LLOYD'S

DELEGATED CONTRACT MANAGER

Data Capture for Registration

March 2021

LLOYD'S

DATA CAPTURE FOR REGISTRATION – THE NEED FOR CHANGE

- There are more **mandatory** fields to populate in Delegated Contract Manager (DCM) than in BAR
- The **dynamic nature of data capture** means there are additional **'conditionally mandatory'** fields, based on a user's answers to specific questions
- Additional data capture is required to:
  - Provide **enhanced structured data** capture at registration (e.g. Product Risk Rating, DCA info, enhanced Client Classifications); BAR data is incomplete and no longer adequate for oversight purposes
  - **Improve the quality of data**; we will have **one version of the truth** of a contract across the whole Lloyd's Delegated Authority ecosystem
  - **Feed downstream systems**, specifically Delegated Data Manager (DDM)[1]; **minimising the need for re-keying** of data at a later point in the process
- We recognise this will cause **additional effort up front** so have tried to make data capture as painless as possible:
  - **~45% of mandatory fields are automatically populated** (e.g. through integration with internal Lloyd's systems) or **defaulted** (e.g. based on answers to previous questions) on a registration with one section. **This will increase with every section added**
  - **Manually populated fields are intended to be straightforward to populate** and **enhance data quality** (~35% are dropdowns or search bars with pre-determined data)
- The **non mandatory fields** in DCM are not required for registration but enable the **contract builder.** For Release 1, it will be possible to generate a skeleton contract in Microsoft Word, with the Schedule populated using data captured during registration - though this is not mandatory
- In future releases, the scope of this contract builder will increase to include the whole contract and DCM will be integrated with participant systems using an inbound and outbound API, reducing the need to re-key data further
- The slides below contain specific analysis of fields by category, together with data capture requirements for a 'Simple' and 'Complex' journey. As build activities are yet to be completed, this is still subject to change

NOTE: For the purposes of this analysis, a 'field' is defined as a single data capture box. For example, the question asking users to enter: "The person(s) responsible for overall operation and control", is deemed to have three fields: 'First Name', 'Surname', 'Email'; despite being associated with one question. However, where one user action populates multiple data capture boxes, this is deemed to be a single field (e.g. Generic COB and High Level COB are selected with one click). This approach gives the most realistic view of user effort.

[1] DDM integration will be achieved as part of a future release

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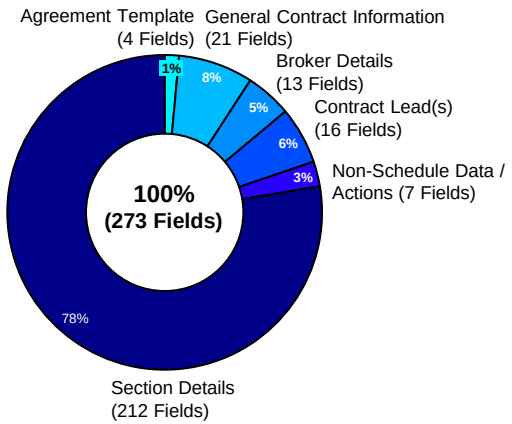
TOTAL FIELDS – 1 SECTION

There are 273 fields in DCM that can be populated. Mandatory and conditionally mandatory fields are required for registration, whilst the non mandatory fields are included to facilitate the skeleton contract builder & improved data capture

