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DCOM business readiness support session

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Today's agenda

1 Onboarding Registrant Survey

2 Onboarding Registrant Role

3 Changes to class classifications

4 Training Registration Form

5 Next steps

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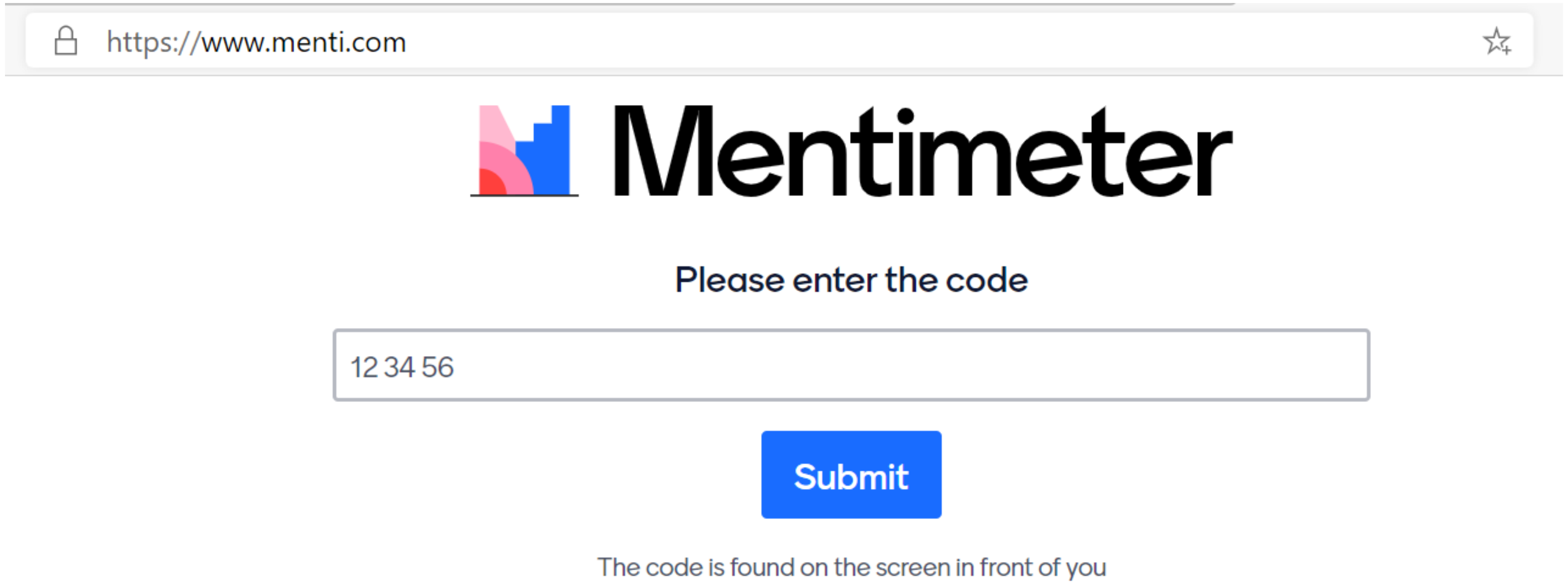
Share your anonymous questions & feedback

Go to: https://www.menti.com and enter pin: 23 46 73 2



FOR ACTION: Onboarding registrant survey

- **Start confirming the onboarding registrants for each legal entity in your group.**
- **You will need to confirm these to Lloyd's by 26 March at the very latest.**
- DA Change Leads will receive email on **8 March** (the Registrant Survey), which you must reply to by **26 March** with confirmation of the onboarding registrant for each legal entity in your group of companies.
- If you do not receive this email on **8 March**, please contact DAChangeSupport@lloyds.com
- This 'Registrant Survey' will also request the 'Admin Domain' for each legal entity. This request will be explained in an upcoming 'Admin Domain' briefing call for Change Leads.

