ATTORNEY IN FACT SIGNING SYSTEM (ASPS)

USER MANUAL – SUBMITTING BROKER

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What you will need

In order to use the AIF Signing System, users will need to be registered as either a Super User or a User.

The Super User is the designated system administrator for your office and is responsible for adding and deleting Users as appropriate.

It is recommended that Canadian brokers know the identity of their London broker, and vice versa.

Registering as a Super User/User

To register as a Super User you need to have been assigned as a Super User by your company. If this is the case, you will receive an e-mail from the AIF informing you of such.

Super Users have access to all insuring contracts submitted by their company.

If a company's Super User departs the entity, a new Super User must be assigned and Lloyd's Canada must be advised of departing Super users and their replacement as soon as the change occurs or before.

A new Super User can be assigned by submitting the new Super User's name and e-mail address to the Canadian AIF at canadianaif@lloyds.com

It is recommended that every company have at least two Super Users to ensure full and uninterrupted access to the system.

Once you have been set up as a Super User in the Canadian AIF System, you will receive a system generated email requesting that you complete the registration by first asking to accept the terms and conditions to access the ASPS. Then you will be prompted to create a password and then you will be able to log on The Canadian AIF - ASPS

It is recommended that London brokers and non-Canadian domiciled brokers know the identity of their Canadian broker, and vice versa.

Super Users are also responsible for saving a copy of all contracts to their computer system.

Once the Super user for an entity has been created, users will be able to be added by the Super User to the entity.

To be registered as a User you will need to be added by the Super user of your company

Once registration is complete you will receive an e-mail from the Canadian AIF confirming that you have successfully registered to the AIF Signing System.

A particular e-mail address can only be used once to register in a single company.

Having registered, you may now access the AIF Signing System at https://asps.lloyds.com

You will be prompted to login using your e-mail address and password.
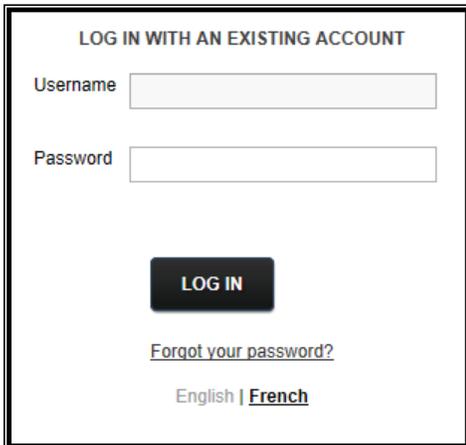
Login Page

- To log in, enter your user ID (email address)
- To reset your password, click on "Forgot Password'
- Choice of language according to preference.

To ensure you have access to the new system (ASPS2.0, please click on the following link;
https://asps.lloyds.com/app/test
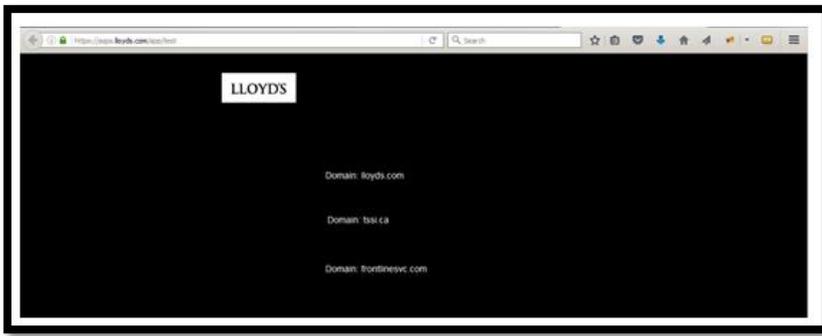
If your screen matches the above screenshot, you are ready to access ASPS2.0.

If your screen does not match the screenshot, it suggests one of the required domains is missing. The Attorney In Fact Signing System requires access to the following domains:

    a. *.lloyds.com
    b. *.tssi.com
    c. *.frontlinesvc.com

Please provide the above list of domains to your IT department in order to acquire access.