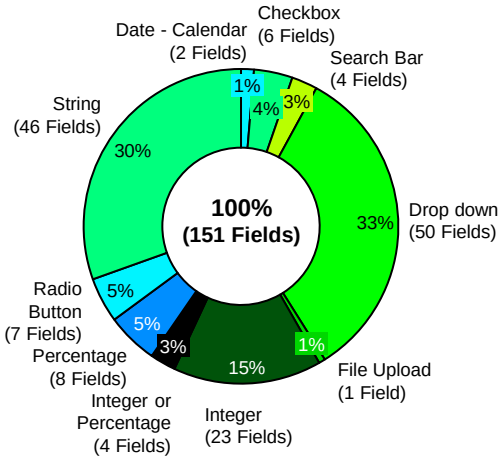
TOTAL FIELDS PER PAGE

	Auto / Defaulted	Manual	Grand Total
Agreement Template	**-**	**4**	**4**
Agreement Template	-	4	4
Core Contract Details	**5**	**-**	**5**
Core Contract Details	5	-	5
General Contract Information	**7**	**9**	**16**
General Contract Information	7	9	16
Broker Details	**8**	**5**	**13**
Broker Details	8	5	13
Contract Lead(s)	**11**	**5**	**16**
Contract Lead(s)	11	5	16
Section Details - Common & Individual Sections	**82**	**91**	**173**
Coverholder / Service Company Details	12	3	15
Person(s) Responsible for Operation and Control	-	10	10
Territorial limitations	-	9	9
Period Of Insurances Bound	-	3	3
Commissions	4	14	18
Claims and Complaints	3	11	14
Reporting and Aggregate Exposures	36	11	47
Capacity Details	24	18	42
Non-Schedule	2	11	13
N/A	1	1	2
Section Details - Individual Section only	**7**	**32**	**39**
Gross Premium Income Limit	1	2	3
Authorised Class(es) of Business and Coverage(s)	6	30	36
Non-Schedule Data	**-**	**2**	**2**
Non-Schedule Data	-	2	2
Actions	**2**	**3**	**5**
Actions	2	3	5
Grand Total	**122**	**151**	**273**

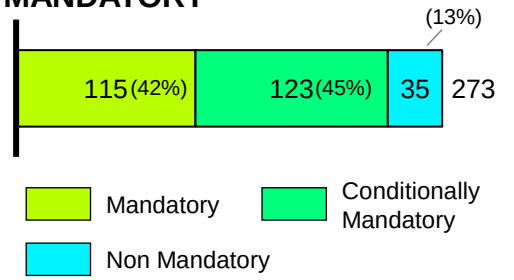
TOTAL FIELDS PER PAGE



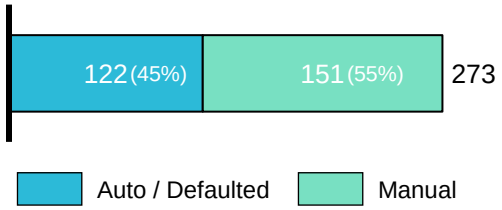
TOTAL MANUAL FIELDS BY TYPE



MANDATORY VS NON MANDATORY



FIELD POPULATION



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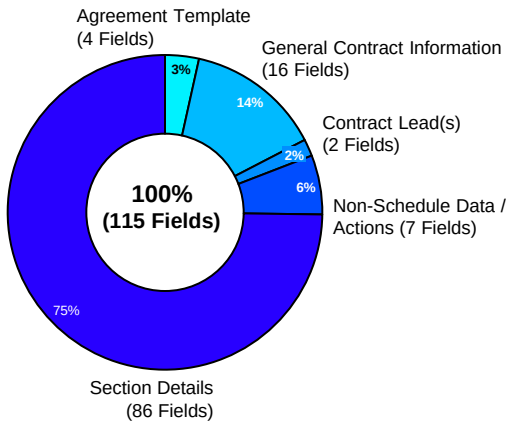
MANDATORY FIELDS – 1 SECTION

There are 115 mandatory fields in DCM, the majority being on the Section Details page. ~45% of all fields are automatically populated / defaulted based on answers provided to previous questions and through the integration with the Market Participant Register (MPR)