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Onboarding registrant role

Each legal entity's nominated Registrant will be responsible for **completing the Onboarding Registration Form** for that legal entity with the following details:

1. **Legal Signatory** who will sign the Market User Agreement (MUA) for DCM for that entity (the MUA must be signed by a legal signatory separately on behalf each legal entity requiring access to DCM)

2. **Authorised Contact** who will be the person responsible for the creation, approval and management of your organisation's Devolved Administrator(s)

3. **Devolved Administrator**(s) who will be the person(s) responsible for the creation and management of your organisation's user access to DCM

The Registrant is also expected to **support the end to end onboarding process:**
All queries about onboarding (e.g. from Legal Signatories, Authorised Contacts) should be communicated by the Registrant via the in-system support function.

A Registrant Survey email will be sent 8 March asking you to confirm your organisations' registrants. You must respond to this by <u>26 March</u> for your organisation to be onboarded on time for go-live.

Changes to Client Classifications

A review has been undertaken of the client classification categories and categories are being updated as a result.

This update will ensure categories continue to support regulatory needs, while remaining flexible enough to be used across different classes of business, territories and methods of placement:

- *Individual/Personal*
- *Commercial – Micro-enterprise*
- *Commercial – Small*
- *Commercial – Large risk*
- *Commercial – Other*
- *Reinsurance*
- *Master Policy/Group Scheme*

DCM is already aligned to these changes and will allow you to select these categories for your contracts from Go-Live.

Additionally, Product Risk Rating is another field that needs to be populated, helping Lloyd's meet the standards around Conduct Risk (as required by FCA).

Detailed communication on these changes will be shared by Lloyd's.

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Training Registration Form

Live training will be available to all end-users, but we need your help with planning it now

Virtual instructor-led training will be offered to all organisations and end-users and will be available several months after go-live.

Self-Service training materials (video tutorials, quick-reference articles) will also be available from shortly before go-live.

The purpose of the **Training Registration Form** is to help Lloyd's capture estimated training demand, to inform scheduling.

Lloyd's *recommendation* is that only end-users from **brokers and 'direct deal' managing agents or coverholders** that will handle imminent July renewals should be nominated for **pre-go live** instructor-led training. This is to ensure we effectively prioritise training of end-users that need to be ready to use of DCM on 'Day 1' after go-live. Post-go live instructor-led training will start on 'Day 1' after go-live.

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organisations have completed their DCM Training Registration Form

If your organisation has not yet completed their training registration form, what blockers are preventing you?

OUTSTANDING ACTION FOR CHANGE LEADS

- Provide names or numbers of end-users requiring instructor-led training:
  1) before go-live and **2)** after go-live
- Provide names of Devolved Administrators for your organization
  (all will be need to be trained before go-live)
- Please submit your response (ideally using the form) to **DCOMtraining@lloyds.com** by 9 March

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Next steps

- **Review and share** this presentation with all DA Managers within your group of companies.
- **Start confirming** the registrants for each legal entity in your group. Change leads will receive the Registrant Survey email on 8 March and will be required to complete it by **26 March** at the latest.
- **Look out** for your invite to the 1) Admin Domain & 2) Access Control briefing calls and forward this to DA Managers, Compliance Officers, IT and Legal representatives
- **Confirm** names or numbers of end-users requiring live training 1) pre-go live and 2) after go-live, and Devolved Admins by emailing DCOMtraining@lloyds.com (by **9 March**)
- **Continue to check BAR record statuses** to ensure records dated prior to 31/12/19 are migrated with correct status. Email coverholders@lloyds.com for a BAR report (by 31 March)
- **Attend** optional DCOM Q&A session, and invite relevant SMEs (e.g. DA compliance) to join you (4 March)
- **Attend** next DCOM business readiness session (15 March)

Appendix

Delegated Contract Manager

Contract Builder and Contract Manager High Level Workflows

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Delegated Contract Manager – Release 1 and Future Releases

High level workflow stages

Contract Builder

1. Create contract → 2. Submit for review → 3. Validations are run → 4. With contract reviewers to approve / return → 5. Contract reviewers stamp and sign → 6. Contract is registered → 7. Contract is active from inception date

Contract Manager

1. Create contract → 2. Submit for review → 3. Validations are run → 4. With contract reviewers to approve / return → 5. Contract is registered → 6. Contract is active from inception date

