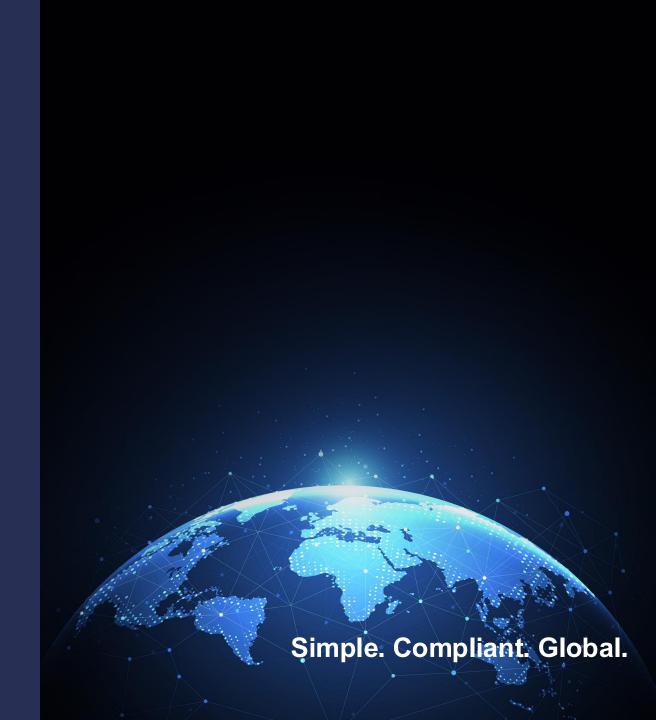
Summary of Coverage





Lloyd's licences offer a unique advantage; for 80 territories globally Lloyd's can write insurance business cross-border from London on a single policy, reducing the need for local polices.

To complement this, Lloyd's has launched a local 'Summary of Coverage' service to provide local customers with certainty on their coverage in their local jurisdictions.

The service, available at no extra cost, details local policy information specific to that territory and will reassure clients of their coverage and help satisfy their local operating requirements.

The service is available in all territories where Lloyd's hold a direct licence. For more details, click on the following link: <u>Our Licences</u>

~80

Territories where Lloyd's can provide a SOC service 4

Languages available (English only initially) 15

Initial lines of business

24

Hour response time for issuance

1

Market support centre portal

Summary of Coverage

Policyholder	Policyholder name		
	Your policy reference: Lead insurer's policy reference		
Local Insured	Local Insured Name Local insured Address City State Postcode Country		
Policy Period	From: dd/month/yyyy 00:00	To: dd/month/yyyy 00:00	
Insurer(s) Lloyd's Only	Order hereon: xx% of xx% Insurer 1 (xx%) Insurer 2 (xx%) Insurer 3 (xx%)		
Unique Market Reference	UMR		
Policy Type	Type of policy		
Geographical Limits of Coverage	Territorial limits of coverage		
Policy Limits, Sub-Limits, and Deductibles	Limits: Limits for general policy shown on MRC (if local limits are different to general policy limits, only local limits will be shown) Sub-Limits: Any sub-limits applicable to the territory of the local insured Deductibles: Any deductibles applicable to the territory of the local insured Excess: Any excess applicable to the territory of the local insured Refer to policy documentation for full limits, sub-limits, and deductibles.		
Claims and Complaints Contact	Claims contact name Claims e-mail Complaints: multinational@lloyds.com		
Conditions	Refer to policy documentation for full conditions of coverage.		

This summary of cover is issued for general information purposes only and confers no rights upon the document holder. This summary of cover does not amend, extend, or alter in any way the above-mentioned policy cover. Refer to policy documentation for full details of cover.

SIGNED for and on behalf of the Lloyd's syndicates listed above

Signed:

Natasha Farrant Head of Multinational Lloyd's DD Month YYYY

Summary of Coverage customer journey

An example journey for a Lloyd's multinational customer who requires local summary of cover



Summary of Coverage Required

Client requires summary of coverage in a specific territory, so asks their broker to submit the request, providing the required details about the local insured.



2

Broker Contacts MA

Broker contacts lead managing agent to request a summary of coverage for the local insured.





Submit Request

Managing agent logs into Lloyd's Market Support Centre portal and fills out request form, including the local insured's details, and attaches the MRC.



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Complete Summary of Cover

Multinational team select correct template and add the required information to the template using the MRC and information from the request form.







Policyholder



Broker



Managing agent



Multinational team



Client Receives Document

Managing agent sends the finalised summary of cover to the broker, who then forwards this to their client.





