

## COO Workshops – Questions and Answers

We held workshops on each of the three core activities set out in the [second Blueprint Two Interactive Guide](#) (published January 2022). Hosted by Bob James, Lloyd's Market Transformation Director, and aimed at Chief Operating Officers, Heads of Claims, and those responsible for the planning and implementation of Blueprint Two solutions, the workshops provided an opportunity for market participants to engage further with the guide and roadmap and put their questions to a panel of experts.

This document draws out the Q&A that we consider to be helpful to all market participants. You are referred to the news item published on 26 April 2022 and encouraged to:

- watch the recordings of the workshops and Q&A arising;
- go through the presentation pack;
- use the contact details for further queries; and
- continue to use the [second Blueprint Two Interactive Guide](#) to inform your approach to planning and implementation of Blueprint Two solutions.

### 28 March Claims

Speakers and respondents to Q&A

Rich Boyd	Claims Workstream Lead, Lloyd's
Bob James	Market Transformation Director, Lloyd's
Sheel Sawhney	Global Head of Claims, Brit Global Specialty
Hannah Kate Smith	Market Engagement and Communications Director, Lloyd's

### 11 April Open market placement

Speakers and respondents to Q&A

James Anderson	Head of Digital Processing, Lloyd's
Louise Day	Director of Operations, International Underwriting Association
Steve Hicks	Open Market Placement Workstream Lead, Lloyd's
Bob James	Market Transformation Director, Lloyd's
Thomas Sebastian	London Market Joint Venture CEO
Hannah Kate Smith	Market Engagement and Communications Director, Lloyd's

### 21 April Delegated authority placement

Speakers and respondents to Q&A

Etienne Bender	Claims Delivery Lead, Lloyd's
Paul Brady	Head of Policyholder & Third Party Oversight, Lloyd's
Rachel Brian	Delegated Authority Workstream Lead, Lloyd's
Bob James	Market Transformation Director, Lloyd's

## Open market placement

**Q There appear to be two options to digital adoption: fully digital and the use of transition services. Is it possible to take a 'blended' approach to continue to operate in the market at cutover in Q2 2024?**

A Yes, while full digital adoption will be available from the market-wide cutover in Q2 2024. For market participants who need more time, transition services will be provided. By taking this approach to digital adoption, we are affording the market time to prepare for the change, recognising that market firms will have individual timelines and a choice on the extent to which they adopt the end-to-end digital solutions. Those using transition services will need to move to full adoption, and we expect this to be done on a phased basis.

**Q How will my organisation realise the 40% cost saving through digital processing by the joint venture?**

A The Heads of Terms agreed between DXC Technology, Lloyd's and the International Underwriting Association in May 2021 set out that there would be at least a 40% saving in the costs of transacting through the Bureau if you adopted digital solutions. Organisations may achieve savings over and above this depending on their own business models.

**Q Why is there an option to continue to start the open market placement journey with a document and not only use a 'data first' approach?**

A We are mindful of the capabilities of market firms and have included options for adoption for market cutover in Q2 2024: fully digital, blended, and using transition services. If we insisted on a 'data first' approach only there is a risk that we may need to be in a transition period for a longer time as all firms evolved their systems (in-house or supplied) and other organisational capabilities to reach that point. We encourage market firms to engage with service providers to explore the path to digital adoption at the appropriate pace.

**Q How can my service providers find out more and get involved with the discussions taking place on Blueprint Two solutions?**

A We are focusing our engagement with key service providers who are currently supporting market firms so please check with your service providers, including your broker, policy administration, claims and Bordereaux providers, to ensure that they are engaged with the Future at Lloyd's and [email us](#) to add them to our contact list.

## Delegated Authority

**Q How confident are you that the integration with DDM will happen before 1-1- renewals?**

A All build work is complete, and we have one sprint of testing remaining on the DCOM side, we are working very closely with LIMOSS to ensure we complete the integration as soon as possible. We will share more details on integration dates through our DCOM newsflash.

**Q Where can I find out more detail on future release changes?**

A All future release changes are listed on our DCOM newsflash that goes out on a regular basis and you can also read more on our website here - <https://www.lloyds.com/about-lloyds/future-at-lloyds/our-solutions/delegated-authority/update>

**Q Are there plans for an API from market systems into DCOM?**

A We are having conversations with market advisory group to see if there is a business case for this work.

**Q What about the data extraction from DCOM?**

A We are currently working with LIMOSS to work out what that data extraction could look like.

**Q What is the operating model of how the data will flow through the market?**

A We need to work with the market to work out what the best approach is as there are varying views.

