Member Modeller FAQs

Admin

How can I contact the Helpdesk?
The helpdesk can be contacted by email: Lloyds-MRC-Help@lloyds.com.
Please note that all users are advised to review the Member Modeller user manual and this FAQ before directing queries to the Lloyd's Helpdesk.

Why can't I login to the Member Modeller anymore?
We will remove access for users that have not logged on for over 12 months. Managing Agents and Members Agents will be contacted to review their users when updating our system.

An error page is displayed, who should I contact?
If an error page is displayed or if the website is unavailable agents should contact ITGCustomerSupportCentre@Lloyds.com or 020 7327 5333

Any admin queries should go via Market Services: Lloyds-Market-Services-Market-Returns@lloyds.com or 020 7327 5021.

I am an administrator, but why are one of my agency users unavailable in admin to link members?
Each agent user of the software must login to the software at least once before they are available to link members to.

Why can't I see syndicate 0623?
Beazley's syndicate 0623 has been combined with syndicate 2623 for modelling purposes. We have developed the software to enable both syndicate numbers (0623 & 2623) to be included on the import files and is shown as syndicate 2623 / 0623 in drop down lists. The data will be modelled as syndicate 2623 as normal.

General

New Is there a demo/tutorial available on how to use the Modeller?
All users can now access an online tutorial walk-through of the Modeller via the 'Tutorial' link located at the top of the Member Modeller page. A full demo is available when selecting the link from the site's home page. For page specific demos, selecting the 'Tutorial' link will guide the user through the functionality associated with the page the user is currently on.

What is the purpose of the new Capital Requirements tab in the Syndicate hub?
Managing agents can now view their own syndicate's latest applicable capital requirement, reflecting quarterly adjustments. This report is updated by Lloyds and available to managing agents to coincide with each quarterly corridor test and coming into line publication. Agents will be able to download the report via the 'Export' button at the bottom of the page, making it easier in circumstances when, for example, needing to request a letter of credit from a bank.

What is the purpose of the Analysis tab in the Syndicate hub?
The syndicate analysis details the split of underwriting exposure between US and non-US denominated business in the Lloyd's model. As well as providing members with useful information about currency exposure, it will also form the basis of the quarterly currency adjustment.

What is the Authorise Users option in the Admin menu?

This is to allow managing agent users to make their syndicates visible to ALL member's agents and member users. This is aimed primarily at new syndicates seeking to attract new capital providers but may be elected by any managing agent.

What is the Syndicate hub?

Agents and members can now view capital requirements and capacity for syndicates on which they currently underwrite. This will guarantee that member capital is always consistent with the syndicate information reported and remove the risk of any timing differences. It also removes the need for separate reporting and widens the access to this information to all relevant participating members.

Why can't I see my syndicate(s) on the View Syndicate screen?

If you are unable to see a syndicate(s) then please email Lloyds-MRC-Help@lloyds.com and we will look into your account credentials.

Why is the 2021 year of account not shown in the drop down box?

The 2021 year of account is now generally assumed to be closed at the end of the 2023 underwriting year, unless we have specific information to the contrary. Only open years of account from 2023 to 2025 and run-off years for 2022 and prior, are now visible in the dropdown boxes.

What is the new process for the Publish process?

We request Agents to only include true members when publishing their CIL numbers at year end via the Publish function. Any dummy members in the Agent's published set will not be included on the Publish report and therefore will not be taken into consideration by MRC. **Note: Any shared members do not need to be set up by the Agent as a dummy first and will be included as true members in the published report.**

Why can't I see the horizontal scroll bar on the 'View Members' page?

In response to feedback from users the horizontal scroll bar has now been replaced by a vertical scroll bar, which makes scrolling through members more seamless. In addition, alphanumeric sorting links have been added that allow for quick filtering and navigation of the member list. You will also notice that the search box has been moved outside of the list to ensure that it is visible while navigating through the entire member list.

What is the Multimember functionality?

A new group function now allows a member to see several members upon a single login. This is useful when a member may want to see the other members in their group / family without logging into each one individually. **Note: When a normal member chooses to be a multimember, some functionality will be restricted.**

What is the new process for Dummy MAPAs?

Members' Agents are requested to advise MRC of the intention to operate a new MAPA in the Proposed Year, as soon as the MAPA Number is confirmed. MRC will then ensure that the new MAPA is available as a "true" MAPA. Dummy MAPAs should NOT continue to be used beyond this point, because of the difficulties caused when "true" MAPA allocation data becomes available.

How can I select all members on one page?

The 'select all' checkbox selects members from every page. Members may be selected individually by checking the boxes within and across different pages. If you want to re-use a selection, then press 'add selected' and then they will be added to your selected members (accessible in the top right drop down box). It is now possible to select more than one member by using the shift key and checking the tick boxes.

Can I create multiple Dummy Members?

Agents can now import lists of Dummy Members (Dummy code and name) from a designated csv file. The ability to add members individually will remain.

Reporting

Is it possible to report on the New Syndicate hub?

As part of the new syndicate hub, users will be able to view the syndicate ECA and capacity information in report form as a PDF or XLS version. This includes the ‘Syndicate Summary’ report and the ‘Syndicate List’ report. Initially this will not include Life syndicates, which will be added in the future. Please note that Agents will be unable see syndicates of those members that are shared with their organisation at this time.

Where are the ‘Active Set ECA’ and the ‘Agent Summary’ reports?

Improvements have been made to a number of reports; this includes the creation of the new ‘Active Set ECA’ and ‘Agent Summary’ reports which contain Life OPL and Life ECA (%) columns. These are prefixed with “Extended”. We have maintained existing reports for continuity and these are prefixed with “Abridged”. We will consult later this year on whether we can remove these. In addition to this we have also amended the ‘Existing Conversions’ reports to make them more useful.

