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# DCOM business readiness support session

# Today’s agenda

1 Business Readiness Checklist

2 Onboarding Request - Reminder

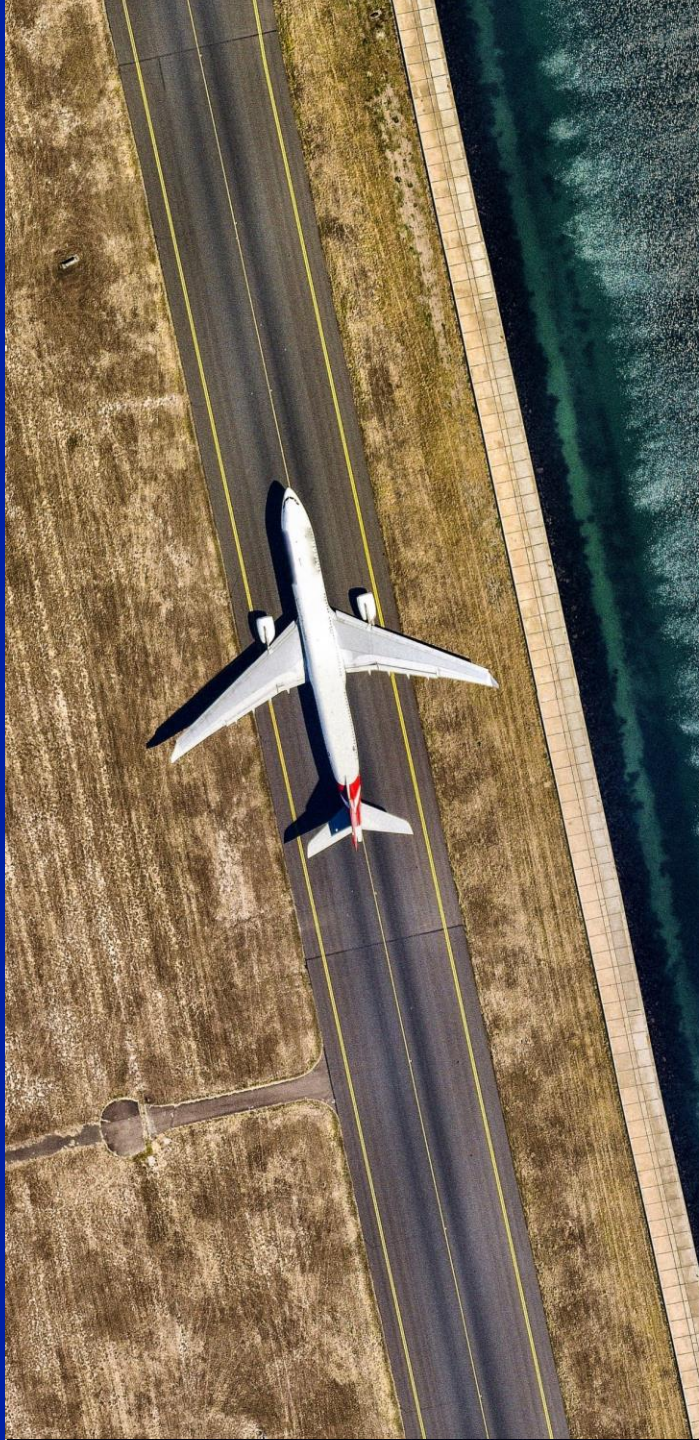
3 User Access Control Approach

4 DCM Data Capture for Registration

5 ATLAS Data Cleansing

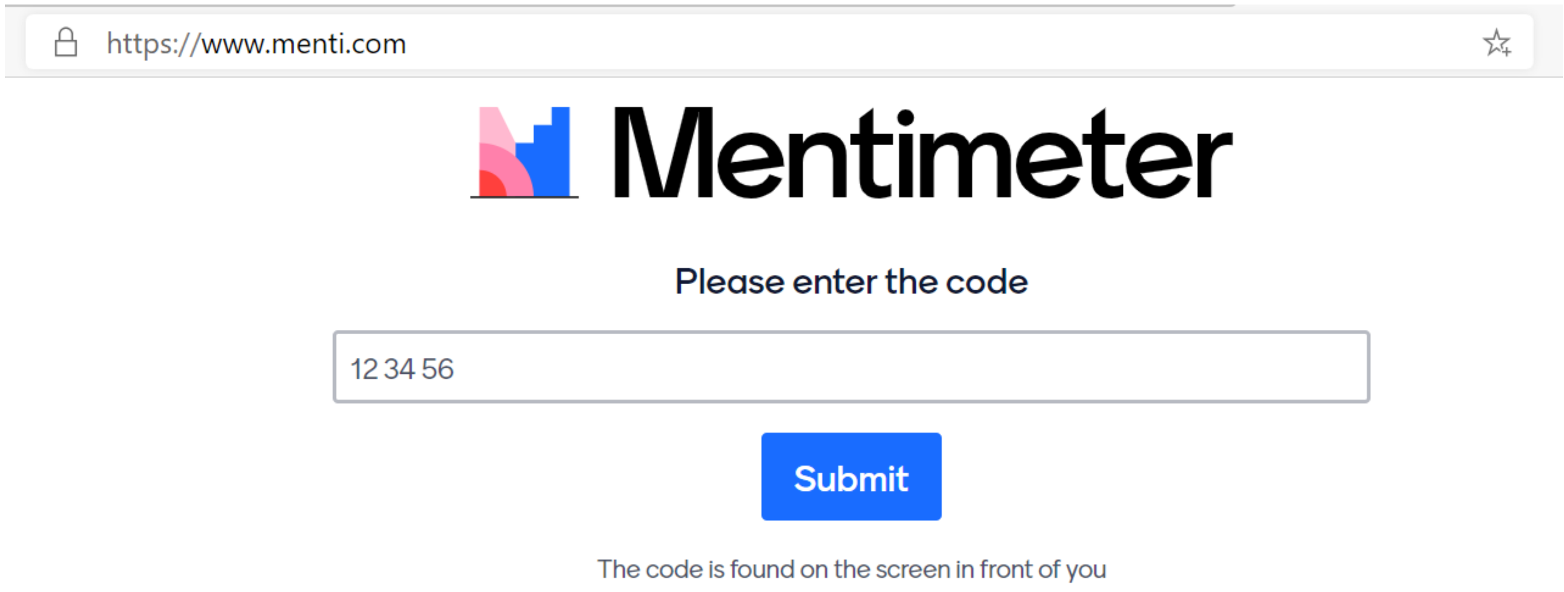
6 Next Steps and Q&A

Appendix



# Share your anonymous questions & feedback

Go to: https://www.menti.com and enter pin: **4293 3384**



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# DCM readiness checklist for Change Leads (page 1 of 2)