<table>
<tr><th></th><th>Release 1</th></tr>
<tr><td>Contract Builder</td><td rowspan="2">Schedule data and mandated fields entered only
Data enrichment and one touch data
The final 'submit for review' button is a final check to ensure data seen by the lead(s) is what is in the system. It is to ensure data quality. Negotiation with the market happens before this review; a draft slip can be generated at any point prior to this, and the 'live' contract shared prior to submitting
Contracts will be placed offline
Contracts created in a Broker’s own market system would be required to follow the DCM Registration process rather than Contract Builder for Release 1</td></tr>
<tr><td>Contract Manager</td></tr>
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Release 1

Delegated Contract Manager:
Contract Builder Workflows

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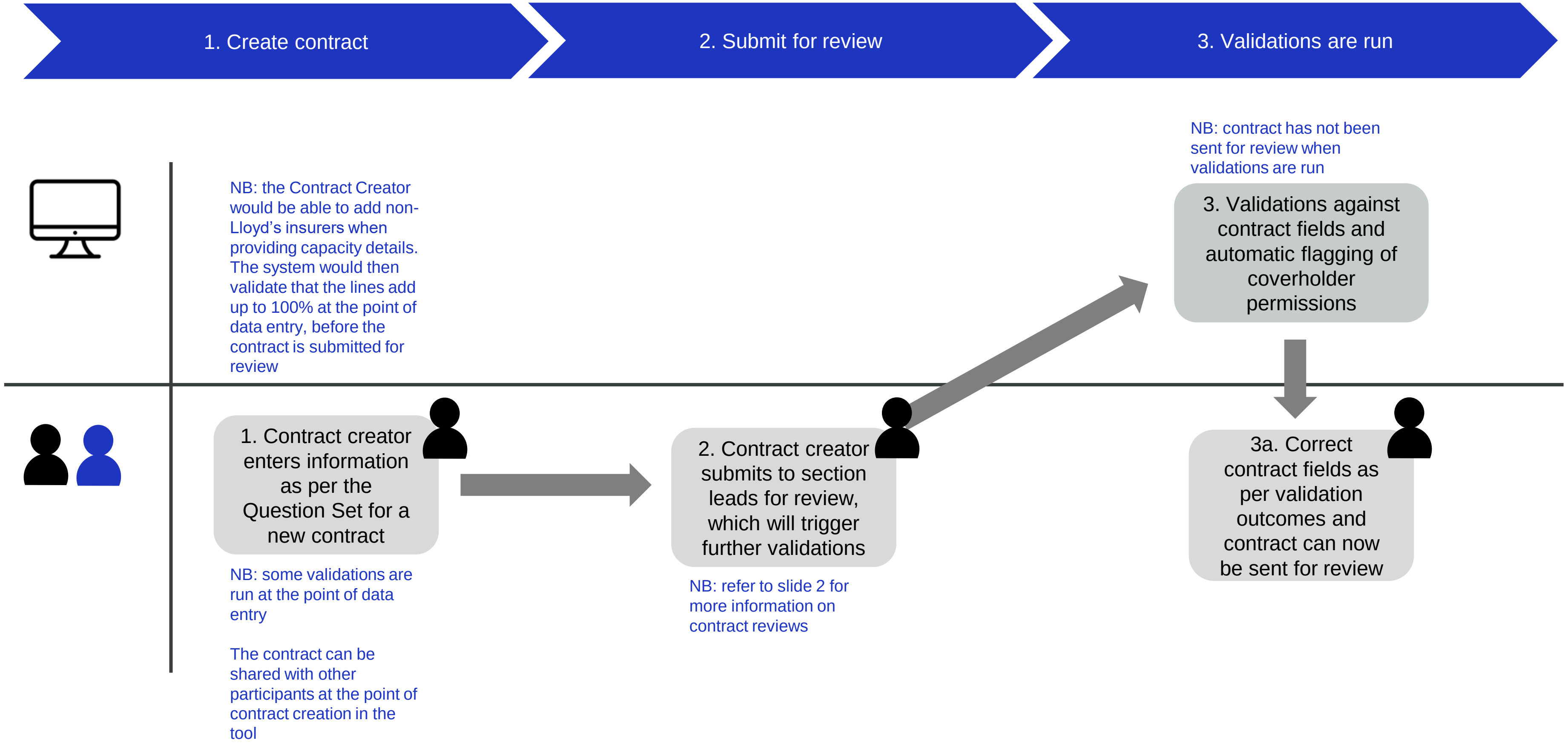
DCM Broker MA

