



## **Referral criteria**

Some applications and tasks will require additional conversations or reviews by internal Lloyd's teams before they can be formally submitted and approved. These could be based on territorial or delegated authority referrals.

The sponsoring managing agent will need to identify if an application or task meets any of the following criteria. Where any of the following are met, the sponsoring managing agent should contact the relevant Lloyd's contact, with the additional information, who will facilitate these further discussions. These referrals are required to be completed before the application/task (attestation) is submitted to Lloyd's and whilst the sponsoring managing agent is carrying out their due diligence on the entity.

Please note that the referrals listed below, can be categorised into 2 types:

Application and change of permissions referrals	These are the high risk features that Lloyd's continues to need to pre-check/approve before an application or change of permission can be formally agreed on ATLAS
Delegated Authority Operational checks	These are the other operational tasks that Lloyd's DA team checks (but not all are related to the coverholder approved status).

## Territorial Referrals



### Applicable to: new coverholder applications, branches, regional extensions and Class of business tasks

**Every** new coverholder and branch application **must** be referred to a Country Manager before submission to Lloyd's, regardless of the applicant's domicile.

For the territories listed below, additional information is required when contacting the relevant Country Manager.

Additionally, Atlas must be completed before reaching out.

Please ensure that the managing agent is the party initiating contact with the Country Manager.

For new classes of business or regional extensions, including those within applications, that will be written in the specified territories below, approval **must** be obtained from the Country Manager before submitting the task request on Atlas. When seeking approval, all required additional information **must** be provided.

Failure to provide the necessary information will result in tasks being returned or unnecessary delays in the referral process.

Territory	Reason	What Lloyd's will need to check
Australia	Highly regulated country.	<ul style="list-style-type: none"><li>• Details of the product or classes that the coverholder will handle in respect of Australia</li><li>• Details of how local taxes and charges will be paid</li><li>• Examples of the policy wording that should be used. Alternatively, if standard Australian forms are used, please state the form(s) used and confirm that they have not been modified</li><li>• <a href="#">[PDF] Download Policy Wording Checklist Australia 2021</a></li></ul>

		<p><i>Please note, for consumer business in Australia we need to ensure Lloyd's Australia is appropriately resourced for complaints prior to us approving the applications.</i></p> <p><i>Please note, any coverholder not domiciled in Australia cannot be approved for a regional extension to write retail insurance. Please refer to Crystal to identify a retail client.</i></p>
New Zealand	Highly regulated country.	<ul style="list-style-type: none"> <li>• Details of the product or classes that the Coverholder will handle in respect of New Zealand.</li> <li>• Details of how local taxes and charges will be paid.</li> <li>• Examples of the policy wording to be used. Alternatively, if standard New Zealand forms are used, please state the form(s) used and confirm that they have not been modified</li> </ul>
Canada	<p>Highly regulated country with different regulations per province.</p> <p>Applicants (i.e. open market correspondents; new coverholders; and coverholders seeking territorial extensions) are required to engage with Lloyd's Canada for applicant interview.</p> <p>Applications require signed approval from the Lloyd's Canada Attorney in Fact.</p>	<p>For applications where the coverholder is domiciled in Canada please complete the following form <a href="#">Canadian CH Questionnaire V. 2025.docx</a></p> <p>For coverholders domiciled outside of Canada, requesting a regional extension to Canada, the following form must be provided <a href="#">20240501-CH-Ext-Questionnaire-with-RI-Undertaking V. Jan 2025 .docx</a></p> <p>These documents must be provided when reaching out to Lloyd's Canada. No conversations can be had without this information.</p> <p>Applicants must participate in an interview with Lloyd's Canada staff and will be provided with instructions to ensure compliant business practices in Canada.</p>

