

# **IFRS17 Service User Manual**

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**A Guide to IFRS17 Reporting on the eFrame Reporting Platform**

Date: 17 November 2025

## Document Information

Ownership	cleversoft supervisory reporting B.V.
Title	IFRS17 Service User Manual
Last Updated	17 November 2025
Version	4.0

## Revision History

Version	Date	Status	Comments
<b>V1.0</b>	02-06-2022	Production	Based on the initial requirements
<b>V2.0</b>	04-01-2024	Production	Updated to align with 6.0 configuration; improved Scenarios section and added PAA eligibility section
<b>V3.0</b>	16-08-2024	Production	Updating for Audit Report
<b>V4.0</b>	30-10-2025	Production	Added information about FX rates and reporting currency, additional scenario functionalities, open in excel new feature; describing roles available to users, updates on User Interface, describing purpose of hierarchy nodes;



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## 1. Before You Start

Thank you for choosing IFRS17 Service for your reporting. The IFRS17 Service is a standard service with set-up customized to your company, before starting you are asked to provide the following information:

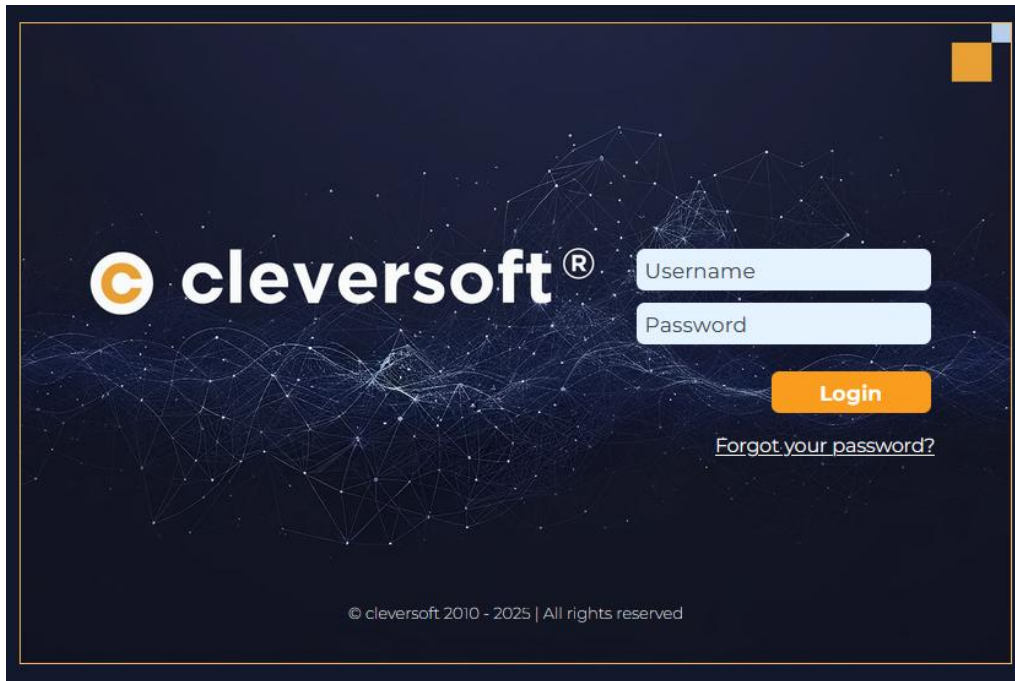
- Contact information and company information, including the name of the company and LEI code
- Reporting segments applicable for reporting, such as desired measurement models (GMM, PAA, VFA) and desired add-ons, such as PAA Eligibility or scenarios
- Reporting currency and transition valuation date
- Name and email of required users and desired cloud URL
- Reporting frequencies, such as Annual, Yearly, Bi-annual, etc.
- A table with information regarding reporting nodes, including each node's aggregation, domain and measurement model, risk adjustment model, interest rates and interest rate intervals, unmodelled products, additional currencies, and interest rate input level

After providing this information, you receive an email with URL and login credentials to access your own IFRS17 Service.

## 2. Logging In

### 2.1 First login

IFRS17 Service operates with eFrame; a web-based application developed by cleversoft which is best accessed using the latest versions of modern chromium based browsers such as Microsoft Edge and Google Chrome. Once the company URL is specified in the browser, the login screen is displayed:



*IFRS17 eFrame Log In Screen*

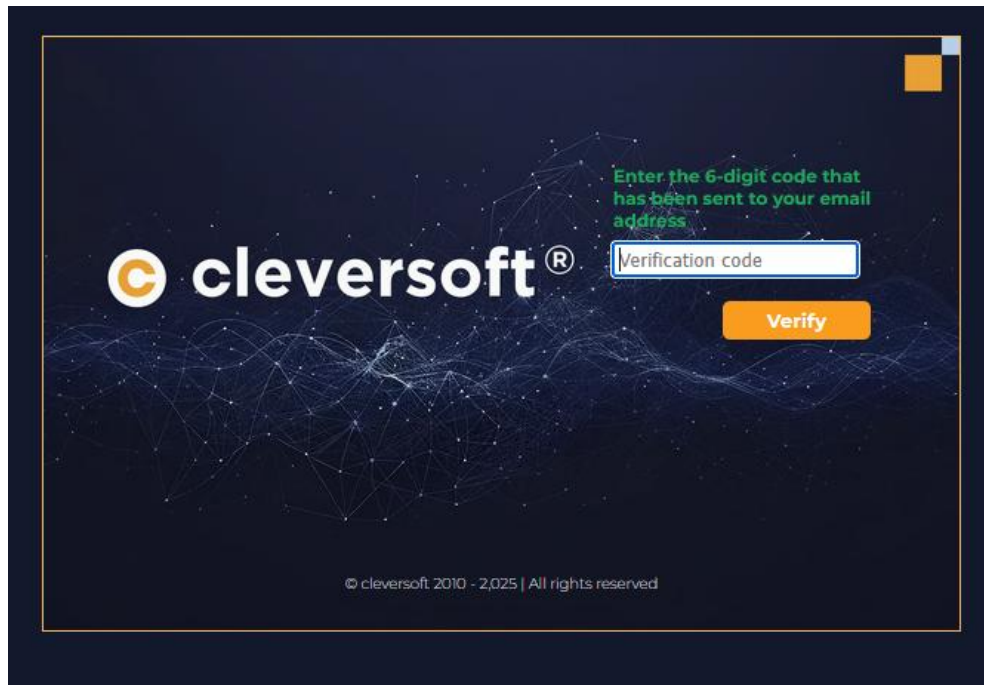
The Username and Password Reset instructions can be found in the email received during onboarding from cleversoft).

In the case user does not know the password, or in case of first login, “forgot your password” link can be selected. eFrame will send the email with reset instructions to the email specified during onboarding.

## **2.2 2-step verification**

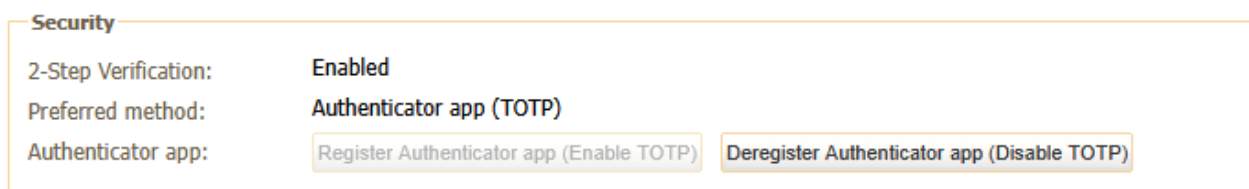
eFrame allows to use 2-step verification for accessing the tool. Upon request this feature can be enabled on users server. Please contact Customer Success team to enable that setting.

When setting is enabled after successful attempt to login with user and password eFrame will send a verification email to your mailbox as defined in the system. The below screen will be displayed where users should type the code.



*IFRS17 eFrame Log In Screen with 2-step verification code*

User can check if the 2-step verification is enabled for him, on the Preferences screen (see Section 3). In the Security section of that screen user is able to also enable authenticating via the application by clicking on the “Register Authenticator app”. eFrame will generate a QR code which can be scanned through the authenticator app. If user does not register, then the code will be sent to the email address. Similarly, user can also deregister the Authenticator app in the same section reverting back to authentication by email.

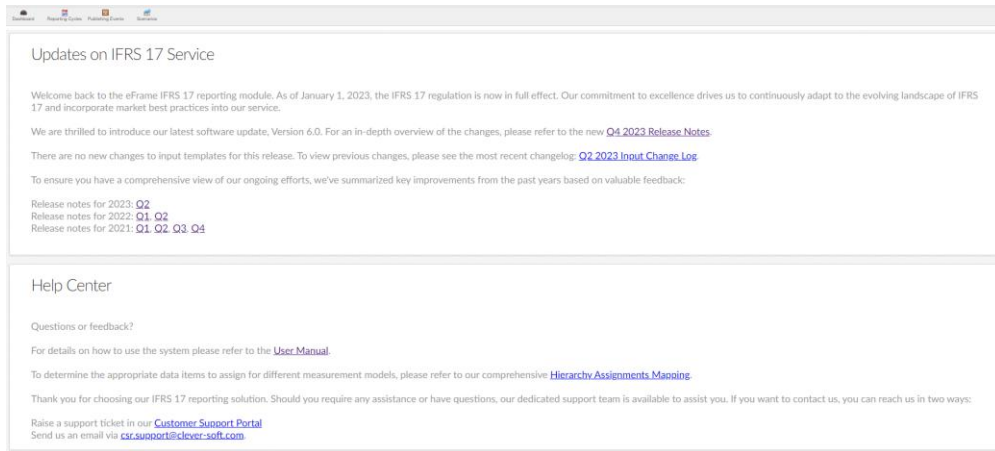


*IFRS17 Security section to allow using app to authenticate*

The server will have a limited time to provide the correct code. The default setting is 90 seconds but exact instructions will be sent to the client when this feature is enabled.

### 3. User interface

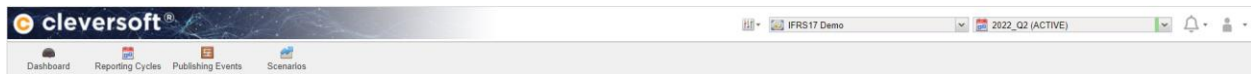
After a successful login, eFrame lands on the IFRS17 Service Dashboard which is your starting point; it displays general information about the system and IFRS17 configuration. Above the dashboard, you will find the Information Bar and the Menu Bar.



*IFRS17 Service Dashboard, Version 6.0 Release*

We update the Dashboard screen after release and it should contain most up to date information about your service.

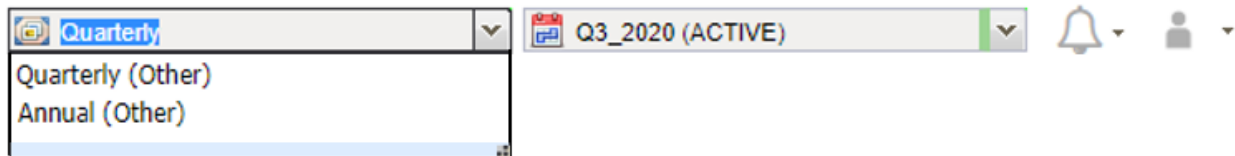
The Information Bar is located on the top of the screen and features four dropdowns:



*Information Bar*

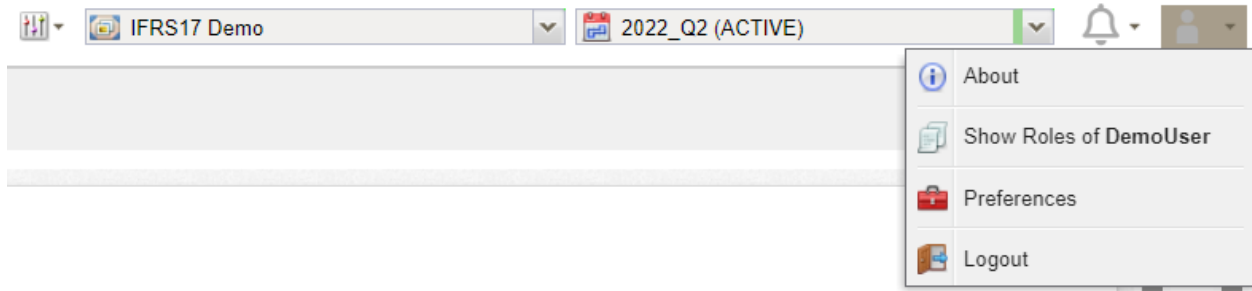
- The first dropdown displays the current Environment and allows you to switch between Environments; by clicking the combo-box and selecting from the list of items, or by typing the name of Environment (pictured: Quarterly or Annual)
- The second dropdown displays the current Reporting Cycle and allows you to switch between different Reporting Cycles, following the same search options as described above for Environment combo-box.

The current active Reporting Cycle is marked with a green bar and any closed Reporting Cycles with the orange bar. Additionally this field shows only Reporting Cycles applicable for the selected environment. For example, if Quarterly is selected in the Environment dropdown – the second dropdown only displays Reporting Cycles corresponding to the Quarterly environment. To navigate to the Annual Reporting Cycles, select 'Annual' in the first dropdown).




*Environments: Annual and Quarterly Reporting, Quarterly Reporting is in use*

- The third dropdown shows notifications; this shows users' actions (e.g. upload, calculate) and whether it was successful or not.
- The fourth dropdown is the user ID dropdown, which shows the user settings and system information;



*User settings and system information*

- o 'About' shows information regarding the current eFrame version,
- o 'Show Roles of [USER]' shows the user's current roles: definition of available roles can be found in Section 4.1.
- o 'Preferences' allows users to change account preferences such as email, email notification opt-in, profile picture, etc. – after first log in please change your password,

 **Apply Changes**

Username:	<b>demo</b>
Receive Email Notifications:	<input type="checkbox"/>
First Name:	<b>John</b>
Last Name:	<b>Doe</b>
Email:	<input type="text" value="john.doe@clever-soft.com"/>
Preferred language:	<input style="border: none; border-bottom: 1px solid #ccc;" type="text" value="English"/> <span style="font-size: 0.8em;">▼</span>
Avatar:	<div style="border: 1px solid #ccc; width: 60px; height: 60px; margin: 0 auto; display: flex; align-items: center; justify-content: center;"> <div style="background-color: #ccc; border-radius: 50%; width: 20px; height: 20px; margin-bottom: 5px;"></div> <div style="background-color: #ccc; width: 20px; height: 20px; border-radius: 50%;"></div> </div>

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**Security**

2-Step Verification:	<b>Disabled</b>
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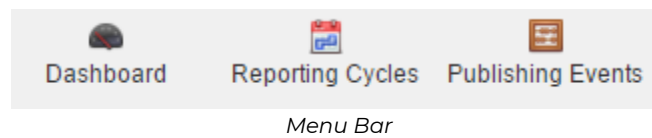
**Change password**

A option is added to user preferences screen to set/reset the avatar. Upon selecting user (top right corner) and Preferences, user has ability to select its avatar. After selecting Reset it is possible to reset the Avatar to the default image.

