

Market Bulletin

Ref: Y5247

Title Lloyd's Insurance Company - Updated Coverholder Appointment Agreement

Purpose To inform the market that Lloyd's Insurance Company has updated the CAA LBS0001

Type Event

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Date 08/04/2019

Deadline With immediate effect

Related links <https://www.lloydswordings.com>

All coverholders accepting EEA business on behalf of Lloyd's Brussels need to be appointed using the mandatory form of the Coverholder Appointment Agreement (CAA).

Following discussions with the LMA, the current version of the CAA (LBS0001) has been updated and replaced by LBS0001A with immediate effect.

The changes relate to the updated complaints procedure and the reporting requirements relating to the DA SATS Bordereaux submission requirements. Specifically, the changes are

1. Complaints – the amendment is to section 22 and the change specifies the difference in procedures for agreement with or without delegated complaints handling authority to the Coverholder.
 2. Reporting – the amendment is to section 6.3, 23 and 24. The change specifies the reporting requirements and clarifies the bordereaux submission and approval timelines.
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Impact on new CAA arrangements

All new CAAs should be bound using the new format of LBS0001A.

Impact on existing CAA arrangements

Existing CAAs in the form of LBS0001 should be endorsed to be consistent with LBS0001A. The relevant endorsements are LBS0070 for the complaints procedure and LBS0071 for the reporting procedures. We request that the endorsements are made within one month.

Thereafter, on renewal, LBS0001A should be used

The LBS0001 Guidance notes remain valid but will be updated to offer guidance on the amended sections and the applicable timelines for the endorsements to the existing LBS0001 to be attached.

The new documents can be found on the Lloyd's Wording Repository at <https://www.lloydswordings.com>

Please note that these changes relate only to CAAs with Lloyd's Insurance Company and not binding authority agreements with Lloyd's Underwriters.

Further information

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