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1. Meeting Notes:

1.1. Meeting discussion topic: End to End Vision

End to End Vision	
Onboarding	• It would make things quicker and easier, the platform act as a full directory where everybody can connect easily and see appetite that would be fantastic (CH5)
Product Collaboration	• It would give flexibility to brokers when it needed, because we don't necessarily need them from the beginning. (CH3) • Optionality on information sharing. (CH1) • Hybrid solution, where brokers are still involved in the process but only in certain parts. (CH3) • Even with broker involved with one location it will make things easier (CH5) • London broker helps when a certain area is not your expertise, they know who are the best leads or who has capacity (CH5) • Love the collaboration part, it would help in placement (CH5) • The vision would help in the underwriting operation part, which nobody has tried to do so far (CH5) • With digitisation even with brokers involved in one location it will makes things easier (CH5) • Corporate governance at syndicate level rather than our class Lead Underwriter relationship (CH1)
Binding and Placing	• Availability to put some web hooks that triggers back to the entities system, so as soon as contract placed they get notification about approval – ability for take data into inhouse systems (CH7) • Ready made package would be great to have (CH3) • Uniformed question set for due diligence (CH3)
Ongoing Capacity	• London brokers help when a certain area is not your expertise, they know who are the best leads or who has capacity. (CH5)
Oversight	• One touchpoint to log in and have all data in one place (CH1) • A single source would be easier and will be user friendly (CH7)

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	• Control of data or files, ability to add or remove files anytime would give everybody more flexibility (CH2) • Availability to comment on existing data, that can become an action (CH5) • Optionality for individual entities level preferences, to set their customised tagging preferences (CH7) • Digital task list, including actions as well (CH5) • Archive feature for data, but still accessible when needed (CH1)
Rating	• Upfront prospective coverholder overview page including "rating" by LDA (years of business, LDA rating, documents, overview of classes of business written, GWP and Profitability to Date to Lloyd's other markets). Status of prospective coverholder to approved coverholder, timeline showing approval process for each year (CH1) • Speed of transaction and quality of data can be measured.
Claims Handling	• When the CH submit the claim BDX goes to a London broker, then the lead UW reviews and approves it, but they already delegated the authority to CH – should this be left out from the process, it needs to be streamlined? (CH5) • Visibility is important especially in claim referral payment delays (CH6) • Ability to see status of claim, the date and payment. Automated claim approval would be another thing to include. (CH5) • Customers want to be updated on what stage their claim request is at, transparency is important (CH7) • Tracking feature, ability to track which stage the process/claim is on i.e. estimated time of approval. (CH5) • "I've been able to know what stage my Dominos pizza order is at for years, yet I still can't easily find out what's going on with my important claim".
Funding	• Brokers are currently the only way to get payments in and out from Lloyd's, why is this necessary? (CH5) • In the premium payment process, the London broker is often a blocker to get fundings to the underwriter. (CH3) • Dive into financial flow, claims and reporting (CH5)

1.2. End-to-End Discussion Insights:

- The group liked the concept of digital marketplace. They agreed that it would be easier to collaborate and find capacity if everybody used a single source.
- They believe that the broker role is important, but their role needs to be repurposed and should be only involved in certain parts of the process. US

coverholders value brokers, they use London brokers expertise in those areas where they have no experience.

● They also confirmed that the claim handling should be more detailed in the vision, especially financial flows and reporting aspects.