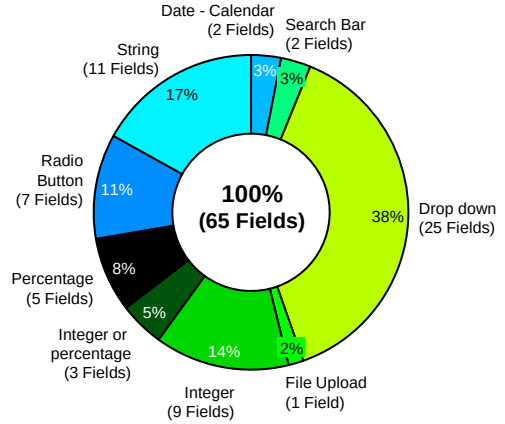
MANDATORY FIELDS PER PAGE

	Auto / Defaulted	Manual	Grand Total
Agreement Template	**-**	**4**	**4**
Agreement Template	-	4	4
General Contract Information	**12**	**4**	**16**
General Contract Information	7	4	11
Core Contract Details	5		5
Contract Lead(s)	**-**	**2**	**2**
Contract Lead(s)	-	2	2
Section Details - Common & Individual Sections	**35**	**42**	**77**
Coverholder / Service Company Details	-	1	1
Person(s) Responsible for Operation and Control	-	9	9
Territorial limitations	-	3	3
Period Of Insurances Bound	-	3	3
Commissions	3	5	8
Claims and Complaints	-	5	5
Reporting and Aggregate Exposures	28	4	32
Capacity Details	3	5	8
Non-Schedule	1	7	8
Section Details - Individual Section only	**1**	**8**	**9**
Gross Premium Income Limit	1	2	3
Authorised Class(es) of Business and Coverage(s)	-	6	6
Non-Schedule Data	**-**	**2**	**2**
Non-Schedule Data	-	2	2
Actions	**2**	**3**	**5**
Actions	2	3	5
Grand Total	**50**	**65**	**115**

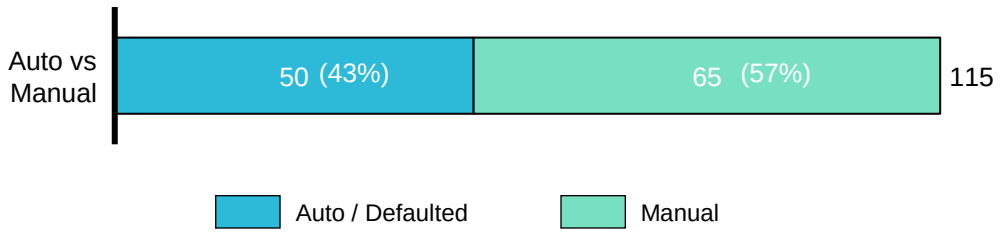
MANDATORY FIELDS PER PAGE



MANUAL MANDATORY FIELDS BY TYPE



FIELD POPULATION



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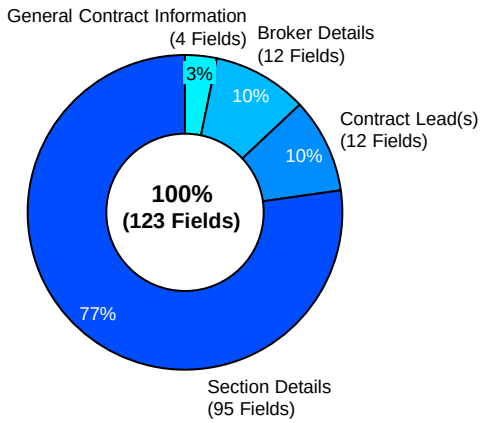
CONDITIONALLY MANDATORY FIELDS – 1 SECTION

As a result of DCM's dynamic data capture, there are 123 conditionally mandatory fields in DCM which a user will be asked to populate based on responses to previous questions. **These are required for registration**

