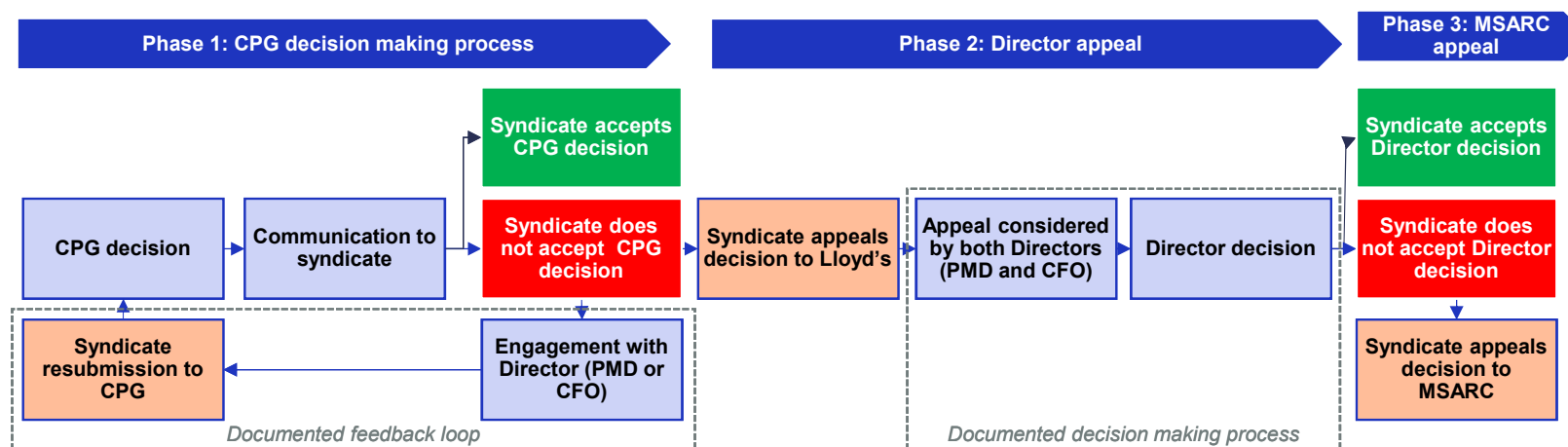


Agreed appeals process

The below outlines the agreed appeals process for the 2020 Business Planning & Capital process



- Oversight Managers manage the process for their Syndicates; this includes liaising with Directors and providing all communication to the Syndicates.
- A Syndicate can escalate to a formal appeal which is considered by the relevant Director who decides on the appeal and consults with the other Director.
- A Syndicate can escalate further to the Lloyd's MSARC which will form a view on whether the appropriate process has been followed (MSARC will not opine on business plan or capital decisions made by CPG or the relevant Director). After this, final recourse for syndicates is to the Appeal Tribunal.