Delegated Data Manager (DDM)

Contract Setup

Standard Operating Procedure (SOP)

Applicable to Binders and Lineslips

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Purpose

This Standard Operating Procedures document is a procedure specific to Contract Setup that describes the activities and steps necessary to set up a contract in Delegated Data Manager (DDM) in accordance with Lloyd's standards.

Definitions

— **Delegated Authority (DA)** – Permits a coverholder to underwrite business or manage claims on an insurance company's behalf.
— **Delegated Data Manager (DDM) (formerly DA SATS)** – A platform/central repository designed to provide entities, such as brokers, insurers and coverholders, with a platform to send and receive information. DDM is also known as TIDE.
— **Contract** - Contracts are the central entity in DDM and are created to reflect a single delegated authority contract.

Scope

This document:

— Details requirements for setting up a contract or lineslip on DDM **only**.
— Outlines the activities for contract and lineslip setup **only** and therefore does not address Bordereaux mapping.
— Does not outline the required activities for renewing and/or endorsing contracts.

Responsibilities

It is the responsibility of all TIDE platform users to follow the procedures and guidelines outlined in this Standard Operating Procedure.

Notifications

Notifications are used to alert users of events, warnings and errors and will be delivered to the email address associated with the user's account.

There is currently a total of 11 notifications available to choose from. Below are 3 commonly used notifications, which you may want to consider setting up:

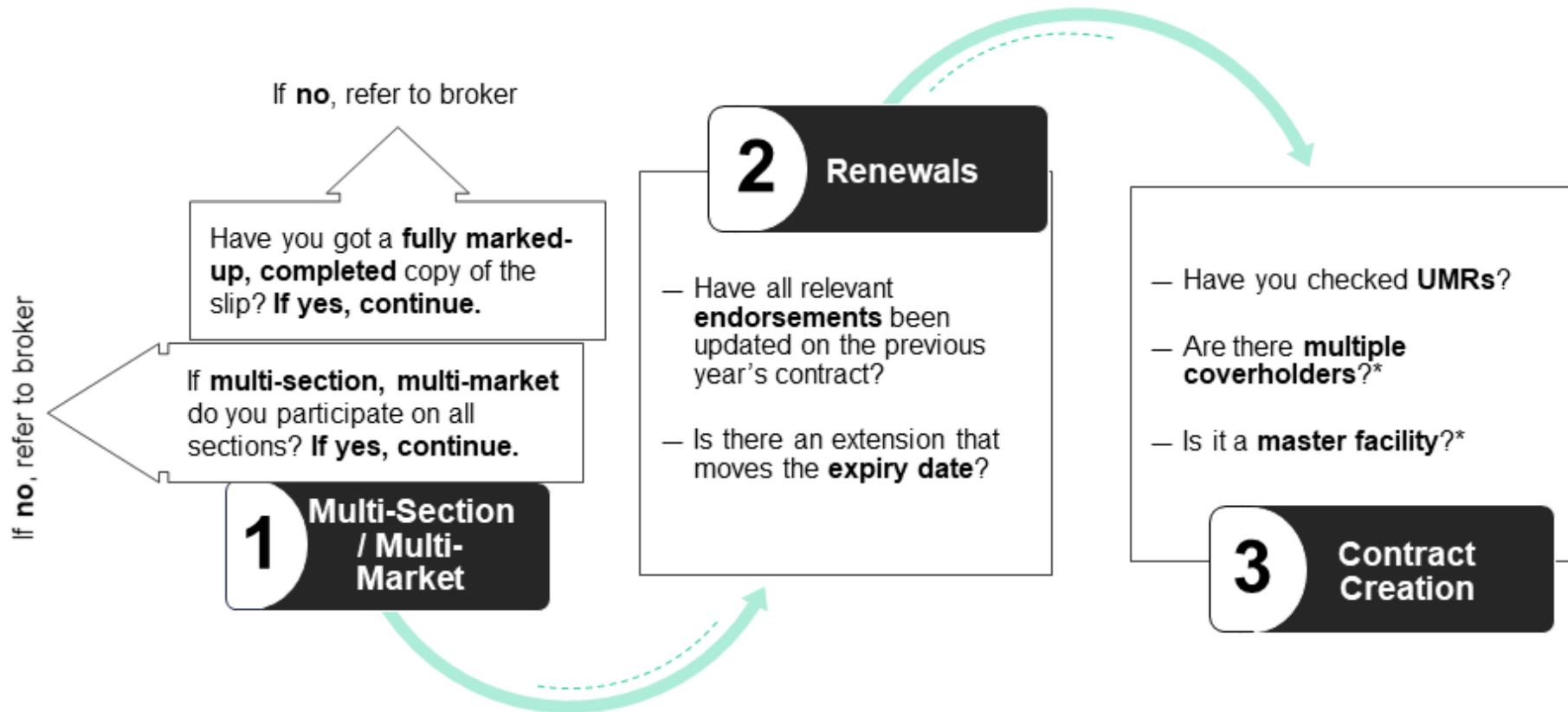— Bordereau Approved
— Contract Update
— Added to Contract

For further information on notifications, seek advice from your company administrator.

