

**FROM:** Sonja Fink, Controller of Agencies  
Agency Department  
**LOCATION:** 86/Room 209  
**EXTENSION:** 5735  
**DATE:** 5 August 2004  
**REFERENCE:** Y3366  
**SUBJECT:** **SERVICE LEVELS AND SCALE OF CHARGES  
FOR THE PRODUCTION OF LLOYD'S MARINE  
INSURANCE CERTIFICATES**  
**SUBJECT AREA(S):** None  
**ATTACHMENTS:** Yes  
**ACTION POINTS:** **None**  
**DEADLINE:** **None**

The Certificates Office has updated its printed service levels for the production of Lloyd's and Companies market marine insurance certificates, together with its Scale of Charges, which are attached hereto. The cost per traditional paper certificate remains unchanged from January 2003 while the cost of electronic certificates has been reduced.

Comprehensive guidelines on the production of traditional and electronic certificates are available upon request from the Certificate Office by contacting Mike Spaul, the Manager of the Certificates Office in the Agency Department, telephone number: 020 7327 5244, fax: 020 7327 6777 or email to: [mike.spaul@lloyds.com](mailto:mike.spaul@lloyds.com).

This market bulletin with attachments has been sent to all Lloyd's Brokers and Underwriters.

Controller of Agencies  
Agency Department  
<http://www.lloydsagency.com>

## **SERVICE LEVELS FOR CERTIFICATE PRODUCTION**

### **Part 1**

#### **PAPER BASED CERTIFICATE / RIDER ORDERS**

- 1 Upon presentation by a Lloyd's broker of a copy of the original slip which will be date stamped on receipt by the Certificate Office, the Certificate Office will provide the broker with a certificate 'proof' within 4 working days from submission.
- 2 The Certificate Office having supplied the certificate proof will retain this information on record for one calendar month from the date the 'proof' was supplied to the broker. If the order is NOT confirmed within that one calendar month period, an office charge as per Appendix A (ii) will be made to the broker for artwork preparation. Subsequent certificate orders on that job ticket will incur the Certificate Office's usual charges as contained in Appendix A (i).
- 3 On receipt of the agreed order, the certificates will be sent to the Certificate Office's nominated printers and thereafter delivered directly by the printers to the Lloyd's broker's London office address within 2 working days of the printer receiving the order. Delivery by the printers normally takes place about 4 p.m. each working day.
- 4 A minimum order of 100 certificates is required to meet the Certificate Office's administration costs. Orders of less than 100 will incur an additional office charge as per Appendix A (iii).
- 5 Underwriters will be charged (as per the current scale attached hereto) for all orders relating to marine open cargo covers ("C" certificates) and binding authority certificates ("CBA" certificates). Broker certificates will be charged to the respective broker by invoice on a monthly basis. Any additional agreed costs incurred (e.g., courier charges for special delivery) will be charged to the respective party.
- 6 In-house riders will only be prepared by the Certificate Office if 50 or LESS items are required. Costs will charged as per Appendix A (v).

## Part 2

### LLOYD'S ELECTRONIC CARGO CERTIFICATES (LECC)

- 1 **Upon presentation by a Lloyd's broker of a copy of the original slip which will be date stamped on receipt by the Certificate Office, the Certificate Office will provide the broker with a certificate 'proof' within 4 working days from submission.**
- 2 **The Certificate Office having supplied the certificate proof will retain this information on record for one calendar month from the date the proof was supplied to the broker. If the order is NOT confirmed within that one calendar month period, an office charge as per Appendix B (iv) will be made to the broker for artwork preparation. Subsequent certificate orders will incur the Certificate Office's usual charges as contained in Appendix B (iii).**
- 3 **On receipt of the agreed order, the certificates database will be modified to include the necessary "Clientside Administrator" (based on information supplied by the broker in advance) and the LECC certificate will be activated which normally occurs within 1 working day.**
- 4 **A one-off initial office charge for any new entry onto the system will be charged as per Appendix B (i). All certificates issued on the system will raise a cost per certificate as per Appendix B (iii) and this will be charged to the respective underwriters on a monthly basis.**
- 5 **Procedures to set up certificates from the site of another Oceanwide licensee will incur no initial entry charge unless additional artwork is required in which case the fee referred to in Appendix B (ii) will apply.**

## SCALE OF CERTIFICATE OFFICE CHARGES

### APPENDIX 'A' – PAPER BASED CERTIFICATE / RIDER ORDERS

- i. The table below outlines the costs charged to underwriters / brokers for the production of Lloyd's and Companies Market marine cargo insurance certificates and riders consisting of: **1 Original, 1 Duplicate and 2 Copies.**

All other orders, e.g., those requiring additional copies, NCR paper, CTF paper, or inter-leaved, may incur additional costs dependent on the printer's final invoice to the Certificate Office.

