

# Delegated Contract & Oversight Manager

DCOM Field Guide

The  
Future  
at  
Lloyd's

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## Most queried fields / Fields requiring greatest attention to detail

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# Person(s) Responsible for Operation and Control

## Person(s) Responsible for Operation and Control

Person(s) Responsible for Operation and Control
Individual section

Enter for each Coverholder?

The person(s) responsible for overall operation and control ?

First Name *	Surname *	Email *	
First Name	Surname	email@address.com	Add

The person(s) authorised to bind insurances ? Copy names from question above

First Name *	Surname *	Email *	
First Name	Surname	email@address.com	Add

The person(s) with overall responsibility for the issuance of documents evidencing insurances bound ? Copy names from question above

First Name *	Surname *	Email *	
First Name	Surname	email@address.com	Add

It is currently mandatory in DCOM to populate 3.1, 3.2, 3.3 & 3.4. Provided the MAs on the contract are comfortable with this, individuals can be named at managerial level ie. not *all* individuals must be listed. We have received a number of points of feedback on the notifications received by coverholders as a result of being named here. There is a data privacy need to notify anyone whose data we store in DCOM, but we have addressed concerns this by including the following in Release 1.3:

1. Updating the logic, so that a Privacy Notice is only sent *once* to an email address
2. Improved the wording of the notification, making it easier to understand for someone not familiar with DCOM

In addition, as part of Release 1.4 scope, we are making 3.2, 3.3 & 3.4 non-mandatory in DCOM ie only the individual(s) with overall responsibility for the binding authority (those named in sub-section 3.1) must be named. A list of the persons who would otherwise be named in sections 3.2, 3.3 and 3.4 and any remote workers should be separately maintained on ATLAS. 'Remote worker application forms' do not need to be completed in respect of coverholder staff who are now working from home (unless that location is now a new trading location for the coverholder). For more information, please see the links below.

This is subject to the managing agent being comfortable with this approach.

<https://www.lloyds.com/conducting-business/delegated-authorities/applications-and-processes/post-approval-changes/key-staff>

<https://www.lloyds.com/news-and-insights/market-communications/covid-19/advice-to-the-lloyds-market/delegated-authority-guidance>

# Regulatory Client Classification

## Authorised Class(es) of Business and Coverage(s)

▼ Authorised Class(es) of Business and Coverage(s)
Individual section

Distribution Method \*

Select... ▼

Premium level of authority \*

Select... ▼

Deductible(s) and/or excess(es) \*

Select... ▼

I want to enter values for deductibles and/or excesses.

If you select this, you may enter a deductible or excess for each High Level Class of Business and/or Generic Class of Business and/or Peril and/or Max Limit/Sum Insured provided at least one excess or deductible is entered at High Level or Generic Class level.

Insured Item Group / Insured Item Sub-Group

Type here Search

---

Search with high level or generic class of business \* ?

Type here Search

ⓘ Please note that you should only add one High Level Class of Business per section. The first Generic Class of Business on the section will be taken as the primary Class of Business by Delegated Data Manager.

▼ High level Class of Business Accident & Health
🗑️

Regulatory Client Classification \*

|

- Individual/Personal
- Commercial-micro-enterprise
- Commercial-Small
- Commercial-Large risk
- Master Policy/Group Scheme
- Commercial-Other
- Reinsurance

### Definitions for drop down options:

**Individual/Personal:** Natural person acting for purposes outside their trade, business or profession.

**Commercial – Micro-enterprise:** A micro-enterprise which employs fewer than 10 persons and has a turnover or annual balance sheet that does not exceed EUR 2 million (or its equivalent in any other currency).

**Commercial – Small:** A small business which is not a micro-enterprise and has an annual turnover of less than GBP 6.5 million (or its equivalent in any other currency) and either (i) employs fewer than 50 persons; or (ii) has a balance sheet total of less than GBP 5 million (or its equivalent in any other currency).