Release 1 - Create binder and submit for review

Contract Builder



The same workflow would be followed for creating endorsements on a registered binder for Release 1
Hybrid Coverholder roles will allow them to act as the contract creator in Release 1

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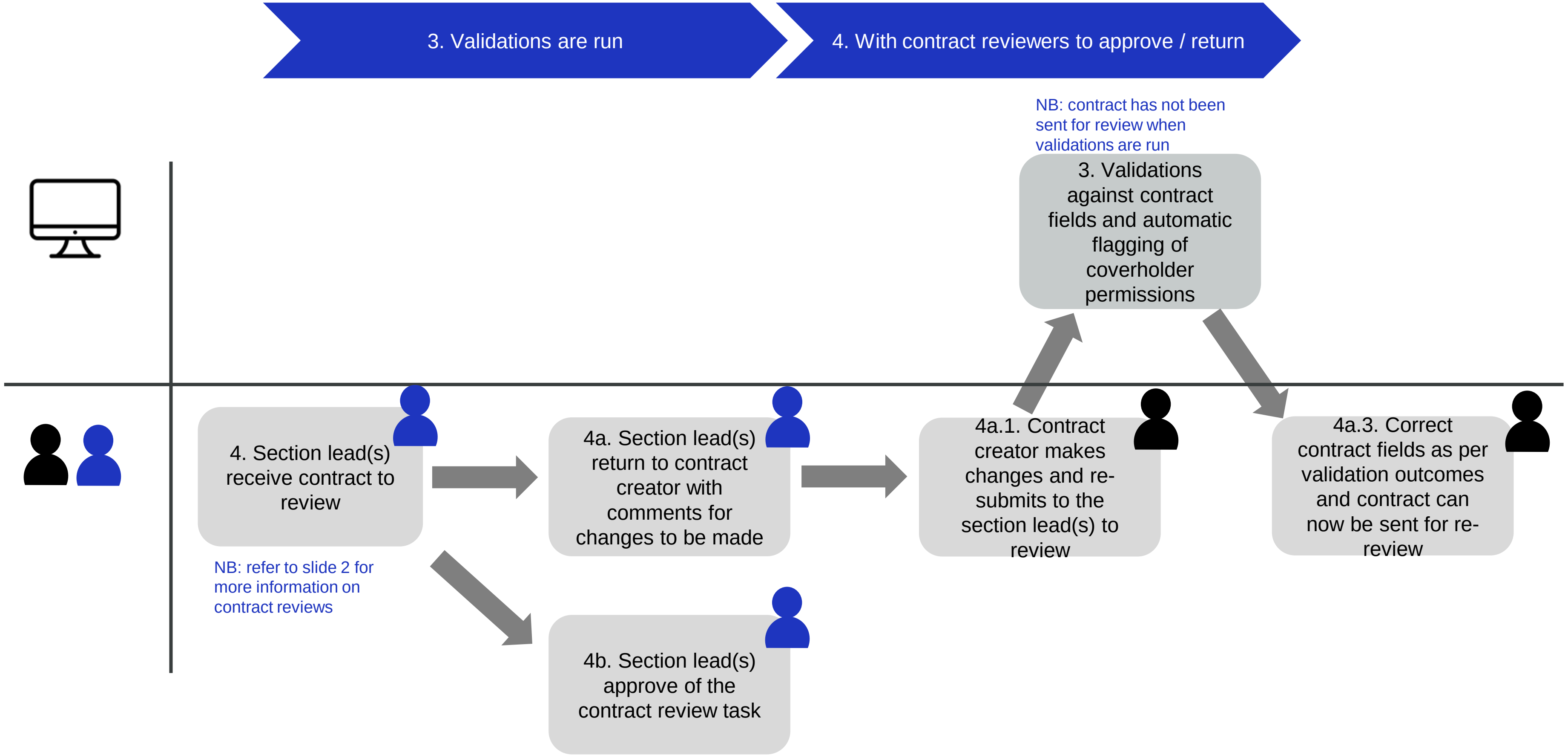
DCM Broker MA

