

## Appendix 8

### 1.1.1 Lloyd's Translation approach

Artefact	Publication Channels	Language Availability/Translation
Policyholder Notice (and variants)	Direct Mail & Published online	All EEA Languages
Claims pipeline message	Via Market Participants	All EEA Languages
FAQ & Other Web Content	Online	All EEA Languages
Traditional Legal Notice	UK, EEA and Trade Press & published online	All EEA languages
Full Scheme	Published online	English only
Scheme Summary	Published online	English, German, French, Spanish, Dutch Italian
Full independent Experts (IE) Report	Published online	English only
Summary IE Report	Published Online	English, German, French, Spanish, Dutch, Italian
IE Supplementary Report	Published online	English only
Response Management – Voice	On demand by telephone	English, German, French, Spanish, Dutch, Italian
Response Management – Written	Email and post	English, German, French, Spanish, Dutch, Italian