ASPS Home Tab

- On this page, you will find "Notices and Reminders" that is used to inform of any specifics to process
- The submission report for the most recent submissions for your entity (Up to a maximum of 10 entries)
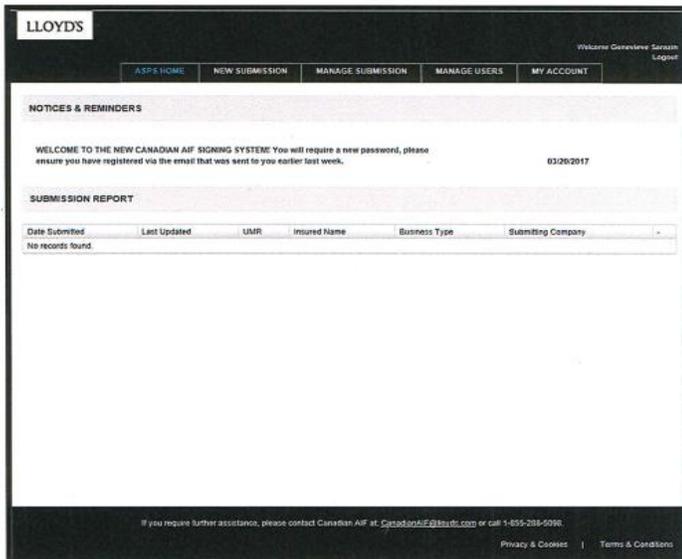
New Submission tab

- To submit, complete all fields of the contract details.

- On the second section you will be able to enter the recipient type; policyholder, policyholder's agent or if you are submitting a Global reinsurance and Global direct, we have put in place a box to check if the submitting broker should be the recipient as well.
- More than one recipient can be added to a submission

Please note if you get the following message, "Recipient email does not have any associations to an active company"
It means the recipient is not registered on the new platform.

- If you are the sole recipient on a Global Reinsurance or Global Direct submission, you may check the following box but please note, it is strongly recommended to enter your Canadian Intermediary's email address as the policyholder's agent.

DESIGNATED RECIPIENTS

☐ I confirm that I am the only recipient of this insure in Canada contract. Please note that the Lloyd's broker will be copied on all communications.

If this insure in Canada contract is destined for multiple recipients, please leave this checkbox unselected and complete the Recipient Details below.

* Required Field

Recipient Type *   - Please select - ▾

ADD RECIPIENT

How to submit a contract

The following section is intended for all users.

The submission process is four easy steps to follow.

Step 1 – Contract details

On this page you must complete the following;

- Submitting Company
- Insured name
- Business Type (Canadian Direct/Canadian Reinsurance, Global Direct/Global Reinsurance)
- Signing Type (Electronic or Wet Ink)
- Unique Market Reference (UMR)
- Binding page language (English by default)
- Message for recipient (useful when the same UMR is used to put a reference to differentiate contracts)
- Licensing position boxes to check.

Step 2 – Designated Recipients

On this page you must complete the designated recipient required fields

- To submit electronically select the "Policyholder's Agent and enter the valid email address of the recipient and click the checked box. Then you may select the company of the recipient.

  If you get the following message:" Recipient email does not have any association to an active company" it means the recipient is not registered on the ASPS.

- To submit as a post select "Policyholder" and enter the valid postal address of the Insured in Canada.
- To submit a Global policy for which you are the sole recipient, you may check the following box but please note, it is strongly recommended to enter your Canadian Intermediary's email address as the policyholder's agent.

Please note, you may add more than one recipient by using the "Add Recipient" button.

Step 3 – Attachments

Please note the maximum file size is 25MB per document, the document must be an unlocked (non-password protected) and uncompressed Adobe PDF document version 1.7(Adobe, Acrobat Reader)

Important: for Global policies, it is mandatory to attach the Canadian Endorsement for Global contract (3104A or 3105A) as the first attachment and the MRC/Slip Global contract attached in second.

Once you have attached the document, you may click the "Submit" button.

If you wish to submit another policy, you may click the "Create Another Submission" button.
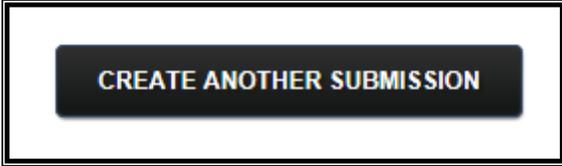
and repeat the previous steps.

NOTE: *Contracts that do not include the required LMA wording—LMA5180, LMA5181, or LMA5182—will not be bound.*

Your contract has been submitted and will be processed in a reasonable delay.

Once a submission has been processed by the Canadian AIF, a notification e-mail will be sent to the submitting User when bound or not bound and the Super Users if not the recipient will receive the Daily Bound Submission Report (DBSR) at the end of the day (5pm Eastern time)for all submissions processed for their respective entity.