		<p>For classes of business tasks only, please provide the following details via email to Lloyd's Canada or via <a href="mailto:coverholders@lloyds.com">coverholders@lloyds.com</a>:</p> <ul style="list-style-type: none"> <li>• Details of the risk code and type of business being written</li> <li>• Will this class be distributed in the same provinces as the coverholders other classes? (Yes/No)</li> <li>• If 'No' what provinces is this class being distributed in?</li> </ul>
Singapore	<p>Highly regulated country.</p> <p>Lloyd's Asia holds responsibility for the regulatory oversight of coverholder appointments made by service companies in Singapore and supports the market in complying with the relevant regulatory requirements.</p> <p>Note 1: Lloyd's managing agents operating from London are not permitted to grant binding authority agreements to coverholders operating in Singapore as such appointments can only be done by Lloyd's Asia service companies in Singapore.</p> <p>Note 2: Non-Singapore domiciled coverholders must note there should be no solicitation of business and there should be no Singapore based broker in the chain unless regulatory approval is obtained.</p>	<p><b>Contact:</b> <a href="mailto:LloydsAsiaCompliance@lloyds.com">LloydsAsiaCompliance@lloyds.com</a>  <b>Must include:</b> "Coverholder – [Request Type]" in your subject email for our ease of reference.</p> <p>The <a href="#">coverholder request form</a> must be provided to Lloyd's Asia for all coverholder requests (new applications and change to permission tasks, i.e. class of business and regional extensions).</p> <p>For a new coverholder wishing to setup in Singapore, additional requirements include an interview with the Lloyd's Asia CEO with a detailed business plan.</p> <p>Please contact Lloyd's Asia for further guidance on the above information requirement, including relevant forms.</p>
Hong Kong	Highly regulated country.	<ul style="list-style-type: none"> <li>• Details of the product or classes that the Coverholder will handle in respect of Hong Kong.</li> </ul>

Switzerland	<p>A highly regulated country with specific requirements mandating the use of a Lloyd's approved intermediary under the supervision of the Swiss Financial Market Supervisory Authority (FINMA). Direct contact with local insureds is not permitted.</p> <p>The categories of local intermediaries entitled to deal directly with Swiss insureds are: So-called Lloyd's Swiss Brokers approved as (1) either Lloyd's Open Market Correspondents with an entry in the <a href="#">FINMA Register for insurance intermediaries</a> or (2) Lloyd's Coverholders, in accordance with the terms set for the Lloyd's license by the Swiss Federal Council decision of 31 October 1947.</p> <p>The category of UK-based intermediaries entitled to deal directly with Swiss insureds are Lloyd's Brokers, registered on the <a href="#">FINMA public register for insurance intermediaries</a>.</p> <p>Other categories of intermediary are not permitted to deal with Swiss insureds directly.</p> <p>The Delegated Authorities Team will reject an application from a non-Swiss Lloyd's Coverholder who is not authorised to deal directly with Swiss insureds.</p> <p>If the applicant wishes to trade as a wholesaler through Lloyd's Swiss Brokers, the complete legal name and, where applicable, the <a href="#">FINMA registration</a></p>	<ul style="list-style-type: none"> <li>• Does the applicant wish to deal directly with Swiss insureds?</li> <li>• Does the applicant wish to deal with Swiss insureds through other intermediaries?</li> <li>• Provide the full legal name and, where applicable, the FINMA registration number of all potential intermediaries (a minimum of one named legal entity is required for approval).</li> <li>• Confirm that you will comply with the submission of all data and documents relating to Swiss regulated insurance business as set out in the attached e-alert Switzerland: Regulatory Compliance – Article 19 and Market and Market Briefing</li> </ul>
-------------	--	---