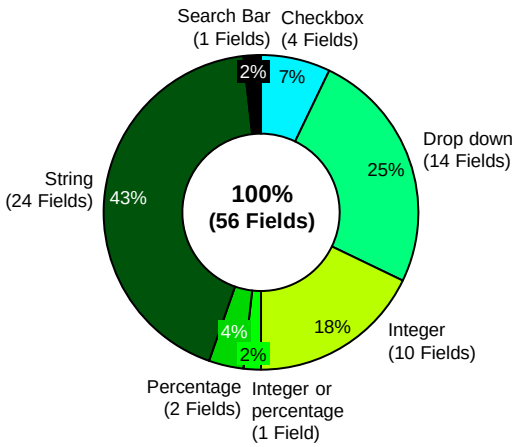
CONDITIONALLY MANDAOTRY FIELDS PER PAGE

	Auto / Defaulted	Manual	Grand Total
General Contract Information	**-**	**4**	**4**
General Contract Information	-	4	4
Broker Details	**8**	**4**	**12**
Broker Details	8	4	12
Contract Lead(s)	**10**	**2**	**12**
Contract Lead(s)	10	2	12
Section Details - Common & Individual Sections	**45**	**31**	**76**
Coverholder / Service Company Details	12	-	12
Territorial limitations	-	3	3
Commissions	1	8	9
Claims and Complaints	3	6	9
Reporting and Aggregate Exposures	8	4	12
Capacity Details	19	9	28
Non-Schedule	1	1	2
N/A	1	-	1
Section Details - Individual Section only	**4**	**15**	**19**
Authorised Class(es) of Business and Coverage(s)	4	15	19
Grand Total	**67**	**56**	**123**

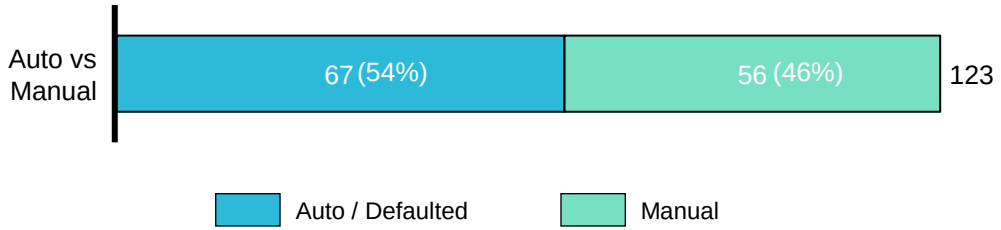
CONDITIONALLY MANDATORY FIELDS PER PAGE



MANUAL CONDITIONALLY MANDATORY FIELDS BY TYPE



FIELD POPULATION



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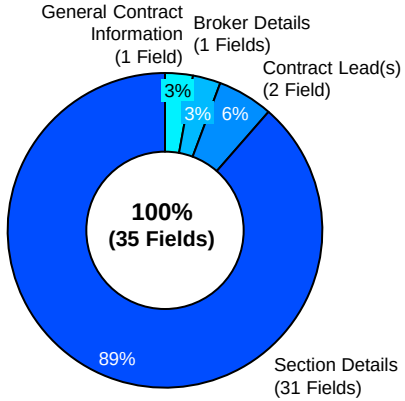
NON MANDATORY FIELDS – 1 SECTION

To facilitate DCM's skeleton contract builder and improve data capture, there are a further 35 fields which a user can populate. These are predominantly entered manually and are **not required for registration**

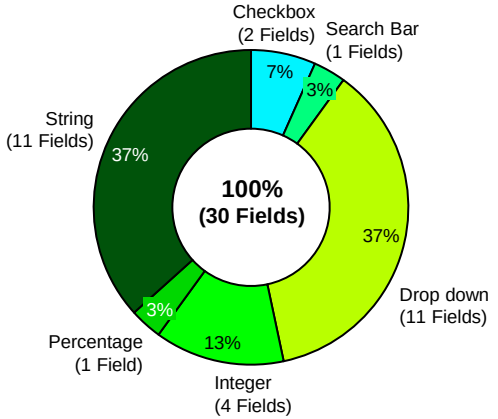
NON MANDAOTRY FIELDS PER PAGE

	Auto / Defaulted	Manual	Grand Total
General Contract Information	**-**	**1**	**1**
General Contract Information	-	1	1
Broker Details	**-**	**1**	**1**
Broker Details	-	1	1
Contract Lead(s)	**1**	**1**	**2**
Contract Lead(s)	1	1	2
Section Details - Common & Individual Sections	**2**	**18**	**20**
Coverholder / Service Company Details	-	2	2
Person(s) Responsible for Operation and Control	-	1	1
Territorial limitations	-	3	3
Commissions	-	1	1
Reporting and Aggregate Exposures	-	3	3
Capacity Details	2	4	6
Non-Schedule	-	3	3
N/A	-	1	1
Section Details - Individual Section only	**2**	**9**	**11**
Authorised Class(es) of Business and Coverage(s)	2	9	11
Grand Total	**5**	**30**	**35**

