Summary of Coverage

📍 **Multinational**

Simple. Compliant. Global.

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: Our Licences

~80	**5**	**15**	**24**	**1**
Territories where Lloyd's can provide a SOC service	Languages (English, French, Italian, Spanish, German)	Initial lines of business	Hour response time for issuance	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.
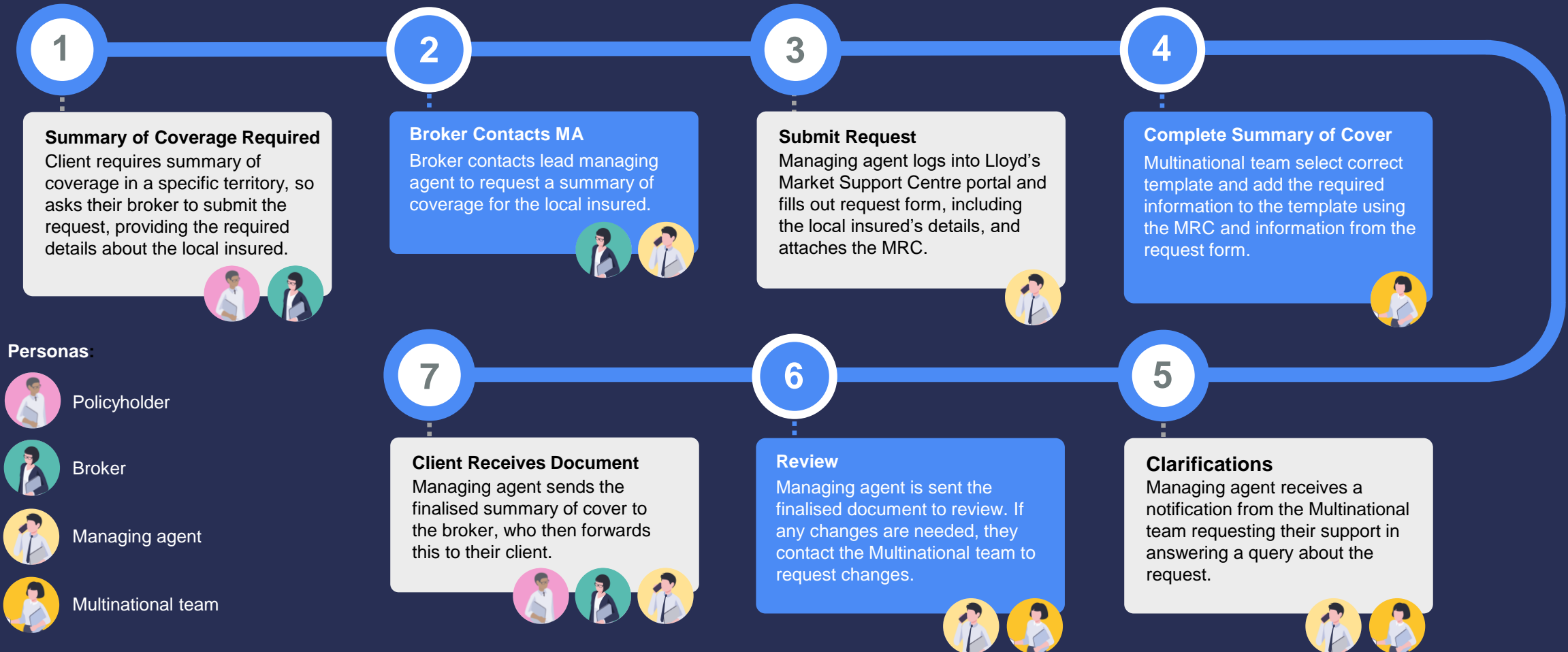
SIGNED for and on behalf of the Lloyd's syndicates listed above
Signed: _____

Natasha Farrant
Head of Multinational
Lloyd's
DD Month YYYY

Unique Identifier: requestreference

Summary of Coverage customer journey

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

1

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.

3

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.

4

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.

7

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

6

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.

Personas

Policyholder

Broker

Managing agent

Multinational team

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 here.

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 request access to the Market Support Centre portal using your Lloyd's identity account.
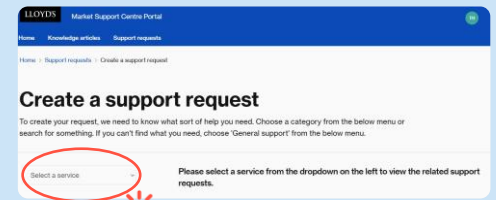
If you have a technical issue with access to the Market Support Centre, please raise a support request here.
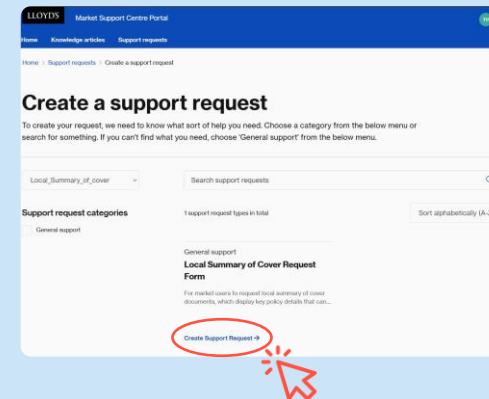
03 Place Request

1. Log in to Market Support Centre and select 'Create Support Request'
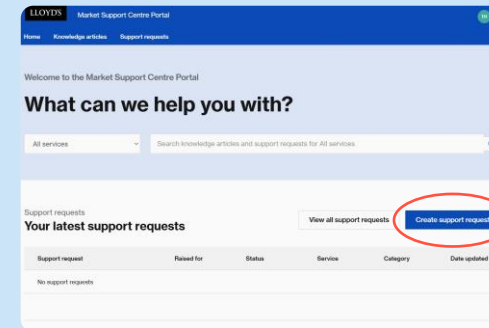
2. Select Local Summary of Cover Service

3. Select 'Create Support Request'

4. Complete and Submit Local Summary of Cover Request form

For any queries or further support, please contact multinational@lloyds.com

Multinational

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.

What are the associated costs with accessing this service?

This service will be available at no additional cost.

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.

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

Which languages will this service be available in?

The Summary of Coverage document is available in 5 languages (English, French, German, Italian and Spanish).

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 information do I need to submit a request?

The following information should be provided:

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

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

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.

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.