- o 'Logout' allows users to end their current session

### 3.1 Menu Bar

The menu bar is located immediately under the information bar. Switch between various functionalities using these buttons.



**Dashboard** – Initial screen of the system, containing a quick guide and other general information.

**Reporting Cycles** – This screen contains an overview of all reporting periods (closed and active) created within this environment. It allows you to close (i.e. archive) previous submissions and to start a new one when required. It allows as well, to create new reporting periods.

**Publishing Events** – This screen contains the IFRS17 configuration; here you can process the data; upload, calculate, validate, review, and approve.

## 4. Roles and permissions

Upon onboarding the client defines the roles and permissions for each users. The roles grant users access to the service but also may limit the visibility of features or restrict access. Based on internal procedures of each client eFrame is able to accommodate various needs.

### 4.1 Roles available in the system

IFRS17 service offers the following roles:

**ROLE\_SAAS\_ANALYST** - This role allows users to access publishing events and dashboard, but nothing else. Within publishing events, users can upload items, run calculations, and approve items. They can also verify an assignment matrix, but cannot make any changes.

**ROLE\_SAAS\_REPORTER** - This role allows users to access publishing events, reporting cycles, and the dashboard. Within the reporting cycles tab, users can close, rework, and begin reporting on reporting cycles. In addition, they can create reporting cycles via rollover. In publishing events, users can do everything the ROLE\_SAAS\_ANALYST role can do, but can additionally rework approved items. Similar to the previous role, users can also verify the assignment matrix, but can additionally make changes to the assignment matrix.

**ROLE\_SAAS\_SCENARIO\_REPORTER** - This role is needed, if the company uses Scenarios functionality to access scenarios.

**ROLE\_SAAS\_AUDITOR** - This role allows users to access the dashboard, reporting cycles, publishing events, and the user management tab. Within reporting cycles, users cannot take any action, but can view details and the audit events for each reporting cycle. Within publishing events, users cannot upload items or make calculations, but can similarly view the audit events of items and download them. Users cannot verify or make changes to the assignment matrix. Within user management, users can view the functions of roles and groups, as well as their members.

	Dashboard	Publishing events	Reporting Cycles	Scenarios	Other
<b>ROLE_SAAS_ANALYST</b>	✓	✓ Upload items, run calculations, Approve items	✗	✗	✗
<b>ROLE_SAAS_REPORTER</b>	✓	✓ All Analyst actions + Rework approved items	✓ Create new, Close, Rework, Begin reporting	✗	✗
<b>ROLE_SAAS_SCENARIO_REPORTER</b>	✓	✗	✗	✓	✗
<b>ROLE_SAAS_AUDITOR</b>	✓	✓ View audit events, download items (cannot upload or calculate)	✓ View details + audit events (cannot take actions)	✗	View roles, groups, and members in User Management






If you need to make changes to user and his rights, please contact Customer Success center [Customer Success \(Jira Service Management\)](#).

## 5. Reporting Cycles

The Reporting Cycles screen displays all previous and current periods for the selected environment. Users can perform actions related to activating, closing, and reopening of the reporting cycle, and can edit the key details like valuation date and link to previous period's data. Reporting Cycle screen is available for ROLE\_SAAS\_REPORTER roles and is not available to other roles.

### 5.1 Activate Your Reporting

The activation of Reporting Cycle is an important step as it allows users to work on the reporting data for a given period. To start reporting, select the Reporting Cycle and click the button Start Reporting.





Reporting Cycles			
 Manage ▾	 Archive	 Comment	 Copy data from Source
			 Start Reporting
Name	Valuation ...	Workflow Status	System Status
2024_Q3	2024-09-30	reporting	ACTIVE
2022_Q2	2022-06-30	notified	NEW
2022_Q1	2022-03-31	closed	CLOSED
Transition	2021-12-31	closed	CLOSED

Activating a reporting cycle

When the reporting cycle is activated, the System Status changes from NEW to ACTIVE. The valuation date of each Reporting Cycle can be found on the Reporting Cycle screen, next to its name. After the Reporting Cycle is activated, the reporting can start in Publishing Events. Please note, that when you activate a reporting cycle, any reporting cycle that was ACTIVE at that time will be changed to CLOSED.

## 5.2 Closing and Reopening Existing Reporting

After the reports and disclosures are produced and submitted, the current (ACTIVE) Reporting Cycle can be closed. Closing of the reporting cycle disallows further changes. However, the reports can be accessed at any time to view: all inputs, calculations and reports and their history and audit log can be viewed. To close a Reporting Cycle, select a corresponding reporting cycle and click the 'Close' button.

Reporting Cycles			
 Manage ▾	 Archive	 Comment	 Close
Name	Valuation Date...	Workflow Status	System Status
2022_Q2	2022-06-30	reporting	ACTIVE

Closing a reporting cycle

A closed reporting cycle can be reopened (for example, in case of rework or resubmission). To reopen a closed Reporting Cycle, click the 'Rework' button and confirm that the user wants to start reporting again, after providing appropriate comment for the audit log. As a result, the System Status changes from 'CLOSED' to 'NEW'. Final step is to activate the reporting cycle by clicking 'Start Reporting'.

Reporting Cycles			
Manage	Archive	Comment	Rework
Name	Valuation Date...	Workflow Status	System Status
2022_Q2	2022-06-30	reporting	ACTIVE
2022_Q1	2022-03-31	notified	NEW
Transition	2021-12-31	closed	CLOSED

Reporting Cycles				
Manage	Archive	Comment	Copy data from Source	Start Reporting
Name	Valuation ...	Workflow Status	System Status	
2024_Q3	2024-09-30	reporting	ACTIVE	
2022_Q2	2022-06-30	notified	NEW	
2022_Q1	2022-03-31	closed	CLOSED	
Transition	2021-12-31	closed	CLOSED	

*Reopening a closed reporting cycle*

### 5.3 Starting New Reporting

To start a new Reporting Cycle, make sure that all historical reporting cycles are in status CLOSED, then click 'Manage' followed by 'Rollover'. It is important to close historical reporting cycles as when rolling over the system will apply the hierarchy and assignments from the Active reporting cycle (or if all are closed from the latest created).

Reporting Cycles			
Manage	Archive	Comment	Close
Rollover			Valuation Date...
Edit			2022-06-30
			2022-03-31
			2021-12-31

*Creating a new reporting cycle*

After clicking Rollover the pop-up window will appear:

**Reporting Cycle Details**

Source: 2022\_Q2

Name:

Valuation Date:

Taxonomy: CSR-ins-GMM-VFA-PAA-reins-GMM-PAA Dictionary 6.0.2

Adjust Periods		
Period Name	Current Target Reporting Cycle	New Target Reporting Cycle
Disclosures	2022_Q1	2022_Q1
Journals	None	None
Opening Balance	2022_Q1	2022_Q1

Save Cancel

Creating a new reporting cycle via rollover

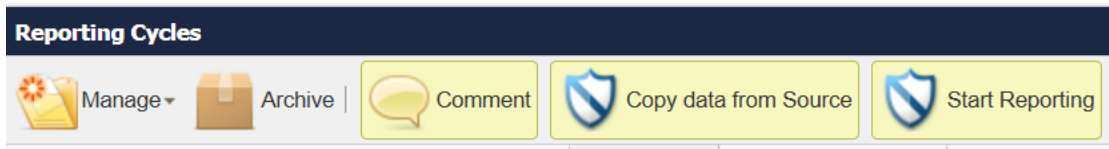
In the rollover box, enter a name and valuation date for the new reporting cycle. The rollover box includes an additional option: selecting previous reporting periods. The system reuses existing data from the indicated previous periods in calculations, where this data is required. In addition to the name and valuation date, also assign a New Target reporting cycle. The dropdown offers options corresponding to the Reporting Cycles available in the system. The following options are available:

- Disclosures provides comparative disclosures in the Reports & Disclosures calculation (i.e. to what period the user compares the current reporting data, for example, if Q2 2022 is being reported, comparatives can be Q1 2022 or Q2 2021 or Q4 2021, depending on preference).
- Journals provides reversal of Journals in the 'JE\_Prior' tab in the Reports & Disclosures calculation. The purpose of the reversal is to produce incremental postings when doing year to date reporting, for example, when reporting Q2 2022 YtD, user selects Q1 2022 and then eFrame produces first cumulative Q2 2022 postings and appends the same but opposite sign of Q1 2022 postings in effect providing Q2 2022 quarterly postings for the General Ledger. This is not an obligatory step, as users can reverse the previous postings in General Ledger directly.
- Opening Balance provides opening balances in the Roll Forward calculation and opening balance cashflows in the Discounting calculation.

After clicking 'Save', the system automatically creates the new Reporting Cycle.

### 5.4 Copying data between reporting cycles

The "Copy data from Source" button on the Reporting Cycle screen allows users to copy pre-configured templates between reporting cycles.



*Copy data from Source option on the Reporting Cycle screen*

Copying data allows users to use data that remains unchanged from the previous reporting cycle. It is pre-configured in the system and applies to templates that are typically fixed for example: Portfolio Settings, Chart of Accounts, etc. Such data appears highlighted in red in the newly created reporting cycle, as seen below:

	Local (EUR)	I.GVP. Group FX rates
	Local (EUR)	I.P. Chart of Accounts
	Local (EUR)	I.P. IFRS 17 Groups
	Local (EUR)	I.P. Portfolio Settings
	Local (EUR)	Y. Interest Rates

*Rolled over data items, highlighted in red*

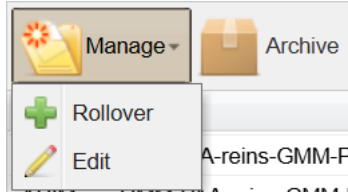
Users are not required to reupload those data and the red border will indicate that it is reused from the previous cycle. However, if needed, users can download them, update and reupload and the border will change.



Please note that this option (Copy data from Source) is not producing opening balances for the next reporting cycle (but only copies data in the selected input templates). For retrieving the opening balances for the reporting cycle Users should use period aliases as described in Section 5.3 and calculate the Roll forward (Opening balance) item.

### 5.5 Editing a Reporting Cycle

After creation of a Reporting Cycle users are allowed to edit it, if needed.



Choosing 'edit' in reporting cycles screen

Clicking 'Manage' and then 'Edit' will bring up the Edit window, in which users can edit several fields. Not all fields are editable, depending on user rights (for example Reporting Cycle name is not editable, however users can change other fields like Valuation Data and reference to previous periods).

**Reporting Cycle Details**

Name: Reporting Cycle 2025

Valuation Date:

Polling Enabled:

**Rollover Details**

Options:

Source:

Source of rolled over data: CSR-ins-GMM-VFA-PAA-reins-GMM-PAA

**Periods**

Period Name ▲	Target Reporting Cycle
Disclosures	CSR-ins-GMM-PAA-reins-GMM-PAA
Journals	CSR-ins-GMM-PAA-reins-PAA
Opening Balance	CSR-ins-GMM-PAA-reins-PAA

**Workflow Details**

**Audit Details**

Rollover Details section presents view-only configuration details and source information. It consist of:

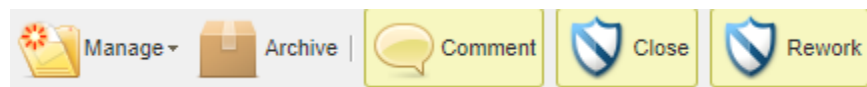
- Options, which displays the selected parts of information that are being rolled over from the referenced Reporting Cycle; this is system generated information and is fixed for IFRS17, but here user can find out that hierarchy and assignments, data items were created for this Reporting Cycle;
- Source - displays the name of the selected rollover Reporting Cycle; Source is the Reporting Cycle that was active at the time of creation of this new reporting cycle (if no Reporting Cycle was active then eFrame would use latest created as Source). This information is very important and shall be checked upon creation, as it indicates from where the assignments and configuration version is taken. **Note; it is important to make sure users are using latest configuration version.**
- Source of rolled over data - displays the source name of rolled over data. The source is typically the same as the Source for hierarchy and assignments above, and it indicates from which Reporting Cycle eFrame is copying the inputs to be used (see Section 5.3).

In the Periods section target Reporting Cycles can be selected. This section is fully editable by users and indicate from which period relevant data is used. eFrame will consume data from that specified target Reporting Cycle. For existing periods, the target reporting cycle can be adjusted (Editable). Available periods:

- Disclosures – data to be disclosed in Reports & Disclosures and Financial Notes data items as “Comparative” data
- Journals – journals to be reversed in the current period (so that Journal output is for the period only not cumulative from start of year)
- Opening Balance – data to be used as opening balances and assumptions.

## 5.6 Archiving a Reporting Cycle

The ‘Archive’ button which can be found in the ‘Reporting Cycles’ toolbar downloads a copy of the reporting cycle as a zip file in your browser. It is used for administration purposes, e.g. to create a backup of the reporting, as the archive will contain the configuration, uploaded input files, generated reports.



Reporting cycle toolbar

## 6. Publishing Events

The Publishing Event displays information corresponding with the selected reporting period. Here you can process the data: upload, calculate, validate, review, and approve.

Important element of the Publishing Events screen is the hierarchy of reporting. Hierarchy in the IFRS17 reflects reporting segments of the entity.

## 6.1 Reporting Hierarchy

In IFRS17 configurations users work with the hierarchy. eFrame allows to set different user rights depending on the Hierarchy Node (access can be restricted per node). The hierarchy has serves a reporting purpose and different types of nodes are created.

