'Blueprint Two - six months on' Questions & Answers

On 21 April 2021, Jennifer Rigby, Lloyd's Chief Operating Officer, and Louise Smith, Lloyd's Chief Digital Officer hosted a webinar for market participants who are implementing Blueprint Two. This document collates questions submitted before and during the webinar.

Readers are referred to the [blog published on 28 April](#) which includes a recording of the webinar and further information and resources.

Future of the Underwriting Room and the Virtual Room

Q	**Will 5G and location services be incorporated with the infrastructure?**
A	We are looking to invest in an enhanced Wi-Fi capability to allow 5G connectivity and the benefits that can bring.

Q	**How is Lloyd's implementing collaboration technology that takes us into the 'next normal' and beyond where more technologically enabled working is envisaged?**
A	As working patterns shift to a working from anywhere culture, we aim to create opportunities for networking and a continued sense of community in our market through the use of physical space and technology. The Virtual Room is already advancing our use of collaborative technology. Market participants can schedule meeting and use voice and video calling wherever they are. New features will continue to be added with instant calling and mobile friendly version all in the roadmap.

Data and the Core Data Record (CDR)

Note: on 4 May 2021 we published the third iteration of the CDR for consultation. The deadline for comments is 31 May so that we can finalise this baseline version of the template for North American Property class of business.

Q	**Lloyd's has tried standardising data before: what is different about the CDR that will make it succeed?**
A	All of the work that has gone before has been included in the work being presented now for market consultation. We're therefore starting from a rich base of knowledge. The biggest difference this time is engagement and transparency. Everyone can contribute to the CDR and a subset of the market is helping shape a number of topics including data flows, data security and data privacy. By designing in the open, being clear on benefits and offering multiple adoption pathways will help success.

Q	**Will digital journeys be aligned through Blueprint Two and the digital gateway?**
A	Market firms operate using multiple services and journeys and that will continue. Blueprint Two seeks to harmonise the use of a consistent digital data record and standards. No matter which pathway a firm uses, the aim is for the Digital Gateway, and supporting services, to create an irrefutable record for each risk.

Q	**Were any small/medium size brokers involved in the consultation of the CDR?**
A	The CDR consultation is open to all market participants and we really welcome input from all brokers. LIIBA is also actively representing the broker community to ensure we are considering the needs of all sizes of broking firms. Our Beta group also includes large, mediums and smaller brokers and we are actively seeking another smaller broker to join to provide a good balance of perspectives.

Q At what point in the placement journey (which starts face to face) will the broker put the CDRs into a placing platform to drive the digital journey?

A A digital-first mindset would ultimately see core data flowing directly from a broker's platform to a placing platform to enable digital placement underpinned by face-to-face interaction. However, we recognise that there are currently different processes in place today, and our planning work involves being clear on these processes and how they impact future requirements.

Q What is the appetite from brokers for the change in process for the input of the CDR?

A The response from brokers has been very positive so far in providing the data to form the CDR. People are recognising the benefits that a digital marketplace can bring in delivering efficiency, lowering costs, and driving business performance through access to better quality data. Many brokers are also already on their own digital journeys which align to the Future at Lloyd's strategy. It is very encouraging to see this forward-looking view as we continue to gather feedback and work with the market.

Q What are the key benefits to carriers of the CDR?

A The CDR will provide right-first-time structured data from the outset of risk placement, providing maximum automated reuse of that data throughout the lifecycle of the risk. It will form an irrefutable single source of the truth for each risk placed in the market, increasing efficiency, lowering costs, and driving improved business performance based on better quality data and reporting.

Q How does the CDR relate to data structures such as the Global Placement Message and the intelligent Market Reform Contract (iMRC)?

A The CDR is being designed to meet global placement standards and market standards, such as ACORD, and recognises the MRC is the current primary source of data which will inform the design of the iMRC. By working with brokers, carriers, service providers, data standards experts and the associations we can ensure alignment of data standards.

Q Has Lloyd's considered data use cases with participation on a risk from non-syndicate or US-based brokers?