	<p><a href="#">number</a>, of all such Lloyd's Swiss Brokers must be identified and attached to the application.</p> <p>The applicant should check who is or is not a Lloyd's Swiss Open Market Correspondent or Lloyd's Swiss Coverholder by searching the corresponding Market Directories or by referring to Lloyd's Swiss office.</p>	
South Africa	<p>Lloyd's South Africa require oversight of all coverholder applications and regional extensions as the regulator requires us to evidence effective oversight of our coverholders.</p> <p>Authorisation in South Africa by the prudential regulator is for both insurance and reinsurance business.</p>	<p>Details of the product or classes that the Coverholder will handle in respect of South Africa.</p> <p>For South African insurance business, the following information must be noted:</p> <ol style="list-style-type: none"> <li>1. In terms of the regulations, under the Short-term Insurance Act in South Africa, risk transfer occurs for <b>insurance</b> business when premium is paid by the policyholder to the local intermediary. Premium Payment Warranty clauses can therefore not apply to South African business;</li> <li>2. In the Lloyd's context, for the purposes of compliance with the premium collection regulations, the Lloyd's broker is deemed to be the insurer (where premium is paid to the Lloyd's broker by the local Lloyd's Open Market Correspondent (OMC)) in terms of an Exemption that the conduct regulator in South Africa (FSCA) granted to Lloyd's;</li> <li>3. Local intermediaries <b>must instruct the bank to pay the Lloyd's broker within the 15-day period after the end of the month in which the premium was received</b>, in terms of the Exemption.</li> </ol> <p>In view of the above, please therefore provide us with the following information:</p>

		<ol style="list-style-type: none"> <li>1. Please confirm whether the business will be accessed through local Lloyd's OMCs?</li> <li>2. How will the premium be paid? Kindly provide us with the details in terms of the process as the above regulatory requirements relating to premium collection are relevant here if the premium is being paid by a local intermediary (the local OMC).</li> <li>3. How would a claim be dealt with? For South African policyholders, service of suit for Lloyd's underwriters is at the local representative office with my details as the Representative.</li> <li>4. The above is relevant due to the provisions in the Insurance Act, 2017. In terms of the Insurance Act in South Africa, "insurance business conducted in the Republic" means insurance business relating to <i>any</i> <ol style="list-style-type: none"> <li>(a) risk of a policyholder residing or located in the Republic irrespective of where the risk is located and includes any placement of insurance business through a person that provides binder functions referred to in section 49A(1) of the Long-term Insurance Act, 1998, or section 48A(1) of the Short-term Insurance Act, 1998, on behalf of Lloyd's or a Lloyd's underwriter; and</li> <li>(b) risk emanating in the Republic irrespective of where the policyholder resides or is located."</li> </ol> </li> </ol>
Israel	Highly regulated country with specific laws regarding policy wordings, specific classes of business and claims handling.	<ul style="list-style-type: none"> <li>• Details of the product or classes that the Coverholder will handle in respect of Israel.</li> <li>• Confirmation that the policy wording intended to be used in Israel is approved by the local regulator.</li> </ul>
United Arab Emirates	Highly regulated country, we have no licence to write insurance in or from this country. Any business to be	Lloyd's underwriters looking to grant a binding authority to a coverholder located in the UAE (DIFC) will need to provided

	<p>written in or from this country requires detailed discussions with the regional representative.</p> <p>The following information should be provided:</p> <p>Lloyd's underwriters may not appoint coverholders domiciled in the UAE (excluding DIFC) for either insurance or reinsurance business. Non-domiciled coverholders are permitted write reinsurance business from outside the territory. As Lloyd's is currently only licensed on a Reinsurance basis in this region, any coverholder looking to expand their permissions into UAE will need approval for Reinsurance (World-Wide) on Atlas and NO regional extension to the UAE is required at present. Please check Crystal for further information about any class specific insurance exceptions and regulatory changes.</p> <p>Lloyd's underwriters can appoint coverholders in the DIFC to write insurance of DIFC risks and non-UAE risks (subject to any restrictions and in compliance with any requirements governing the insurance of the risk in the jurisdiction in which that risk is situated), and reinsurance of DIFC, UAE and non-UAE risks. Coverholders must be authorised by the Dubai Financial Services Authority (DFSA) be used.</p>	<p>Lloyd's with the following additional information to the coverholder application:</p> <ul style="list-style-type: none"> <li>• Details of the product or classes that the Coverholder will handle in respect of UAE.</li> <li>• Details of how local taxes and charges will be paid.</li> <li>• Examples of the policy wordings that should</li> </ul>
Lloyd's Europe	<p>Europe A is the regional permission intended for risks that are to be written on Lloyd's Brussels paper via Lloyd's Insurance Company S.A (Lloyd's Brussels). A risk must be written on Lloyd's Brussels paper under a Coverholder Appointment Agreement (CAA) if the risk</p>	<p>When requesting Europe A, please provide the following information in the comments section of the ATLAS task:</p> <ul style="list-style-type: none"> <li>• A list of territories the risks will be written from</li> <li>• Confirmation that all relevant regulators of those territories have been notified of the Coverholders intention to exercise</li> </ul>