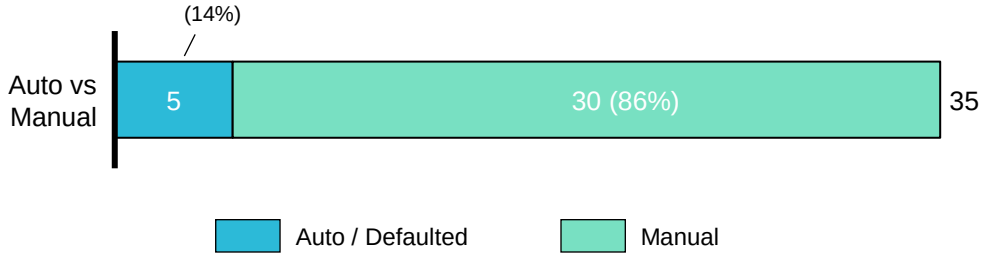
NON MANDATORY FIELDS PER PAGE



MANUAL NON MANDATORY FIELDS BY TYPE



FIELD POPULATION



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LLOYD'S

SIMPLE & COMPLEX REGISTRATION EXAMPLE SCENARIOS

We recognise that registrations come in different shapes and sizes. A simple and complex registration scenario have been devised to help illustrate the impact on data capture requirements

SIMPLE REIGSTRATION

- LMA3113
- Any Time Zone
- Not a sub-contract
- 1x contract currency
- Not processed by Lloyd's direct reporting
- 1x broker
- 1x contract lead
- 1x section
  - 1x coverholder
  - No profit commission
  - No fees charged OR deducted in addition to premium etc.
  - No delegated claims and complaints
  - Risk location, insured domicile, territorial limits; all in one country
  - Reporting and aggregate questions set to defaulted options
  - 1x High Level & 1x Generic COB
  - Deductibles per Generic COB
  - 1x section lead
  - 1x section follow

COMPLEX REIGSTRATION

- LMA3113
- Specific time zone / Both days not inclusive
- Not a sub-contract
- 1x contract currency
- Not processed by Lloyd's direct reporting
- 1x broker
- 2x contract leads
- 5x individual sections
  - 1x coverholder (common across all sections)
  - Profit commission breakdown (common across all sections)
  - Delegated claims & complaints (common across all sections)
  - Risk location & territorial limits; in different countries to insured domicile (common across all sections)
  - Reporting and aggregate questions set to defaulted options (common across all sections)
  - 2x section leads (common across 4 out of 5 sections, different on one section)
  - 3x section follows (common across all sections)
  - 5x High Level & 5x Generic COBs, different per section
  - Deductibles per High Level & Generic COB
  - 2x perils included, one each on the first 2 sections
  - Deductibles and maximum limits per peril

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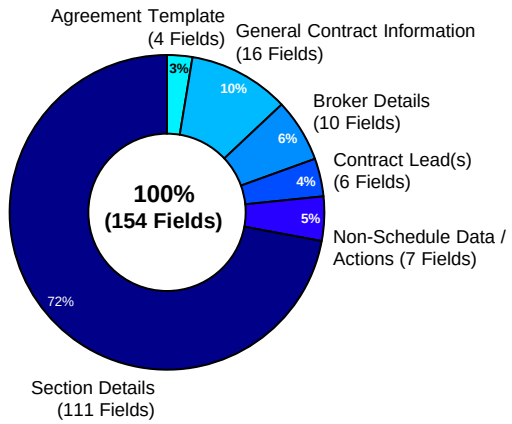
SIMPLE REGISTRATION JOURNEY – 1 SECTION