**Commercial – Large risk:** A contract insuring:

1. Railway rolling stock, aircraft, ships (sea, lake, river and canal vessels), goods in transit, aircraft liability or liability of ships (sea, lake, river and canal vessels).
2. Credit and suretyship, where the policyholder is engaged professionally in an industrial or commercial activity or in one of the liberal professions and the risk relates to such activity.
3. Land vehicles (other than railway rolling stock), fire and natural forces, other than damage to property, motor vehicle liability, general liability and miscellaneous financial loss, insofar as the policyholder exceeds the limits of at least two of the following three criteria:
  1. Balance sheet total: EUR 6.2 million (or its equivalent in any other currency)
  2. Net turnover : EUR 12.8 million (or its equivalent in any other currency)
  3. Average number of employees during the financial year: 250.

*[Note: “Large Risk” is an official term used in EEA insurance regulation. The formal definition of “Large Risks” is found in the EU’s 2nd Non-Life Insurance Directive (88/357). A “Mass risk” is anything that is not a “Large Risk”]*

**Master Policy/Group Scheme:** A policy sold to a master policyholder (consumer, commercial or large risk) for the benefit of others in relation to their common employment, occupation, or activity.

**Commercial – Other:** All commercial business that is not micro-enterprise, small or large risk.

**Reinsurance:** Reinsurance worldwide.

# Risk Location & Insured Domicile

## Territorial Limitations

The screenshot displays the 'Territorial Limitations' section of the Lloyd's Risk Locator Tool. It is divided into three main sections, each with a search bar and a table for 'Region/Country/Division'.

- Risk Location:** Features a search bar with 'Worldwide' and 'excluding' options, and a 'Search' button. Below it is a table with the header 'Region/Country/Division' and the content 'No items'.
- Insured Domicile:** Features a search bar with 'Worldwide' and 'excluding' options, and a 'Search' button. Below it is a table with the header 'Region/Country/Division' and the content 'No items'.
- Territorial Limits:** Features a search bar with 'Worldwide' and 'excluding' options, and a 'Search' button. Below it is a table with the header 'Region/Country/Division' and the content 'No items'.

## What is a risk location?

Risk location(s) determine the territory or territories whose laws, regulations and tax rules apply to an insurance contract. The Risk Locator Tool (RLT) was built for Lloyd's market participants and houses thousands of risk location rules and triggers with the aim to assist in determining risk location(s). The general principles set out in the RLT and guidance provided on this page should be used in conjunction with country specific information on Crystal.

<https://www.lloyds.com/news-and-insights/market-communications/regulatory-communications/news-articles/resources-for-determining-risk-location>

<https://www.lloyds.com/conducting-business/risk-locator>

Where Reinsurance is selected in the COB accordion and the Risk Location and/or Insured Domicile fields have 'worldwide' / 'worldwide excluding...' listed as territories:

- Please enter *all* relevant territories to DCOM ie. if Worldwide is required, select all individual countries / regions
- If you encounter a validation error message in DCOM regarding one or more of these territories, but you believe the relevant permissions are in ATLAS & Crystal, a support request to the Market Support Centre Portal should be raised
- This request should either come directly from a contract lead managing agent, or evidence that it has come from a contract lead managing agent, if submitted by the broker
- Example text: “[Name of contract lead managing agent] confirm we have checked ATLAS & Crystal and confirm the relevant permissions to underwrite reinsurance in these territories are in place”
- The Lloyd's team will then override the validation

# Gross Premium Income Limit

## Gross Premium Income Limit

▼ Gross Premium Income Limit
Individual section

**Gross premium income limit\*** Enter currency code / name

Notifiable percentage of the limit not to exceed\*  %

▼ Period Of Insurances Bound
Individual section

Period of insurances bound\*  Number of month(s)

Maximum period of insurances bound\*  Number of month(s) including odd time

Maximum advance period for inception dates\*  Number of day(s)

▼ Commissions
Individual section

The coverholder commission\*  %

Will there be a profit commission?  Yes  No

Maximum fees that may be charged in addition to premium\*   
 Enter currency code / name  or  %

Maximum fees that may be deducted from premium in addition to commissions\*   
 Enter currency code / name  or  %

Description of fees   
 Type here Max. 2000 characters

Maximum value of any other acquisition costs that may be deducted from premium or charged in addition to premium \*

This field is currently at section level only on DCOM. This is the figure that will be shown under subsection 12.1 on the schedule of the binding authority. If this is only set out at contract level on the binding authority, then you will need to split these evenly between the sections on DCOM.