Important information

The Sub-Sections specified in the following Standard Operating Procedure (SOP) apply to binders only. If you are processing a lineslip, look for the corresponding wording in the lineslip or use the 'Find' tool in Microsoft Word.

Pre-Contract Setup Considerations

Read the contract in its entirety
At all times

If **no**, refer to broker

Have you got a **fully marked-up, completed** copy of the slip? **If yes, continue.**

If **no**, refer to broker

If **multi-section, multi-market** do you participate on all sections? **If yes, continue.**

1 **Multi-Section / Multi-Market**

2 **Renewals**

— Have all relevant **endorsements** been updated on the previous year's contract?

— Is there an extension that moves the **expiry date**?

— Have you checked **UMRs**?

— Are there **multiple coverholders**?*

— Is it a **master facility**?*

3 **Contract Creation**

Always seek guidance if stuck
Are there any areas you're unsure of?
Speak to your underwriter, DA underwriting manager* or broker

*applies to binders only

Front Page

1. Access DDM [here](#).

2. Enter your username and password, unless you're already logged in.

3. Click on <u>Contracts</u> in the menu bar:

4. Click + <u>Add Contract</u>

5. Click + <u>Add folder</u>

When adding a folder, you must complete the following:

6. Enter the folder type: Select either <u>binder</u> or <u>lineslip</u> from the list provided.

   Note that you will not be required to add a Coverholder when creating lineslips.

7. Division: This will be unique to your company.

Contract Entry Screen

1. Enter Unique Market Reference (UMR): See the front page of the <u>Schedule</u>.

2. Enter Contract Currency: Select your contract currency from the options provided.

3. Contract Settlement Currency: Select your contract settlement currency from the options provided.

4. Company Reference: This will be unique to your company.

5. Contract Order: See the <u>Security Details</u> page.

6. Contract Status: This will default to <u>Draft</u> in the first instance but will need to be updated to <u>Signed</u> once the contract has been completed.

7. Broker: Select a broker from the dropdown list. The broker can be found in the <u>Schedule</u> page.

8. Inception Date: See <u>Sub-section 2.1</u>.

9. Expiry Date: See <u>Sub-section 2.1</u>.

Top Tip

Make sure you set up notifications so that you know when work needs to be completed.

More Info

Contract folders are used to link renewing contract years of account.

Top Tip

You can hover over a field on DDM to see more information.

Top Tip

The broker number coincides with the first 4 digits of the UMR.

10. Line of Business: Select the primary line of business from the official list of Lloyd's line of business available.

Coverholder

Please note that the Coverholders tab will not be available when creating lineslips.

1. Click on the Coverholders tab.

2. Select + Add Coverholder.

3. Coverholder: Select a Coverholder from the list provided.

4. Coverholder Contact: Select a Coverholder Contact.

5. Primary Coverholder: Select Yes if this is the primary coverholder.

Sections

1. Click + Add Section.

2. Enter Section Number: This is automatically generated in DDM.

3. Enter Market Section Reference: See Sub-section 7.1. Please note: The system automatically inserts the word *Section*)

4. Enter Market Section Description: See Sub-section 7.1. Please note: You should make this relevant to the corresponding section.

5. Enter Brokerage: See the Broker Renumeration and Deductions page.

6. Enter Coverholder Commission: See Sub-section 16.1. Please note: If processing a lineslip, the Coverholder Commission will be 0.

7. Enter Additional Deductions: See the Broker Renumeration and Deductions page.

8. Enter Class of Business: See Sub-section 7.1, 9 and section-specific risk codes.*

9. Enter Section Currency: See Sub-section 10.1.

10. Enter Maximum Limit of Liability: See Sub-section 10.1.

11. Enter Estimated Premium Income: See the Information page.

Top Tip

Save time by copying sections over using the 3 vertical dots ⋮ on the right of your screen. Make sure to check for differences.

More Info

*This may require interpretation. Seek guidance from underwriter or broker if unsure.

