

FROM: Terry Webb, Manager, Training Education and Development

LOCATION: 86/719

EXTENSION: 5677

DATE: 28th July 2004

REFERENCE: Y3361

SUBJECT: NEW ARRANGEMENTS FOR DELIVERY OF TRAINING SERVICES AND ADMINISTRATION OF THE LLOYD'S INTRODUCTORY TEST ("LIT") EXCLUDING THE FRANCHISOR

SUBJECT AREA(S): CII as new T & D service provider, contact details for inquiries about course offerings, bookings and registrations for the LIT, invoicing and payments (including BACS) for courses and LIT.

ATTACHMENTS: None

ACTION POINTS:

- **Directors responsible for T & D to note details of new arrangements and advise staff responsible for booking courses / LIT registrations.**
- **Financial Directors/accountants to note new payment and invoice arrangements and to ensure CII are given the name and contact details for the person that is authorised to "sign off" training courses/ LIT registrations.**
- **Franchisor directors and managers should refer to recent C-Net note.**

DEADLINE: 9.00 am Monday 2nd August 2004

Introduction

The Franchisor is committed to reviewing the relevance of services it provides, retaining those that are core to achieving the Franchise Vision and Objectives, exiting from those that are no longer required and seeking to reduce costs and add value by partnering with third party suppliers where appropriate.

With this commitment in mind, Lloyd's has conducted a review of the current Franchise T&D business model and activities and concluded that:

- The Franchisor should retain ownership of 'thought leadership' relating to T&D policies and core competence standards within the Franchise.
- Significant benefits could be achieved by partnering with a third-party T&D organisation to take responsibility for delivering T&D services to the Franchise.

To this end we have conducted a review of potential training partners and are delighted to announce that we have selected the Chartered Insurance Institute ("CII") as our partner organisation.

The CII will be supporting Lloyd's in all aspects of the delivery of T&D services, including:

- The Lloyd's Introductory Test (LIT) and its associated study materials.
- Insurance professional qualifications relevant to Lloyd's.
- Core technical reinsurance/insurance courses.
- New courses and training for significant market developments e.g. annual accounting and capital adequacy.

This bulletin sets out what the new arrangements will be from 9.00 am on Monday 2nd August 2004, contact and inquiry points and new procedures for invoicing and payments (including BACS).

Existing course bookings and LIT entries

It will be business as usual and all courses and LIT tests will run as published.

LIT and Lloyd's Training Centre enquiries

For all training enquiries including:

- Lloyd's Training Centre training courses, whether a new booking, new enquiry or a question about an existing booking
- LIT applications, questions about the LIT and LIT result details
- Invoicing and paying for courses / LIT

Please contact:

CII Customer Service
42- 48 High Road
South Woodford
London
E18 2JP

tel + 44 (0) 20 8530 0830
fax + 44 (0) 20 8530 3052
e-mail customer.serv@cii.co.uk

The opening hours are 8am to 6pm Monday to Friday

Payment for LIT and training courses

All payments should now be made direct to the CII. Cheques should be made payable to 'Chartered Insurance Institute'. The CII is able to accept debit and credit card payments if required.

For franchisees / brokers and other organisations that are already users of LTC, the CII would like to set up an invoice payment system as soon as possible. To do this, CII will need the name and contact details for the person that is authorised to "sign off" training courses/ LIT.

This information should be passed to credit.control@cii.co.uk

Invoices will be sent to this contact person unless otherwise requested.

BACS payments

The new account details are:

Account name: **Chartered Insurance Institute BACS collection**

Account number: **22271044**

Sort Code: **40-05-30**

Account address: **HSBC Bank PLC, Poultry and Princes Street, London EC2P 2BX**

The CII requires a copy of the remittance advice once payment has been made. This should show the invoice number or details of what the payment is for to enable CII to allocate the payment correctly. The remittance advice should also include a contact name / number in case of queries.

The remittance advice can be faxed to 020 8530 3052 or e-mailed to credit.control@cii.co.uk

Alternatively the CII has a short form (available from CII Customer Service) that can be completed to help identify any BACS payments. This includes CII account payment details.

For new invoice arrangements, the CII requires an organisation to sign a payment agreement. Further details are available from CII Customer Service.

Terry Webb
Manager, Training, Education and Development.