# Will policies be issued to eligible complainants under this contract?

## Claims and Complaints

Claims and Complaints
Individual section

All Delegated Claims Administrators added on this section will be able to see claims and each other's data for this section in Delegated Data Manager. If you want to avoid this, then please add Delegated Claims Administrators on separate sections.

Is claims handling authority being delegated to a: \*

Yes     No    Coverholder  
 Yes     No    Delegated Claims Administrator

Please enter the following details of delegation to the coverholder(s)

What is the per claim limit of authority being delegated for each of the coverholder(s) on this section \*

Enter for each Coverholder?

The person(s) authorised to exercise any claims authority\*

Enter for each Coverholder?

First Name	Surname	Email	
<input type="text" value="First Name"/>	<input type="text" value="Surname"/>	<input type="text" value="email@address.com"/>	<input type="button" value="Add"/>

Is complaints handling authority being delegated to a: \*

Yes     No    Coverholder  
 Yes     No    Delegated Claims Administrator

Will policies be issued to eligible complainants under this contract? \*

Yes     No

The definition of a complaint changes depending on the country of the policyholder. Therefore, to check whether eligible complainants do fall within the contract please select the appropriate link:

<https://www.lloyds.com/resources-and-services/make-a-complaint/complaints-handling/uk-complaints-handling>

<https://www.lloyds.com/resources-and-services/make-a-complaint/complaints-handling/international-complaints-handling>

# Risks written / Aggregate / Premium paid / Claims reporting intervals

## Reporting & Aggregate Exposures

Reporting and Aggregate Exposures
Individual section

**Risks written reporting interval** Maximum number of days for reporting/submission of risks written bordereau(x) \*

day(s)

**Aggregate reporting interval**

**Premium paid reporting interval** Maximum number of days for reporting/submission of premium bordereau(x) \*

day(s)

**Claims reporting interval** Maximum period for reporting/submission of claims bordereau(x) \*

day(s)

**Maximum period for remittance of settlements \***

 day(s)

**Fees and charges to be deducted by the coverholder \***

Type here Max. 2000 characters

**Who is responsible for the Contract Administrator role in Delegated Data Manager (DDM)? Please note this role must be performed by the same participant for all sections.**

Party \*

Participant \*

**Which of the section leads will be responsible for breach management in Delegated Data Manager?**

Participant \*

**Who is responsible for the following roles in relation to Risks Written**

	Party *	Participant *
Submission	<input type="text" value="Coverholder"/>	<input type="text" value="Islands Agronomy Branch 321216QIH"/>
Transformation	<input type="text" value="Underwriters"/>	<input type="text"/>
Assignment	<input type="text" value="Underwriters"/>	<input type="text"/>

These fields should be populated as they appear on your binder slips.

### Pre-release 1.4...

These fields drive the following fields:

- Maximum number of days for reporting/submission of risks written bordereau(x)
- Who is responsible for the following roles in relation to [bdx type] / [party] [participant] (roles questions)

If 'Not Applicable' is selected for the '[bdx type] Reporting Interval' questions, these fields are hidden. If 'Monthly'/'Quarterly' are selected, they must be populated. As planned scope in a future release, we are making it possible to de-couple the *roles questions* further for non DDM users (see next slide)



# DDM Specific Reporting Questions

## Reporting & Aggregate Exposures

Reporting and Aggregate Exposures
Individual section

Risks written reporting interval ?

Monthly ▼

Aggregate reporting interval

Select... ▼

Premium paid reporting interval ?

Select... ▼

Maximum period for renittance of settlements ?