| #` | Workstream | Owner | Activity | Method | Start | Due |
|---|---|---|---|---|---|---|
| 1 | **Readiness** | Change Lead | Complete BAR contract review activities Please see Data Quality in the Business Readiness Toolkit | Update in BAR | 14/01/21 | 31/03/21 |
| 2 | **Training** | Change Lead | Confirm number of end-user and Devolved Admin for instructor-led training purposes using Training Registration Form | Change Leads to email DCOMtraining@lloyds.com | 18/01/21 | 09/03/21 |
| 3 | **Readiness** | Change Lead | Develop a change and adoption plan for your organisation | Develop internal plan based on activities in the business readiness checklist and Lloyd's delivery plan when communicated | 01/03/21 | 09/04/21 |
| 4 | **Readiness** | Change Lead | Attend Admin Domain and Access Control briefing calls with Compliance, DA Manager Legal representatives | Webinars | 09/03/21 | 17/03/21 |
| 5 | **Onboarding** | Change Lead | Confirm Onboarding Registrant and Admin Domain for each legal entity requiring access to DCM | Email sent by DA Change Team | 09/03/21 | 26/03/21 |
| 6 | **Readiness** | Change Lead | Share copy of approved MUA with Legal Signatory / Legal team | Email copy of approved MUA | TBC | TBC |
| 7 | **Readiness** | Change Lead | Access control design signed-off by all relevant legal and compliance teams within your organisation's legal structures | Using Example User Hierarchy Template to document access control approach | 16/03/21 | 30/04/21 |
| 8 | **Readiness** | Change Leads/DA Managers / Devolved Admins | User permissions are clearly documented ahead of Devolved Admins attending training. | Using Devolved Admin Configuration Table, document user permissions for each Admin Domain. | 16/03/21 | 15/05/21 |
| 9 | **Onboarding** | Nominated Registrant | Complete Onboarding Registration form for each admin domain within your organisation (to confirm Legal Signatory, Authorised Contact and Devolved Admins) | Emailed link to Onboarding Registration form | 12/04/21 | 30/04/21 |
| 10 | **Training** | Devolved Admins | Book slot for Devolved Admin training | Emailed link to training booking page | 19/04/21 | 14/05/21 |
| 11 | **Onboarding** | Legal Signatory | Sign DCM Market User Agreement | Automatic notification from ServiceNow to sign Legal Agreement (Adobe e-sign) | 03/05/21 | 31/05/21 |
| 12 | **Readiness** | Change Lead | Attend deep-dive demo(s) with Compliance, Heads of DA | Webinar | TBC | TBC |
| 13 | **Readiness** | Change Lead | Test URLs access for self-service Devolved Admin training materials (on ServiceNow), in case of firewall issues. | Link to ServiceNow page | TBC | TBC |

# DCM readiness checklist for Change Leads (page 2 of 2)

| | Workstream | Owner | Activity | Method | Start | Due |
|---|---|---|---|---|---|---|
| 14 | Training | Devolved Admins | Attend Devolved Admin training | Teams link in downloaded Calendar Invite and email reminder | TBC | TBC |
| 15 | Training | Pre-Go live training end-users | Book slot for Pre-Go Live DCM instructor-led training sessions | Emailed link to training booking page | TBC | TBC |
| 16 | Onboarding | Authorised Contact | Create, approve and manage their organisations Devolved Administrators | ServiceNow Form sent in an automated email | TBC | TBC |
| 17 | Onboarding | Devolved Admins | Create users and configure their access to DCM | ServiceNow Form sent in an automated email | TBC | TBC |
| 18 | Training | Pre-go Live Training Participants | Attend instructor-led training sessions (Pre-Go Live) | Teams link in downloaded Calendar Invite and email reminder | TBC | TBC |
| 19 | Comms | Change Lead | Organise email communication to organisation to notify of switch-over from BAR to DCM (including access instructions) | Adapt template provided by DA Change Team | TBC | TBC |
| 20 | Comms | Change Lead | Organise communication to organisation signposting to self-service training materials | Adapt template provided by DA Change Team | TBC | TBC |
| 21 | Training | Post-go Live Training Participants | Book slot for Post Go-Live Instructor-led training sessions | Emailed link to training booking page | TBC | TBC |
| 22 | Training | Change Lead / Internal IT Team | Test URLs access for self-service end-user training materials (on ServiceNow), in case of firewall issues | Link to Market Support Centre portal | TBC | TBC |
| 23 | Readiness | Change Lead | Test URLs access for DCM in case of firewall issues | DCM live environment | TBC | TBC |
| | **Go-Live** | **N/A** | **System Go-Live** | **N/A** | TBC | TBC |
| 24 | Readiness | Change Lead | Conduct spot check of migrated contract data following data migration | Email Market Support Centre (email TBC) with any specific data migration issues | TBC | TBC |
| 25 | Readiness | Change Lead | Communicate go-live to their organisation via email | Template provided by DA Change Team | TBC | TBC |
| 26 | Training | Post-go Live Training Participants | Attend post-go live instructor-led training | Teams link in Outlook Calendar Invite | TBC | TBC |

# ACTION REMINDER: Onboarding Registrant Email (to be submitted by 26th March)

Following the briefing call (9th March) Change Leads were sent an email to confirm the Registrant and Admin Domain:

1. **Registrant per legal entity**, to commence the onboarding process.
2. **Admin Domain(s) per organisation**, to commence access control design approach.

- Lloyd's *recommends* that organisations opt for a single Admin Domain, where possible, as segregation of participants can still be achieved using separate Managerial Groups.
- Some organisations such as those with more complex legal structures may require multiple admin domains if complete segregation of entities **and Devolved Admins** is required, with no visibility of registration data between entities.

**It is vital that Change Leads engage the Head of Delegated Authorities within their organisation, and work with them to validate which Admin Domains should be setup with internal compliance and legal counterparts, before confirming this to Lloyd's by 26 March.**

**The decision on Admin Domain(s) is the responsibility of your organisation, and the appropriate option will depend on how your organisation wants to manage access control across different legal entities.**

**If you do not provide this information on time (26th March) you risk not being able to onboard your organisation on schedule and in time for go-live**

# Access Control Process For Organisations

- **Steps 1 & 2** N.B Session on 9th March was focused on Admin Domains
- **Steps 3 & 4** We will host a second briefing call on 16th & 17th March to provide more detail on designing your broader access control approach

| 1 Determine Admin Domain(s) for organisation | 2 Lloyd's configures Admin Domains in the system | 3 2nd Access Control briefing call | 4 Design Access Control Approach |
|---|---|---|---|
| Change Leads, DA Manager, Compliance Officers legal and IT representatives | Lloyd's | Change Leads, DA Manager, Compliance Officers legal and IT representatives | Change Leads, DA Manager, Compliance Officers legal and IT representatives |
| Determine the Admin Domain(s) for your organisation and confirm this through the Registrant and Admin Domain email **(email issued after the breifing call on 9 March).** | Once organisations have confirmed their Admin Domain(s) via the Registrant and Admin Domain email, Lloyd's will configure these in the system to enable onboarding on schedule. | Attend 2nd briefing call on user access controls and hierarchies to start designing your organisation's access control approach | It is the responsibility of Change Leads work with their compliance and legal teams and Heads of DA to design their organisation's access control approach ahead of Devolved Admins attending training. |
| Complete by **26th March** | *Starts 27th March* | 16th & 17th March | By 30th April |