The simple journey includes only mandatory and conditionally mandatory fields

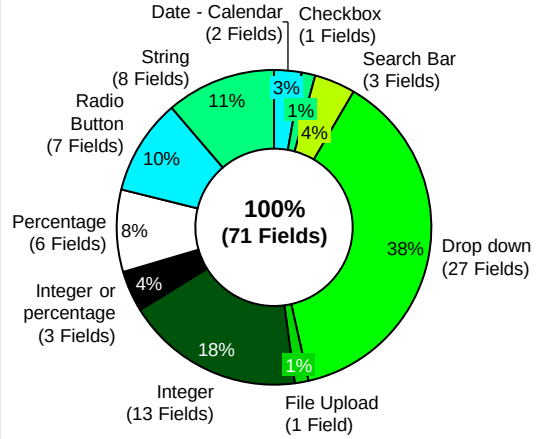
TOTAL FIELDS PER PAGE

	Auto / Defaulted	Manual	Grand Total
Agreement Template	**-**	**4**	**4**
Agreement Template	-	4	4
General Contract Information	**12**	**4**	**16**
General Contract Information	7	4	11
Core Contract Details	5		5
Broker Details	**6**	**4**	**10**
Broker Details	6	4	10
Contract Lead(s)	**4**	**2**	**6**
Contract Lead(s)	4	2	6
Section Details - Common & Individual Sections	**56**	**39**	**95**
Person(s) Responsible for Operation and Control	6	3	9
Territorial Limitations	2	1	3
Period Of Insurances Bound	-	3	3
Commissions	3	6	9
Claims and Complaints	-	5	5
Reporting and Aggregate Exposures	28	4	32
Capacity Details	10	9	19
Non-Schedule	1	7	8
Coverholder / Service Company Details	6	1	7
Section Details - Individual Section only	**3**	**13**	**16**
Gross Premium Income Limit	1	2	3
Authorised Class(es) of Business and Coverage(s)	2	11	13
Non-Schedule Data	**-**	**2**	**2**
Non-Schedule Data	-	2	2
Actions	**2**	**3**	**5**
Actions	2	3	5
Grand Total	**83**	**71**	**154**

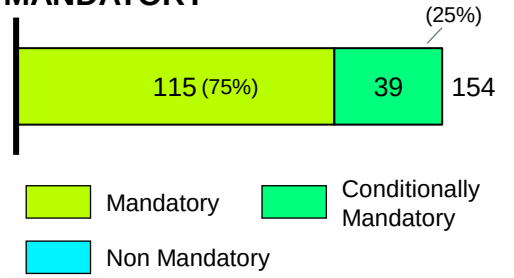
TOTAL FIELDS PER PAGE



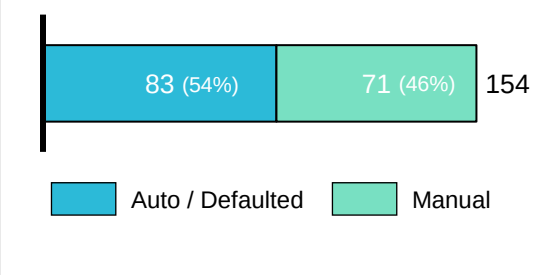
TOTAL MANUAL FIELDS BY TYPE



MANDATORY VS NON MANDATORY[1]



FIELD POPULATION



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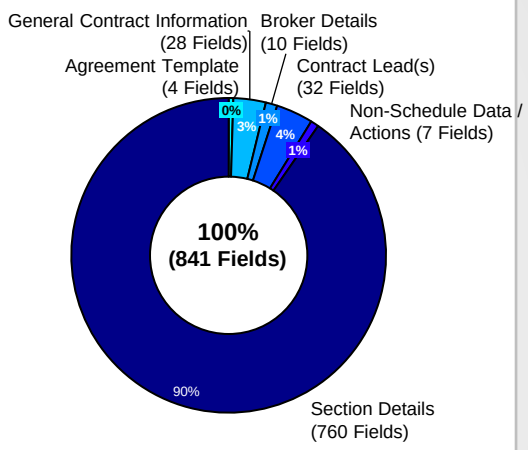
COMPLEX REGISTRATION JOURNEY – 5 SECTIONS

The proportion of fields a user has to populate manually reduces with additional sections added as a result of the common and individual sections 'Apply' functionality and the ability to copy sections

