously, reducing the risk of exaggerated or staged claims.



The Strategic Importance of CUE For the Insurance Industry

CUE remains a cornerstone in safeguarding honest policyholders and strengthening the integrity of the UK insurance market. By harnessing rich and shared data, insurers can enhance underwriting accuracy, streamline claims handling, reduce fraud exposure, maintain sustainable premium pricing, and reinforce customer trust.

Today, given the escalating complexity of the market and fraud patterns, relying on robust data sources like CUE and industry-wide collaboration are essential.