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Action from Lloyd's

Action for market organisations

Onboarding Deadline

# Access Control Design Process

1. **Change Leads** attend Admin Domain Briefing Call, inviting their DA Managers, Compliance Officers, Legal & IT Representatives.
**9 March**

2. Admin Domain email is sent to Change Leads requesting Admin Domain preferences.
**9 March**

3. **Change Leads to** respond to Admin Domain email to confirm Admin Domain for each legal entity in their group
By **26 March latest**

4. **Change Leads** attend Access Control Briefing Call inviting their DA Managers, Compliance Officers, Legal & IT Representatives.
**16 or 17 March**

5. **Change Leads & internal stakeholders** define their Access Control approach, using supporting materials provided, .
**By 30 April latest**

6. Organisations with more complex legal structure are invited to attend 1:1 access control design review sessions with Lloyd's.
**26 March onwards**

7. **Change Leads** attend optional drop-in Access Control sessions hosted by Lloyd's.
**Starting from 24 March**

8. **Change Leads & internal stakeholders** to agree access control approach, using supporting materials. It is recommended that this is signed off by internal functions (legal, compliance).
**By 30 April latest**

9. **Change Leads and internal stakeholders** document user permissions using Devolved Admin Configuration Table (provided by Lloyd's)
**Ahead of 17 May**

10. **Organisation's Devolved Admins** attend instructor-led training to understand how to allocate and manage user permissions.
**17 May**

11. **Devolved Admins** allocate user permissions in the DCM using Devolved Admin Configuration Table
**14 June**

https://www.lloyds.com/conducting-business/delegated-authorities/the-delegated-authority-programme/communications

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https://www.lloyds.com/conducting-business/delegated-authorities/the-delegated-authority-programme/communications

# Communications

Important updates from Lloyd's Delegated Authority Programme to DA Change Leads

Home > Conducting business > Delegated Authority > The Delegated Authority Programme > Communications

Change Lead Launch Webinar

Business Readiness Support Sessions

DCM User Access Controls

Admin Domain Briefing Call - 9th March

Admin Domain Briefing Call Presentation – 9th March

Admin Domain FAQs

# 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

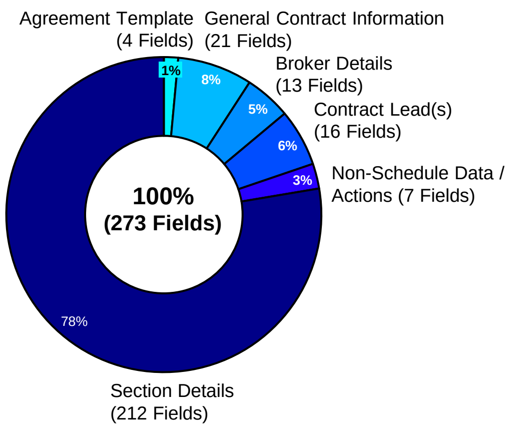
# TOTAL FIELDS – 1 SECTION

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

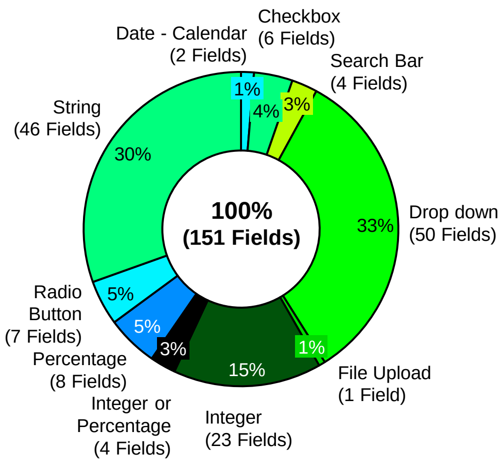
## TOTAL FIELDS PER PAGE

| | 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** |

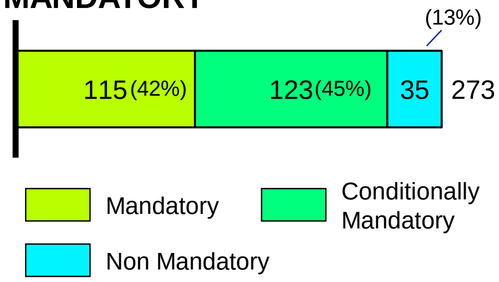
## TOTAL FIELDS PER PAGE



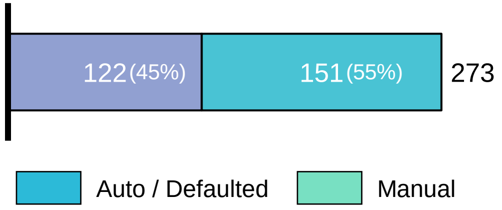

## TOTAL MANUAL FIELDS BY TYPE




## MANDATORY VS NON MANDATORY




## FIELD POPULATION



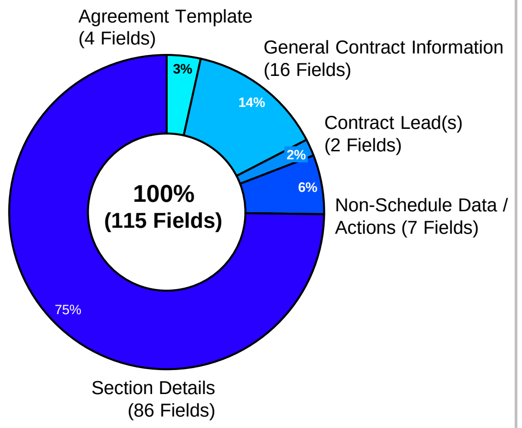
# MANDATORY FIELDS – 1 SECTION

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)

