

MARKET BULLETIN

REF: Y4707

Title	2010 Claims Scheme – Outsourcing of second lead claims agreement role
Purpose	To communicate the lifting of the restriction on managing agents' choice of outsource service providers for the second lead claims role on Lloyd's 2010 Claims Scheme claims
Type	Event
From	Tom Bolt, Director Performance Management Directorate
Date	2 July 2013
Deadline	Immediate
Related links	www.lloyds.com/claimsscheme www.lloyds.com/claimsoutsourcing

Paragraph 10 of Part 2 of the Lloyd's Claims Scheme (Combined) (the Lloyd's 2010 Claims Scheme) specifies which service providers managing agents may use when outsourcing the second lead claims role on 2010 scheme claims (Claims Transformation Programme (CTP) claims). The permitted providers are:

- Xchanging Claims Services;
- another service provider if the managing agent already outsources determination of its lead claims to that service provider; and
- any other service provider the Franchise Board may authorise "from time to time". The Franchise Board has not previously authorised other service providers.

Following the satisfactory evaluation of the CTP claims agreement practices, the Franchise Board, in response to a recommendation from the Claims Implementation Board, has concluded that there is no longer a need to restrict the appointment of service providers for the delegation of the second lead claims role.

Accordingly, with immediate effect, should managing agents wish to delegate the determination of the second lead claims agreement role on 2010 scheme claims they are permitted to appoint the service provider of their choice.

Managing agents should, however, continue to ensure that the appointment of any service provider is properly documented. Managing agents should also continue to ensure that the service provider is competent and appropriate taking into account the applicable [Claims Management Principles and Minimum Standards](#) and that all other applicable regulatory requirements are met. In particular, managing agents should have regard to the Claims Management Principles and Minimum Standards 2, 3, 4, 5 and 6(h)-(m).

Managing agents are reminded that most claims outsourcing arrangements need to be notified to Lloyd's in accordance with the Claims Outsourcing Arrangements List process as communicated in [Market Bulletin Y4630](#). Further details may be found at www.lloyds.com/claimsoutsourcing.

Further Information

The CTP Project Team welcomes enquiries and may be contacted on 020 7327 5900 or at ctp@lloyds.com.