Number of days

Fees and charges to be deducted by the coverholder ?

Type here Max. 2000 characters

Who is responsible for the **Significant Administrative** role in Delegated Data Manager (DDM)? Please note this role must be performed by the same participant for all sections.

Party ? Participant ?

Underwriters ▼ ▼

Which of the section leads will be responsible for **breach management** in Delegated Data Manager?

Participant ?

Who is responsible for the following roles in relation to **Risks Written**

Submission	Party <span style="float: right;">?</span>	Participant <span style="float: right;">?</span>	
	Coverholder <span style="float: right;">▼</span>	Islands Agronomy Branch 321216QIH <span style="float: right;">▼</span>	
Transformation	Underwriters <span style="float: right;">▼</span>	2332 2332 <span style="float: right;">▼</span>	
Assignment	Underwriters <span style="float: right;">▼</span>	2332 2332 <span style="float: right;">▼</span>	
Approval	Underwriters <span style="float: right;">▼</span>	2332 2332 <span style="float: right;">▼</span>	

Who is responsible for the following roles in relation to **Paid Premium** Copy from question above

Submission	Party <span style="float: right;">?</span>	Participant <span style="float: right;">?</span>	
	Coverholder <span style="float: right;">▼</span>	Islands Agronomy Branch 321216QIH <span style="float: right;">▼</span>	
Transformation	Underwriters <span style="float: right;">▼</span>	2332 2332 <span style="float: right;">▼</span>	
Assignment	Underwriters <span style="float: right;">▼</span>	2332 2332 <span style="float: right;">▼</span>	
Approval	Underwriters <span style="float: right;">▼</span>	2332 2332 <span style="float: right;">▼</span>	

Maximum number of days for reporting/submission of risks written bordereaux(x) ?

Number of days

Maximum number of days for reporting/submission of aggregate exposures

Number of days

Maximum number of days for reporting/submission of premium bordereaux(x) ?

Number of days

### Pre Release 1.4

For users not using DDM, there is currently no option to add 'Not processing bordereaux in DDM' here, and the fields are mandatory/conditionally mandatory. We are working on a solution to address this. In the meantime:

- for Contract Administrator, please select the Broker
- for breach management, please select any value
- for roles questions, please select any value

N.B. This data will not be used for any downstream purposes or be checked by DXC, but it is required to pass DCOM data validations at present

### Post Release 1.4

As planned scope, we will add an option to state: 'Not processing bordereaux in DDM\*'. This will mean the following DDM fields do not need to be populated with 'false' data:

1. Contract Administrator [Party] [Participant]
2. Breach management
3. Roles questions

In addition, we will be removing the *Who is responsible for the following roles in relation to Aggregates [party] [participant]* fields for all users, as these are not required by DDM or DCOM

### \* When should 'Not processing bordereaux in DDM' be selected?

- For this option to be selected, the DCOM contract creator must have confirmed that NONE of the participants (lead and follow) on the whole contract do not wish to use DDM for this contract
- This excludes LBS business, where DDM is mandatory

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Classification: Confidential

# Signed Line (%)

## Capacity Details

Capacity Details
Individual section

Is this a Non-Lloyds Insurer led section\*  Yes  No

**Section Lead(s)**

Lead Type\*

Lead\*

**Syndicate**

Lead	SYOA	Company Reference	Written Line (%) *	Signed Line (%) *	Syndicate Number	Managing Agent
2332	2022	<input type="text"/>	<input type="text"/>	<input style="background-color: yellow;" type="text"/>	2332	Dentists Timbers Tech

Please ensure Signed Lines are split accurately in DCOM to reflect what is in the slip. Info for signed lines on all section should be added.

**Note:** This will directly impact the split of payments for those using the Faster Claims Payment solution, when it is integrated with DCOM

# Signing Provisions

## Non-Schedule

Non-Schedule
Individual section

Non-schedule data added here will be populated into any additional individual sections.