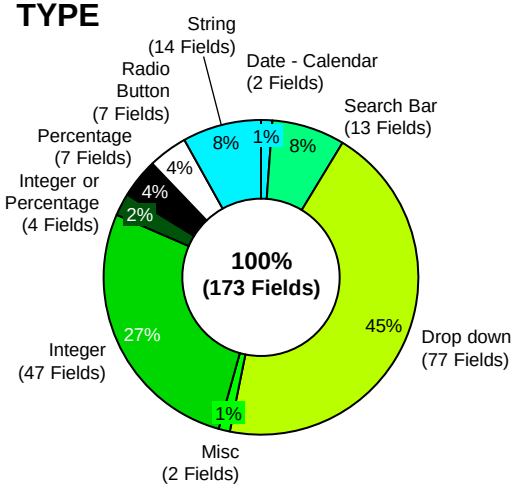
TOTAL FIELDS PER PAGE

	Auto / Defaulted	Manual	Grand Total
Agreement Template	**-**	**4**	**4**
Agreement Template	-	4	4
General Contract Information	**20**	**8**	**28**
General Contract Information	11	8	19
Core Contract Details	9	-	9
Broker Details	**6**	**4**	**10**
Broker Details	6	4	10
Contract Lead(s)	**28**	**4**	**32**
Contract Lead(s)	28	4	32
Section Details - Common & Individual Sections	**563**	**73**	**636**
Person(s) Responsible for Operation and Control	42	3	45
Territorial Limitations	12	3	15
Period Of Insurances Bound	12	3	15
Commissions	59	11	70
Claims and Complaints	59	11	70
Reporting and Aggregate Exposures	164	6	170
Capacity Details	152	28	180
Non-Schedule	33	7	40
Coverholder / Service Company Details	30	1	31
Section Details - Individual Section only	**49**	**75**	**124**
Gross Premium Income Limit	13	2	15
Authorised Class(es) of Business and Coverage(s)	36	73	109
Non-Schedule Data	**-**	**2**	**2**
Non-Schedule Data	-	2	2
Actions	**2**	**3**	**5**
Actions	2	3	5
Grand Total	**668**	**173**	**841**

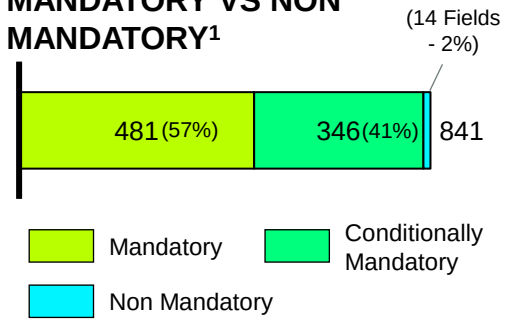
TOTAL FIELDS PER PAGE



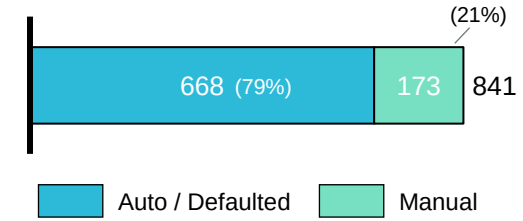
TOTAL MANUAL FIELDS BY TYPE



MANDATORY VS NON MANDATORY[1]