Is it possible to report on life member participation sets?

Yes. The ‘Life ECA’ report is available from the Reports page as well as the ‘Member Summary’ report available via the ‘Member Participation Set Details’ page.

The ‘Final Life ECA (£)’ is available on the ‘Group Participation Set’ report as well as the ‘Agent Summary’, ‘Member Summary’ and ‘Active Set ECA’ reports via the ‘Reports’ menu.

How do I exclude Dummy Members from the ‘Active Set ECA’ Report?

Dummy members can now be excluded from the report by selecting ‘All Active Members’ from the Member Filter drop down and then selecting the ‘Exclude Dummy Members’ check box.

When scaling member participations, why does the ECA result on screen not match the ECA value in the Reports?

The value displayed on screen represents the Pure ECA before the application of the prevailing minimum. The reported figures via the results tab and the reports section display the Final ECA value (with minimum applied).

Why do I get a pop-up blocker when I download reports?

The internet settings of your browser will likely block the download of the xls and pdf reports. You can click the pop up and allow and then re-run the report and it will download, however this will continue to occur each time you download.
Users are advised to add the member modeller software to their list of trusted sites in the Internet Options section. This allows exporting and importing of data to be completed without pop-up blockers and delays occurring. Using Internet Explorer, from within the software, select the following:

“Tools” → “Internet options” → “Security” → “Trusted Sites” → “Sites” → “Add”

For the setting to take effect, please restart the browser and log back in.

When I run the MAPA syndicate participation report why can’t I see the baseline MAPA?

If a MAPA is amended, then the amended version will be shown in all reports. If you have a requirement to see the original MAPA in the reports, then the MAPA will have to be reverted to baseline.

Why do I get a scaling report instead of results?
The system is limited to the number of calculations that can be executed at any one time. If the limit is reached in terms of large volume of members and scaling points then a report will be returned instead of the results presented on screen. We advise users to scale selected members using the 5 point scaling function rather than the 26 point scaling function (i.e 0 to 125%).

Why do I get an error message when opening reports in Excel 2003?
This occurs due to a compatibility issue. The reports are viewable by selecting ok to the error message and can then be viewed as normal.

Calculations

Why does the syndicate ECA not match to the £ the amount included in syndicate approval letter?
The amount included for syndicates in the Member Modeller uses the member rounding provision (i.e. ECA% is rounded down to 1 decimal place). This ensures consistency between the syndicate and any fully aligned member. The syndicate letter uses natural mathematical rounding.

After applying a target ECA, why does the final ECA not match in the member results page?
The target ECA works on pure ECA results and does not round down to one decimal place. The target ECA functionality is designed to provide a guide to the possible member ECA and the final ECA in the results will always provide the final rounded value.

Why is the final ECA amount a round value?
Members' ECA values shown in the results pages and reports are rounded down to one decimal place. This enables members' agents to publish the final values as true member requirements.

How is the year of account volatility calculated on the 'Member Summary' report?
The volatility measure provided in the 'Member Summary' report is determined as the number of standard deviations from the mean result of the 1 in 200 Value at Risk (VaR) result for each year of account. This is provided as a simple relative measure of volatility for comparing different scenarios.

How is diversification credit calculated?
The member capital calculation is derived directly from the aggregation of the member's share of syndicate result distributions, the correlations being inherent in the ranking of the trial results. The member capital requirement is the 1 in 200 VaR result of the aggregated distribution.

Total diversification is the difference between the member capital requirement and the member's share of the 1 in 200 VaR of all syndicate years of account on which member underwrites in aggregate.

The year of account (YOA) diversification is calculated as the difference between the member capital requirement and the member share of the 1 in 200 VaR of all years of account on which member underwrites in aggregate.

The syndicate diversification is calculated as the difference between the member capital requirement and the member share of the 1 in 200 VaR of all syndicates on which member underwrites in aggregate (this number is not explicitly disclosed on the member report and will not be exactly equal to difference between total diversification and YOA diversification as there is some overlap between syndicate and YOA diversification).

How can I speed up imports?

Speed up the importing of data by removing the back year data from the .csv file. The back year data will be populated by the system anyway, as it cannot be edited without permission.

Participations

Why can I see an additional participation set?
This is a new internally generated participation set, which will be named according to its source. The primary purpose of this is so Lloyd's can feedback, via the Modeller, the capital requirements that will be used in QCT4, together with the associated participations and MAPA constitutions.

The Life ECA option is missing from the menu. How do I model Life participations?
Life members can now be modelled within the Member Participation Set Details page via the View Members screen.

Why is the 'Create Participation' button greyed out when I try to model Inactive members?
Inactive Members can now be modelled by contacting the MRC helpdesk who will make the 'Create Participation' button available again.

Why can't I name my set 'Lloyd's Participation Set'?
It is not possible to create a new participation set with the name 'Lloyd's Participation Set' as this name is reserved for the real Lloyd's participation set.

Why don't back year participations appear when I import a Dummy Member file?
The system now has the ability to store back year sets of participations, which will then be attached to the dummy member when they are included on single imports.

Why has my participation set disappeared?
Currently the system allows any user to delete participation sets created by any other user from within your organisation. This may be reviewed in a future version of the software.

Is it possible to create two Participation Sets with the same name for a given member?
The system now prevents you creating two participation sets with the same name and you will be asked to change the name if one already exists. Each participation set is named differently to avoid confusion and to be able to distinguish between the two sets.

Can I sort the valid status of members' active participation sets?
On the "View members" webpage, agents can now sort the valid status of members' active participation sets. Data releases can invalidate active sets and should this happen, it is now easier to review the extent, and likely cause, of sets becoming invalid.