Hierarchy Node	Items	Total
▲ Group	10	139
▲ Business type (Insurance)	2	77
Life (INS_GMM)	25	25
Motor (INS_PAA)	25	25
Pensions (INS_VFA)	25	25
▲ Business type (Reinsurance)	2	52
Life (RE_GMM)	25	25
Motor (RE_PAA)	25	25

*Exemplary hierarchy in the IFRS17 configuration*

Types of nodes

- Reporting Node (lowest level of nodes – blue icon on the image above) – those are nodes with multiple items assigned that are used to upload data and run calculations. The IFRS17 related disclosures are produced here for the scope (portfolios included). The node typically represents a reporting segment as it is reflecting a measurement model and type of business.
- Sub-aggregation nodes (middle level of nodes – red icon on the image above) – those are sub-aggregators that contain only reports with disclosures aggregating lower leaves (e.g. Business type Insurance collects all insurance elements calculated on leaves Life, Motor, Pensions).
- Entity node (top level of nodes – black icon on the image above) – this is a node representing “Entity” numbers collecting all results from reporting nodes below. It contains additional data items that are produced only on Entity level like Audit Report of Financial Statements dashboard.

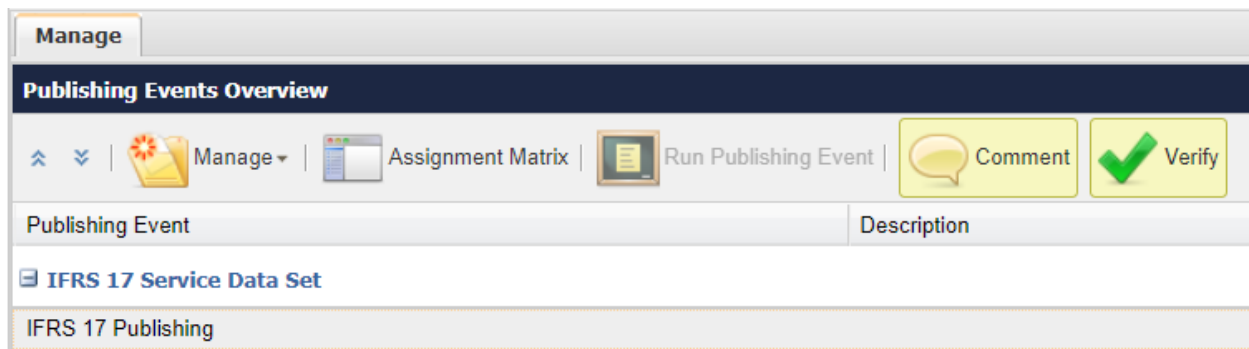
If you need to make changes to user and his rights, please contact Customer Success center [Customer Success \(Jira Service Management\)](#).

## 6.2 Assignment Matrix

Select relevant data items to start reporting by clicking the ‘Assignment Matrix’ button. On the left-hand side the system displays the Hierarchy. The Hierarchy contains ‘Nodes’ corresponding

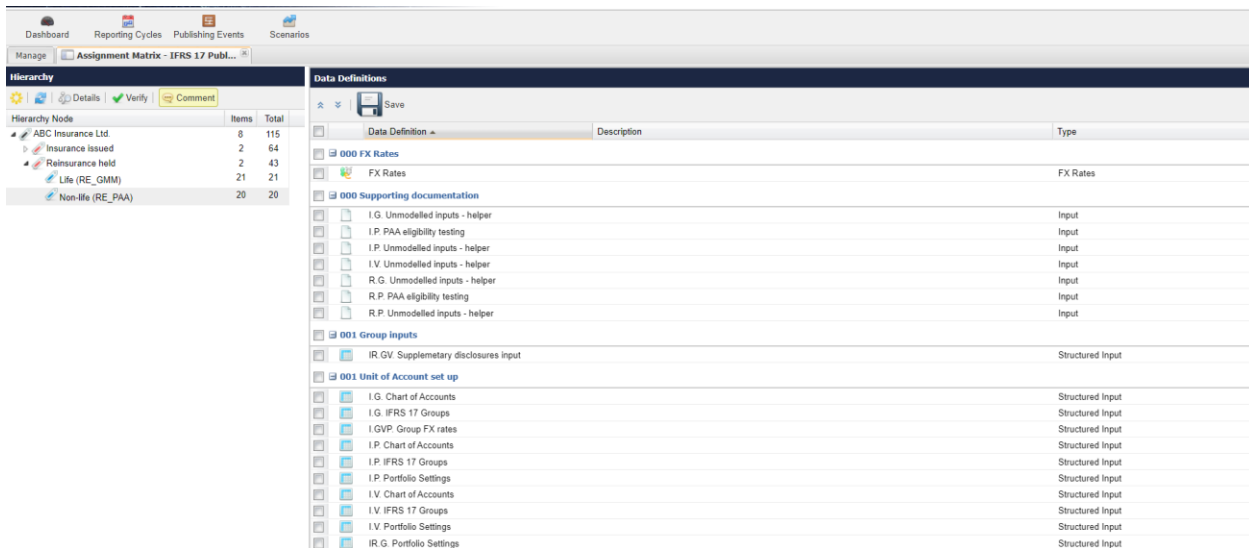
to your company's structure as selected during the onboarding process. Select the Hierarchy Node to configure; on the right-hand side of the screen all possible inputs, calculations and reports are displayed.

The data items for the reporting are preconfigured according to the information provided by the company during the onboarding process and depends on the IFRS17 Service subscribed to (for example what measurement models were selected or whether reinsurance held module is used). When the new Reporting Cycle is created the Assignment Matrix should be already defined based on the source reporting Cycle. However, should users need to add additional items they can do so through the Assignment Matrix button on the Publishing Events screen:



Publishing event toolbar

Click on 'Assignment Matrix', then select the relevant Node on the left and select the relevant data item on the right. Click the checkbox next to each item to be added.

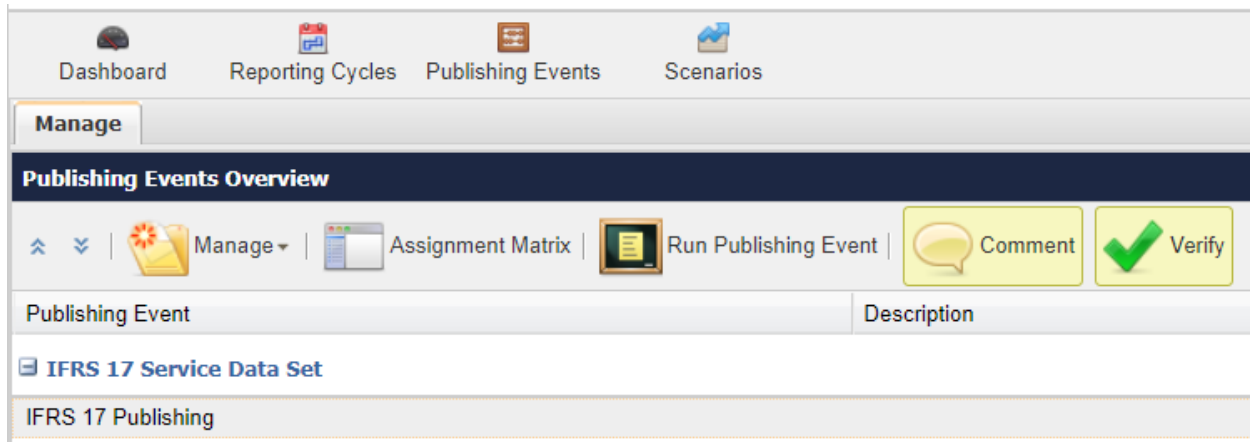


Assignment matrix screen

Save the selection by clicking the 'Save' button at the top of the screen. Above the Hierarchy, click 'Verify' to perform a consistency check on the saved selection. If the check returns any errors, adjust your selection accordingly (as per the pop-up message from eFrame), save, and verify again.

After the Assignment Matrix is verified successfully, click the 'Publishing Events' button to navigate back to the initial publishing event screen. Click the button 'Run Publishing Event'. The selection chosen in the Assignment Matrix is saved for subsequent reporting periods. However, by following the same steps, it can be adjusted at any time.

The Assignment Matrix gives users flexibility to assign items and unassign items depending on the need. For example, if a company needs to use opening balance adjustments due to some post-closure adjustments done to insurance balances (after closure of previous reporting period), then it can be assigned (through the Assignment Matrix). However, if those adjustments are not needed in the following reporting periods, then the data item can be unassigned as then eFrame does not require users to populate it.



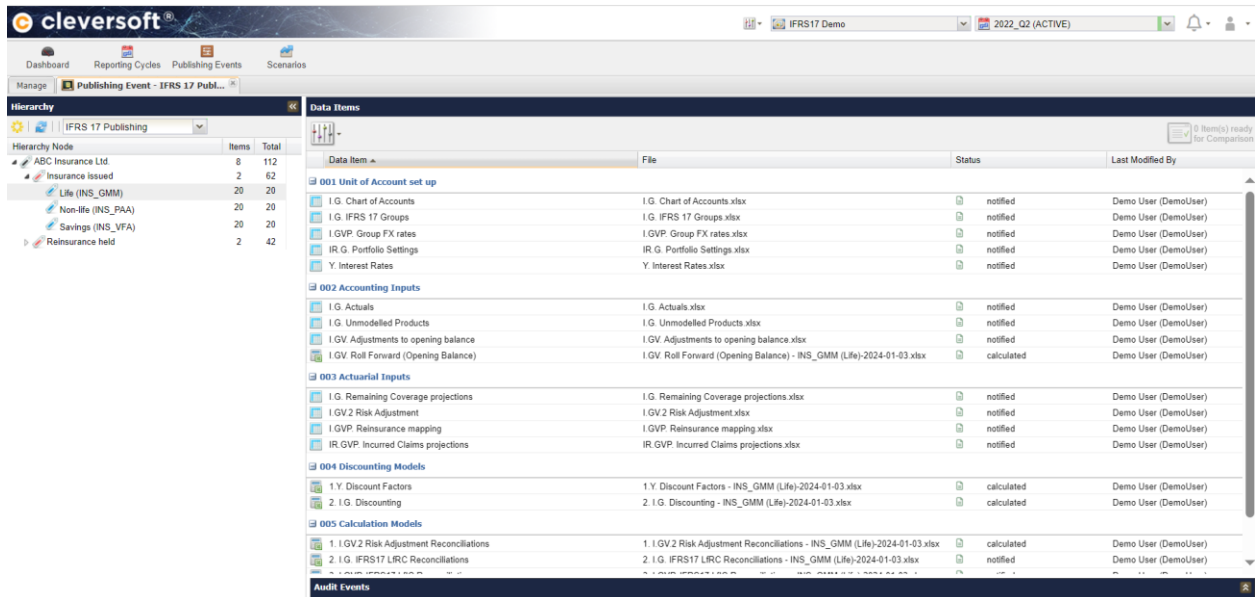
*After verifying Assignment matrix 'Run Publishing Event' button becomes active*



Please use Assignment Matrix carefully, particularly when unassigning items that were already used in reporting (some data uploads done) as when the item is unassigned and needs to be assigned back then the data uploaded will not be available (with its history of uploads).

### 6.3 Publishing Event

To start the reporting process, click on the active button 'Run Publishing Event' (or double click the line with IFRS17 Publishing Event). This opens the reporting screen where you can process the data: upload, calculate, validate, and review and approve, before producing the journal entries and final reports. The items visible on the right side of this screen are referred to as 'data items'. When user selects any data item then the toolbar will show all available actions for this specific item.

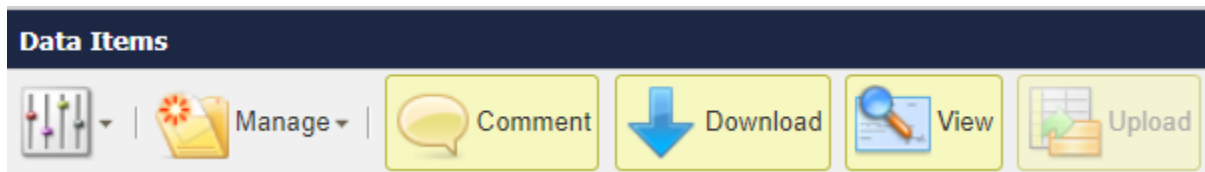


Publishing event screen

## 6.4 Input Templates

### Downloading and Uploading the file

To download the input template, click 'Download Template' in the toolbar. This button will not be present if there is already an uploaded file.



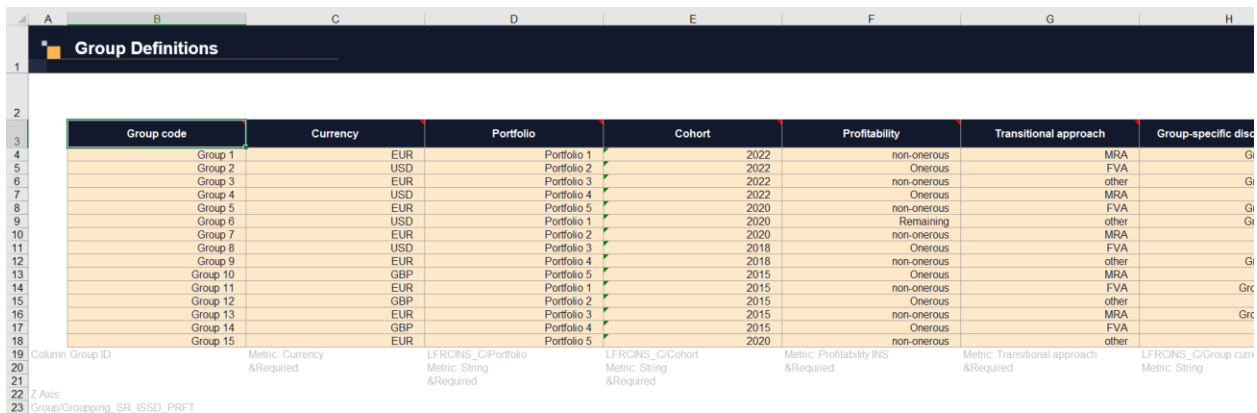
Data items screen

Alternatively, click 'Manage' and select 'Download Template'. As a result, the template is downloaded to your browser in Excel format.

