



The Good

(What do you like?)

Hello!

Best way to handle small premium business

Allows creation of innovative, bespoke products

Gives access to local CH expertise

ECF works very well

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?)

Automating UW can't be the only method. Better to have a lead do a thorough/manual assessment and follows can sense check with automation.

Leads should do the compliance checks, follows should review and accept these rather do their own.

Labour intensive compliance. Could be far simpler and user friendly

Atlas is a joke. Wouldn't let any Coverholder near this system

Atlas is not user friendly, its very labour intensive to use.

There are far too many different platforms (Atlas, BARS, SATS) that don't talk to each other.

The need for TPA's. It is now seen as conflict for a Coverholder to have claims settlement authority

This is getting longer and longer as the process is getting more complicated

Its difficult to access the information needed to renew efficiently.

Renewals require a significant amount of emails to and fro to communicate. Is there a better way?

There is no centralised platform that holds everything I need in one place.

Things change on contracts quickly and cascade of this is too slow.

Renewing existing, established contracts is as hard to do as a new, unknown contract being renewed for the first time.

Reporting standards are constantly changing - it's not possible to keep up.

Low confidence that improvements in FAL/Blueprint will achieve its objective.

Response to Bdx submissions/ findings is different depending on who processes the info. Consistency is required.

When reporting standards change, communication as to who and why the change applies is poor.

General lack of support/training for working within DA.



MIRO Navigation Tips:

To zoom in press Ctrl & + To zoom out press Ctrl & -

If having issues grabbing 'post it' notes, press V to change your cursor from the Hand icon to a Pointer icon

To add text to a 'post it' note, double click on the centre of the note after placing it on the board and start typing