Release 1 – Review and update binder

Contract Builder

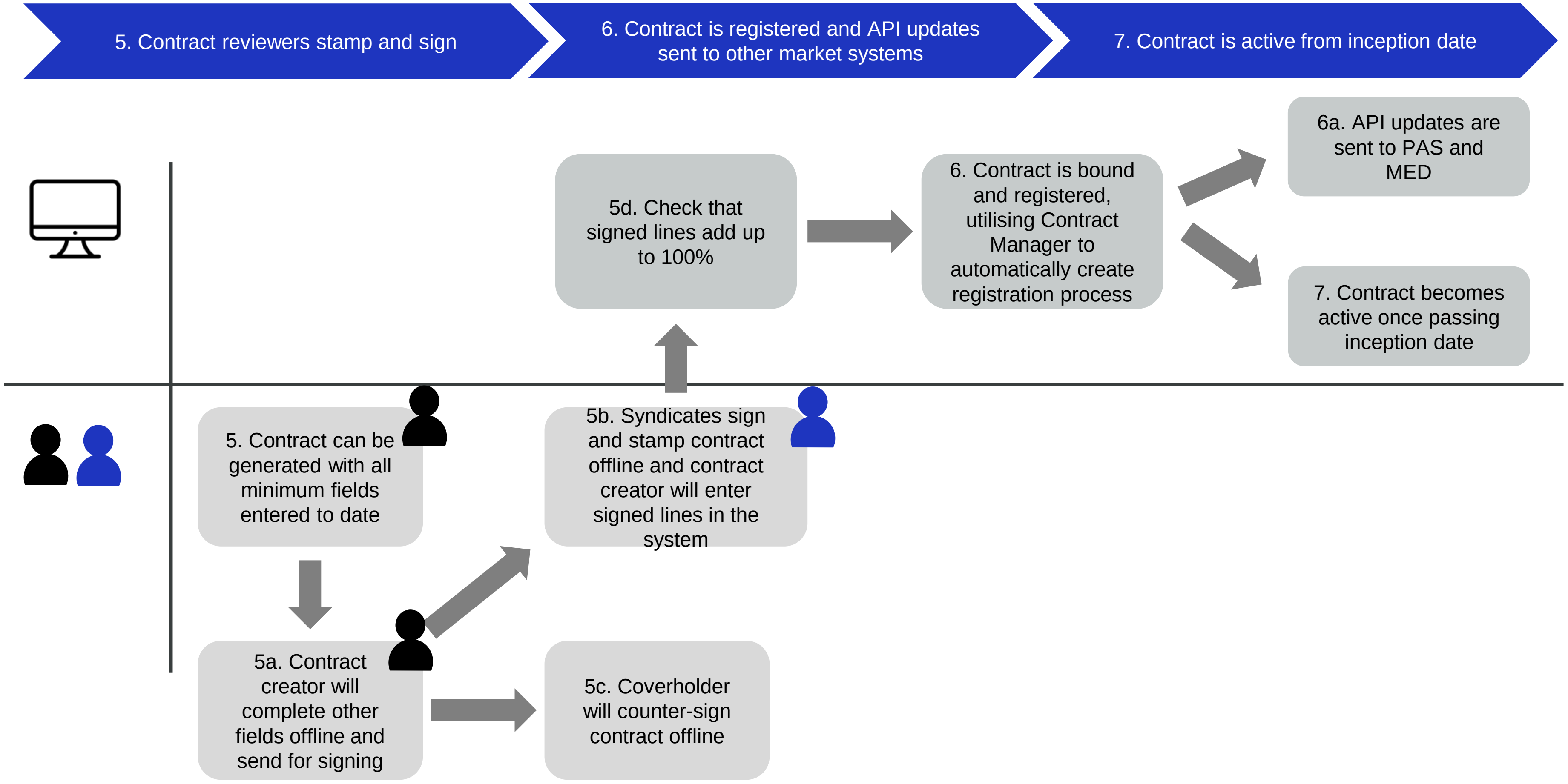


The same workflow would be followed for reviewing endorsements for Release 1

DCM Broker MA

Release 1 – Approve, sign, stamp and register binder

Contract Builder



The same workflow would be followed for registering endorsements on a registered binder for Release 1