Each template includes the predefined format of data. Some templates include dropdown menu's containing values as expected by IFRS17 system. Some templates include open tables (e.g., Transitional opening balances) where users define the amount of data (groups) they provide.

Each template contains a 'key' column that is a unique identifier in the table and is, in most cases, a group code or portfolio code (depending on the input template). Users need to make sure that that column contains unique values and that those values are consistent with other inputs (e.g. Group code used in the Actuals input template is consistent with Group code in Incurred claims projections input template).

The next step is to open and populate the input template with the data requested. Please note that after the open table is populated with data, users need to ensure that the last row of the table is followed by the column qualifiers (an identifier 'Columns Qualifiers' in the first column "A" needs to be kept after the last row of inputted data as it indicates when the system stops reading data).



Group code	Currency	Portfolio	Cohort	Profitability	Transitional approach	Group-specific disc
Group 1	EUR	Portfolio 1	2022	non-onerous	MRA	Gi
Group 2	USD	Portfolio 2	2022	Onerous	FVA	
Group 3	EUR	Portfolio 3	2022	non-onerous	other	Gi
Group 4	USD	Portfolio 4	2022	Onerous	MRA	
Group 5	EUR	Portfolio 5	2020	non-onerous	FVA	Gi
Group 6	USD	Portfolio 1	2020	Remaining	other	Gi
Group 7	EUR	Portfolio 2	2020	non-onerous	MRA	
Group 8	USD	Portfolio 3	2018	Onerous	FVA	
Group 9	EUR	Portfolio 4	2018	non-onerous	other	Gi
Group 10	GBP	Portfolio 5	2015	Onerous	MRA	
Group 11	EUR	Portfolio 1	2015	non-onerous	FVA	Gr
Group 12	GBP	Portfolio 2	2015	Onerous	other	
Group 13	EUR	Portfolio 3	2015	non-onerous	MRA	Gr
Group 14	GBP	Portfolio 4	2015	Onerous	FVA	
Group 15	EUR	Portfolio 5	2020	non-onerous	other	

Input template (open table)

After populating the input template and saving the file on the desktop, select the corresponding data item in eFrame and click 'Upload' in the toolbar. After a successful upload, a green notification/message will show in the bottom right of the screen. In addition, the data item changes color from grey to white. Users can also drag a file onto the data item line to upload without having to use the Upload button.

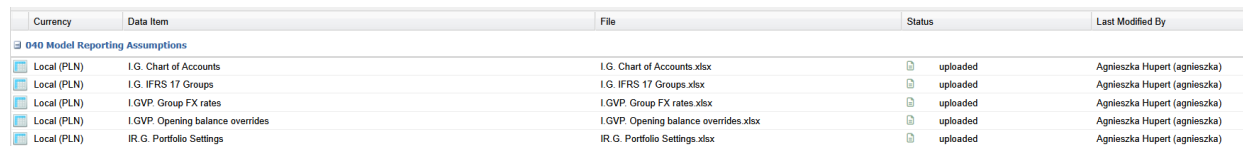
Furthermore, the 'Download Template' button will change to 'Download'. Use this button to download the latest version of previously uploaded data.

Once data items are properly uploaded, the system status will change to 'uploaded'.



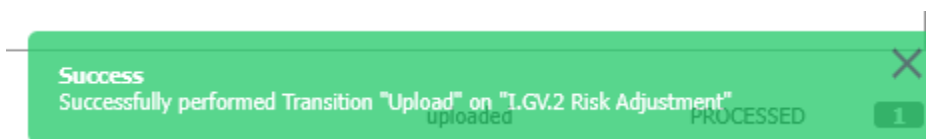
Currency	Data Item	File	Status	Last Modified By
PROCESSED	FX Rates	rates-input.xlsx	uploaded	

Data item not uploaded or invalid



Currency	Data Item	File	Status	Last Modified By
Local (PLN)	I.G. Chart of Accounts	I.G. Chart of Accounts.xlsx	uploaded	Agnieszka Hupert (agnieszka)
Local (PLN)	I.G. IFRS 17 Groups	I.G. IFRS 17 Groups.xlsx	uploaded	Agnieszka Hupert (agnieszka)
Local (PLN)	I.G.VP Group FX rates	I.G.VP Group FX rates.xlsx	uploaded	Agnieszka Hupert (agnieszka)
Local (PLN)	I.G.VP Opening balance overrides	I.G.VP Opening balance overrides.xlsx	uploaded	Agnieszka Hupert (agnieszka)
Local (PLN)	IR.G. Portfolio Settings	IR.G. Portfolio Settings.xlsx	uploaded	Agnieszka Hupert (agnieszka)

Data item properly uploaded



Notification for users showing data item upload is successful



During the upload of the templates the system validates whether all required inputs are provided and are technically correct (i.e., predefined values, data format, portfolio settings). If an error occurs, the system rejects the file and displays a summarized error message. The error details are included in the Audit Events pane, which is located at the bottom of the screen throughout the system.

Data Items			
Data Item	File	Status	Last Modified By
<b>001 Unit of Account set up</b>			
I.G. Chart of Accounts	I.G. Chart of Accounts.xlsx	notified	Demo User (DemoUser)
I.G. IFRS 17 Groups	I.G. IFRS 17 Groups.xlsx	notified	Demo User (DemoUser)
I.GVP. Group FX rates	I.GVP. Group FX rates.xlsx	notified	Demo User (DemoUser)
IR.G. Portfolio Settings	IR.G. Portfolio Settings.xlsx	notified	Demo User (DemoUser)
Y. Interest Rates	Y. Interest Rates.xlsx	notified	Demo User (DemoUser)
<b>002 Accounting Inputs</b>			
I.G. Actuals	I.G. Actuals.xlsx	notified	Demo User (DemoUser)
I.G. Unmodelled Products	I.G. Unmodelled Products.xlsx	notified	Demo User (DemoUser)
I.GV. Adjustments to opening balance	I.GV. Adjustments to opening balance.xlsx	notified	Demo User (DemoUser)
I.GV. Roll Forward (Opening Balance)	I.GV. Roll Forward (Opening Balance) - INS_GMM (Life)-2024-01-03.xlsx	calculated	Demo User (DemoUser)
<b>003 Actuarial Inputs</b>			
Audit Events			
<b>Upload</b>	Completed after 0 seconds File Name: 'I.G. IFRS 17 Groups.xlsx' Revision of model file on data definition: 2 <a href="#">Compare to previous revision</a>	notified	PROCESSED <b>2</b>
<b>Upload</b>	Completed after 0 seconds File Name: 'I.G. IFRS 17 Groups.xlsx' Revision of model file on data definition: 1	notified	PROCESSED <b>1</b>
<b>Create</b>	Created with name "I.G. IFRS 17 Groups"	initial	NEW <b>N/A</b>

Audit events at the bottom of the screen

Select the data item which produced an error, navigate to the Audit Events pane, and click the hyperlink in the error message. Download the detailed error description; this file includes exact template and data locations with links to the error cells.

Audit Events			
<b>Failed</b>	2025-10-17 14:33:08 Agnieszka Hupert	<b>Upload failed: There are errors in the structured data. Please check the file attached in the Audit Event log of the Data Item</b> <a href="#">IR.G. Portfolio Settings(7)-errors.xlsx</a>	

An error event in the audit events

When there are errors in upload, the above audit event can be seen. Clicking on the blue hyperlink downloads the input template, with an added sheet showing where the blocking errors exist.

Additionally, hovering over the red exclamation point will also bring up the errors sheet.

**Data Items**

Manage | Comment | Download | View | Calculate

0 Item(s) ready for Comparison

Data Item	File	Status	Last Modified By
<b>001 Unit of Account set up</b>			
IR.G. Portfolio Settings	IR.G. Portfolio Settings (9).xlsx	notified	Demo UserJ (DemoUserJ)
R.G. Chart of Accounts	R.G. Chart of Accounts (10).xlsx	notified	Demo UserJ (DemoUserJ)
R.G. IFRS 17 Groups	R.G. IFRS 17 Groups (3).xlsx	notified	Demo UserJ (DemoUserJ)
R.GP. Group FX rates	R.GP. Group FX rates (5).xlsx	notified	Demo UserJ (DemoUserJ)
Y. Interest Rates	Y. Interest Rates (25).xlsx	notified	Demo UserJ (DemoUserJ)
<b>002 Accounting Inputs</b>			
R.G. Actuals		notified	Demo User (DemoUser)
R.G. Adjustments to opening balance		notified	Demo UserJ (DemoUserJ)
R.G. Roll Forward (Opening Balance)		calculated	Demo UserJ (DemoUserJ)
R.G. Unmodelled Products		notified	Demo UserJ (DemoUserJ)
<b>003 Actuarial Inputs</b>			
<b>Audit Events</b>			
<b>Invalidate</b>	Completed after 0 seconds		
2024-07-16 09:43:04	Due to Calculate of Excel Calcul		
Demo User			
<b>Invalidate</b>	Completed after 0 seconds		
2024-07-08 14:09:21	Due to Invalidate of Excel Calcul		
Demo User			
<b>Invalidate</b>	Completed after 0 seconds		
2024-07-08 13:45:54	Due to Calculate of Excel Calcul		
Demo User			

**Failed**

On: Wed 10 Jan 2024 08:43:13 (am) CEST

By: Demo User

Comment: Upload failed: There are errors in the structured data. Please check the file attached in the Audit Event log of the Data Item

[R.G. Actuals1-errors.xlsx](#)

**Processed**

Since: Tue 9 Jan 2024 15:45:08 (pm) CEST

By: Demo User

Revision: 3

Comment: Completed after 0 seconds  
File Name: 'R.G. Actuals (audit adjustments).xlsx'  
Revision of model file on data definition: 2

[Compare to previous revision](#)

Hovering over the red exclamation point shows a pop-up with a link to download an error sheet

	A	B	C	D	E	F	G	H
1	Severity	Sheet	Range	Table code	Row code	Column code	Description	Template location
2	Blocking	RC-related payments	D9				Value "not applicable" is not valid for metric "Monetary"	RC-related payments!D4
3								

An example of one such error

It is possible to drag and drop items from your local browser into eFrame selected data item.

## Open in Excel

The system will allow to open and edit Excel workbooks directly from the browser without having to download and upload Excel files. This feature will now facilitate easier data changes in the system. For that purpose there is a new feature added "Open in Excel":

**Data Items**

Manage | Comment | Download | View | Upload

Details | History | Open in Excel | Download Template | Dependencies | Change Current Version

000 FX

030 Ge

Local

Local

Local

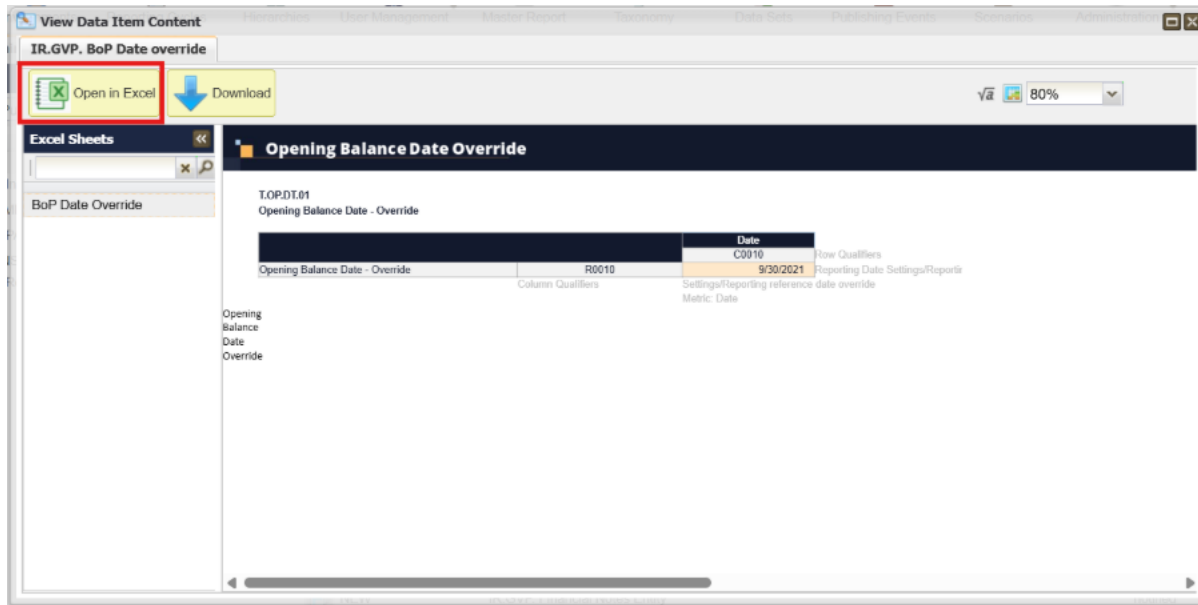
IR.GV. Supplementary disclosures input

IR.GVP. BoP Date override

IR.GVP. Reporting dates

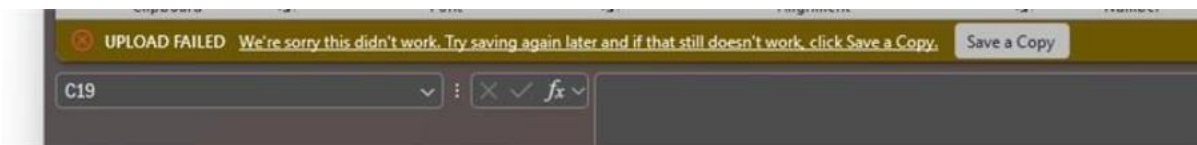
Open in Excel

This option is also available from the "View" window:



The button will allow to open the file in the application on the desktop. The user will then be able to change any input and save the file. Saving the file will result in the same behaviour as the “Upload” of the file meaning that the data will be saved in eFrame, the new revision will be created and consumers will be invalidated. The user can also close the file without saving.

In case of unsuccessful upload (e.g. due to technical validation errors), then the Excel application will return Upload Failed message which will be shown on the top (see screenshot below). The File with errors description will be available for download from the audit events on eFrame.



*Unsuccessful upload via Open in Excel*

The same error message in Excel will be visible if Users attempt to save/edit the calculation model since the configuration does not allow to edit calculation models.

