Delegated Data Manager (DDM)

Claims Bordereaux

Standard Operating Procedure (SOP)

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Purpose

This Standard Operating Procedures document is a procedure specific to Claims that describes the activities necessary to complete a Bordereau submission in accordance with Lloyd's Coverholder Reporting Standards V5.2 into DDM.

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.
— **Bordereau (Claim)** – A bordereau which contains details of the Claims that have been written.

Roles

The roles and descriptions within DDM are as below. Where DDM is to be used for bordereau management on a specific contract, managing agents, brokers and coverholders should carefully consider which roles should be undertaken by each stakeholder:

Role	Role Description
Contract Administrator	Create and manage contracts in DDM.
Submission	Submission of bordereaux into DDM.
Transformation	Translate bordereaux formats to DDM standard data fields using a simple, pre-defined and once-only questionnaire.
Assignment	Define rules by which records are assigned to Sections
Approval	Final approval of processed bordereaux before providing access to all data for Contract Participants.

? How to Access the Market Business Glossary (MBG)

1. In order to align with **Lloyd's standards** in **DDM**, this SOP will include the Mandatory^M/Conditional Mandatory^{CM} fields that will need to be mapped.	**2.** The MBG has digitised these standards into a structured format which can be filtered. You can **register for access here**.	**3.** Once registered, you can **access the standards here**. This will allow you to filter, search and extract the required fields.	**4.** If you are stuck, there is further guidance on **how to access the MBG here (TBA)**.

Step 1: Select File

Initiate 'Submission' Stage

1. Access DDM [here](#).

2. Click on Contracts in the menu bar.

3. Click on the filter button beside Unique Reference

4. Type in the Unique Market Reference. If no UMR is available, the agreement number must be provided instead.

5. Find the correct contract and click on 'Filter'.

6. The contract status must be 'Signed' or 'Draft Endorsement'.

7. Click on the Bordereaux Tab.

8. Submit Bordereaux: Claim.

9. Select the Reporting Channel to which this submission relates.

10. Select Complete New Questionnaire.

11. Select the Submission Period for this specific Bordereau [CR0002^M].

12. Drop files to upload or click to select from your folders. .

13. Click Process Bordereau.

✓ **'Submission' Process is now Complete**

Step 2: Bordereau Type

Initiate 'Transformation' Stage

DDM uses a bordereau questionnaire to complete the translation of a bordereau; the questionnaire can be created or selected during the Transformation stage of processing. The questionnaire leads you through a series of questions that are associated to the type of bordereau that you are submitting.

This provides a simple and intuitive way to map and align the information on your bordereau, to the agreed data standards.

Top Tip

If you cannot find the UMR, try searching for the coverholder instead.

Top Tip

To drag and drop your bordereau, it cannot be open on-screen.

Top Tip

Make sure the bordereau does not contain lots of macros or formulas.

Top Tip

We recommend using an XLSX file type. Make sure it isn't password-protected!

1. Enter Bordereau type: <u>Claim</u>.

2. Enter the Line/Class of Business which the Bordereau associated with: <u>Lloyd's Coverholder Reporting Standard v5.2</u>.

3. Enter a <u>name</u> for this Questionnaire*: This is company specific. Please refer to your internal SOPs.

4. Enter the <u>Division</u> of the Owner of this Questionnaire: Select the relevant option from the list provided.

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Top Tip

*This must be relevant to the questionnaire as it will be reused.

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Step 3: Sheet, Header & Fields

1. Select the sheet from the supplied Bordereau that will be used to complete this questionnaire. If multiple sheets, do not assume common headings.

2. Select the rule that can be applied to identify the correct sheet(s) when processing a bordereau file. If renewal, review previous year's Bordereaux.

3. Select the <u>header row</u>. If the header row is over multiple rows then enter the range of rows, e.g. 2-4. Ensure there are no merged cells. Heading order must remain static. Watch out for duplicate headings and heading changes.

4. Do Claim entries split across multiple rows need to be combined into a single entry? If <u>No</u>, continue as normal.

*If <u>Yes</u>, click Specify Aggregation, select the Bordereau Field you wish to combine and choose the combination method from the list provided. For further guidance on Specifying Aggregation, we recommend reviewing the *Advanced Row* article on the Tide Knowledge Base, available [here](#).

➥ **Click Next Step**

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Top Tip

If multiple sheets with varying headers, create separate reporting channels.