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Release 1

Delegated Contract Manager:
Contract Manager Workflows

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DCM Broker MA

Release 1 - Create binder and submit for review

Contract Manager

1. Create contract → 2. Submit for review → 3. Validations are run

NB: the Contract Creator would be able to add non-Lloyd's insurers when providing capacity details. The system would then validate that the lines add up to 100% at the point of data entry, before the contract is submitted for review

1. Contract creator enters mandatory registration data for a new contract

NB: some validations are run at the point of data entry

The contract can be shared with other participants at the point of contract creation in the tool

2. Contract creator submits to section leads for review, which will trigger further validations

NB: contract has not been sent for review when validations are run

3. Validations against contract fields and automatic flagging of coverholder permissions

3a. Correct contract fields as per validation outcomes and contract can now be sent for review

The same workflow would be followed for creating endorsements on a registered binder for Release 1
Hybrid Coverholder roles will allow them to act as the contract creator in Release 1
Contracts created in a Broker's own market system would be required to follow the DCM Registration process rather than Contract Builder for Release 1

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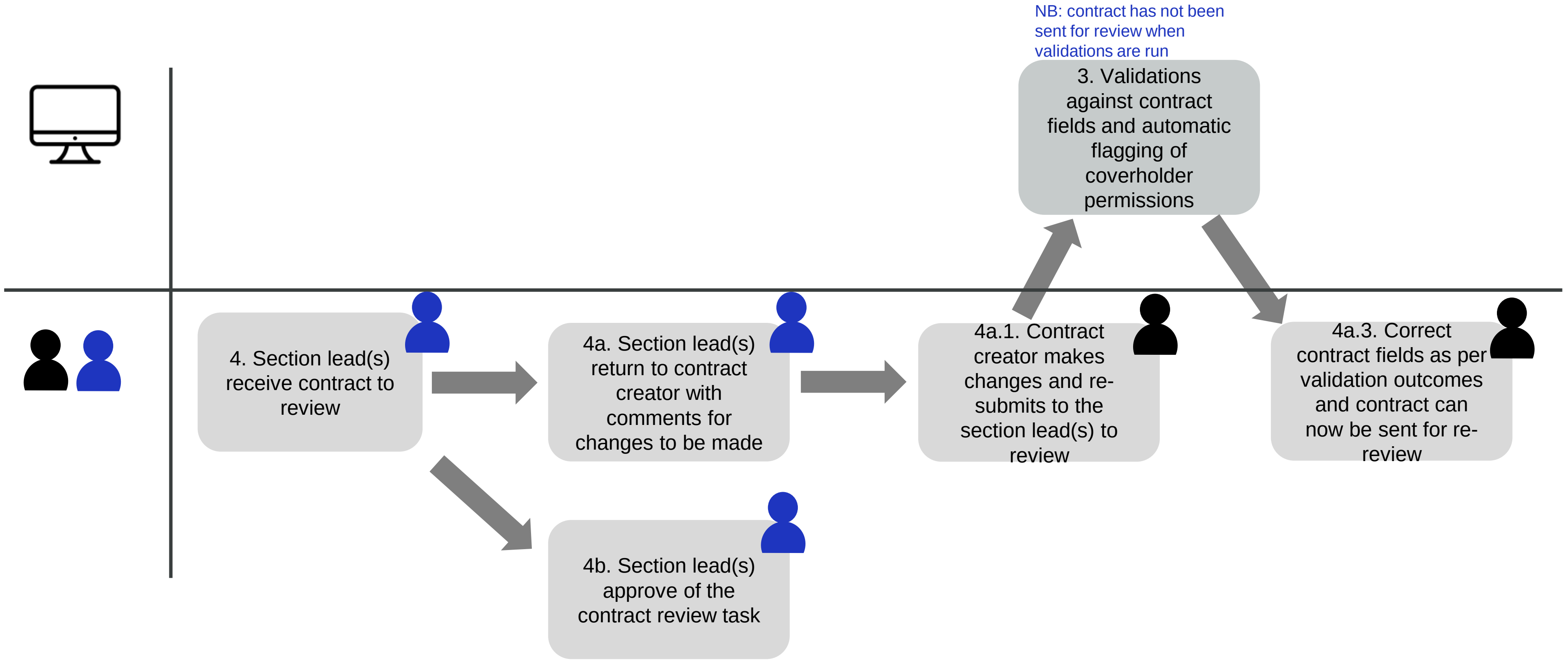
DCM Broker MA