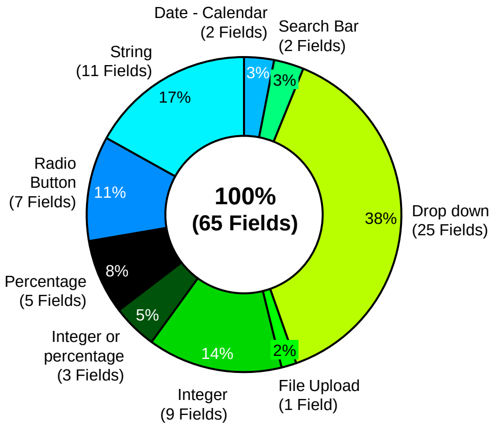
## MANDATORY FIELDS PER PAGE

| | 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** |

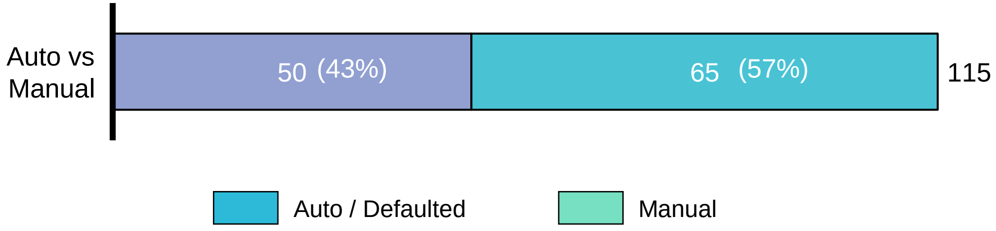
## MANDATORY FIELDS PER PAGE




## MANUAL MANDATORY FIELDS BY TYPE




## FIELD POPULATION



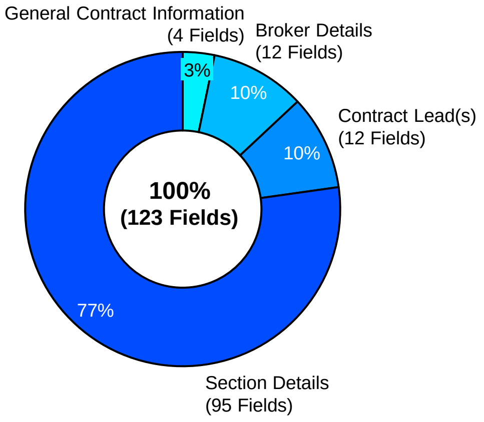
# CONDITIONALLY MANDATORY FIELDS – 1 SECTION

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**

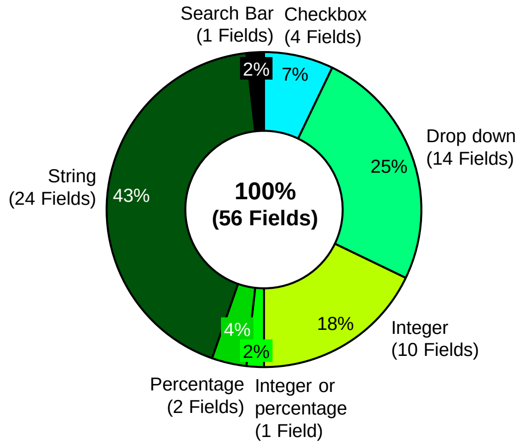
## CONDITIONALLY MANDAOTRY FIELDS PER PAGE

| | 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** |

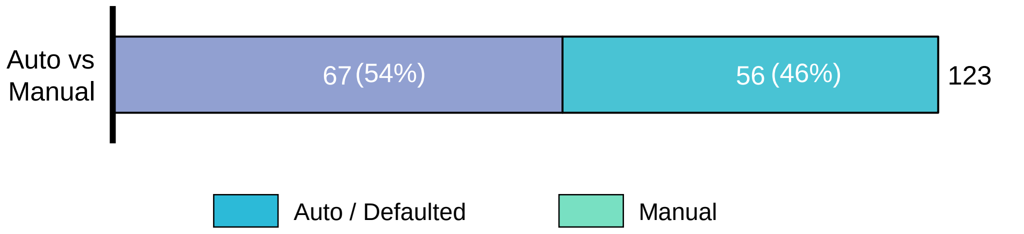
## CONDITIONALLY MANDATORY FIELDS PER PAGE




## MANUAL CONDITIONALLY MANDATORY FIELDS BY TYPE




## FIELD POPULATION



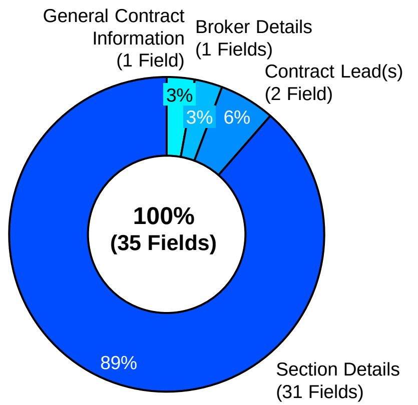
# NON MANDATORY FIELDS – 1 SECTION

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**

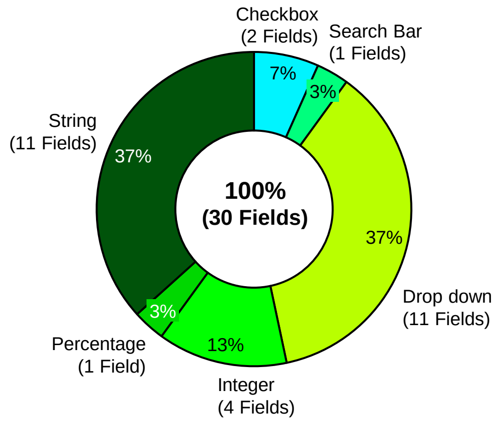
## NON MANDAOTRY FIELDS PER PAGE

| | 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** |

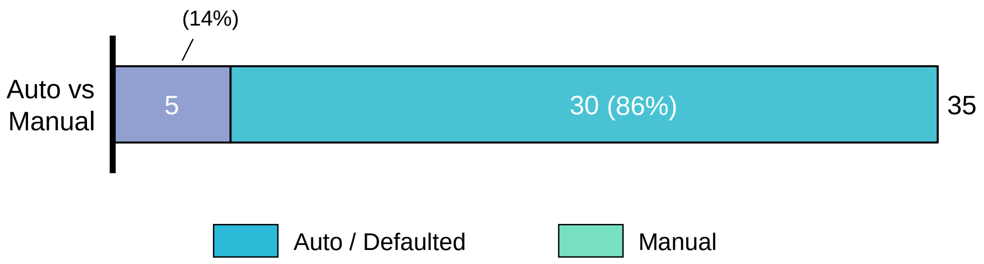
## NON MANDATORY FIELDS PER PAGE




## MANUAL NON MANDATORY FIELDS BY TYPE




## FIELD POPULATION



# 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

System in development – subject to change

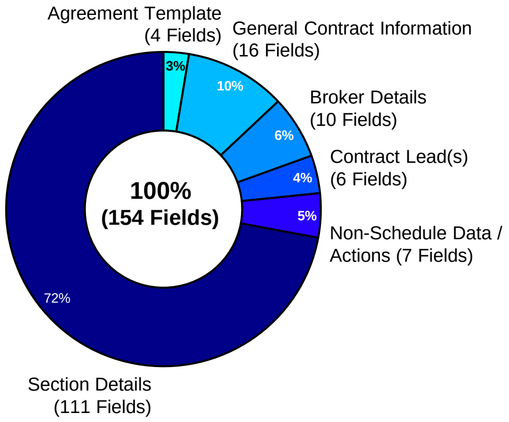
# SIMPLE REGISTRATION JOURNEY – 1 SECTION