Please note, if there are no processed submissions for your entity for the day, there won't be a Daily Bound Submission Report (DBSR) at the end of the day.

Your submission can now be viewed through the AIF Signing System.

How to submit a contract via Wet Signature

To submit a Wet Ink, first you must complete the step 1 of the "New Submission"

Except when you choose your "Signing Type", you must choose the "Wet Ink" option.

Once done, the view should be the following;

You may now complete step 2 by entering the recipient and submitting broker information and clicking on "Submit"

Mail your document package to:

FAO: Mr. Sean Murphy

Lloyd's Canada Montreal Office

Suite 2220, 1155 Metcalfe Street

Montreal, Quebec H3B 2V6 CANADA

How to review a submitted contract

You may access the AIF Signing System at https://asps.lloyds.com

Upon entering the Canadian ASPS, the first view is "ASPS HOME" once you log in are the 10 most recent submissions for your entity.


In the "Manage Submission" tab section, a User can view all contracts they have submitted. A Super User can see all contracts submitted for its company. You may enter the UMR or Insured name if you wish to conduct a search for a particular policy.

In order to open a policy click on "Open"

If you do not see the option to open the document, please use the scroll bar at the bottom of the submission list and scroll to the right. You will now be able to click on "Open".
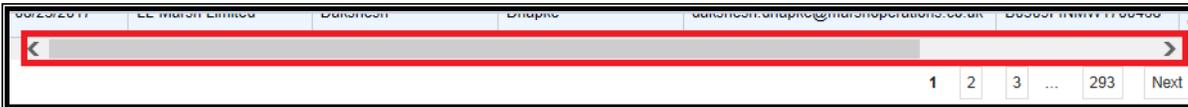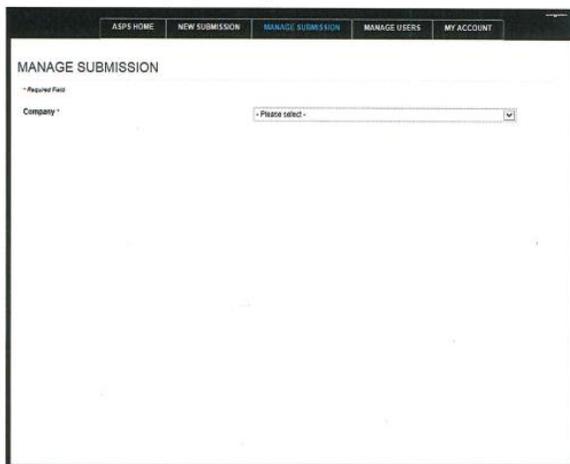

In order to view, print or save a bound document click on the following button
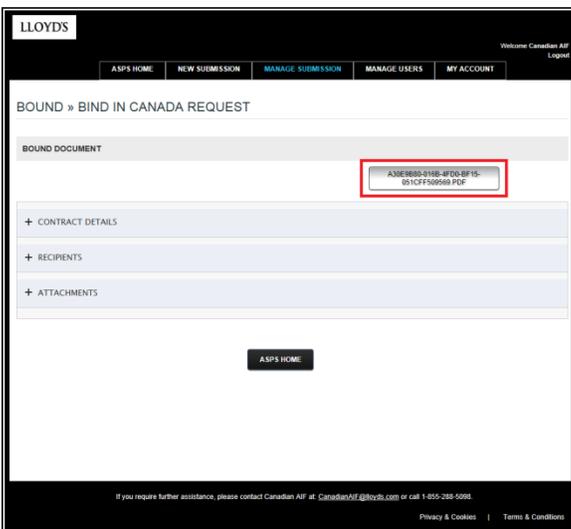
Upon entering the ASPS, click on the "Manage Submission" tab

On this page, choose the company that you are associated to.

On this page you can view the full list of submissions associated to your company

Draft: This is where you can pick up a drafted submission to complete at a later time or following a computer issue/power outage.

Pending: These are the submissions waiting to be actioned/processed (to bind) on Lloyd's Canada's end from the moment you submit it and the moment it is bound.

Bound: Here you will find the bound policies with a convenient search engine for previous submissions.

Not Bound: Here you will find all submissions which were not bound or cancelled with the reason why.

Please note, a submitted bound contract cannot be edited or otherwise altered

How to add and manage Users (Super Users only)

Under this section you will be first able to select your entity if more than one is associated to your profile.