Expected premium income (Gross EPI) \*

Currency \*

Value \*

Basis of written lines \*

Basis of signed lines \*

**Signing provisions \***

Total Lloyd's brokerage \*

  Enter total Lloyd's brokerage as an amount
 

Platform \*

Other deductions Lloyd's broker may make from premium

Other deductions Lloyd's broker may make from premium Max. 2000 characters

Product risk rating \*

Route of business

### Without Disproportionate Signing

"In the event that the written lines hereon exceed 100% of the order, any lines written "to stand" will be allocated in full and all other lines will be signed down in equal proportions so that the aggregate signed lines are equal to 100% of the order without further agreement of any of the (Re)insurers.

However:

- (a) in the event that the placement of the order is not completed by the commencement date of the period of the Binding Authority then all lines written by that date will be signed in full;
- (b) the signed lines resulting from the application of the above provisions can be varied, before or after the commencement date of the period of the Binding Authority, by the documented agreement of the Coverholder and all (Re)insurers whose lines are to be varied. The variation to the Binding Authority will take effect only when all such (Re)insurers have agreed, with the resulting variation in signed lines commencing from the date set out in that agreement."

### With Disproportionate Signing

"In the event that the written lines hereon exceed 100% of the order, any lines written "to stand" will be allocated in full and all other lines will be signed down in equal proportions so that the aggregate signed lines are equal to 100% of the order without further agreement of any of the (Re)insurers.

However:

- (a) in the event that the placement of the order is not completed by the commencement date of the period of the Binding Authority then all lines written by that date will be signed in full;
- (b) the Coverholder may elect for the disproportionate signing of (Re)insurers' lines, without further specific agreement of (Re)insurers, providing that any such variation is made prior to the commencement date of the period of the Binding Authority, and that lines written "to stand" may not be varied without the documented agreement of those (Re)insurers;
- (c) the signed lines resulting from the application of the above provisions can be varied, before or after the commencement date of the period of the Binding Authority, by the documented agreement of the Coverholder and all (Re)insurers whose lines are to be varied. The variation to the Binding Authority will take effect only when all such (Re)insurers have agreed, with the resulting variation in signed lines commencing from the date set out in that agreement."

The 'With Disproportionate Signing' provision is intended for use where all insurers participate. Where insurers may not participate in every declaration, a suitable provision must be included setting out the mechanism by which insurers permit the security to be varied.

# Product Risk Rating

## Non-Schedule

Non-Schedule Individual section

Non-schedule data added here will be populated into any additional individual sections.

Expected premium income (Gross EPI) \*

Currency \*

Enter currency code / name

Value \*

e.g. 0.00

Basis of written lines \*

Select

Basis of signed lines \*

Select

Signing provisions \*

Select

Total Lloyd's brokerage \*

e.g. 0.00  Enter total Lloyd's brokerage as an amount

Platform \*

Select

Other deductions Lloyd's broker may make from premium

Other deductions Lloyd's broker may make from premium Max. 2000 characters

Product risk rating \*

Select

Route of business

The product risk rating is something that is produced by the managing agent as part of their own internal product review. This will therefore need to be requested from the managing agent to be able to complete this field.

# Route of Business

## Non-Schedule

Non-Schedule Individual section

Non-schedule data added here will be populated into any additional individual sections.

Expected premium income (Gross EPI) +

Currency +

Value +

Basis of written lines +

Basis of signed lines +

Signing provisions +

Total Lloyd's brokerage +

Enter total Lloyd's brokerage as an amount

Platform +

Other deductions Lloyd's broker may make from premium

Product risk rating +

**Route of business**

This **non mandatory** question is being removed from the UI as part of R1.4. 'Route to Business' was an old question on BAR which was carried over to DCOM to allow for data migration. It relates to master and sub contracts. If someone answered this question on BAR with 'direct to underwriter' this would mean that there were not other sub-coverholders. However, if they answered 'via coverholder' this would mean that there was a master coverholder in the chain and this was the sub coverholder. Given that we already have questions in DCOM regarding master binders and sub-contracts we no longer require this for new contracts and renewals