The simple journey includes only mandatory and conditionally mandatory fields

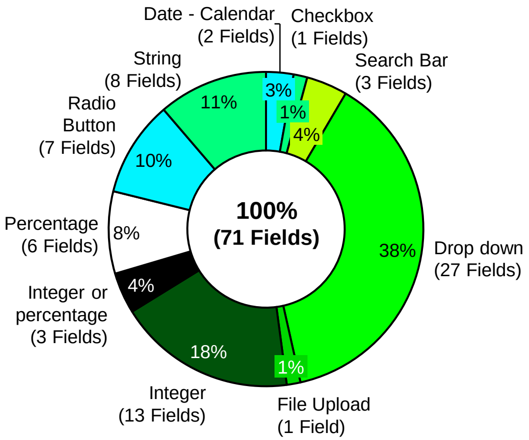
## TOTAL FIELDS PER PAGE

| | 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** |

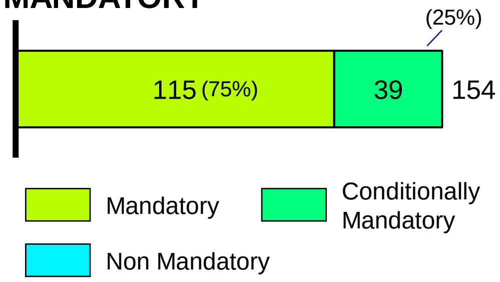
## TOTAL FIELDS PER PAGE



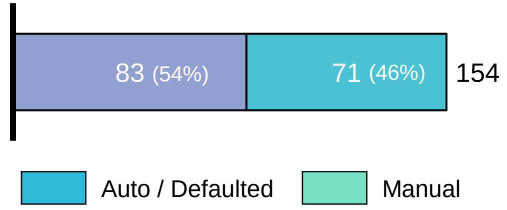

## TOTAL MANUAL FIELDS BY TYPE




## MANDATORY VS NON MANDATORY[1]




## FIELD POPULATION



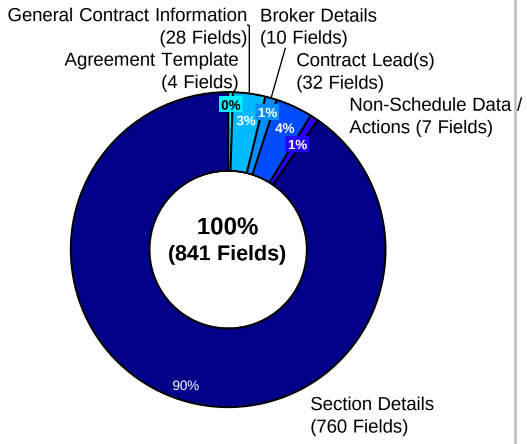
# COMPLEX REGISTRATION JOURNEY – 5 SECTIONS