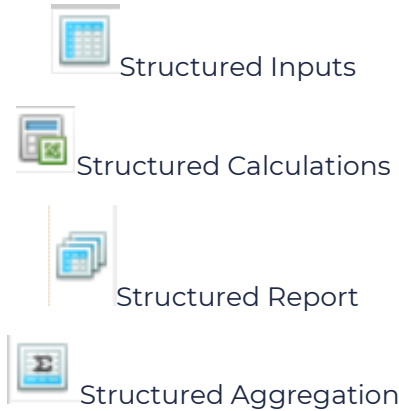
## 6.5 Calculations

After uploading all inputs, calculations can be triggered. Some calculations are automatically executed upon the successful upload of certain Input Templates. These are generally the Roll Forward (Opening Balance), Discounting Factors, and Discounting calculations. The other models need to be triggered manually. Select a calculation data item and click ‘Calculate’. All calculations are read-only.

When the calculations are finalized, the user can download an Excel version of the calculation, by selecting the calculation data item and clicking ‘Download’ or open in in Excel using “Open

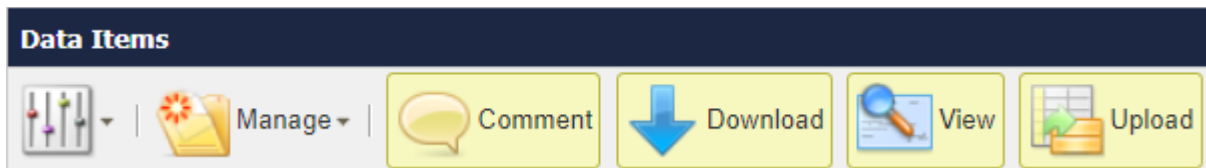
in Excel” feature. The Excel file will be downloaded/opened and the users or auditors are able to review the exact formula and parameters. The Excel file includes all calculations performed; applied formulas and parameters are open for review by users or auditors.

Data items in eFrame can be also recognized by their icons:



## 6.6 View Navigator

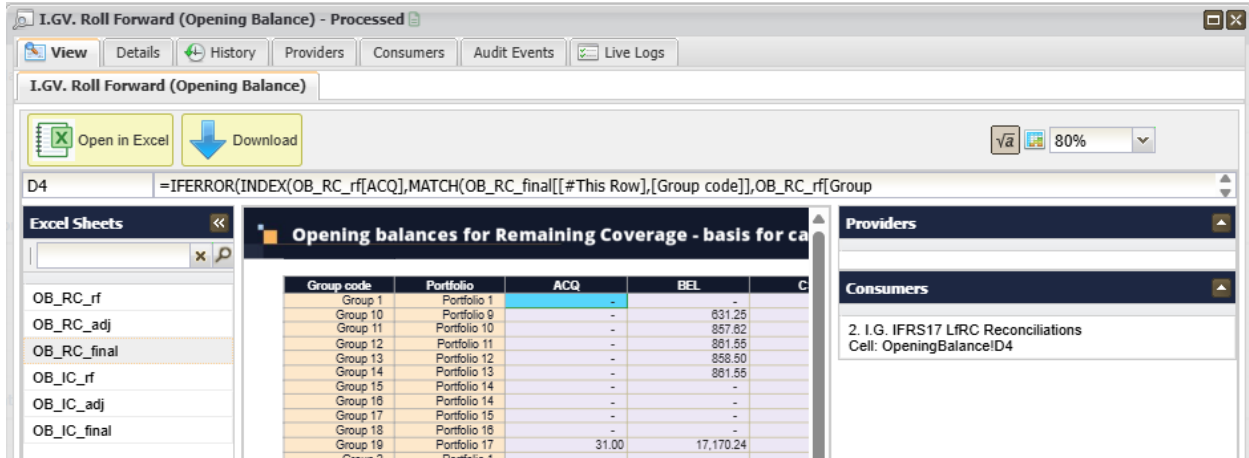
To preview a data item (inputs and calculations) without downloading it, click on ‘View’ button that will open a pop-up window or use double-click on the data item.



*Data items screen*

This view navigator enables you to review the data items inside eFrame, additionally allowing to trace providers and consumers of a selected fact and checking the formulas in the calculations used.

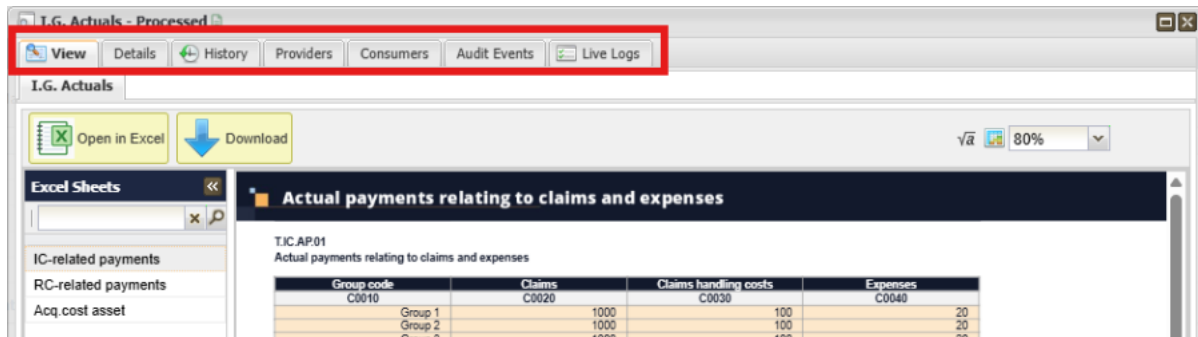
This is for the first row of open tables, and double clicking either the consumer or producer targets will navigate the user to that specific data source. Clicking items in the first row will bring up a list of consumers and providers that you can double click to trace back to where in the reporting that item is.



View navigator

### Data items details tabs

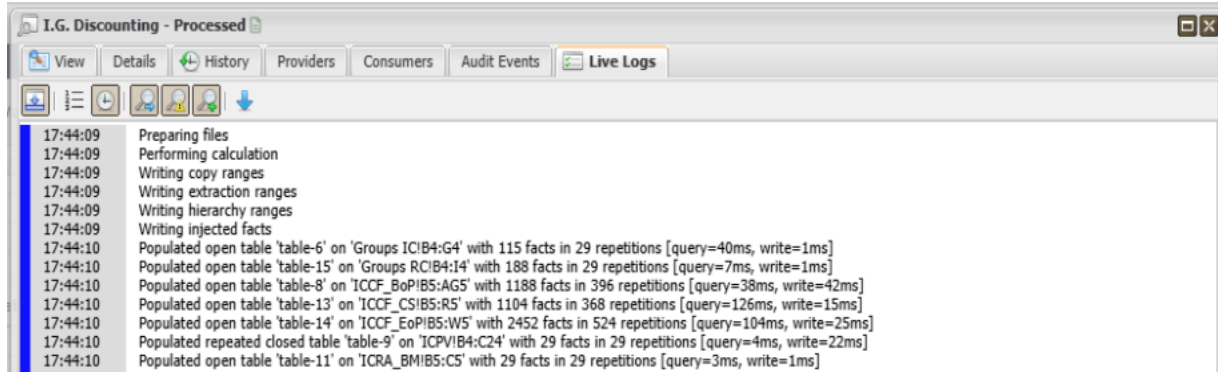
Upon double-clicking on the data item the window will be displayed with the information tables, providers and consumers, audit events, and the viewer. It will allow user to directly access View window by double-clicking.



Details Tabs available after double-clicking

### Live logs

eFrame offers an enhanced Live logs view upon double-clicking on the data item. The Live Logs window offers now information about calculation and injection times but also information about the injected volumes. This could serve as a review tool and would allow now to track how many repetitions (e.g. groups/cash flow months) were injected into which table and could facilitate check of completeness of inputted values.



Example from the Discounting model Data Item

## 6.7 Currency of the Reports

In eFrame users can facilitate multi-currency reporting on two levels.

- Transactional currencies
- Reporting currency

Transactional currencies relate to currencies in which flows are paid/received (e.g. if claims can be paid in various currencies). Those transactions are grouped accordingly to cohorts per currency. One cohort/group can have only one currency and this is accommodated in the IFRS17 Groups input template. eFrame is automatically performing all calculations on group level in that currency and later translating it to the reporting currency set during onboarding. This translation is done using rates provided by users in data item “I.GVP. Group FX rates” or “R.GP Group FX rates” assignable on the reporting node. If company has all flows in one currency that is a Reporting Currency, these templates are not required and can be unassigned.



In IFRS17 eFrame solution the Publishing Events needs to have one Reporting Currency, this is the currency in which final outputs on the “entity” node are produced and is set by cleversoft during onboarding. The reporting currency can be changed between Reporting Cycles, however, in one Reporting Cycle, there can be only one Reporting Currency and it applies to all the nodes.

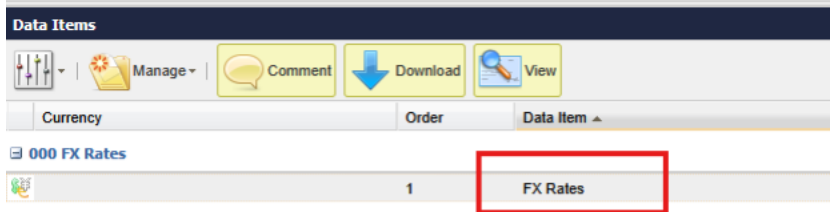
However, users can apply different currencies in different Reporting Cycles and eFrame has features to allow users to retrieve data from previous reporting translating them to the currency of current report.



eFrame can convert opening balance data and comparative data from the previous Reporting Cycle to the new one using a conversion rate. The rate is provided by users in the “FX Rates” input template that is assigned on the highest node (not to mistaken with Group FX rates input template). This conversion rate should be provided in the prior Reporting Cycle.



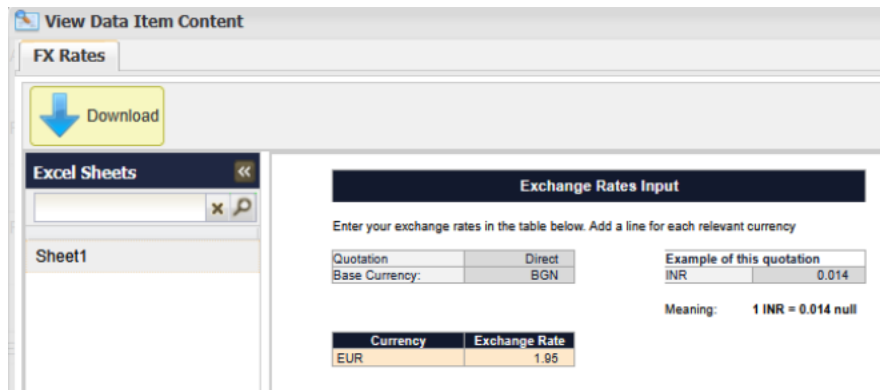
**IMPORTANT**



*eFrame FX Rates item used for Reporting Currency*

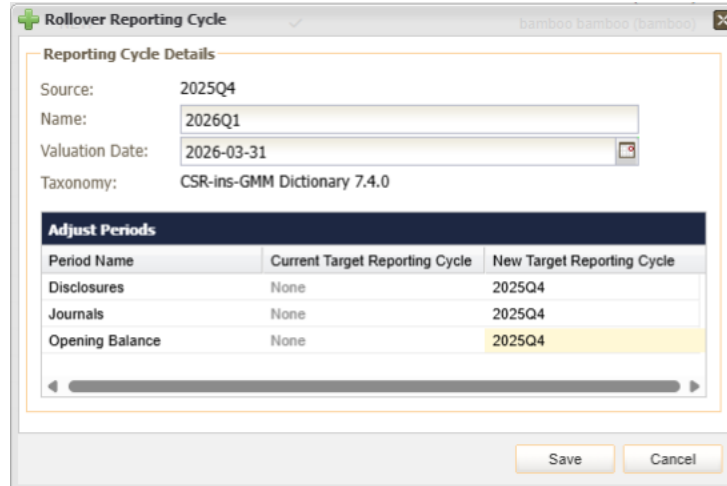
In case users need to change their reporting currency in the Reporting Cycle the following steps need to be performed:

1. Upload FX rates on group level with the proper exchange rate in the last reporting cycle before the currency changes (if a new reporting currency is to be used in 2026Q1, the FX rates should be uploaded in 2025Q4 that will be providing opening balances to the Q1 2026 report).



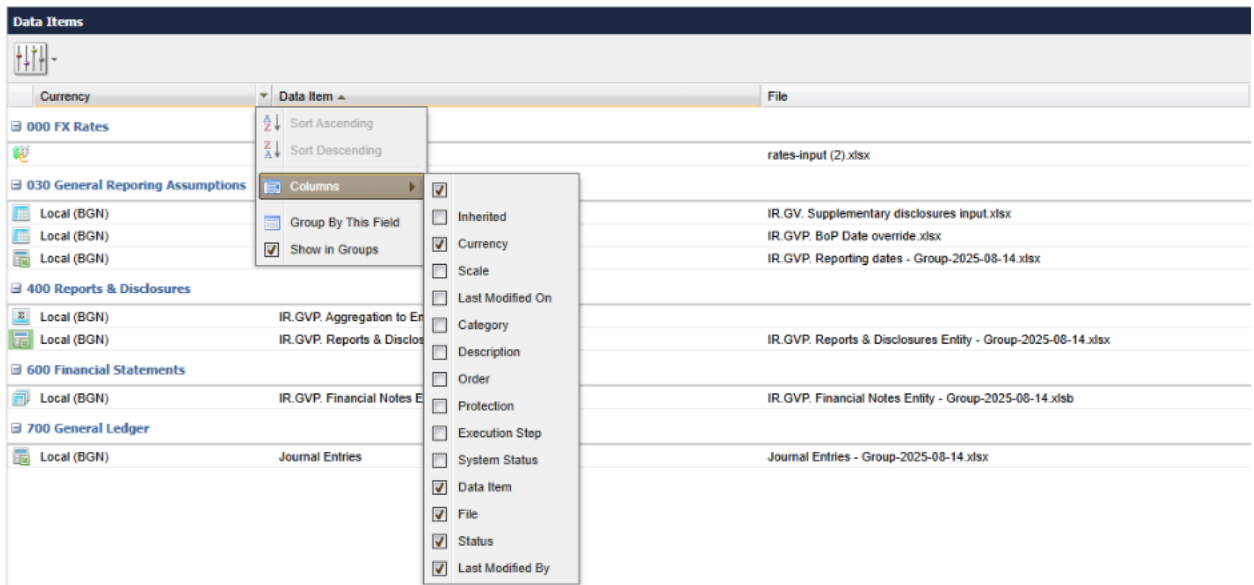
If that reporting Cycle is not yet completed (closed), you can upload this input at any point in time in the calculation process. If the Reporting Cycle was already closed you can Reopen the Reporting Cycle and upload the file. The newly updated file will not invalidate the already approved reports, since the EUR currency was not required to close 2025Q4 report.

