

CRYSTAL & RLT ACCESS

How to register for a Lloyds.com account and request access to Crystal, Risk Locator Tool (RLT), and Crystal Assist.

Overview

Please note that you must be a Lloyd's market participant (eg work for an active Lloyd's managing agent or syndicate, a registered Lloyd's broker, or an approved Lloyd's coverholder) to access these resources. Coverholder auditors working for a Lloyd's managing agent may receive access if the head managing agent compliance officer directly emails LITA@lloyds.com with his or her express written permission. Other or non-market participants will not receive access.

Access to these tools is a two-step process. You must:

- a) register for a Lloyds.com account and then
- b) request access to Crystal and the Risk Locator Tool general business tools.

If you already have a Lloyds.com account, please skip to step 4.

Create a Lloyds.com account

- 1 Go to <https://secure.lloyds.com/registration>.
- 2 Fill in your details. Lloyd's market participants should use their company email address and details. Click *Submit*.

CREATE A LLOYD'S ACCOUNT

Your Lloyd's account gives you access to enhanced content and services. If you already have a Lloyd's account, you can [log in here](#).

Mandatory field *

PERSONAL DETAILS	
Title *	<input type="text"/>
First name *	<input type="text"/>
Last name *	<input type="text"/>
Contact telephone number	<input type="text"/>
Country of residence *	Please select <input type="text"/>
Are you an insurance professional? *	<input type="radio"/> Yes <input checked="" type="radio"/> No

COMPANY DETAILS	
Job title *	<input type="text"/>
Company name *	<input type="text"/>
Organisation type *	Please select <input type="text"/>

LOG IN DETAILS	
Email address *	<input type="text"/>
Password *	<input type="password"/>
Re-enter your password *	<input type="password"/>

I accept the [terms and conditions](#) *

- 3 You'll receive an activation email. Click on the link in this email (see screenshot) to activate your account. Check your spam folder if you don't receive it in your inbox. If you don't receive it in a few hours, please contact Lloyds.com user support at usersupport@lloyds.com).

You've successfully signed up to lloyds.com.

To activate your account please click <https://secure.lloyds.com/registration/activation> sample link only [c-b68d-032da6d2f72e](https://secure.lloyds.com/registration/activation/c-b68d-032da6d2f72e)

Once you have activated your account, log in to request access to our business tools and resources, and don't forget to sign up for our regular e-newsletters.

Thank you
lloyds.com
usersupport@lloyds.com

Request access to the tools

- 4 Go to <https://secure.lloyds.com/requestaccess>. Login if prompted.
- 5 Tick the *Crystal and Risk Locator Tool* box and click *Submit*.

LLOYD'S BUSINESS TOOLS AND SERVICES

Click here to find out more about these tools and your eligibility, including how long your request will take to be processed. (Link will appear in a new window).

LLOYD'S GENERAL BUSINESS TOOLS

Crystal and Risk Locator Tool - Crystal provides Lloyd's market participants with quick and easy access to international regulatory and taxation requirements

- 6 Your request will be reviewed by the LITA Team the next working day. If your request is approved, you will receive a confirmation email.
- 7 Log out of your Lloyds.com account and close your browser. Open a new browser before attempting to access Crystal (secure content), the RLT, or Crystal Assist.

Contacts

Questions about Crystal, RLT, or Crystal Assist?

Lloyd's International Trading Advice (LITA)
 Lloyd's Desk, Ground Floor, Underwriting Room
 t: +44 (0) 20 7327 6677
 e: lita@lloyds.com

Technical issues (error messages)?

Information Technology Group (ITG)
 Lloyds.com User Support
 e: usersupport@lloyds.com