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

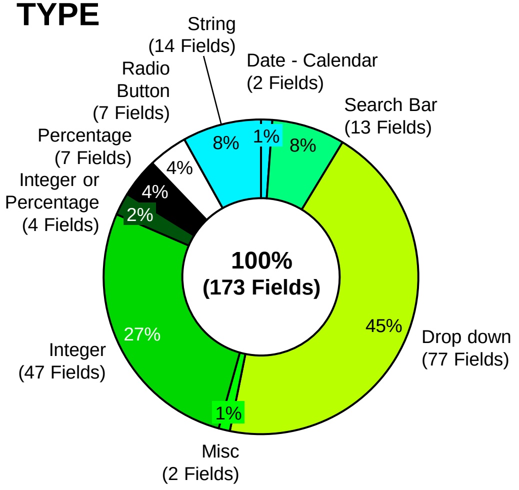
## TOTAL FIELDS PER PAGE

| | 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** |

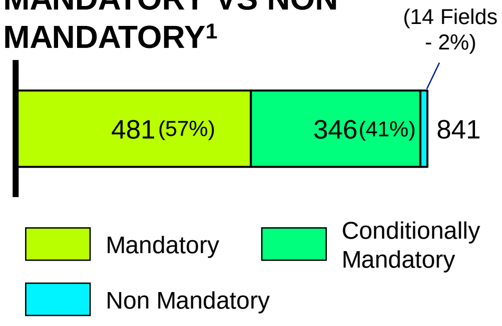
## TOTAL FIELDS PER PAGE



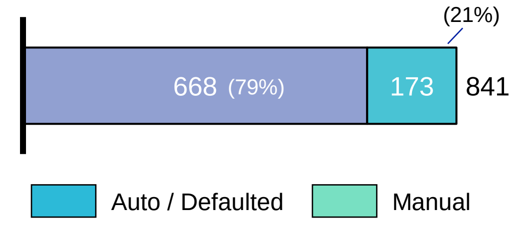

## TOTAL MANUAL FIELDS BY TYPE




## MANDATORY VS NON MANDATORY[1]




## FIELD POPULATION

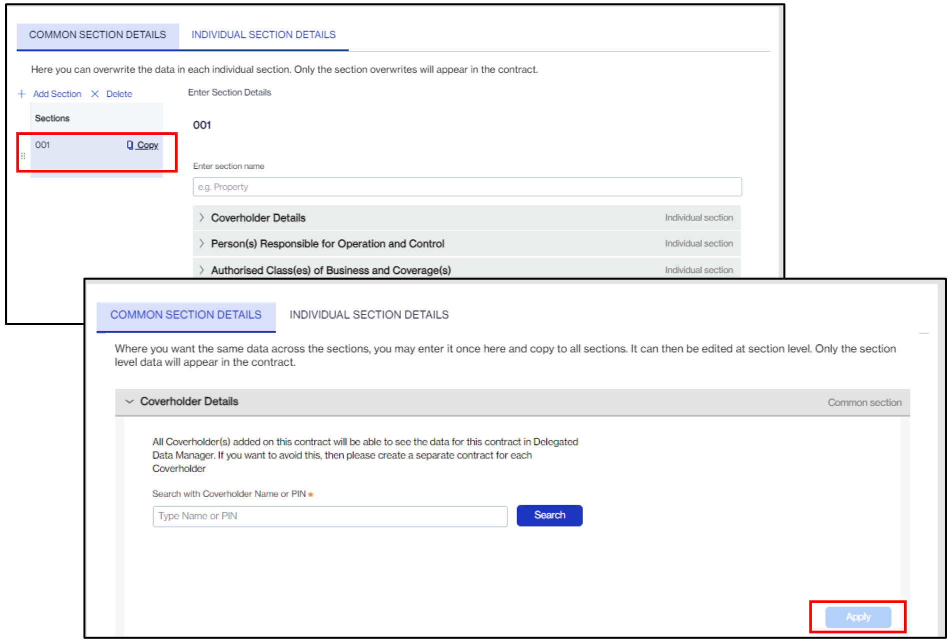


# COMPLEX JOURNEY – SECTION DATA CAPTURE

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

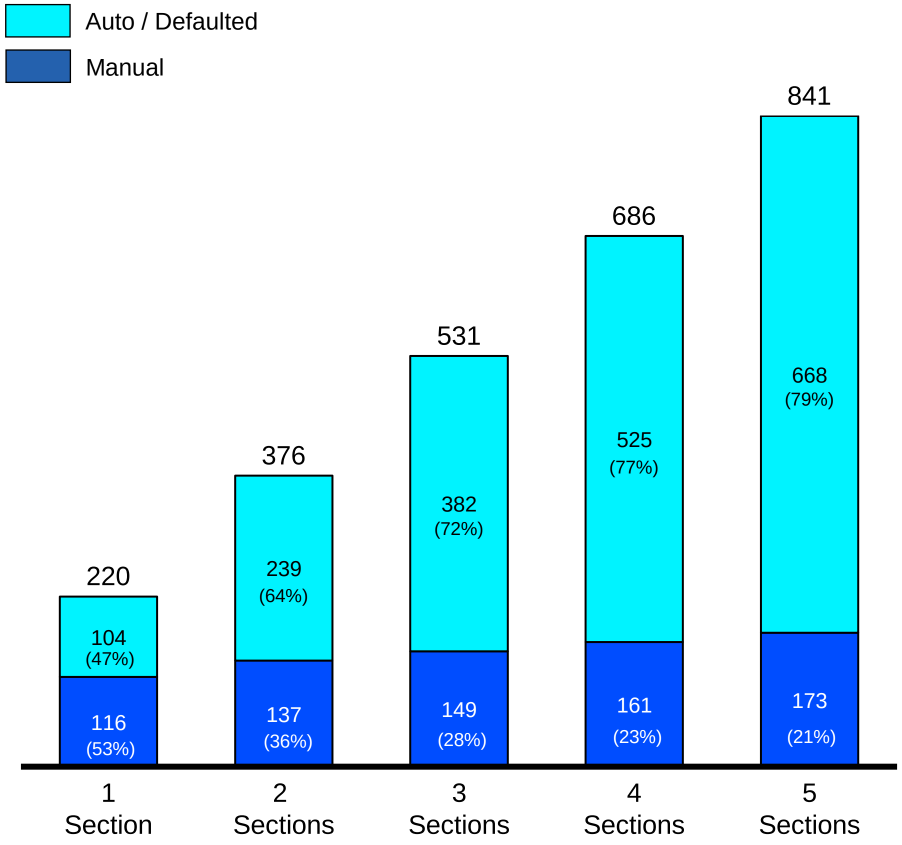
## SECTION DETAILS TABS

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



# ATLAS Data

Similar to BAR, DCM will pull data from ATLAS (company information section)
To ensure contracts are not migrated with inaccurate data, the market needs to check data quality

Some common inaccuracies in data are **spelling mistakes**, **unnecessary whitespace characters**, and **incorrect punctuation**; all of which should be corrected.

**Data Improvement Examples:**

1. **Address –** Ensure legal name and registered address are entered correctly and completed without punctuation, spaces, and spelling mistakes.
2. **Coverholder Contact Details –** Ensure fields are complete without spelling mistakes and with correct dialling codes in the telephone fields.
3. **Telephone and Email –** Ensure there is no unnecessary whitespace in the email and website fields.

Note, addresses and phone numbers are UK-centric examples and so international market participants need to consider the best formatting for their region or ask their regional representative for assistance. The market should also check that all legal and trading names are up to date.

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# Next steps

- **Review and share** this presentation with all DA Managers in your group
- **Confirm IMPORTANT** your organisation's Registrant(s) and admin domain preferences by **26 March** to commence onboarding
- **Reach out** to Lloyd's DA change team if you have not received your invite for the next access control briefing calls **(on 16 & 17 March)**
- **Clean up ATLAS data** ahead of data migration
- **Attend** optional DCOM Q&A session, and invite relevant SMEs (e.g. DA compliance) to join you **(on 25 March)**
- **Join** the next DCOM business readiness support session **on 6 April** (invites to be issued next week)
- **Review** the Client Classification slides in the Appendix

# Appendix

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# DELEGATED CONTRACT MANAGER (DCM)

DCM Mandatory Field Guide

March 2021

# Delegated Contract Manager Field Guide - Definitions

This guide contains all Mandatory and Conditionally Mandatory fields in DCM. It does **not** contain Non Mandatory fields. The reference numbers ie ‘Mxxx’ or ‘CM xxx’ are traceable to the Data Capture for Registration Excel

M
xxx

**Mandatory fields:** Must be populated by users, regardless of responses to other questions

CM
xxx

**Conditionally Mandatory fields:** Triggered by responses to previous questions – if triggered, must be populated

# Agreement Template

Create Registration DRAFT

Refresh Participant Data

Actions

## Agreement template

To get started, choose the type of contract you wish to create

Agreement Template *

M1 Select...

Select the organisation you are creating this contract on behalf of *

M2 Select...

Select the Central Settlement Number relating to this organisation *

M3 Select...

Select user group(s) to provide access to this contract *

M4 Select...

### How it works

**Register contracts:**

All contracts are bound offline and then added to DCM once completed and ready to register.

**Create a contract using contract builder:**

If you choose to, you may use the registration process to create the contract wording which can then be taken to the market to place. Whether or not you choose to use contract builder to create the wording, the details entered here will form part of the registration submission after they have been submitted to the Lloyd's lead to review.

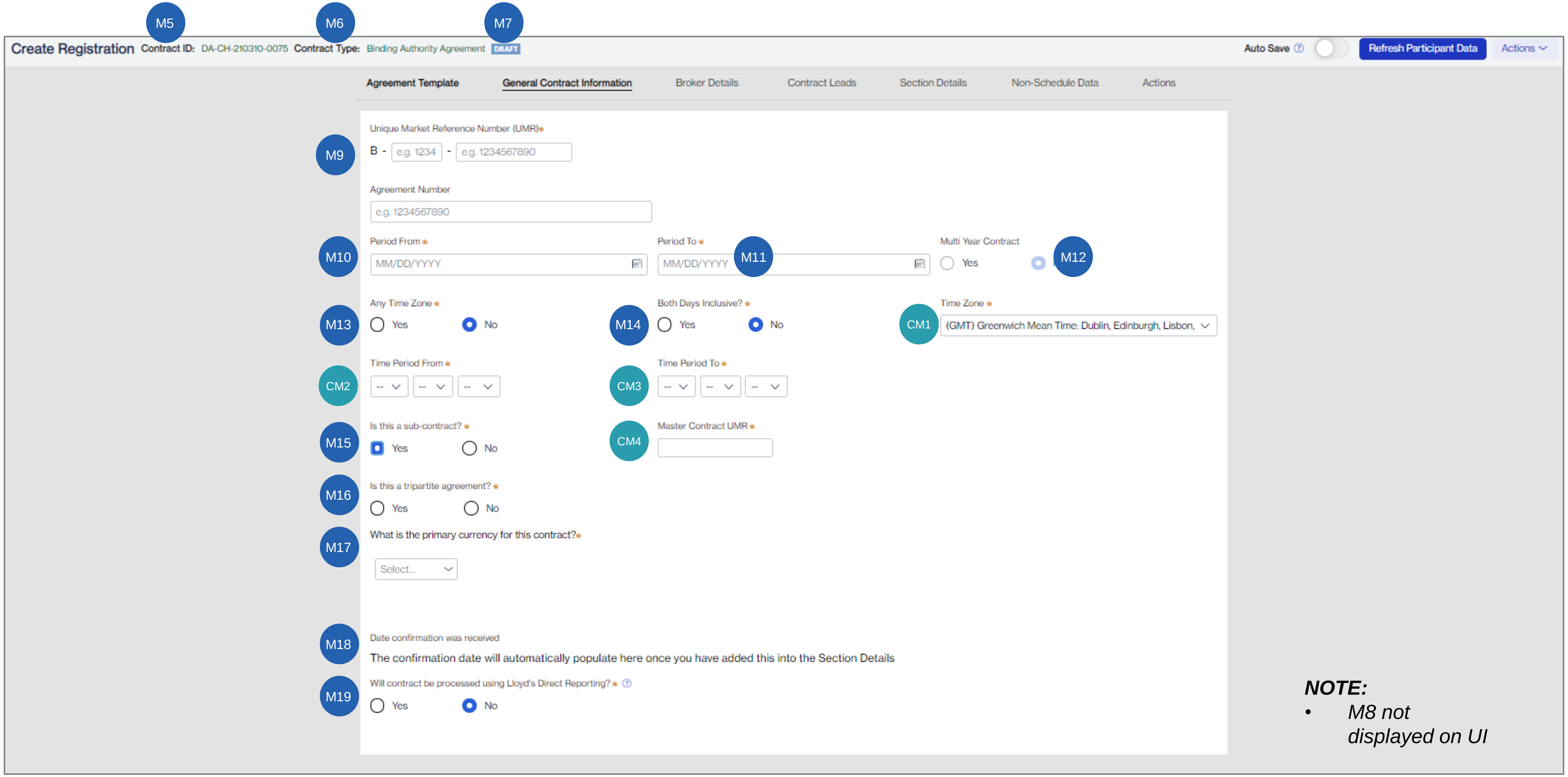
1. Select a contract template Choose the type of contract you wish to register.