	<p>location is in the EEA and/or a policyholder is domiciled in the EEA. Only risks with a risk location or policyholder domiciled in the EEA, Switzerland, UK, Cyprus and Norway will be able to use this regional approval for direct business. For reinsurance, please refer to Crystal for additional guidance and regulatory exceptions and changes.</p> <p>A coverholder is automatically approved to write risks from its own domicile, however an EEA domiciled coverholder does not automatically gain Europe A as a regional permission once approved. If a coverholder intends to bind insurance originating from EEA territories other than its own territory, it will need to request Europe A as a regional permission. This is facilitated through the exercising of EU passporting rights.</p>	<p>passporting rights (note: this may be checked against the registers of those regulators if applicable).</p> <p>The process for Lloyd's Europe applications is slightly different due to regulatory requirements. Please see <a href="#">here</a> for more information</p>
Lloyd's China	<p>As Lloyd's China is an insurance company it requires the process to stay as it was before due to the local regulators.</p>	<p>Details of the product or classes that the Coverholder will handle in respect of China. Our review will then be specifically tailored depending on the detail provided.</p>

## Delegated Authority Referrals



### Type: Delegated Authorities Operational Checks

The areas listed below will require involvement from the Delegated Authority team who will be able to provide support and guidance on these topics. These areas are ongoing considerations which will require involvement from Lloyd's Delegated Authority team. Should your request fall into any of these requirements please reach out to [Coverholders@lloyds.com](mailto:Coverholders@lloyds.com).

Delegated Authorities Operational Checks	Reason	What Lloyd's will need to check
Year of account transfers	As per IDA rules Legal and processing implications.	<ul style="list-style-type: none"><li>• UMR</li><li>• Inception date of the binding authority</li><li>• Detailed rationale as to why the MA is requesting to move it to another year of account</li><li>• Whether any risks have already been written in the previous year of account</li><li>• If so, how many risks</li><li>• Is this in relation to Lloyd's Europe business</li></ul>
Continuous contract requests	Anyone looking to place their first continuous contract until further notice.	<ul style="list-style-type: none"><li>• UMR</li><li>• Contract wording</li><li>• Coverholder and where they are domiciled</li></ul>

		<ul style="list-style-type: none"> <li>Understand approach to compliance with Continuous Contracts Guidelines <a href="https://www.lloyds.com/continuous-contracts">Continuous contracts (lloyds.com)</a></li> </ul>
Sub Delegation	<p>Lloyd's appetite for sub-delegation remains very low because of the known risks arising from extended distribution chains. We will, however, consider individual applications to permit coverholders to sub-delegate in appropriate limited circumstances, provided suitable, robust controls are in place.</p> <p>Please note it is not possible to consider these types of applications in respect of business to be written through Lloyd's Europe.</p>	<ul style="list-style-type: none"> <li>Details of the sub delegation proposal will be reviewed. We will arrange a meeting to discuss with the appropriate Lloyd's representatives to discuss further should more information be required.</li> </ul>
Facility layering	<p>This would cover lineslips and consortia placing binding authorities. It would also include a coverholder using a C&amp;C number to place business. Our appetite for facility layering is low and requires answers to the following questions:</p>	<p>Lineslips &amp; Consortia placing binding authorities:</p> <ul style="list-style-type: none"> <li>We will need to understand the request for sub-delegation. There are limits on sub-delegation regarding Lloyd's Europe business so please confirm if this involves Lloyd's Europe/CAA business.</li> <li>We will need to understand the market construct and distribution chain?</li> <li>How will the followers know they are on risk? What information do they get? Risk / claims / Audit how will it be processed?</li> <li>Is there value in having a longer chain? Does it cause claims complications?</li> <li>Any other information you think mitigates the risks of layering.</li> </ul> <p>Coverholders using a C&amp;C number to place business:</p> <ol style="list-style-type: none"> <li>Confirmation of whether there will be Company markets participating on the C&amp;C number</li> </ol>

