



The Good

(What do you like?)

Hello!

Centralised systems are work in progress - you can see the positives

It is never static, constant demand to stay innovative which keeps the job interesting.

Access to a wide market and a lot of expertise

Improved Communication

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?)

Should be a centralised communication path to Coverholders when there are market changes/Regulatory requirements eg Part VIIv

Inconsistent training on market changes - in particular to brokers. eg DDM

Lloyd's tell syndicates they are responsible for ensuring processes are followed but wont mandate them which can make it difficult to reinforce when dealing with brokers and Coverholders.

Audit process for Follow market

There are many different methods of transacting business. It would be much simpler if all market systems were aligned.

Centralised Credit control

Duplication of effort across different syndicates.

XIS Queries are inconsistent and go through various individuals who will all raise something different. It has taken 12 months in some cases to process a binder and receive an FDO

AIMS can be hard to use

Market Glossary is not easy to use.

Central log of DA Contacts for each MA

When working on new projects, they need to include existing systems eg Lineage.

Lloyd's have a tendency when developing new systems to include enhancements that are useful to them but not to the market.

Changes to be implemented take far too long to be implemented.



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