2. Populate the required fields Before submitting your contract wording for review you must provide all the required information.

You can complete this in any order as long as it is populated before submission. You can save and generate draft versions of the contract wording on the Actions page (step 7).

3. Submit for review Once complete send your contract wording for review by the named Lloyd's Lead(s).

# Core Contract Details & General Contract Information




***NOTE:***
- *M8 not displayed on UI*

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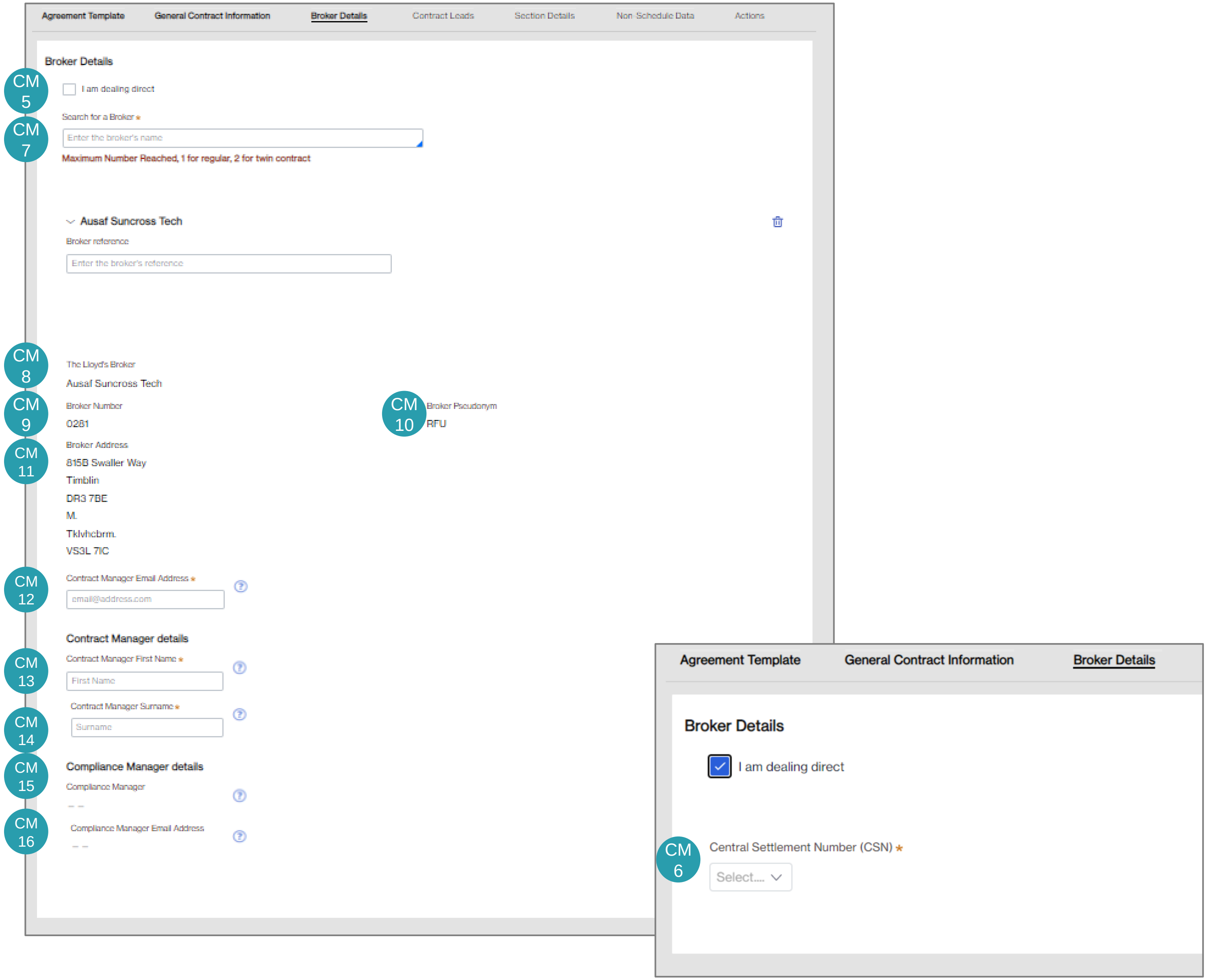
# Broker Details



