



Date: 19/01/2021

Attendees: 2 x Managing Agents, 2 x Underwriters, 1 x Broker with CH Status, 1 x Coverholder

1. Meeting Notes:

1.1 Clarifying post-it content:

Lloyd's OCO process seems duplicative of Managing Agency Work (Lloyd's compliance)

- Part of their annual compliance process, Lloyd's DA team reviews CH policies and procedures but that is the same thing that MAs are doing. They don't know if they can rely on the work that Lloyd's have done. (MA1)

Lloyd's OCO doesn't seem particularly reliable, we often find ourselves asking Coverholder for documentation/information.

- SME has experience when they relied on Lloyd's OCO to collect information about CH, and they found out that information they needed wasn't reliable or wasn't there so they had to ask brokers and CH again. (UW2)

QA tool - there could be a better way of completing PBQA on the Contracts (Contract)

- Contract builders have a better standard than QA tools. PBQA starts to use Lloyd's wording repository. The market needs this tool to be improved, as at the moment contracting takes a long time. (UW1)

ECF - Vat requirement for LBS (Claim)

- Doesn't include enough guidance and mandate for CH requirements. Lloyd's expectations towards CH should be clarified. (UW1)

Coverholders are not permitted to write treaty business but it is not clear why (Other)

Reinsurance treaty - CH not allowed to write them except in Lloyd's Brussels. That is their mechanism to get Lloyd's into their business. CH got capacity to



write business but Lloyd's pushing back on that, but never give a reason why (MA1)

1.2. Discussion on most voted post-it:

Increasing expense to do this business via Lloyds. Pushing more markets to do this business on company paper (Access business)

- 15 years ago the original value proposition for DA business was to have low expenses. In the premises of DA business, the overall acquisition cost was lower than if people did it themselves. This changed and syndicates think that doing this via company paper is cheaper, quicker and easier. Lloyd's has too long a value chain and complicated compliance. (MA2)

What is the solution to bring acquisition costs lower?

- Using technology would be the way, but it has to be a cost effective tool. The market demands more data, data analysis, data poll, that should be reachable across the market. (MA2)
- Large MAs invested into their own system to manage data in an efficient way. Lloyd's still not able to offer an API option that would make it easier, they work on it but it hasn't shown much improvement over the last couple of years. (UW1)

What is your company market experience?

- Generally slow to get things done, lots of sign ups. Renewal takes longer because it's a longer chain. SMEs company found a way to make it more efficient. It's streamlined – they make suggestions and get agreements on the process. (Coverholder)
- Quality of audits has to be more suitable and logical. The same person should do it for the same company in the next as well. Auditor ranking (Broker with CH Status)

Lloyd's Brussels is clunky for DA (Compliance)

- Ties into DA SATS is awful and an admin nightmare (MA1)