**Q What is happening with ATLAS replacement?**

A With Project RIO coming into play and the work happening with the LMA on DARE, we are thinking about how Lloyd's can best add value so we are focusing on what a good oversight model looks like and fixing the current systems in place, before looking into building a replacement for ATLAS.

**Q What work has been done on how the data is validation?**

A We are currently looking into options around data validation, one option we are currently exploring is holding the validation centrally in a gateway so that it can then be soft pulled by each of the systems to check the data along its journey. However there are other options that we are exploring, and will work with the market and associations to decide on what will be the best solution going forward.

**Q What has to be true for the delegated claims administrators to give up their loss funds?**

A The situation actually is that the MAs are reclaiming their loss funds, once DCAs are on the Vitesse platform and there is confidence that their processing is robust, and the bordereaux can be reconciled with FCP.

**Q For coverholders that have put their Bordereaux into 5.2 – how many changes will there be in the future?**

A We are not looking to make any changes of Bordereaux 5.2 at this moment in time

**Q Will financial checks or sanctions be conducted by Vitesse?**

A No, in terms of the checks of who the money is going to that is responsible by the delegated claims administrator.

**Q What plans exist for the Delegated Audit Manager?**

A Delegated Audit Manager has been live for 3 years, we have successfully integrated the system with DCOM and are now working on upgrading the platform to the same version at DCOM so from PEGA 7.2 to 8.6. We work closely with a market advisory group where we take feedback for improvements and currently there is no immediate plans to build on the current application. Read more about this system here <https://www.lloyds.com/conducting-business/delegated-authorities/systems-and-tools/delegated-audit-manager/>

**Claims**

**Q How does ICOS fit into the overall joint solution plan?**

A It is one of the three main systems of the JSP: IPOS (International Premiums Orchestration System), ICOS (International Claims Orchestration System), and the Digital Gateway. The ICOS platform will have several key features as outlined in the open market claims 'target state' section of the Interactive Guide: Electronic first notification of loss (eFNOL); Investigation (Policy matching and verification); Investigation (Dynamic Routing); Collaboration and agreement; and Digital Processing (Settlement and claims payment).

**Q When can I sign up for FCP?**

A We are currently preparing our adoption support material and resources, as well as guidelines for DCAs (helping to meet this key roadmap deliverable). Incorporation of DCOM functionality later in the year will further automate the process, however we can welcome early adopters from June.

**Q How will FCP be aligned to the JV and the ultimate future state, and why would I not wait until 2024 when the JV provides speedier payment functionality?**

A FCP is one of the market wide services that will be integrated into the JV, with scoping work beginning now. Signing up now will allow carriers to review their loss fund portfolio and begin to switch over from today's process – removing customer delay due to the current funding issues we see associated with loss fund management. For the brokers this will reduce your effort gradually, not having to re-direct market funds to DCAs on a monthly basis. An alignment and switch over of the solution through the JV should also reduce the amount of dual operational process for FCP versus non-FCP that will likely exist until 2024.

**Q How will you make sure claims data requirements are considered in Open Market placement activities?**

A The Claims team and SMEs have fed into the Core Data Record activity that has just completed, ensuring that the data we need to draw from placement to pre-populate data at FNOL is captured. We are now embarking on the definition of the Claims Data Standards that will support the flow of a claims beyond FNOL through to settlement. We will leverage the market standards that exist today and build on them. This work is being done in conjunction with the JV team and will inform build going forwards. Market participants will be able to provide feedback on the Claims Data Standards after release in Q2.

**Q There are many widely-used claims market services – are they being integrated into the joint venture build?**

A We are currently working through the detail of the existing claims 3rd party services such as MIS (satellite imagery & intelligence), Gemini (expert management) and Faster Claims Payments to ensure that the service is either fully incorporated within the JV solution or the JV will integrate with the service. Any build required will be included in the JV scope.

**Q How do we get involved in market engagement for the joint venture?**

A By providing SMEs to feed into the three-in-a-box model. Get in touch with your market organisations to suggest the appropriate people for the requirements of each of the upcoming Programme Increments (PIs)

**Q How will we ensure adoption?**

A We need to be clear around the benefits of changing business processes and focus on the outcomes, not just the technology solutions. Focusing on the business outcomes we expect and the solutions we are providing to deliver them, aligned to Project Rio oversight principles, we expect that market participants will want to adopt our solutions that will help them speed up payments for their customers.

We are working with our market groups to align to the wider JSP solution and have been gathering feedback before, during, and after each period of development. The technology itself is mature and flexible and future innovations will be driven by the developments.