

DCOM Support Request Processes

When the Lloyd's Market Support Centre updates a support request with either a progress update or a request for further information, this is communicated to the customer who submitted the request via email and on the Market Support Centre (MSC) portal.

Screenshot of the email below shows the update in the grey box and provides a link to the support portal.

We need information regarding your support request (CS0002676) > Inbox x

Lloyd's Market Support
to me ▾

Dear Dharmesh Patel,

We've taken a look at your support request (CS0002676) and need further information from you.

Here's a message from your support agent:

Please can you provide a screenshot of the error that you are seeing?

What to do now

You can provide us with this information by [logging in to the support portal](#) and leaving us a message. Alternatively, reply to this email.

What happens next

We'll let you know once we've received this information. After that, we'll contact you once we have an update or resolution to your request.

Got a question or comment?

You can send us a message about your request by logging into the support portal or replying to this email. You can also use this link to view details of your request.

Regards,

The Market Support Centre Team

marketsupport.lloyds.com

The link mentioned above will take the customer directly to the MSC portal and to the specific request that was logged which shows all the details entered at the time of submission, i.e. what the request is for:

Issues searching for a registration or with the registration record in DCOM

Case reference: CS0002676
Opened by Dharmesh Patel
Status: Awaiting Info

[Support request details](#)

Who is the support request being raised for?	For myself
Unique Identifier / Contract ID	DA-432342343
Is your issue/query with searching for a registration or with the registration record?	Searching for a registration
What does your issue or query relate to when searching for a registration?	Can't find a registration when using the search contracts function
Please provide a full description of your issue/query	Unable to find UMR B12424234234. The search results with "nothing but space"

Updates and messages

Chat with the Market Support Centre Team and view your updates below.

Send

Market Support Centre Team DP

Please can you provide a screenshot of the error that you are seeing?

© 2m ago • Additional comments

When there is a resolution to a support request, for example: guidance has been provided, permanent fix applied, workaround applied etc. the support request is set to “resolved” and communicated to the customer via email and on the MSC Portal.

Screenshot of the email below shows the resolution details

We have a proposed solution to your request (CS0002676) Inbox x

Lloyd's Market Support
to me

14:46 (0 minutes ago) ☆ ↶ ⋮

Dear Dharmesh Patel,

We've been looking into your support request (CS0002676).
We now have a proposed solution.

The reason why you are unable to search for the contract is because you are not part of the user group that contains the CSN for this contract. Below is a knowledge article which details the steps on how to do this. [How to understand the structure of user hierarchy as a devolved administrator](#)

What to do now

Try using the application you needed support with and see if the solution works for you. If so, you don't need to do anything else.

If not, [re-open the request in the support portal](#) and let us know what further help you need.

What happens next

If we don't hear from you within two days of us sending you this email, we'll assume that you're happy with our solution and will close this request.

Regards,
The Market Support Centre Team
marketsupport@lloyds.com

Once a support request is set to resolved, the customer has 2 business days (as per the email above) to either accept or reject the resolution. This is done by clicking on the “re-open the request in the support portal” link in the email above which takes the customer back to the MSC portal:

Issues searching for a registration or with the registration record in DCOM

Case reference: CS0002676
Opened by Dharmesh Patel
Status: Resolved

[Support request details](#) ^

Who is the support request being raised for?	For myself
Unique Identifier / Contract ID	DA-432342343
Is your issue/query with searching for a registration or with the registration record?	Searching for a registration
What does your issue or query relate to when searching for a registration?	Can't find a registration when using the search contracts function
Please provide a full description of your issue/query	Unable to find UMR B12424234234. The search results with "nothing but space"

Please confirm whether your request is complete

We have proposed a resolution for your support request. If your support request is resolved, please click Accept & close. If you need additional support, please click Reopen.

If “Accept & close” is clicked, the request will be permanently closed and cannot be reopened.

If “Reopen” is clicked, the request is reopened and the market support centre informed.

If neither are clicked, the request will automatically close after 2 business days and cannot be reopened.