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Top Tip

Even if their YOA vary, you can process all sheets at the same time.

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*More info

Please note that this only works for single-section contracts at this time.

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Step 4: Core Details

1. Select the column which provides a unique reference for each Claim in the bordereau [CR0104^M]: This is not the UMR or the policy number, it is the Claim Reference for each individual claim.

2. Select how the YOA is associated with each Claim specified [CR0010^{CM}]. This can be ascertained from the <u>Risk Inception Date</u>, the <u>Year of Account</u> column in the Bordereau or within the Bordereau name.

3. Select the column that provides the current status of the claim [CR0105^{CM}]. This is the status of the claim as a result of the transaction, such as 'opened', 'closed', 'reopened', etc.

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More Info

The unique claim reference is normally generated by the coverholder or TPA.

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4. Select the column that specifies the date of the loss [CR0119^{CM}]. This is the date the loss occurred, or the policy was triggered according to the policy terms (if this is different).

5. Select the column that specifies the currency in which the coverholder should be paid by the insurer [CR0110^{CM}]. This is the Coverholder Settlement Currency, which may be the same as or different to the original currency.

6. Select the column that specifies the currency in which the claimant will be paid [CR0109^M]. This is the Original Currency.

7. Select the currency in which the financial figures in the bordereau are provided.

   You may select from one of the options you previously provided.

8. Select the field, or fields, that if blank mean that it is not a valid claim, and the row can be deleted. This is generally used for rows which give totals or sub-totals.

9. Are all of the Claims in the bordereau associated with the specified Contract(s)?

   You may select either Yes or No.

If No, click the Specify Filter button and use the Filter dialogue box to set up conditions to determine whether records associated to other contracts should be retained or deleted.

10. Select how the Claim financials are generally reported.

    You may select either Positive Amounts or Negative Amounts.

➔ **Click Next Step**

Step 5: Dates

1. Select the column that specifies the date the claim was opened [CR0300^M].

2. Select the column that specifies the date the claim was closed [CR0137^{CM}]. This is the date on which the claim is designated as settled, determined as not being payable or withdrawn.

3. Select the column that specifies the date the claim was re-opened [CR0306^{CM}].

4. Select the column that specifies the last date of the loss [CR0120^{CM}]. This is date of loss to.

5. Select the column that specifies the date the first notification of the claim was received [CR0136^{CM}]. Also known as Date First Advised, Date Claim Made or Notification Date, this is the date on which the claim was reported (not processed) to the agent or insurer.

6. Select the column that specifies the date the claim was denied [CR0311^{CM}]. This is the date on which the denial or partial denial of the claim was communicated to the insured.

   ➔ **Click Next Step**

Top Tip

We recommend that date of loss from is always reported.

Top Tip

Make sure to check entire columns for surplus data.

Top Tip

Make sure date formats are consistent throughout the bordereau.

Step 6: Loss Details

1. Select the column that provides a description of the loss [CR0118^{CM}]. This is the event that brought about or triggered the loss or damage. Mandatory to provide either <u>Description of Loss</u> or <u>Cause of Loss Code</u>.

2. Select the column which provides a code that specifies the cause of loss [CR0117^{CM}]. This may be represented by a code from a list which has been pre-agreed by the coverholder and the Lloyd's syndicate, or the governing body or regulator.

3. Select the column that specifies, if relevant, the name of the catastrophe that caused the loss [CR0139^{CM}]. If unavailable, the Lloyd's Catastrophe Code must be provided [CR0138^{CM}].

   ↗ **Click Next Step**

Step 7: Risk Details

1. Select the column(s) that specifies the name of the insured [CR0035^{M}]. You must provide either of the full name of individual insured or the Company name.

2. Select the column that provides the unique reference for the risk the claim is linked to [CR0029^{M}]. This is usually the Certificate or Unique Policy Reference.

3. Are there column(s) in the bordereau that specify Sub-Risks of the insured's policy?

   If <u>No</u>, continue to question 5.

4. If <u>Yes</u>, select the column(s) that are used to uniquely identify each Sub-Risk. This is not a financial figure or transaction type.

5. Select the column that specifies the start of the policy period [CR0030^{CM}]. This is the date on which coverage starts, or the <u>Risk Inception Date</u>, in the format yyyy-mm-dd.