A We are designing data standards with a global mindset and for the whole of market. There is an opportunity for all market participants to comment on the data fields for the CDR and we are keen to see continued feedback from the companies market and brokers from around the world.

Q What is the relevance of Airtable in the work that Lloyd's is doing on the CDR?

A Airtable is the collaboration tool that is being used to gather market-wide feedback on the specific data fields that will form the CDR. You can find out how to review and access the CDR template on the [Reviewing the CDR template webpage](#).

Q How simple is Airtable to use for market firms and how will you ensure the right level of engagement?

A Airtable is the collaboration tool that is being used to gather market-wide feedback on the specific data fields that will form the CDR. Leaving feedback is straightforward, and there is also the option to 'like' existing comments or to send feedback by email to CDR@lloyds.com. Utilising different channels and proactive engagement will ensure the right level of engagement.

Q How is Lloyd's ensuring the security of data?

A Data security is key to any firm that processes data and Lloyd's is no exception. We will continue to ensure that we create or utilise technology that has robust data security to protect the markets data as we do today.

Delegated authority

Q **How will the development and use of Delegated Contract & Oversight Manager (DCOM) and Delegated Data Manager (DDM) be taken into account for smaller brokers in terms of the resourcing required to use these services?**

A Brokers can use DDM today, and this will be made easier once processing through DXC has been linked. Future developments will continue to enhance the service and the benefits for all market participants. DCOM has an increased number of data fields so it will take longer to register a binder. However, data validations will ensure that data is of good quality. As development continues that data will automatically flow to DDM, populating around 85% of the data fields required. In addition, smaller brokers will find the Contract Builder will help in creating contracts and, as that develops, data entered at stage being used to register the binder in the future.

Q **Are we simply digitising existing processes or taking the opportunity to complete rethink how things could be done for Delegated Authority business?**

A The aim is to revolutionise the way we do things by harnessing digital capabilities in our market. We need to build the foundations that enable that outcome. Once we have structured, quality data flowing seamlessly through the DA process we will be able to move away from bordereaux reporting, significantly reduce the rekeying of data and make use of the richness of data available to deliver better business outcomes - all faster and at a lower cost.

Q **Will the use of Delegated Data Manager be mandatory?**

A The use of DDM will become a condition of trade for market firms. Having listened to the feedback from the consultation on the proposed condition of trade, our approach will be based on a more agile development approach, with early adopters demonstrating clear benefits to further accelerate adoption during this year and next.

Q **How do I find out who my contact is for Delegated Contract & Oversight Manager?**

A If you would like the name of the contact nominated from your firm to coordinate onboarding for DCOM, please email you request to: DAChangeSupport@lloyds.com.

Q **Is Delegated Contract & Oversight Manager a 'Lloyd's only' tool, or is it open to Lloyd's carriers?**

A The first release of DCOM includes Lloyd's carriers and provides the ability to identify non-Lloyd's carriers on the contacts.

Q **Can market vendors get set up on the test version of Delegated Contract & Oversight Manager to aid their understanding of what their customers need to do and how they can help with integration?**

A The current focus is on ensuring market firms are successfully onboarded in time for the targeted first release of DCOM at the end of June. As we continue development of the platform, we will be better placed to work with service providers regarding future connectivity with the service.

Q **Is it possible for a Service Company to adopt the solution being developed for delegated authority?**

A DCOM can be adopted by Service Companies.

Q **How much of the delegated authority work is connected to the CDR?**

A The CDR is focused on open market risks; delegated authority data standards will be established utilising learnings from this work.

Q **How much of Lloyd's work on delegated authority is joined up with the Lloyd's Market Association's DARE (delegated authority re-imagined) work?**

A Lloyd's and the LMA are working collaboratively on both DARE and the Future at Lloyd's work to highlight opportunities for alignment.

Faster claims

Q   **What is the average claims volume (per week/month)?**
A   In scope claims equate to around 360,000 a year, so around 30,000 per month.

Q   **Where can I find more about the information presented during the webinar on faster claims?**
A   We are building out the delivery and adoption roadmap for claims to share with our Heads of Claims, Broker and DCA communities as well as using other market engagement forums and communications channels. In the meantime, if you have specific queries you can contact the claims team via ClaimsLabFutureatLloyds@lloyds.com.

