

DA Claims Journey - Broker

Purpose of this map

This map shows the journey that DCAs, Brokers and MAs go through when using Faster Claims Payments, to process a claim.

People involved

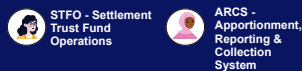
There are 8 roles in the DA Claims Journey. We have grouped these people into 3 groups:

- 1) **Market participants** are the DCA's, Managing Agents and Brokers who handle and approve claims
- 2) **Processing roles** are the Lloyd's and Vitesse operational roles who authorise money movements
- 3) **End customer** is the policy holder who gets paid

Market Participants



Processing Roles



End Customer



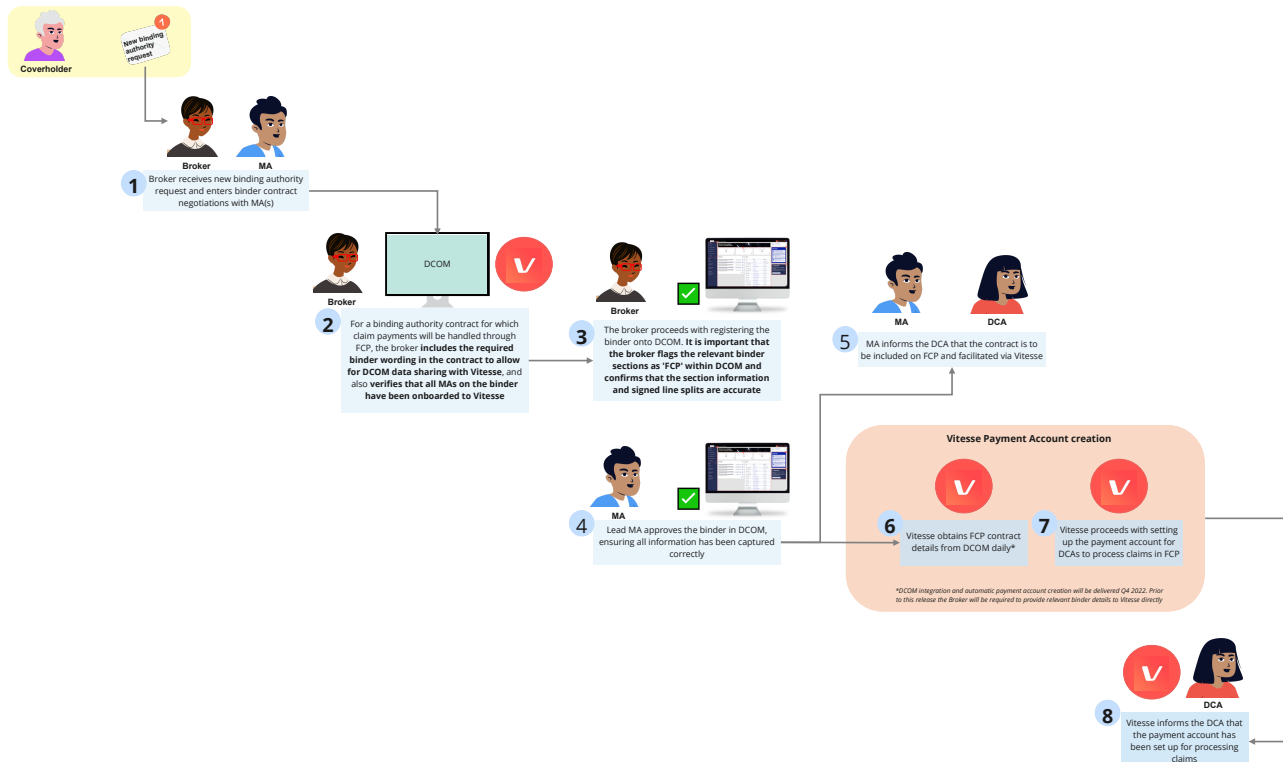
Product Names

Faster Claims Payments (FCP)

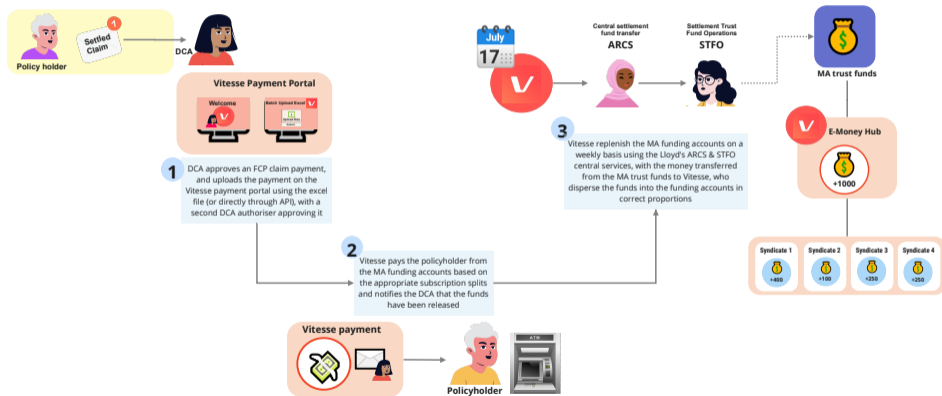
Delegated Contract and Oversight Manager (DCOM)

STAGE

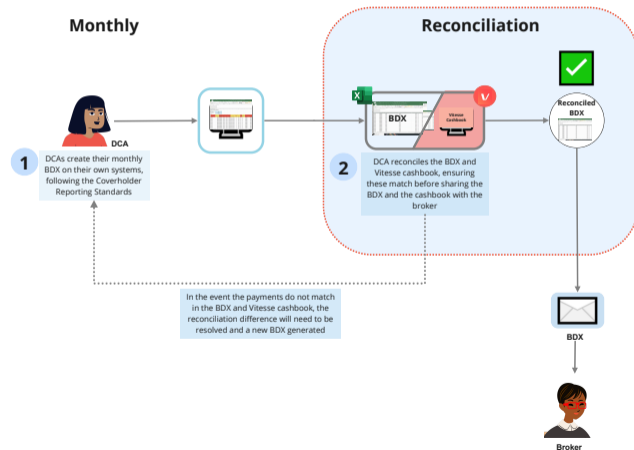
1 Binder registration and account creation



2 Pay the beneficiary



3 Upload the BDX and Reconcile



4 Share & agree the BDX with all parties