Then you will be able to create, modify or remove users.

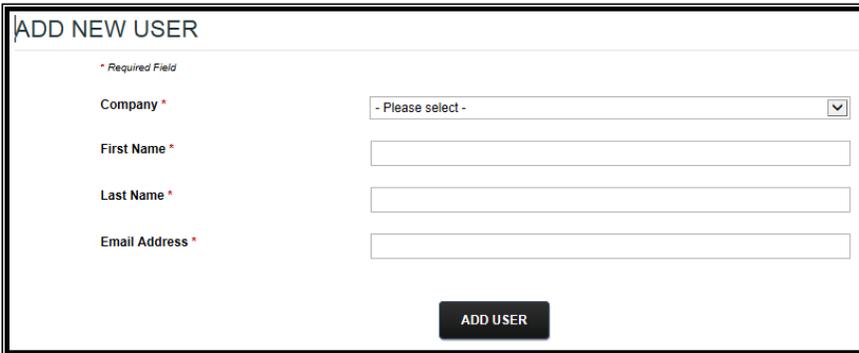*Please note Super Users profiles can only be created, modified or removed by Lloyds.*
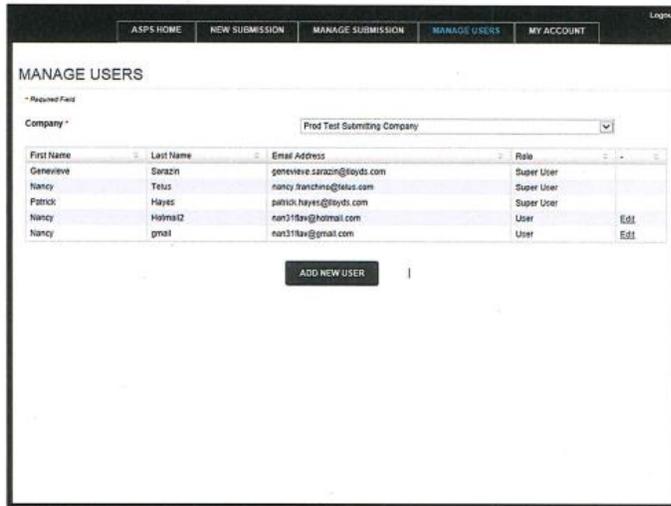
A new User can only be added by a Super User. There is no limit to the number of Users within a company.

Adding a User (Super Users only)

From the Home Page, select the "Manage Users" tab Click on the following button to add a new user

Complete the new user profile fields.

Click on the "Add User" button to add the new user.

On completion, an e-mail will be sent from the Canadian AIF System to the new User prompting them to complete registration.

Each User will be required to register before they will be given access to the AIF Signing System.

To update an email address for a user or Super user, please send an email to canadianaif@lloyds.com

Adding a Super User

New Super Users can only be added by Canadian AIF. To request the creation or deactivation of a Super User profile, please e-mail canadianaif@lloyds.com

How to manage your account from "My Account" Tab

This page displays all your profile information. You have the possibility to update the following;
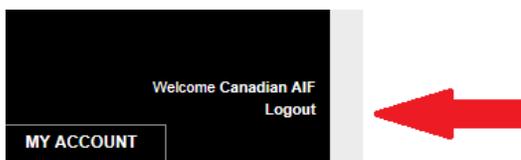
- First name and last name
  In the event of a name change, kindly advise Lloyd's Canada at
  canadianaif@lloyds.com *as it may affect your email address*
- The notification language
- Change your password
- Receive or unsubscribe for the Daily Bound Report (Super Users only)
- The list of companies associated to the logged in user (if more than one company associated to the user profile) (Super Users only)

- To exit the system, please use the logout function

Password Requirements

This page displays the password requirements when creating a new password for the ASPS portal.

Glossary

Super User: A Super-user is assigned to the AIF Signing Process by their company and acts as the administrator for their company and the registered users of their company.

User: Person designated by the Super user to use the Canadian AIF system

Wet Signature: Used when a wet signature is required**.** Contract packages are mailed to the Canadian AIF

Business Types

Canadian Direct: Where the risk or the insured is located in Canada only

Canadian Reinsurance: Where the coverage provided is for a Cedant located in Canada only

Global Direct: A multi-jurisdictional policy where one or more risk or insured's are located in Canada

Global Reinsurance: A multi-jurisdictional policy where one or more Cedant's are located in Canada