

Market Bulletin

Ref: Y5340

Title	Code for Complaints Handling
Purpose	To publish the updated and renamed code for complaints handling in the Lloyd's market.
Type	Event
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Date	16 June 2021
Deadline	Immediate
Related links	www.loyds.com/complaintshandling

Managing agents are asked to note that Lloyd's has updated the 'Code for UK Personal Lines Claims and Complaints', which has now been re-titled 'Code for Complaints Handling'.

The update to the Code is not intended to implement substantive changes but rather consolidates a number of existing requirements and removes sections that no longer apply, including as a result of the UK's departure from the EU. The Code now consists of an updated Introduction section and separate sections dealing with UK complaints handling (Part 1) and international complaints handling (Part 2).

The main changes to the Code are:

- The inclusion of Lloyd's existing requirements for handling international claims. The Code previously only set out requirements for handling UK complaints while the requirements for international complaints were set out in market bulletins. These have now been brought together in one document. Detailed guidance on complaints handling in territories outside the UK will continue to be provided separately on Lloyds.com.

- The removal of the requirements for handling UK personal lines claims. The requirements for claims handling are now addressed in other documents, including in the Minimum Standards. Accordingly, the section in the Code on claims handling is no longer required and has been removed.
- The removal of a number of EU requirements that no longer apply following the departure of the UK from the EU. In particular, the requirements relating to the EU ODR Platform have been deleted.
- Paragraph 1.5.7A has been amended to reflect Lloyd's updated approach to reviewing, at the request of managing agents, Stage 2 decisions made by the Complaints Team.
- A number of minor changes have been made including replacing references to TPA (Third Party Administrator) with DCA (Delegated Claims Administrator), which is Lloyd's updated terminology for firms with delegated claims handling authority.

The updated Code takes effect immediately and copies can be downloaded from www.lloyds.com/complaintshandling. Copies of the Code showing the changes made can be obtained on request.

Any questions relating to complaints handling at Lloyd's can be sent to complaintshandling@lloyds.com.