Review

Managing agent is sent the finalised document to review. If any changes are needed, they contact the Multinational team to request changes.



5

Clarifications

Managing agent receives a notification from the Multinational team requesting their support in answering a query about the request.







Accessing Summary of Coverage

01 Sign Market User Agreement

Organisations will need to sign the market user agreement to access the service. To view and sign this agreement, please contact multinational@lloyds.com.

Once organisations have signed the market user agreement, they can access the service through the Lloyd's Market Support Centre portal.

02 Users Request Access to Market Support Centre

If users don't currently have access to the Market Support Centre, please request access <u>here</u>.

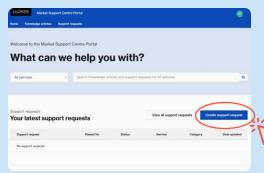
There are two access methods:

- 1. If your organisation is registered for LIMOSS SSO, you will need to register for a LIMOSS account, and request access to the Market Support Centre portal through LIMOSS.
- 2. If your organisation is not registered for LIMOSS, please <u>request</u> <u>access</u> to the Market Support Centre portal using your Lloyd's identity account.

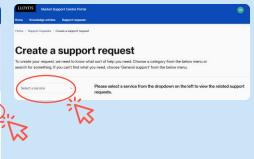
If you have a technical issue with access to the Market Support Centre, please raise a support request <u>here</u>.

03 Place Request

1. Log in to <u>Market Support Centre</u> and select 'Create Support Request'



2. Select Local Summary of Cover Service



3. Select 'Create Support Request'

ome Knowledge articles Support reque iome > Support requests > Create a support re		
Create a supp	ort request	
	w what sort of help you need. Choose a category from the I	below menu or
earch for something. If you can't find w	what you need, choose 'General support' from the below me	nu.
Local_Summary_of_cover +	Search support requests	(
support request categories	1 support request types in total	Sort alphabetically (A-
General support	1 support request types in total	Sort asprabetically (A-
	General support	
	Local Summary of Cover Request	
	Form	
	For market users to request local surrenary of cover documents, which display key colicy details that can.	
	Create Support Request →	

4. Complete and Submit Local Summary of Cover Request form

LLOYDS Market Support Centre Purtal Hone Knowledge articles Support requests	
Home > Support requests > Create a support request > Local Summary of Crear Requestificate	
Local Summary of Cover Requ	est
Form	
*UMR	
*Territory of Local Insured	
	Y
*Class of Business	
If COB not included, please	
multinationa/@llovds.com	
*Local Insured Name	
Provide full legal entity name	
*Local Insured Full Address	
Provide full legal address of the local insured	



Summary of Coverage FAQ

To address frequently asked questions from stakeholders

Which territories will this service be available for?

The service is available in all territories where Lloyd's hold a direct licence (excluding Canada, China and Japan). For more details, click here.

Which classes of business will this service cover?

The service will be available for 15 classes of business with plans for further expansion.

- Accident and Health
- Aviation
- Construction
- Crime
- Cyber
- Directors & Officers
- Employer's Liability
- Energy

- Errors & Omissions
- General Liability
- Political Risks
- Products Liability
- Professional Indemnity
- Property
- Terrorism

Will the Summary of Coverage show company market insurers?

This service is designed to only show Lloyd's share of risk. Managing agents should coordinate with brokers to obtain any company market shares.

What are the associated costs with accessing this service?

This service will be available at no additional cost.

Which languages will this service be available in?

The Summary of Coverage document will initially only be available in English, with plans to expand to additional languages.

What information do I need to submit a request?

The following information should be provided:

- 1. Final signed MRC
- 2. UMR
- Local Insured details local entity name, local entity address (inc. territory)
- 4. Claims contact information
- Bespoke request details (if applicable)

How do I request a Summary of Coverage?

Once an organisation has signed the market user agreement, individual users can log into the Lloyd's Market Support Centre portal and complete the Summary of Coverage request form.

Can the Summary of Coverage be customised for specific requests?

Managing agents can request a bespoke summary of coverage by selecting the bespoke option on the request form and adding any specific information to the Summary of Cover. E.g. conditions, sub limits, clauses, tax schedules, etc.

What do I need to sign to access this service?

Lead managing agents will need to sign the market user agreement before individual users can access the service. To access and sign the market user agreement, please email multinational@lloyds.com

Is this service only available for new business?

The Summary of Coverage service is available for all business, including live policies which have already been bound.