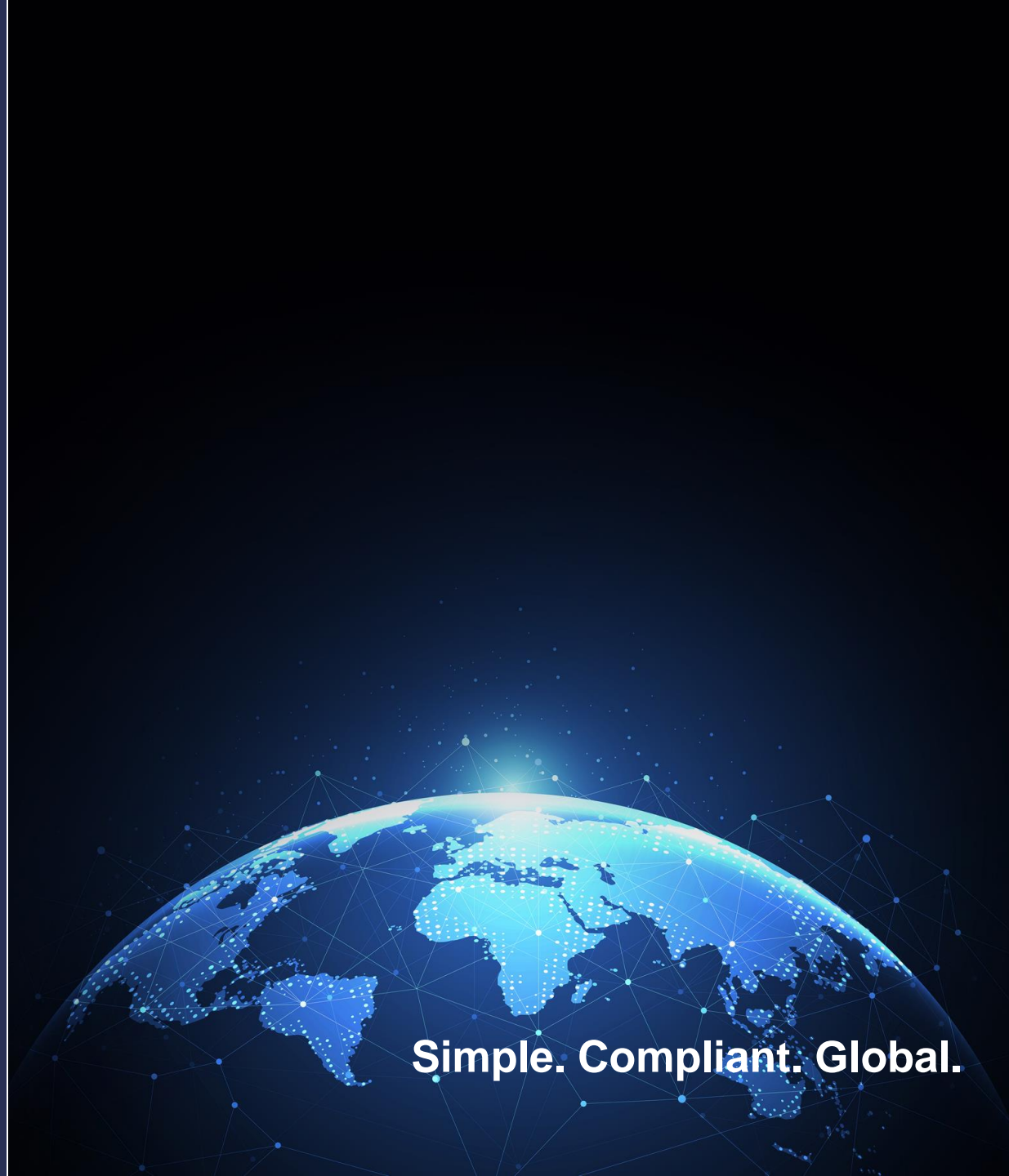


LLOYD'S

# Introducing Crystal+

 **Multinational**



**Simple. Compliant. Global.**

# The tools and technology shaping risk management

Lloyd's extensive licences and global trading rights form key pillars of our multinational proposition.

 **Risk Locator Tool**

 **Crystal**

 **Stamp Decision Tool**

Through a combination of licences, recognition in local legislation and ongoing regulatory engagement, Lloyd's is able to offer underwriters the tools needed to transact business overseas. We currently provide key regulatory information through three key tools: Risk Locator Tool (RLT), Crystal and Stamp Decision Tool (SDT)

These tools are widely used and are vital in ensuring the market is able to write globally compliant business, protecting Lloyd's international licences and the Lloyd's brand. However, to better serve the market and its members, Lloyd's is developing an improved offering in response to market feedback. By consolidating the current suite of services into a newly developed single tool called Crystal+, the market will benefit from greater efficiencies, an improved user experience and the ability to download information when it is needed.

# Market Insights

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## Insight

The information provided is useful and detailed, but it is inconvenient to have to use three tools to get what you need

The style of the three tools looks dated and navigating them is not intuitive

Information needs to be rekeyed which leads to delays

## The changes we made

Three tools to be consolidated into one. All the information currently available on RLT, Crystal and SDT will be available on Crystal+

Modernised design with streamlined user journeys to ensure information is accessible more quickly

Integration with broader Lloyd's and market applications to be made available through modern APIs removes the need for rekeying

## Benefits

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- ➔ Speed
  - ➔ Single source of truth
  - ➔ Improved user experience
  - ➔ Time savings
  - ➔ Improved operational efficiency
  - ➔ Expanded functionality
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# What is Crystal+

Crystal+ combines all the functionality of the existing Risk Locator, Stamp Decision and Crystal tools.

