



Date: 10/03/2021

Attendees: 6 x Coverholders

## 1. Meeting Notes:

### 1.1. Meeting discussion – End to End Vision Playback:

- Dare vs FAL: Biggest thing that FAL touches on is underwriters reducing expense ratios – anything that contributes towards that is good for DA. Time and time again and when we go through the renewal process there is the focus on expenses. The more that this helps to reduce that cost base then it is great (CH1)
- The BluePrint 2 sounds good with a lot of buzz words and high concepts and we are going to do all of this great stuff, but there is no tangible detail how to do that. It's going to handle decom that will handle all of your data and make placing easier, that's great! but how are they going to do that?
- Future at Lloyd's misses the part of communication about data, what method does the transparency part API or other connectivity solutions. Who's building them? Different types of connectivity and different levels. The HOW is not clear!
- We feel you will get buy-in from Lloyd's market as you are addressing some of these things in Dare, which are blocks to us such as compliance hold up the coverholder is not it Blueprint 2. (CH2)
- Struggles out there are you are dealing with companies that differ in tier capability of technology – some advanced and some that are not. Trying to connect the users, where those that have the advanced technology and can connect via the API do so but then everybody that doesn't have those features needs to be able to have some kind of conduit in to all of that data coming out.
- So this platform might merge these two ideas which would be great from our perspective but keeping in mind those people who are even trying to



visualise this kind of data. Merging platform for information flow, even to visualise it – sounds great. (CH3)

- This platform would connect the users to technology and data connectivity – that can be API or other solution – plus would offer a modern, visual system. Multiple API options, so everybody is able to build in their APIs so data would come in a standardised format. Be mindful, that Blueprint 2 has struggled to structure APIs, the timing is important because anybody who has API capability still needs time to build and test it.
- Blueprint 2 didn't calculate this time into their timeframe. The key if there is an ability to structure API in early stages, get feedback from different users connecting in. This is what Blueprint 2 doesn't do. (CH3)
- Flexibility to do it in different ways that's important for end users.
- When the SMEs organisation creates APIs, they're looking for rapid implementation for users, it can't be difficult otherwise they don't make the adaption. (CH3)
- Data – API connections – create post end collection. Several different API calls for shippers. Built a template to pass in their credentials, they are one click away to firing off a test. It has variables to add and advanced documentation about each function and parameters to which these variables would need to pass.
- Plus it also bridges multiple coding languages. They hit a drop down box that converts to their coding language so they can start using straight away and not have to read through a manual. (CH3)
- With Lloyd's the BDX format is consistent, but we have some brokers that ask for extra columns and for now those get emailed and we also put them up on our gateway for people to have access to it.
- Dealt in the past with excel spreadsheets that are downloaded from their systems. But also have ones where they have a login to the company and then upload it there and then on their side it uploads. With our book of navigators we did an API but had the option to review it first. Not had this



from a BDX point of view a true API where the systems are talking back and forth.

- With Lloyd's and us there are issues with the way our system puts out data on how it needs to be on the BDX – for example how taxes display on the BDX, internally we have to do work to get that to pop out the perfect format for BDX. One consideration with API's is that the way that data comes out of our system isn't always the way it would need to fit into yours. (CH4)
- The BDX is Lloyd's attempt to try and get data from CH at this point in time let's get as much as we can. Sometimes that transaction detail doesn't fit in that one line item with taxes. So they have 5 different columns for taxes.
- But by breaking that off and having a tax submission that goes separately it gives you that freedom to structure it the way you need it. It may be multiple reports but it's an easier report to send over and file for earlier CH. (CH2)
- You would get more accurate data as currently trying to fit that data into a report. (CH4)
- Training session when people on board – ongoing oversight (CH2)
- “Annual Lloyd's compliance on the Atlas system – I went through every single field and reviewed it and made sure everything was updated and my colleague kept getting the call that where is the annual compliance? I said I've filled out everything I've updated everything and buried on one page in another sub folder was a button that said start annual compliance. So I had been doing the process but it was so tucked away and hidden away that a better user interface or a re-training on that helps massively. So the user design should be done in a way that you don't need continuous training and it's intuitive where things would be.” (CH2)
- Greater use of the platform for visibility to be fully connected and driving all of the other forces and connected through API to at least know where things are. For example BDX has been uploaded, exchanging says they have seen this – the API guy says it's been processed. (CH2)



- This organisation has evolved through the years from one Access based system that gave rudimentary information to our system update in 2002 and now hardware/coder to 15+ to our current 2.0 that is even still evolving. Doing it all at once, even with tremendous development resources, could this be multi-stage where the basic issues which we addressed is the compliance toolkit alone getting all the issues with Lloyd's and coverholders (documents, resources, compliance sign-off and connection with brokers and syndicates for less sophisticated DA's or Tinder for Lloyds) and then Blueprint 3.0 which is an advanced toolkit once connections made addressing API? (CH5)
- BDX format is consistent with their broker. BDX point of view there is no API plug in.
- The data format how it will be received is not necessary how internally they would use it or make use of it. (CH4)
- Data need to be three dimensional not rows and columns (CH2)
- BDX premium data and location need to be separate (CH4)
- Location details – list of locations – not able to provide premium for every location.
- Processes need to align to data no to the submission.

## **End to End Vision discussion:**

- APIs work very well, even though the SMEs organisation has API capability still would like to have the portal access – ability to see different avenues to get into the system. Having multiple avenues available is key.
- API – bridge the multiple coding of languages.
- Some companies wouldn't have the ability to API, then the webhooks can help, using the portal when they enter their information, it triggers the webhook to report those information back, so we can then notify our claims team that it has been updated.



- This is where web hooks come into play and the different complexities that your clients have can be achieved by using web hooks or API Interface that is being built. (CH3)
- A third of every acquisition cost is driven by data passing along, trying to design application level information that is more intuitive for brokers and customers to use or trying to work with larger brokers using their API and they can drag and drop back into our organisation.
- Tough to work with 600-700 different brokers of different sizes so we would like them to get on our standard. Make it intuitive and easy to use or adapt in ways to load in the data they way they can or use APIs. (CH2)
- Hope with DA is that DA will cut down on that expense because the underwriters don't have to review all that information every single time and they fill in that expense with double checking and doing other things than just focussing on that risk. (CH2)
- Best way of adaptation for Coverholders: before technology and structure change put in place the market mindset and culture should change. DA is about trust, the path that this vision presented needs to be populated and people would buy in. (CH2)
- Definition matrix – for each stakeholder group – different levels and views of the content needed, overall with market talking through but for the CH – what are the areas of onboarding, placement and ongoing support that matter to the CH. Then for MA and Brokers from their side. (CH2)
- The matrix idea is similar to the consumer shopping experience, it's tailored to each stakeholder and faster to get to the answer that is relevant for you at the end is great. The video vision part is nice to have different options so people can connect with it easier. (CH6)