



The Good

(What do you like?)

Hello :)

Streamlined templates

Different markets

Global markets

Access to different markets

DDM

Shared capacity

Authority given to appropriately trained/competent people

In-house underwriting

High Level Process

Access business & Create Product

Lloyd's compliance & Ongoing oversight

Contracts & CH Transacting Business

Claims

Annual renewal

Other

Obtaining binders for new products can require significant minimum premium levels

Fragmented approach to oversight from MAs. Lots of different systems

So many things to fill in on ATLAS/BAR

Lack of communication/responses to emails

New contracts not always communicated to claims

mid term changes to IPT / Taxes etc

Funding challenges

Monthly BDX's can be a labour intensive process

Renewals not always communicated to claims

Attestation forms not always clear

Acronyms - too many floating around, difficult to remember what this all means.

overnight runs for Lloyds systems

The Bad

(What don't you like?)

Different levels of compliance between Lloyds and Lloyd's Brussels

Repeated due diligence and requirement to do at office level

Annual compliance often sent direct to CH rather than broker

No bordereau API link

Need for cash calls when processing large claims

No API Integration for Bordereau

Binder renewal process can take longer than necessary

Access to records of live policies

XIS/DMC not easy to access with particular browsers

difficult to gain CH approval for various countries compared to other countries

Writing global accounts can have its challenges in terms of getting signoff

If the larger players struggle to keep up with the DA admin overhead, how can we expect new entrants and smaller players to keep up?

Every time a new data item is confirmed as required, Coverholders have to spend time and money updating systems and processes.

The size of BDX data requirements is too large. I can't believe all of this information is actually required and used.

Handling claims is the easy bit, working through the Lloyd's process is the hard bit.

Its wrong to apply the same level of checks and admin to all stakeholder, regardless of their size and history in DA>

If we're spending 80% of our time and money on DA process and data reporting, something isn't right.



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