



The Good

(What do you like?)

become more streamlined

DCM is taking shape

Market for Synd and Co Market

High Level Process

Access business & Create Product

Lloyd's compliance & Ongoing oversight

Contracts & CH Transacting Business

Claims

Annual renewal

Other

The Bad

(What don't you like?)

Lloyd's message of data but failure to use to take advantage of hard market

Duplication of work through lead & follow markets e.g. conduct - materially increases cost to market

Need to tier and have deeper view on capability

Lloyd's acting as a regulator but never taking any responsibility

timelag delays opportunity

BDX Management a big headache

Too much outsource

too many platforms / processes

creates uncertainty slows process become painful!

lose Lloyd's differentiator

constant change in technology requirements

Data delays and multi formats

Business planning - Need to allocate expenses between DUA & D&F within planning

Drive to standard business loses specialism

Data quality & multiple formats leading to complexity of integration in risk systems

Greater recognition of Coverholder abilities required with risk based oversight

Blueprint 2 still too slow

XCS lost experience - cause delays

CHR 5.2 not adhered to by CH

Disconnect between UW and Claims

Lack of quality TPA's

Need to build longer term relationship

Too many renewals at 1.1

Lloyd's systems built by non insurance people

Delay in reporting /payment

brokers often forgotten in decision making

MA always responsible not brokers

Premium payment - Slow to carriers and highly complex credit control for carriers

One size fits all model



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