The newly developed tool will support multinational placements by providing market participants with all the required regulatory, compliance and tax information from a single location.

This 'one stop shop' solution will also provide connectivity with the broader market ecosystem and be capable of integrating with other tools currently in use today.

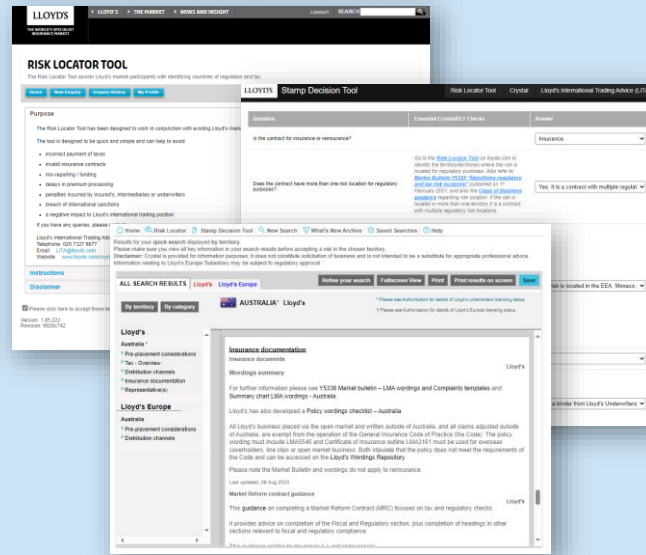
	Current Tools		Future Offering
	Risk Locator	Stamp Decision	Crystal+ Crystal
Identifies the legal location of an insured risk by class of business	✓		✓
Establishes which territory's regulatory and taxation requirements to consider	✓		✓
Identifies whether and how underwriters are able to write a particular risk.		✓	✓
Provides access to Lloyd's regulatory and taxation information			✓ ✓
Provides key information to support the writing of international business			✓ ✓
Allows multiple territory and category tailored searches			✓ ✓
Shares regular updates on regulatory and taxation requirements			✓ ✓
Integrates with wider Lloyd's and market applications via APIs			✓

# Delivering improved user journeys

Crystal+ provides market participants the information they need more efficiently than the current tools. The required information can be found in fewer clicks, across fewer pages and in less time, all accessible from a single location.

Consider the following scenario:

*An Italian Insured is looking to procure Property All Risks cover in two territories in which it has operations (France & Australia)*



From 3 separate tools...

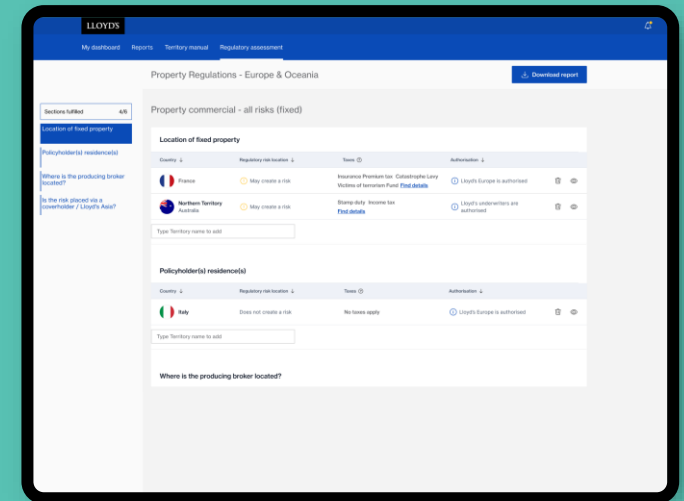
From 80 clicks...

From 20 pages...

From ~7 minutes...



## Crystal+



...to 1 integrated tool

...to 20 clicks

...to 2 pages

...to 2 minutes

# Roadmap

Crystal+ will be delivered in three iterative phases, to ensure early market value is delivered whilst minimising disruption to managing agents' day-to-day activities.

## 01 Foundational

- Deliver integrated platform
- Ensure all information currently available can be accessed on Crystal+
- Enhance UI/UX

## 02 Market Connectivity

- API integration with broader market applications (e.g. policy admin systems, underwriting workbenches, broker platforms)
- Full user experience with iterative design and user journeys

## 03 Optimisation

- New integrated pre-bind tax services
- Evolve platform through incorporation of specialised natural language processing tailored search outcomes

The screenshot shows the Lloyd's Regulatory assessment interface. The top navigation bar includes 'My dashboard', 'Reports', 'Territory manual', and 'Regulatory assessment'. The main content area is titled 'Property Regulations - Europe & Oceania' and includes a 'Download report' button. A sidebar on the left shows 'Sections fulfilled 4/6' and a list of questions: 'Location of fixed property', 'Policyholder(s) residence(s)', 'Where is the producing broker located?', and 'Is the risk placed via a coverholder / Lloyd's Asia?'. The main content area displays 'Property commercial - all risks (fixed)' and a table for 'Location of fixed property'.

Country ↓	Regulatory risk location ↓	Taxes ⓘ	Authorisation ↓	
France	⚠ May create a risk	Insurance Premium tax Catastrophe Levy Victims of terrorism Fund <a href="#">Find details</a>	ⓘ Lloyd's Europe is authorised	
Northern Territory Australia	⚠ May create a risk	Stamp duty Income tax <a href="#">Find details</a>	ⓘ Lloyd's underwriters are authorised	

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# Learn more today

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