2. Rollover to a new RC and select the previous periods (they should already contain the FX rates input as explained in point 1 above) for desired period aliases (example below uses all aliases). For the meaning and usage of each alias see Section 5.3 of this User Manual.



*Edit Reporting Cycle screen*

4. Contact cleversoft for assistance with updating the currency of your reports. The currency is set in eFrame and is not editable for the users.
5. As optional you can add that currency to your View in the Publishing Events. Useful tip for better visibility over the amendments of currencies is to have a Currency column in your Publishing Events screen in eFrame. An additional column can be added from the Data Item screen in Publishing Events by ticking the Currency option:

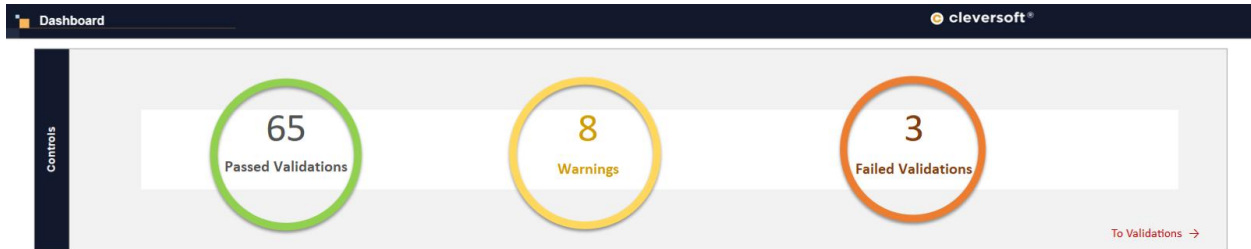


*Adding a new column to the View of the Publishing Events*

6. After confirmation from our team, the currency to your new reporting cycle will be changed and the 2026Q1 reporting cycle should have now all Data Items expressed in EUR (as local) – you can double check that by looking at that Currency column in your Publishing Events.

## 6.8 IFRS17 Reports

For each node there are 3 separate sets of data validations: LfRC Reconciliations, LfIC Reconciliations, and Reports & Disclosures. At the top of the sheet 'Dashboard' in each sheet, the number of validations which have passed, failed and resulted in warnings are displayed, providing a status indication to the user.



Dashboard sheet

The dashboard sheet also includes the key outputs of the particular calculation including movements, key performance indications, splits into portfolios, key balance sheet items. These outputs are based on the calculations and are presented in both graphical and numerical formats.

In the 'Validations' sheet, a more detailed results of the validations are shown. It is sorted by pass, warning and fail, and users are encouraged to check for themselves which validations may have failed to see if there have been any errors during their reporting.

When encountering failing validations, the sheet 'Validations' offers detailed information. The column 'Description' contains detailed information about errors and refers the end-user to specific place in the calculation where that error occurred. Furthermore, the specifics of each validation can be opened by clicking on the plus sign on the leftmost part of the sheet. Validations are done per group, so the validation sheet contains a summary; users need to navigate via hyperlinks to the exact place and filter out the failing validations.

The 'IFRS 17 Validations' sheet has a dark blue header with the 'cleversoft' logo on the right and an 'IFRS 17 Validations' tab on the left. It contains two tables. The first is a summary table with columns for Node, Status, Reports, LfRC, and LfIC. The second is a detailed table with columns for Status, Precondition, Validation, Category, Sub Category, and Description.

Node	Status	Reports	LfRC	LfIC
RE_PAA	Pass	38	10	17
RE_PAA	Warning	2	3	3
RE_PAA	Failed	0	1	2

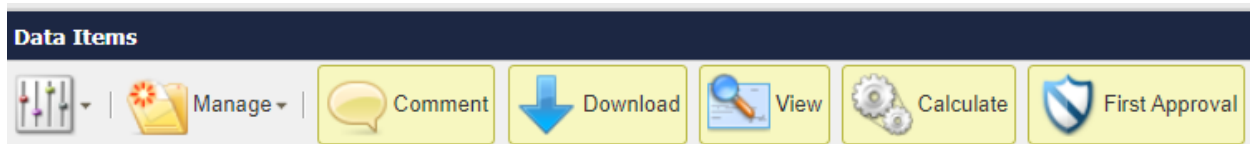
Status	Precondition	Validation	Category	Sub Category	Description
Pass	TRUE	TRUE	Journals	JE_curr	Sum of journal entries is 0
Pass	TRUE	TRUE	Journals	JE_curr	Movement on reinsurance contact assets ties up with delta liabilities in Note 7
Pass	TRUE	TRUE	Journals	JE_curr	Movement on cash ties up with statement of financial positions
Pass	TRUE	TRUE	Journals	JE_curr	Net reinsurance income ties up with P&L
Pass	TRUE	TRUE	Journals	JE_curr	Movement on OCI ties up with OCI statement
Pass	TRUE	TRUE	Journals	JE_curr	Reinsurance finance income ties up with N.5
Warning	TRUE	FALSE	FS Tables	FS.A	Reinsurance finance income is positive
	FS.A Fin. Income	-109889.6195		Template	FS.A
				Expression	FS.A*, ReportingDate) >= 0
Pass	TRUE	TRUE	FS Tables	FS.C	Reinsurance contact assets and liabilities is positive

Validations can be pass, warning, or failed

Once the source of the error is identified, the uploaded data can be examined and corrected as needed. This should be done by adjusting the input, running the affected calculations and report again, and checking the dashboard in the updated report. Correcting data in the report will not suffice as the origin of the error is in the input data; the report is just a visualization of data stored in the database.

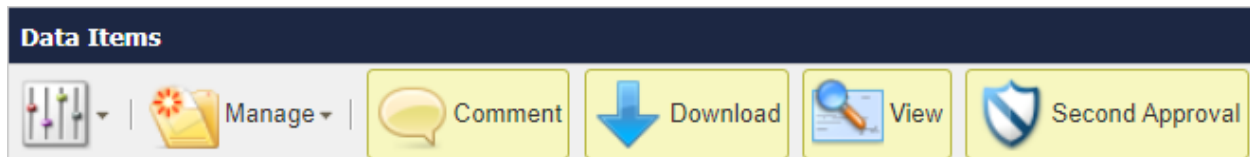
New data uploads will invalidate calculations that required those inputs, and calculations that thereafter required those calculations. Users should re-run all invalidated calculations, to eventually see the validations that ideally pass after a rechecking of data.

Once users are satisfied with the results of their validations and the data populated is reviewed, the user preliminary approve and assign the data item for review to another user by clicking the button 'First Approval'. At this point all inputs are not allowed to be adjusted anymore, while the review process lasts. The upload button for Input Templates will be greyed out during this process.



*First, run the calculation and then click "First Approval" to approve*

Once the first user has approved the report, another user should review it and give the second approval or rejection. This step is used for auditability. It is advised to assign to different users in order to fulfil a 'Four Eyes Principle' and ensure reliability of the results. While the reports are in review it is not possible to perform any further actions.

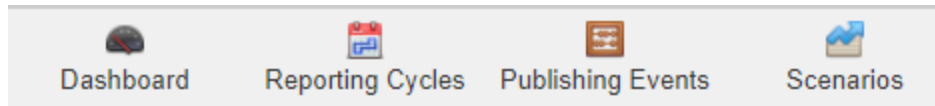


*Second approval screen*

As soon as the report is approved, the Disclosures and Journal Entries can be generated and downloaded from the system for further production of the general ledger accounting. This is for one specific node only, however, and the full group-level node for Journal Entries can be found once this same process has been executed for each node.

## 7. Scenarios

***This section is only applicable to those using the Scenarios add-on. If you do not have that option and would like to explore it, please contact Customer Success center [Customer Success \(Jira Service Management\)](#).***



Scenarios, accessed by the right-most button 'Scenarios'

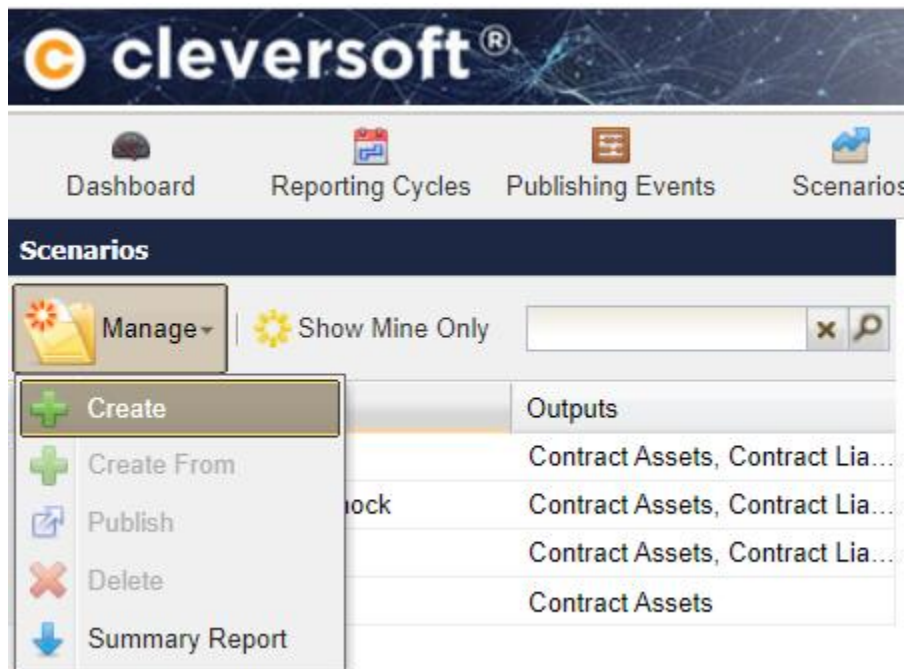
Users that have chosen to include the eFrame scenarios functionality as part of their setup are able to create various hypothetical scenarios using the data they have already uploaded in their publishing events. By running different scenarios, the user can observe how key outputs change in response to changes in various risk factors. eFrame scenario functionality helps users facilitate their reporting and further ease the Scenario calculations as those are used as part of reporting as per IFRS17 requirements pertaining to sensitivity analysis.

### 7.1 Scenarios: Different Possibilities

An eFrame reporting user can create scenarios using a pre-configured shock or configure the shocks themselves. Users can create an interest rate shock, or create a shock that changes a specific value in their reporting inputs. Some of these shocks can be additive, while others can be override shocks.

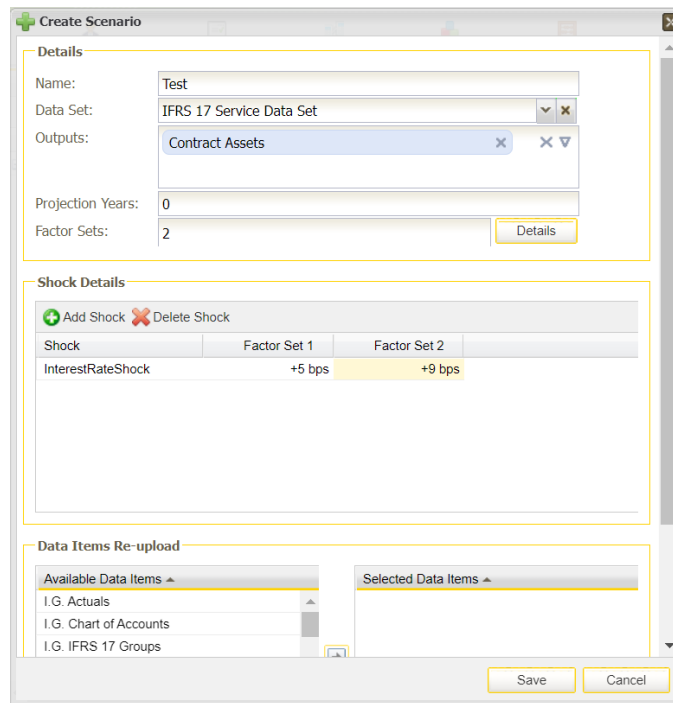
### 7.2 Creating a Scenario in eFrame

To create a scenario the user needs to click on "Scenarios" in the top bar, then click on "Manage" and "Create".



Scenarios screen

A new dialog is displayed with the following options:



Create scenario display

In the table below each of the fields is described. When creating a scenario please fill in all the required fields.

CREATE SCENARIO	DESCRIPTION
NAME	Required – Name of the scenario (any name sensible to users)
OUTPUTS	Required – Output defines what output variables users want to see in scenario report - users can select one of four defined output variables (Assets, Liabilities, P&L or Equity)
PROJECTION YEARS	N/A for IFRS17 – Leave as 0
FACTOR SETS	Required – Number of factors, minimum 1, to affect the scenarios; here, this refers to the number of parallel scenarios to run with variable changes; In details section users can update description
DATA ITEMS RE-UPLOAD	Optional – User can select the data items where they would like to change the values (move items from the ‘Available data items’ to ‘Selected data items’).

Create scenario display guide

When using pre-configured shocks, the user must first specify how many factor sets should be included in the scenario. This is done in the “factor set” row of the create scenarios screen.