		<ol style="list-style-type: none"> <li>2. Confirmation this facility will not be marketed as a Consortium</li> <li>3. Where will the stamp go down (in which country)?</li> <li>4. Will there be a Coverholder involved and who will be putting the stamp down? Please provide the Coverholder pin that the stamp will be allocated to.</li> <li>5. Will the C&amp;C stamp be put down on lineslips?</li> <li>6. Confirmation this facility will end at 31/12</li> <li>7. Confirmation of participants and signed lines</li> </ol>
Long term declarations	Individual declarations that are longer than 18months under multi-year contracts.	<ul style="list-style-type: none"> <li>• UMR of multi-year or continuous contract</li> <li>• Period of declaration</li> <li>• Rationale as to why the MA would require an exemption to the IDA rules</li> <li>• How will the reinsurance of these declarations be considered</li> <li>• Has the automatic re-signing of the binding authority been considered whilst making this decision</li> </ul>

# Delegated Claim's Administrator (DCA) Referrals



New DCA applications for DCAs operating in the countries below require Country Manager referral prior to being submitted to Lloyd's. See below the information that should be provided when you reach out to that Country Manager.

Failure to provide the required information will result in tasks being returned or a referral taking longer than necessary.

Territories	Reason	What Lloyd's will need to check
Australia	Due to regulatory expectations	<p>Please provide to the Country Manager:</p> <ol style="list-style-type: none"> <li>1. DCA Legal name</li> <li>2. Address</li> <li>3. Australian Financial Services Licence Number (as applicable)</li> <li>4. Class of business for claims being handled</li> <li>5. Where claims will be handled</li> <li>6. Details of Management, Complaints and Compliance contacts</li> <li>7. Copy of up-to-date Complaints process/policy</li> <li>8. Copy of up-to-date Compliance, Risk Management and Governance framework/policy including General Insurance Code of Practice (GICOP) and AFSL obligations and monitoring</li> </ol> <p>*Lloyd's Australia will review the information and arrange a call with key contacts to go through local regulatory and Lloyd's Australia requirements (e.g., Deed Poll for GICOP) and get an understanding of the prospective DCA's operations and plans.</p>

Israel	Due to legal and regulatory requirements	<p>Please provide to the Country Manager:</p> <ol style="list-style-type: none"> <li>1. Confirmation from the DCA that they are aware of the Israeli legal and regulatory requirements regarding insurance claims handling</li> <li>2. The CVs of the individuals that will be managing or handling claims</li> <li>3. Description of the system in place to ensure the DCA is aware of on-going updates of regulatory and legal developments</li> </ol> <p>The Country Manager will review the information and arrange a call with the DCA to:</p> <ol style="list-style-type: none"> <li>1. Ensure the proposed DCA is aware of the Israeli legal and regulatory requirements regarding insurance claims handling</li> <li>2. Verify the DCA's experience and qualifications in handling insurance claims</li> <li>3. Verify the DCA has a system to ensure the DCA remains updated regarding relevant directives of the Commissioner of Insurance which are published on an ongoing basis</li> </ol>