12. Enter Gross Premium Income Limit: See <u>Sub-section 12.1.</u>

13. Enter Gross Premium Income Limit Notification Percentage: See <u>Sub-section 12.2.</u>

14. Enter Conduct Risk Rating: Refer to internal conduct risk rating for particular section. This should be determined by the leader. If unsure, refer to your Delegated Authority underwriting manager.

15. Enter the Regulatory Client Classification: See the <u>Fiscal and Regulatory</u> page. Select the relevant option(s) from the list provided.

Section Details

A selection of tabs is available on the left of the Section Details screen:

1. **Insurers**: Here you must capture the <u>lead and follow insurers</u>.*
   Written line: If you are the leader, enter your own details.
   You may add Consortia to the *Markets* tab provided it is for the same class of business and has been submitted in advance.

2. **Claims Authority**: Enter any claims authorities that apply to the binder or lineslip. These may need to be readdressed and split out.

3. **Risk Codes**: Applicable risk codes can be found on the <u>Fiscal & Regulatory</u> page. These can also be split to determine primary risk code.

4. **Location**: Enter location restrictions by clicking the 3 vertical dots ⋮ on the right of your screen and then <u>Edit</u>. See <u>Sub-section 9.1-9.3.</u>**

5. **Rules**: These will be created at a later stage.

Aggregate Limits

Tide provides the ability to set Aggregate Limits, assess the usage of these limits and display the usage as both a value and percentage of the limit.

Before setting Aggregate Limits, we recommend reviewing the relevant guidance on the Tide Knowledge Base, available [here](#).

Top Tip

*If you cannot find the market, raise a service desk request or enter "XXX non-Lloyd's insurer" and aggregate non-Lloyd's market lines.

Top Tip

Submit a Consortium by completing the form on the DDM Service Portal.

Top Tip

**There are also auto-rules against this for locations of domiciles and risk located lines.

More Info

Aggregate limits are currently available for the United States and Canada.

Reporting Channels

1. Channel Type: Almost always <u>Bordereaux</u>, unless stated otherwise.

2. Select Type: <u>Risk</u>, <u>Premium</u>, <u>Risk-Premium</u> or <u>Claims.</u>*

3. Frequency: <u>See Section 23</u>.

4. Due Days: <u>See Section 23</u>.

5. Number expected: These default to <u>18 for Risk</u> and <u>24 for Premium and Claims</u>, however they may be modified. You will need to assess the account and consider Bordereaux frequency and maximum contract length. This field sets the diary dates for your overdues.

6. Restrict Bordereau Access. If you have any different markets, this must be set to <u>Yes</u>.

7. Reporting Channel Identifier: This is a unique name which should be linked to the corresponding section, if possible.

8. Transformation: Select the relevant option from the list provided.

9. Assignment: Select the relevant option from the list provided.

10. Approval: Select the relevant option from the list provided.

Top Tip

*It may be easier to set up all 4 bordereaux and then delete as required.

Come back later to delete the Bordereaux types which will not apply if you receive more than one Bordereaux a month, otherwise this will show as overdue.

General Rules

1. Typical Policy Period Months: See <u>Sub-section 13.1</u>.

2. Maximum Policy Period Months: See <u>Sub-section 13.1</u>.

3. Days Policy Issued Post Inception: 30 for commercial, 7 for retail (contract certainty). You may only select one, so it is advised that you choose the 'worst case' scenario.

4. Maximum Advance Period for Inception Dates: See <u>Sub-section 13.3</u>

5. Settlement Due Days: Listed under *Settlement Terms*. See the <u>Fiscal & Regulatory</u> page. If a date is given, you will be required to calculate the number of days.

Top Tip

Set General Rules by clicking the 3 vertical dots ⋮ on the right of your screen and then selecting <u>Edit</u>.

More Info

General Rules allow for any breaches across the contract or bordereaux to be flagged.

(All general rules are set to 0 by default)

Bespoke Rules

1. Click + Add Rule.

Bespoke rules can be derived from Sections 6.1, 8.1.5, 10.1, 11.2, as well as content relating to inner limits, fees and minimum deductibles.

Please note that you may now specify the category or Bespoke Rule type by selecting either *Contractual* or *Monitoring*.

Top Tip

Test bespoke rules on the training environment first to ensure they yield the correct results.

Top Tip

Check if a user from your company has already saved Bespoke Rules as for reuse.

Sign

1. Contract Status: Draft > Signed

Any errors or issues relating to the contract will be detailed in red upon selecting Signed.

✓ **Process complete for setting up a contract in DDM**

If anything in this document is unclear or you require further assistance, please contact Freddie.Bond@lloyds.com.