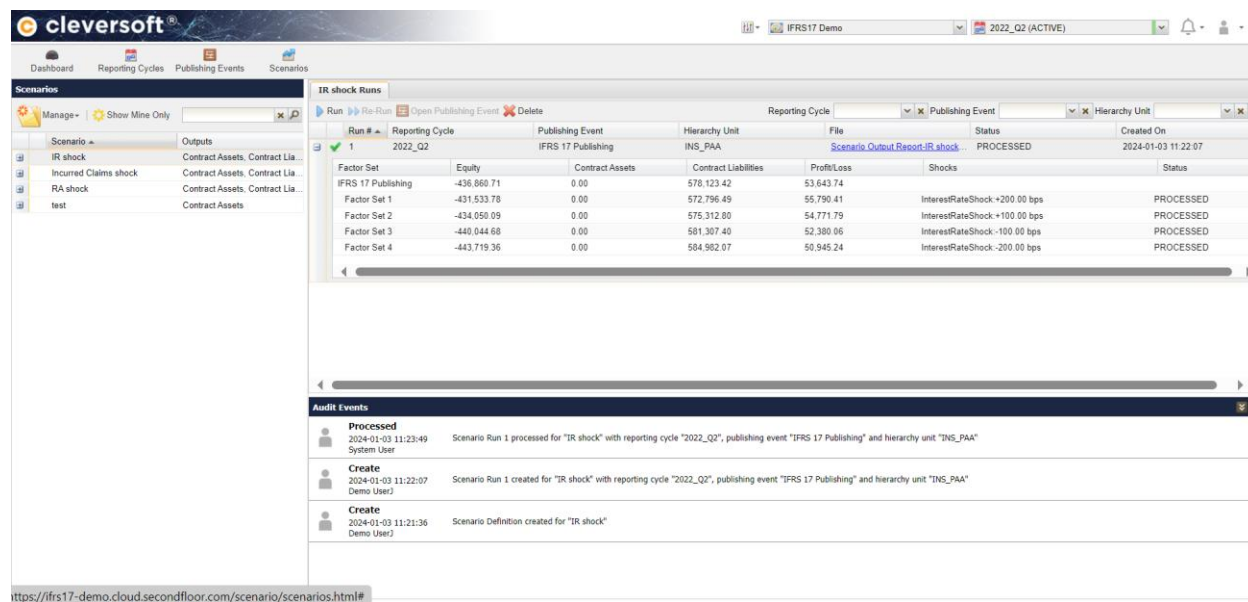
In the results, one set of outputs will be calculated per factor set. In the “Scenario Shock Details” part of the same screen, one column will pop-up for each added factor set.

The next step is to add the type and magnitude of shock. To do this the user must click “add shock”, and a new row will be added for each shock. In the rows the type and magnitude of the shock can be chosen. This then needs to be done for however many factor sets were earlier specified. When the values that gets affected by the shock are reported as monetary in publishing events, a percentage is expected; when the affected values are reported as percentages in publishing events (such as interest rate), the shock is expected to be supplied in basis points.

When the user is happy with the amount of factor sets, and shocks they can click “save”, and a newly reported scenario will be visible on the left side of the scenarios screen.

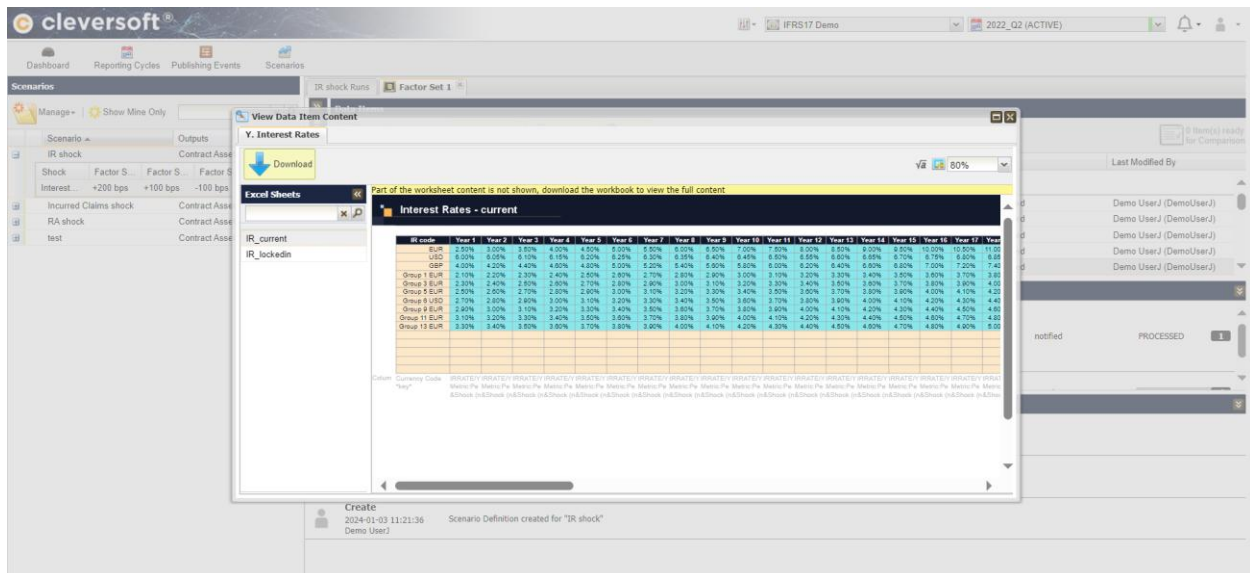
It is also possible for a user to self-configure their own scenario by downloading, changing, and re-uploading input files. By doing so, the user can choose exactly which cells in what inputs they want to change instead of only relying on the pre-configured shocks. To do this, the user needs to use the “Scenario data items re-upload” part of the “Create scenarios screen”. Here it is possible to choose one or more data items that the user wishes to change.

Currently the self-configured shocks function can only be used together with minimum one pre-configured shock. Once the desired data items have been selected and at least one pre-configured shock has been specified, it will be possible to proceed. The user can click save and a newly created scenario will be visible on the left side of the scenarios screen. At the moment there exists only a pre-configured interest rate shock.



Scenarios screen

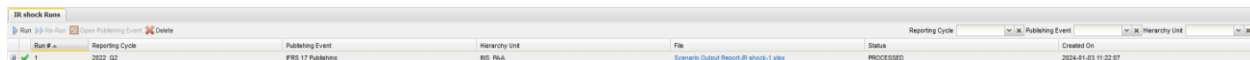
Above, once users have their scenario set-up, they should run the scenario via the run button. They can then click ‘Open Publishing Event’ when highlighting the Factor Set of interest to view the changes, highlighted in blue, per Input Template.



Interest rate shock viewed in scenarios

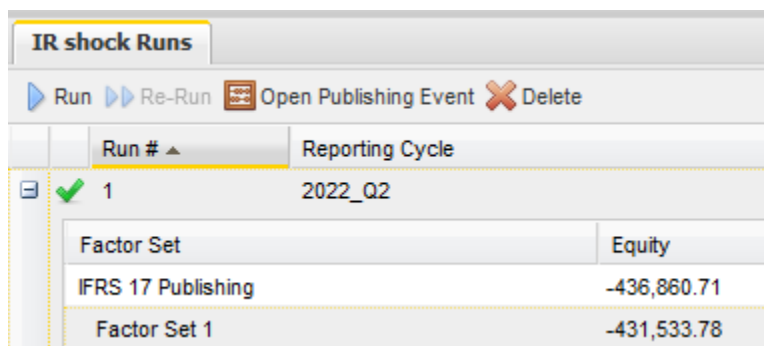
### 7.3 Scenario Outputs

Users can view the output of scenario calculations in two ways – first by downloading the Scenario Output as indicated on the screen below under the hyperlink “Scenario Output Report”:



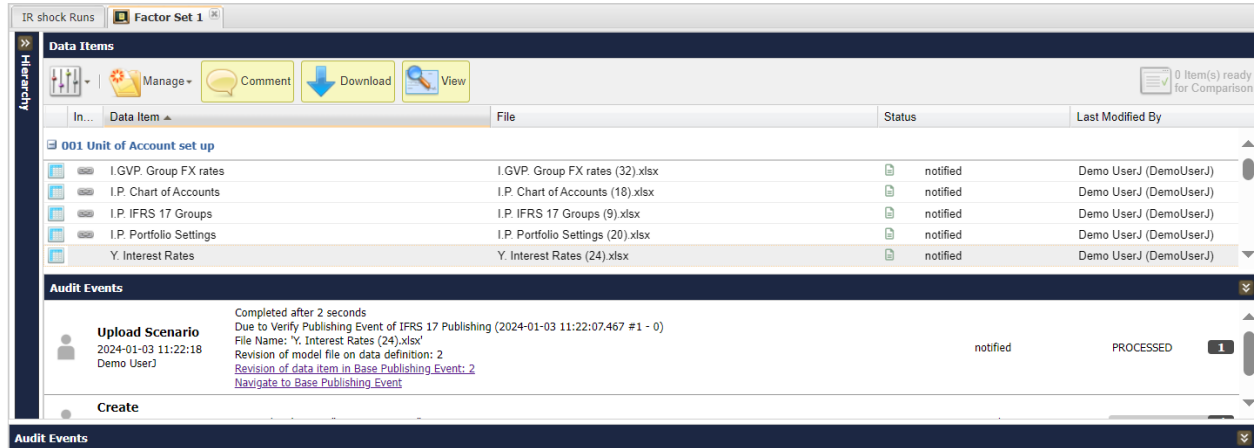
Scenario Output Report hyperlink

Alternatively users can open parallel Publishing Events when they can review all steps of scenario calculation based on shocked inputs. To do so – select “Open Publishing Event” on the right hand side of the Scenario (after selecting the Run):



Open Publishing Events in the Scenario view enables to review scenario calculations in detail

In the scenario Publishing Events users can see same steps and inputs of calculation as in the base Publishing Events. Inputs that were not changed (were inherited from the base Publishing Events) are marked with the inherited icon, as shown below:



Scenario Publishing Events shows which inputs were inherited and which were changed (icon under Inherited)

### 7.4 Scenarios – running multiple nodes

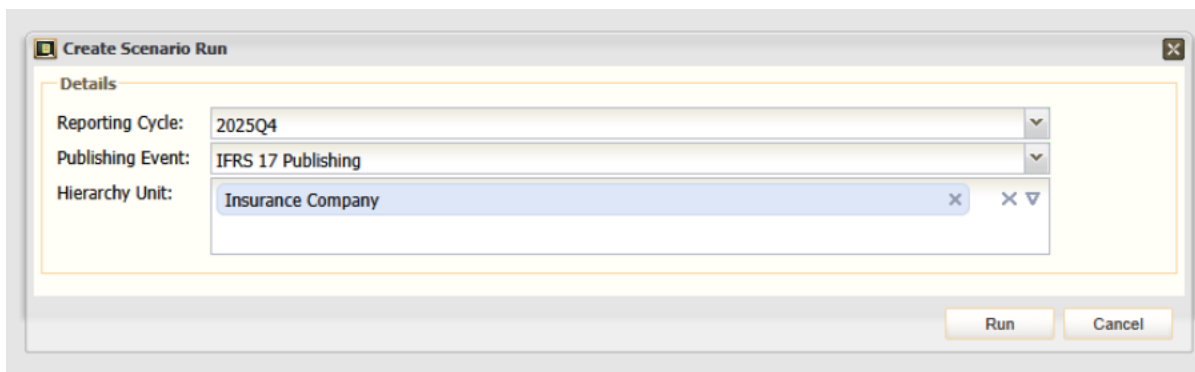
Users are able to run the whole hierarchy in the “Scenario” screen. When initiating run users are able to select multiple nodes or select an entity-level node:



Available selection based on Users hierarchy:



Example of running more than one node:



Example of running the whole entity

After selecting the “Hierarchy Units” eFrame will identify all nodes from the selected node and all its children where the shocked values are assigned (e.g. if shocking interest rates, eFrame will identify all nodes where Interest Rate input is assigned) and will apply the shock to all of those. After shocking all relevant data items eFrame will then recalculate all models in the hierarchy that contain shock output which is impacted by the shocked input (shock output is selected as part of the Scenario Definition, e.g. Profit or Loss).

The final scenario output will contain all shocked nodes in one report:

Hierarchy Unit	Scenario Parameters	Year	Description	Equity	Contract Assets	Contract Liabilities	Profit/Loss
INS_PAA	IFRS 17 Publishing	Year 0		(559,576.55)	652.91	836,571.54	(145,418.40)
INS_PAA	Factor Set 1	Year 0	Interest rate up	(615,534.20)	718.20	922,428.69	(159,960.24)
RE_PAA	IFRS 17 Publishing	Year 0		(197,568.95)	279,836.52	191,459.20	124,904.10
RE_PAA	Factor Set 1	Year 0	Interest rate up	(217,325.64)	307,820.18	210,605.12	137,394.51
INS_GMM	IFRS 17 Publishing	Year 0		(727,449.51)	848.79	1,090,143.00	(189,043.92)
INS_GMM	Factor Set 1	Year 0	Interest rate up	(800,194.46)	933.67	1,199,157.30	(207,948.31)
RE_GMM	IFRS 17 Publishing	Year 0		(256,839.63)	363,787.48	248,696.96	162,375.33
RE_GMM	Factor Set 1	Year 0	Interest rate up	(282,523.59)	400,166.23	273,786.66	178,612.86

## 8. PAA Eligibility

***This section is only applicable to those using the PAA eligibility add-on. If you do not have that option and would like to explore it, please contact Customer Success center [Customer Success \(Jira Service Management\)](#).***

This functionality allows to perform PAA eligibility testing. The add-on has a form of Excel spreadsheet model that calculates IFRS 17 liabilities for both GMM and PAA models. It displays the differences between the results and is a basis for users to decide which model should be applied to a given product (whether PAA can be applied for a given product).

The add-on is built into the eFrame as one of the data items. To use it the user needs to assign it in Assignment Matrix. Then download the template, fill in the inputs and upload filled file back to eFrame. The file can be stored in eFrame for audit purposes.

PAA eligibility model allows to test products with different durations, it has separate tabs for policies that have 2, 3, 4, 5 and 10 years and there are two separate files for inward and outward business due to differences in treatment of Loss Component and Loss Recovery Component. The inputs for the model are product's details required to calculate liability for remaining coverage under PAA and GMM model. That includes for example: claims ratio, discount rate, coverage units pattern and lapse ratio.



The add-on allows also to test the behavior of the liability when the initial assumptions about the policy change later during the duration. Users can select the quarter when a shock takes place. This is one of the required steps in the PAA eligibility process as the Standard requires to look at base assumptions and reasonably expected scenarios (e.g. rates going up or down).

## 9. Set-up and Versioning of the System

IFRS17 Service is based on the cleversoft taxonomy version of Data Point Model that is mandated for the next reporting. IFRS will continue to improve the Data Point Model version, and when a new version becomes available, the IFRS17 Service will be updated accordingly.