6. Select the column that specifies the end of the policy period [CR0031^{CM}]. This is the date on which coverage ends, or the <u>Risk Expiry Date</u>, in the format yyyy-mm-dd.

   ↗ **Click Next Step**

Top Tip

If the bordereau has multiple risks, we recommend choosing a suitable unique identifier.

More Info

Some risks may need to be split across a series of rows of detail where elements of the risk are located in more than one country.

Step 8: Location Details

This step enables multiple types of locations and their corresponding Bordereau columns to be mapped to Tide fields. If you specify a bordereau column as the answer to 2 or more Tide Address fields, Tide can separate the contents of this column into its component parts during processing and only populate the Tide fields with the relevant component.

A Loss Location entry will automatically be added to the table provided. Select <u>Edit</u> next to the entry and complete the following:

1. Select the column that specifies the Loss Country [CR00116^{CM}].

2. Select the column that specifies the Loss Country Sub-division [CR00114^{CM}].

3. Select the column that specifies the Loss Floor Number.

4. Select the column that specifies the Loss Street Number.

5. Select the column that specifies the Loss Street.

6. Select the column that specifies the Loss Postal/Zip Code [CR0115^{CM}].

7. Select the column that specifies the Loss City.

8. Select the column that specifies the Loss County [CR0113^{CM}].

Click <u>Add Location</u> and select the type of location you would like to add from the list provided.

If <u>Risk</u>:

1. Select the column that specifies the Risk Country [CR0050^{CM}].

2. Select the column that specifies the Risk Country Sub-division [CR0048^{CM}].

3. Select the column that specifies the Risk Floor Number.

4. Select the column that specifies the Risk Street Number.

5. Select the column that specifies the Risk Street.

6. Select the column that specifies the Risk Postal/Zip Code [CR0049^{CM}].

7. Select the column that specifies the Risk City.

8. Select the column that specifies the Risk County.

If <u>Insured</u> or <u>Reinsured</u>:

1. Select the column that specifies the Insured or Reinsured Country [CR0041^{M}].

2. Select the column that specifies the Insured or Reinsured State [CR0039^{CM}].

3. Select the column that specifies the Insured or Reinsured Floor Number.

Top Tip

Lloyd's risk locator tool can be used to help confirm the location of the risk.

4. Select the column that specifies the Insured or Reinsured Street Number.

5. Select the column that specifies the Insured or Reinsured Street.

6. Select the column that specifies the Insured or Reinsured Postal/Zip Code [CR0040^{CM}].

7. Select the column that specifies the Insured or Reinsured City.

8. Select the column that specifies the Insured or Reinsured County.

If Surplus Lines Details:

1. Select the column that specifies the Surplus Lines Filing State [CR0088^{CM}].

➤ **Click Next Step**

Step 9: Experts

Experts involved in the transaction should be specified including adjusters, lawyers, accountants etc.

1. Click > Add New Expert

   – Select the Type of Expert you are adding from the list provided [CR0162^{CM}].

   – Select the column that specifies the Expert Company Name [CR0163^{CM}].

   – Select the column that specifies the Expert Company Reference [CR0164^{CM}].

   – Select the column that specifies the Expert Company Address [CR0165^{CM}].

   – Select the column that specifies the Expert Company State [CR0166^{CM}].

   – Select the column that specifies the Expert Company Postal Code [CR0167^{CM}].

   – Select the column that specifies the Expert Company Country [CR0168^{CM}].

➤ **Click Next Step**

Step 10: Reserves

In this step the fields to supply reserve figures are specified. If unsure of any of the below, refer back to Broker or TPA Claims specialist.

1. What is the financial reporting type of the reserve figures?

   Select either Transactional or Restatement.

2. Indemnity (Reserve) [CR0130^{CM}]

   The amount outstanding which the Coverholder or TPA still expects the Lloyd's syndicate to pay out in respect of the claim or claim item, in the settlement currency.

3. Fees (Reserve) [CR0131^{CM}]

The amount outstanding for fees to third parties in the settlement currency.

4. Adjusters Fees (Reserve) [CR0152^{CM}]

    Any reserved or outstanding adjuster's fees.

5. Attorney Coverage Fees (Reserve) [CR0151^{CM}]

    Any reserved or outstanding attorney coverage fees (fees incurred to determine the cover the Lloyd's syndicate is liable to provide under the policy).

6. Defence Fees (Reserve) [CR0153^{CM}]

    Any attorney fees incurred in defending a claim made against the insured reserved or outstanding.