FIELD POPULATION



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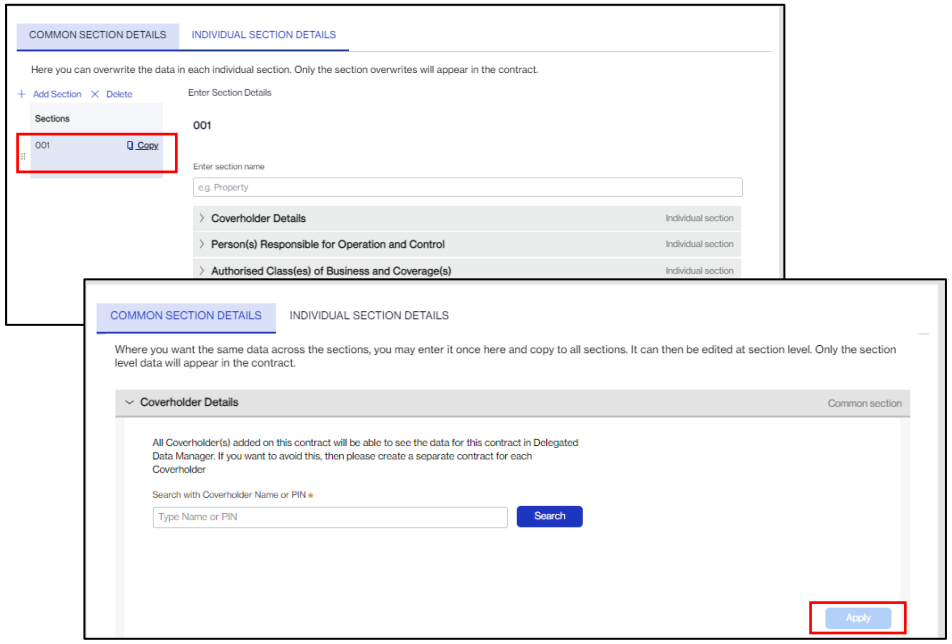
LLOYD'S

COMPLEX JOURNEY – SECTION DATA CAPTURE

The majority of data capture in DCM occurs in the Section Details page. To make this as efficient as possible, we have built functionality which allows data to be entered once, but copied across sections of the registration

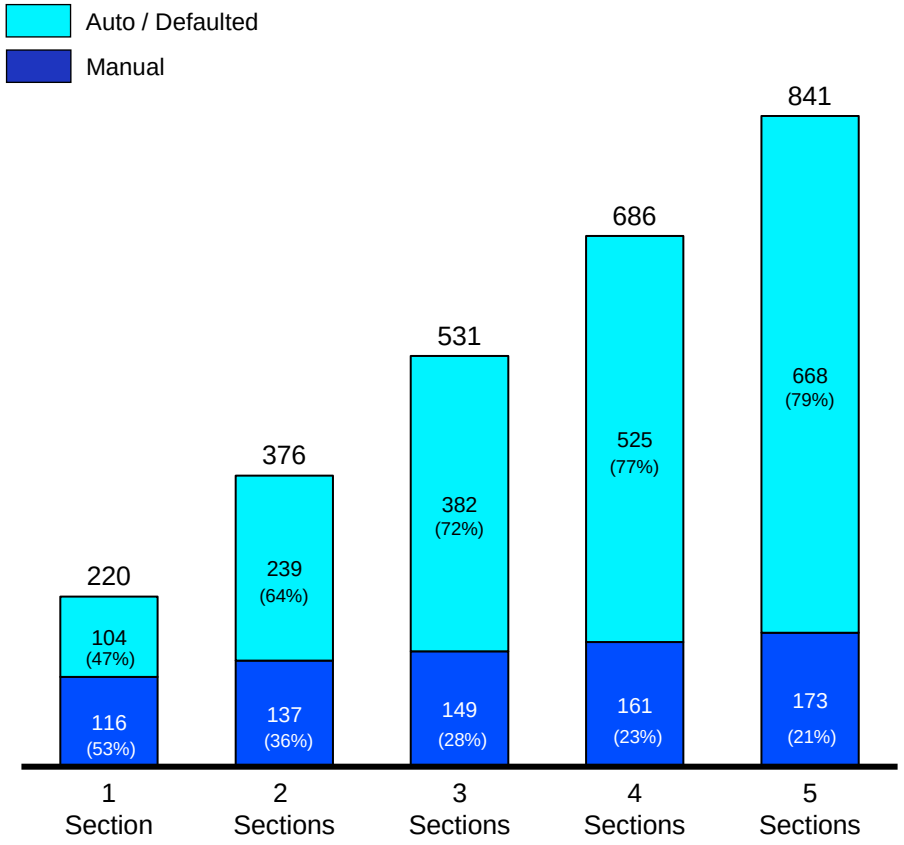
SECTION DETAILS TABS

Data entered into the Common Section Details tab can be applied to all sections and sections can be copied



TOTAL FIELDS

The proportion of fields a user has to populate manually reduces with additional sections added



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