Release 1 – Review and update binder

Contract Manager

3. Validations are run

4. With contract reviewers to approve / return



The same workflow would be followed for reviewing endorsements for Release 1

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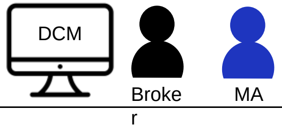
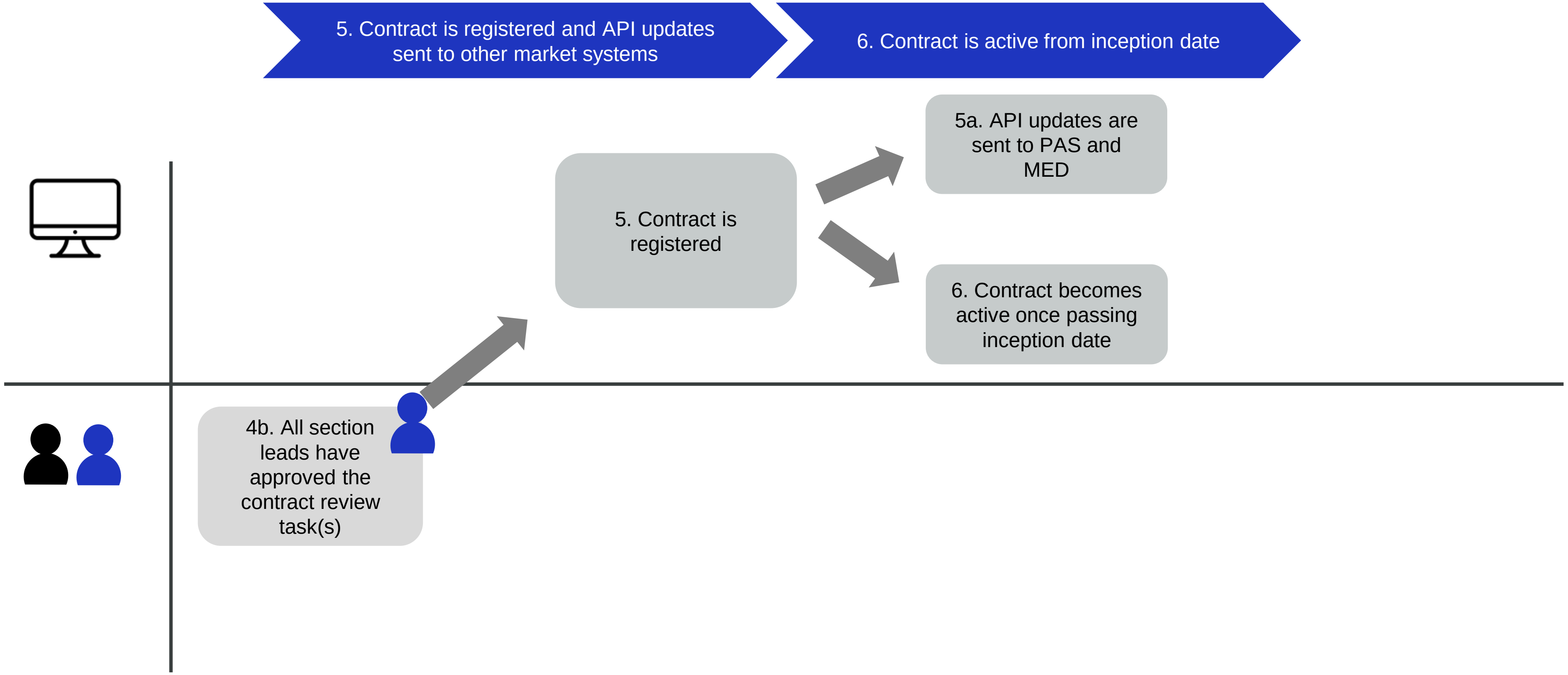