7. Expenses (Reserve) [CR0150^{CM}]

    Any reserved or outstanding expenses

8. TPA Fees (Reserve) [CR0154^{CM}]

    Any reserved or outstanding third-party administrator fees.

    ↱ **Click Next Step**

Step 11: Paid

In this step the fields to supply <u>paid</u> figures are specified. If unsure of any of the below, refer to Broker or TPA Claims specialist.

1. What is the financial reporting type of the paid figures?

    Select either <u>Transactional</u> or <u>Restatement</u>.

2. Indemnity (Paid) [CR0126^{CM}]

    The amount of the claim that is to be collected from the Lloyd's syndicate this month in the settlement currency.

3. Fees (Paid) [CR0127^{CM}]

    Fees paid to third parties that are to be collected from the Lloyd's syndicate this month in the settlement currency.

4. Adjusters Fees (Paid) [CR0142^{CM}]

    Any adjuster's fees to be collected from the Lloyd's syndicate(s) this month.

5. Attorney Coverage Fees (Paid) [CR0141^{CM}]

    Attorney fees (fees incurred to determine the cover the Lloyd's syndicate is liable to provide under the policy) to be collected from the Lloyd's syndicate(s) this month.

6. Defence Fees (Paid) [CR0143^{CM}]

Any attorney fees incurred in defending a claim made against the insured to be collected from the Lloyd's syndicate(s) this month.

7. Expenses (Paid) [CR0140^{CM}]

Any expenses to be collected from the Lloyd's syndicate(s) this month.

8. TPA Fees (Paid) [CR0144^{CM}]

Any third-party administrator fees to be collected from the Lloyd's syndicate(s) this month.

➙ **Click Next Step**

Step 12: Totals

In this step, the fields to supply totals figures are specified. If unsure of any of the below, refer back to Broker or TPA Claims specialist.

> **Top Tip**
> Remember that "Total fees" do not include any TPA fees.

1. What is the financial reporting type of the paid figures?

    Select either Transactional or Restatement.

2. Fees (Total Incurred) [CR0135^{CM}]

    The total fee amount incurred as result of the claim, including expenses in the settlement currency. This is the sum of "Total paid this month fees", "Previously paid fees" & "Reserve fees".

3. Indemnity (Total Incurred) [CR0134^{CM}]

    The total amount incurred as a result of the claim in the settlement currency. This is the sum of "Total paid this month indemnity", "Previously paid indemnity" & "Reserve indemnity".

4. Select the column that specifies the Total Reserve.

5. Select the column that specifies the Total Paid.

6. Select the column that specifies the Total Incurred [CR0155^{CM}].

    This is the sum of: "Total Incurred Fees" & "Total Incurred Indemnity".

➙ **Click Next Step**

Step 13: Remaining Fields

The Remaining Fields step in the questionnaire provides a way of reviewing the columns in your bordereau that have been mapped to the relevant DDM fields and make any necessary adjustments.

At this point, we recommend that you scroll to the bottom of each table and **check the fields that the system has automatically mapped**. This will also allow you to verify whether columns have been properly filled. The table on the left of the screen (Bordereaux Fields), displays the full list of columns in your bordereau. The table on the right of your screen (Tide Fields) displays the full list of Tide fields.

To ensure Coverholder Reporting Standards V5.2 adherence, we recommend that you open the Market Business Glossary and filter by the relevant reporting type, class of business and territory to ensure that all applicable Mandatory and Conditional Mandatory fields have been correctly mapped.

Below are the remaining Mandatory Fields which you are required to map:

— Type of Insurance [CR0019^M]

— Diary date [CR0369^M]

➦ **Click Next Step**

Top Tip

The same field may be used twice; such as for insured and risk address.

Top Tip

The Remaining Mandatory Fields may need to be set up as defaults.

Step 14: Review

The Review step is the final step in the questionnaire and provides an opportunity to review the translation and assignment of bordereau columns to DDM fields.

1. Changes made to Bordereau: Proceed to saving.

2. Click the Advanced Options button for additional features; such as switching figure signs (+/-) and specifying whether values are given as percentages or decimals.

3. For guidance on setting up defaults, please see Page 28 of the *Completing a Bordereau Questionnaire* User Guide, available here.

✓ **Save & Process Bordereau**

☑ **Process complete for mapping a Claims Bordereau**

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