The IFRS Data Point Model dictionary (taxonomy) is used to create a structured hierarchy of categories for data. It functions as a dictionary that defines the business properties to be used to describe each piece of information, known as a 'fact' or 'data point'. IFRS17 Service uses the taxonomy throughout the structured data management process to verify, calculate and extract data. The taxonomy defines rules how to transform data into facts.

The output is generated in Excel reports. These reports are based on IFRS's annotated templates. There are different reports, containing only the relevant data for a specific reporting period, undertaking type and/or reporting instance.

## 10. Auditing

### 10.1 Compliance Package

In case of the audit, an Audit user would be provided on request. Please, contact us with information on what period do you need the audit user for, and what is the name and email of the auditor for whom a user will be created.

The Audit user will be able to review and download all data in the system as described above but will not be able to perform any changes.

Additionally, our clients can benefit from the Compliance Package that includes a set of regular reports to prove regulatory compliance of cleversoft's services for their customer's internal audit department or their external auditors:

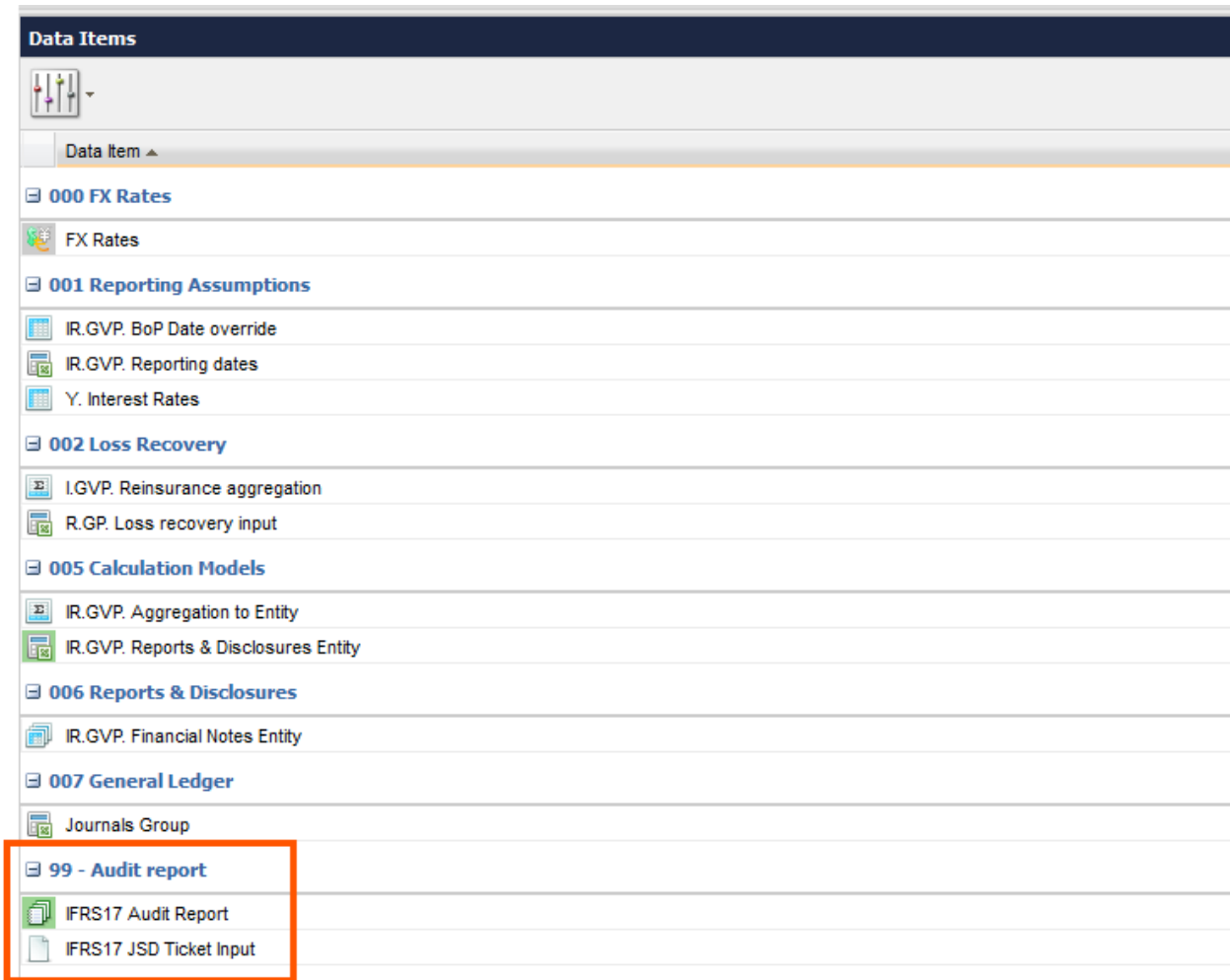
- ISAE 3402 report (annual)
- ISO 27001 certifications (annual)
- Data protection Report of external Data Protection Officer (annual)
- Availability report (quarterly)
- Quarterly report on operation and compliance

***The Compliance package is available on demand, for details, please contact Customer Success center [Customer Success \(Jira Service Management\)](#).***

### 10.2 Audit Report

An audit report shall be assigned on the group node (the node where an entity produces final reports and disclosures and generates Journal Entries). Those are providers to the audit report. The audit report is available in the assignment matrix in category "Audit Report" – please assign

two items (audit report and JSD ticket overview). An audit report can be downloaded from eFrame similar to other downloadable items:



*Audit Report in Publishing Events with Download button*

This report presents an overview of the usage and permissions in the IFRS17 service provided by cleversoft supervisory reporting. The topics covered aid general compliance and IT compliance. These guidelines aim to ensure transparency and effective risk management when leveraging cloud services, including Software as a Service (SaaS).

The following is information about your environment and the service:



### Service Overview

This report has been created on the following service.

<b>Environment</b>	IFRS17 Quarterly
<b>Reporting Cycle</b>	Q4 2022
<b>Valuation Date</b>	Dec 31 2022
<b>Publishing Event</b>	IFRS 17 Publishing
<b>Hierarchy Node</b>	Group
<b>Generated</b>	May 10, 2024 14:35:59
<b>URL</b>	<a href="https://IFRS17-reporter-example.org">https://IFRS17-reporter-example.org</a>

The report was created at the same moment the last version of the Journal entries was produced. All information in this report thus reflects the status in the system at that moment.

### Service Description

The IFRS17 Service by cleversoft supervisory reporting is a service made for your IFRS17 reporting process. This service supports the General Measurement Model (GMM), the Premium Allocation Approach (PAA) and the Variable Fee Approach (VFA). Besides the supported models, IFRS17 service provides full transparency of all data from input to calculation and journal entries creation in Excel. This service also provides audit trails from the report creation where the information is displayed in this audit report.

*Service Overview of IFRS17 in eFrame*

Approvals and timestamps for item filings can be seen as below:

#### IFRS17 Reports & Disclosures Entity

Name: IR.GVP. Reports & Disclosures Entity

Current revision: 6

Actions:

- **Second Approval:** On May 10, [2024](#) at 14:35:47 by John Doe  
Comment: *2<sup>nd</sup> approval*
- **First Approval:** On May 10, [2024](#) at 14:35:41 by Jane Doe  
Comment: *1<sup>st</sup> approval*
- **Calculate:** On May 10, [2024](#) at 14:35:35 by John Doe

#### IFRS17 Financial Notes Entity

Name: IR.GVP. Financial Notes Entity

Current revision: 5

Actions:

- **Run:** On May 10, [2024](#) at 14:35:50 by Jane Doe

#### IFRS17 Journal Entries Group

Name: Journals Group

Current revision: 5

Actions:

- **Calculate:** On May 10, [2024](#) at 14:35:53 by John Doe

*Item filing timestamps and approvals*

Users and their roles and last login data can be seen as below:



## Role Reporter

Users with this role can upload data, perform calculations, and perform first and second approvals. Besides this, they can close reporting cycles and create new ones. Lastly, they can change and verify the assignment matrix.

System name: ROLE\_SAAS\_REPORTER

User	Email Domain	Last Login at
Edward Smith	domain.com	12 Aug 2024, 18:55:50
Mary Jane	domain.com	10 Aug 2024, 11:45:25

## Role Auditor

Users with this role can read data and download it. They cannot perform any data mutations.

System name: ROLE\_SAAS\_AUDITOR

User	Email Domain	Last Login at
John Doe	domain.com	13 Aug 2024, 13:11:30

*Users under their respective roles*

Lastly, authentication overviews and controls are highlighted in the audit report as below:

## Authentication

The users are managed in the service. They have to adhere to a password policy. Users can be added, and their permissions can be managed by the appointed user manager.

Overview of the actual system settings

- Configured minimum password length of 5
- Password expiration age: 0 days
- Number of passwords to be kept in history: 0
- Password expiration warning 0 days before expiration

*Authentication details*

## 11. Frequently Asked Questions

**I have navigated to Publishing Event screen, but I don't get the 'Upload' button?**



The 'Upload' button appears only when the Reporting cycle you have entered is in status 'ACTIVE'. Please navigate to 'Reporting Cycle' screen, select the reporting cycle you are currently in and click on the button 'Start Reporting'.

**I am not able to upload input templates.**

Please make sure that the templates used are up to date by downloading them directly from the system (Download template). In case an upload of the latest templates is still not resolving the issue, please check in the Audit log for the exact errors that prevent the upload of the file.

**Some of the validations are failing but my data seems correct, so I am not sure what to fix.**

Please refer to the description of the validation, then exploring the condition that causes the validation to fail. Common issues include flipped signs in input templates or slightly differing data input in the input templates caused by issues with how users discount versus how eFrame discounts, etc.

**The calculation I am working on is failing. What can I do?**

The exact reason for which your calculation is failing in the Audit Log can be found, by downloading the attachment added to the error description. Most often such failure is observed when not all necessary inputs are uploaded.

**I am missing the comparatives date in my calculations.**

Please make sure that your Disclosures target reporting cycle in the Reporting Cycle editing screen is set to the reporting cycle from such period that you want to compare to (i.e., if you want to compare to 2023-6-30, set to a reporting cycle with that valuation date such as M6 2023, etc.).

**What Risk Adjustment models are available in eFrame?**

Please refer to the table below:

	<b>LFRC</b>	<b>LFIC</b>	<b>WHEN TO USE?</b>
<b>1. MANUAL INPUT</b>	Manual input	Manual input	Applicable if Company has its own Risk Adjustment calculations, based on internal risk distributions, based on Solvency II models or other capital measures (cost of capital).  It requires movement of Risk Adjustment to be provided by the client, not only the starting and ending values but also all other elements like new business, current service, financial impacts, etc.
<b>2. PERCENTAGE OF CLAIMS (INCL. CHC)</b>	Percentage of claims	Percentage of claims	A driver-factor model which requires percentage as input, and then eFrame will apply that percentage to all claims movements steps; there is one percentage used



			for all movements steps and eFrame treats release of Risk Adjustment as balancing item.
<b>3. PERCENTAGE OF CLAIMS AND EXPENSES WITH RELEASE AS BALANCING ITEM</b>	Percentage of claims and expenses	Percentage of claims and expenses	Model similar to the one above (no2), however, in this one the driver for Risk Adjustment movements is claims and expenses.
<b>4. MANUAL INPUT WITH USER DEFINED RELEASE PATTERN</b>	User defined release pattern with user input for opening and closing balance	Manual input	This model is applicable for VFA/GMM models as it is development for Remaining Coverage Risk Adjustment. As input it requires monetary values of Risk Adjustment for start and end of period and a release pattern for Risk Adjustment. The release pattern will be used by eFrame to calculate Risk Adjustment release to Profit and Loss and reminder will be treated as variance.
<b>5. LOG-NORMAL DISTRIBUTION WITH SII PARAMETERS</b>	Log-normal distribution with SII parameters	Log-normal distribution with SII parameters	This model is applied to Solvency II companies mostly as it's using the Solvency II parameters to estimate the percentage (as used in model 2 above). This model provides an additional calibration of the percentage based on benchmark standard deviations and log-normal distribution assumption.
<b>6. PERCENTAGE OF CLAIMS AND EXPENSES WITH VARIANCE AS BALANCING ITEM</b>	Percentage of claims and expenses	Percentage of claims and expenses	A driver-factor model which requires percentages as input. There are two percentages required, one for closing and one for opening. The opening Risk Adjustment percentage is applied to opening balance, new business, Release of Risk Adjustment and the closing percentage is applied to closing balance, change in financial assumptions. The model treats variance as balancing item. The driver is claims and expenses. This is only developed for VFA/GMM models as applies to Remaining Coverage Risk Adjustment only

**My comparatives / opening balance / other data is or are missing, what should I adjust?**

Please ensure that every period in the creation of your Reporting Cycle is proper (Journals, Opening Balance, Disclosures). If there is further issue, please ensure that your transition Reporting Cycle is set up properly, or any other such previous Reporting Cycle.

It is possible that there exists a misalignment in groups within the IFRS17 Groups Input Template. Please also check that the groups in that file are properly inputted. Alternatively, there could be simply no previous period to refer to.

Additionally, in the event that there is a major release that changes the reporting platform, please do not hesitate to reach out with any specific questions. Such changes may adjust everything from Input Template formats to removal of superfluous or unnecessary fields, or an incompatibility between configuration versions regarding data flow, although these will be mentioned in each release notes / changelog as well.

**I have adjusted inputs and calculations in a previous period, where are the changes in the new period?**

Please ensure that all inputs are reuploaded with the new data and execute the calculations again. Some common changes include changes to opening balances, in which case Roll Forward (Opening Balance) needs to be recalculated, changes to interest rates, in which case

Discount Factors needs to be recalculated, and changes to cashflows, in which case Discounting needs to be recalculated.

### **I have FX rates assigned on root node and don't need it?**

In the previous releases IFRS17 configuration would require having FX rates assigned on the root node for the purpose of aggregating the results even if users were using only one currency of uploads (reporting currency). Improvements have been made in the current release to allow to unassign the FX rates input (on the highest node) in case all hierarchy nodes and Data Items use the same reporting currency. Users are no longer required to have it assigned.

Additionally, the FX rates are now visible as an explicit provider in the "Providers" screen of the Data Item, provided that this data item has monetary values inside.

Please note that this new feature is available upon verification of the Publishing Event. If users reopen old reporting cycles, the behavior will be as previously until they verify Publishing Event (re-verify).