<b>Certificate Production Costs</b> <i>(Riders will be charged at 50% of the rates detailed below).</i>	
<b>Quantity</b>	<b>Cost per certificate</b>
Orders of 0-499	£2.00
Orders of 500-999	£1.50
Orders of 1000-1499	£1.00
Orders of 1500-2999	£0.75
Orders of 3000-4999	£0.50
Orders of 5000+	£ negotiable* (see note below)

- ii. Certificate orders for artwork created and retained within the Certificate Office for one calendar month from submission of proof to the Broker without ongoing completion of the order to 'print' will incur an office preparation charge of **£200**. Subsequent orders to print these certificates will in addition incur the usual certificate production costs in accordance with A (i) above.
- iii. A minimum order of 100 certificates is required to cover the Certificate Office's administration and printing costs. Orders of between 50 (the absolute minimum) and 100 certificates / riders will incur the usual charges in accordance with the costs listed in A (i) above PLUS an additional office charge of **£100**.
- iv. Courier charges incurred for special delivery of printed certificates / riders are charged to the broker concerned in accordance with the printer's invoice as presented to the Certificate Office.
- v. Requests for 'in-house' riders will incur costs based on the scale as per A (i) above. Excessive artwork may incur additional charges calculated at a rate of **£100** per hour of work involved.

*	5000 to 6999 certificates	40p per certificate
	7000 to 8999 certificates	35p per certificate
	9000+ certificates	30p per certificate

All prices are exclusive of VAT which shall be charged by Lloyd's in addition to the amounts set out in this schedule.

## **APPENDIX 'B' – LLOYD'S ELECTRONIC CARGO CERTIFICATES (LECC)**

- i. New business entered onto the LECC system will be charged to underwriters at the cost of **£500** per policy.
- ii. Renewal business will not incur additional entry charges unless there are significant alterations to the cover conditions. In that event, a charge based on **£100** per hour will be calculated for the additional work involved.
- iii. Certificates generated on the LECC system will raise a cost of **£1.50** per certificate for the first 1000 certificates per policy. All new business will receive a discount of **£0.50** per certificate for the first 1000 certificates thereby effectively reducing the cost to **£1.00** per certificate. Additional certificates will be charged at **£1.00** per certificate thereafter. All fees will be charged to the respective underwriters on a monthly basis.
- iv. New business created and retained within the Certificate Office system for one calendar month (from submission of the electronic 'proof' to the Broker) without ongoing completion of the order to 'live set up' will incur an office 'preparation' charge of **£200**. Any subsequent request for the Certificates Office to proceed with the order will incur the costs as outlined in B (i), (ii) and (iii) above.
- v. Lloyd's marine insurance certificates printed off the site of another Oceanwide licensee will incur the charges specified in B (ii), (iii) and (iv) above.

All prices are exclusive of VAT which shall be charged by Lloyd's in addition to the amounts set out in this schedule.

## APPENDIX 'C' – OTHER ELECTRONIC CARGO CERTIFICATES TEMPLATES

Anyone requesting other electronic cargo certificate templates shall pay to Lloyd's the following charges:

i. Creation of New Draft Certificate Template(s)

**£1,000** per draft certificate template prepared by the Certificates Office for each new policy. Any requests for draft certificate templates relating to a renewed policy of insurance shall be deemed to be requests for new draft certificate templates.

ii. Changes to / Additional Draft Certificate Template(s) for an existing Assured

Where the Certificates Office is requested to make any changes to draft certificate templates already created by it or is requested to prepare additional templates under an existing policy, the Certificates Office shall charge as follows:

1. **£250** for the creation of additional draft certificate templates which have previously been created by the Certificates Office providing that such changes are limited to changes to the name and address of the declared signatory.
2. **£200** per hour of work involved for any further changes requested.

All prices are exclusive of VAT which shall be charged by Lloyd's in addition to the amounts set out in this Schedule.