Q   **When will we see the end of bordereaux in claims?**
A   The continued development of Delegated Contract and Oversight Manager (DCOM) and Delegated Data Manager (DDM) is building the foundations to enable the market to move away from bordereaux. We need to be in a position where we have high quality, structured data that enables automated reporting based on application programming interface (API) connectivity to see real-time data. The timing will depend on the creation and adoption of these services over the coming months and years.

Q   **Which territories does Lloyd's Coverholder Workbench cover now?**
A   Coverholder Workbench is live with initial usage focused on a smaller number of coverholders based in the United States. Workbench currently supports any English-speaking region with a single tax regime and all 50 state US Surplus Lines Tax rules. We are now looking to increase the usage of Workbench based on these criteria.

Getting ready for the digital marketplace

Q   **Who should non-London based market participants be discussing their readiness for Blueprint Two - their contact at Lloyd's or London broker?**
A   As new service or products are developed Lloyd's will ensure market participants are contacted to prepare for change in good time and with plenty of support. In the meantime, you can contact your local Lloyd's representative for an overview of Blueprint Two and the Future at Lloyd's.

Q   **Is there a vision to have area in the Manchester tech hub accessible for market participants, e.g. to host Lloyd's Lab events?**
A   It would be great host some events at the Manchester Tech Hub once it is established and we will look at future opportunities to do so.

Q   **Has the next generation of PPL been deferred to 2022?**
A   PPL have advised that it has revised its development timeline for its next generation platform and will be able to provide more detail. We are continuing to work with PPL to understand alignment with digital placement timelines, along with continued engagement with Whitespace and Insurwave.

Q   **What is the overall cost of building the infrastructure to deliver the vision of Lloyd's as the most technologically advanced insurance marketplace and how do we ensure we can attract profitable business as a result?**
A   By implementing the Future at Lloyd's, we are creating a marketplace designed to attract profitable business and, along with our market oversight, will ensure high quality business that supports the future of our marketplace. Lloyd's secured £300m of senior debt as a clear indication of our commitment to deliver the Future at Lloyd's, and the changes to working practices including events such as the COVID-19 pandemic have reinforced the need for a digital-first marketplace. Our investment in our future is closely managed by the Future at Lloyd's governance groups and we will continue to

invest in building our future under that guidance. Repayments will be made by Lloyd's in line with our commitments made under the terms of the debt.

Q **Are specifications being provided on how third-party claims management systems will be able to transfer the bordereaux data?**

A The ability to transfer bordereaux data from third party claims management systems will support more efficient processes. We will work with service providers and ensure specifications are provided as we develop solutions.

Q **Is there, or when will there be, a published roadmap for APIs relating to Blueprint Two?**

A Connectivity forms part of the design for each product as they mature in their development and we will communicate connectivity options, such as APIs, for individual products as they become known. This will form the basis of a future API map.

Once developed, we envisage APIs being available to all market firms who have the capability to utilise them to set standards, and they will enable a seamless flow of data between systems.

For instance, connecting coverholder systems to our DA services is an outcome we are pursuing, and we are working towards that through the continued development of Delegated Data Manager and Delegated Contract and Oversight Manager.

Q **Are details of APIs and test data sets available for Delegated Contract & Oversight Manager (DCOM)?**

A Test data sets are not available yet. As the development of DCOM progresses to include APIs, we will provide details to suppliers to understand and test requirements.

Q **What opportunities are there for insurtechs to further enhance the ecosystem for users?**

A The Lloyd's Lab is designed to identify innovative solutions for the market and the Lloyd's ecosystem. In addition, insurtechs are able to register their interest in supporting the Future at Lloyd's by completing the [Future at Lloyd's Service Provider registration of interest](#) form which is managed by our Procurement Team.

Q **Will Lloyd's be offering any certification services for providers for integration into its platforms (i.e. to become a certified integrated platform or integration services provider)?**

A Lloyd's already provides accreditation for electronic placing platform providers, and we will look to provide accreditation for additional services where suppliers meet the required standards.