Release 1 – Register binder

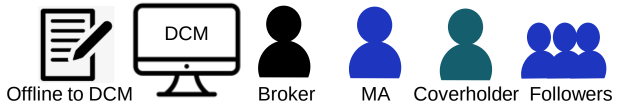
Contract Manager



The same workflow would be followed for registering endorsements on a registered binder for Release 1

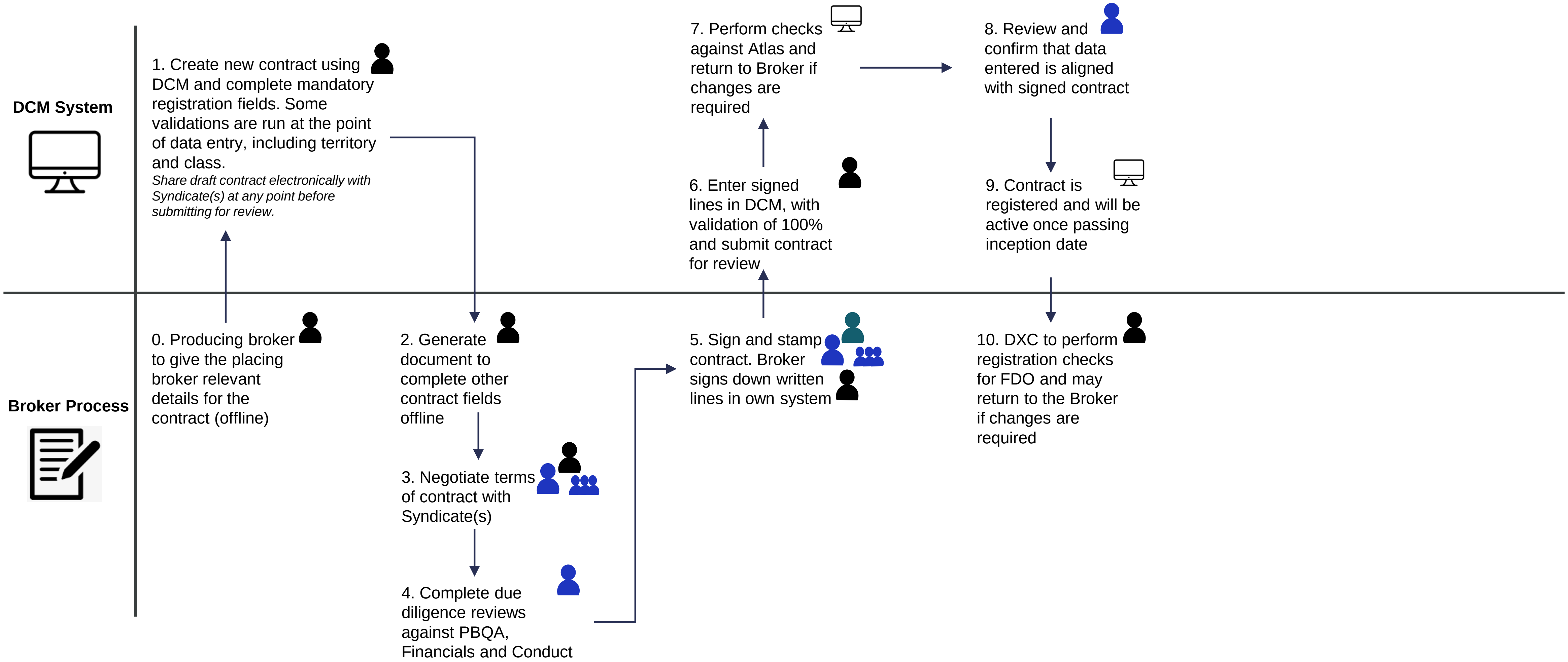
Appendix

Contract Creation Process



Contract Creation Process

Release 1



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