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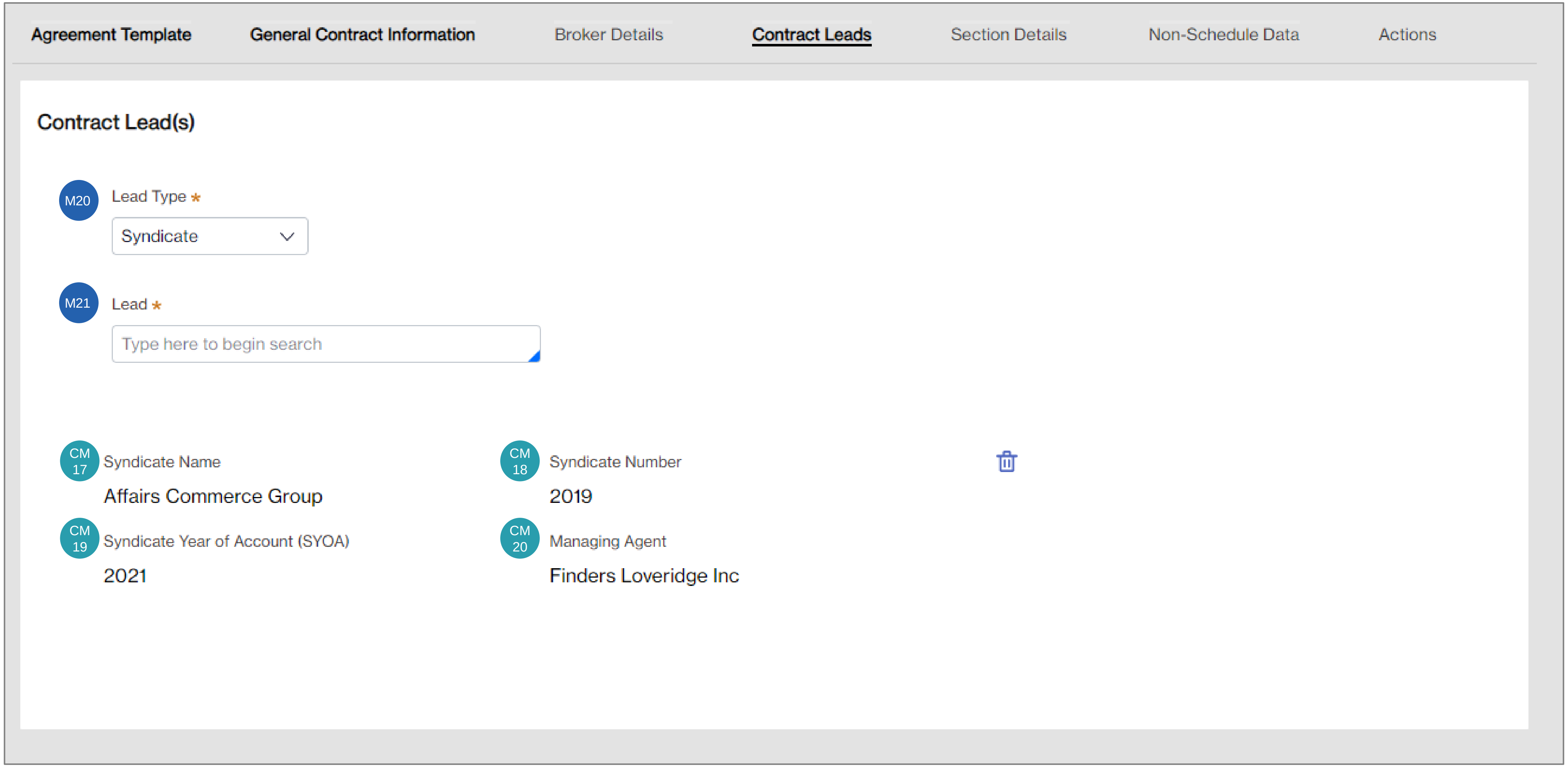
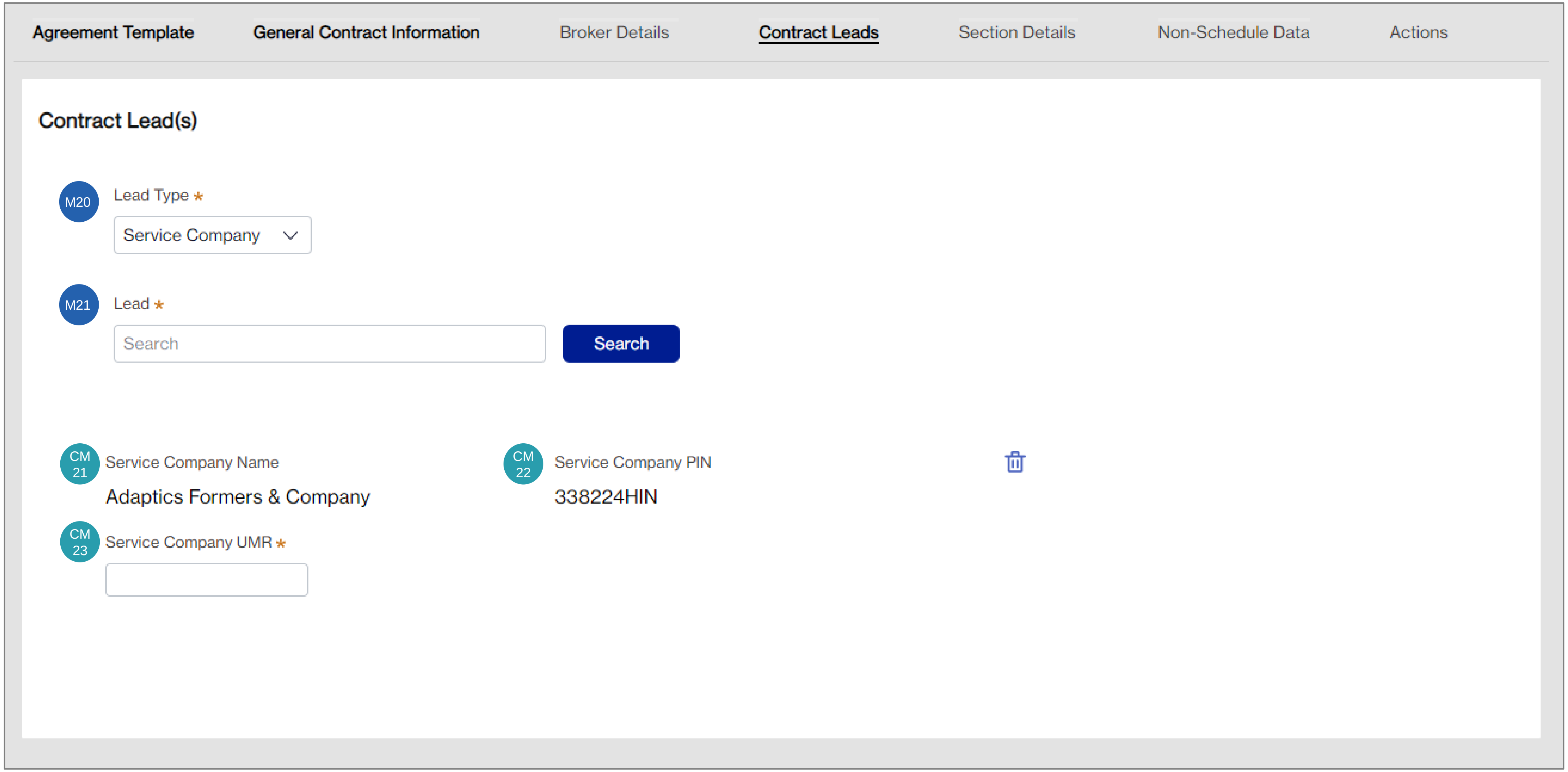
# Contract Lead(s): Syndicate



# Contract Lead(s): Service Company



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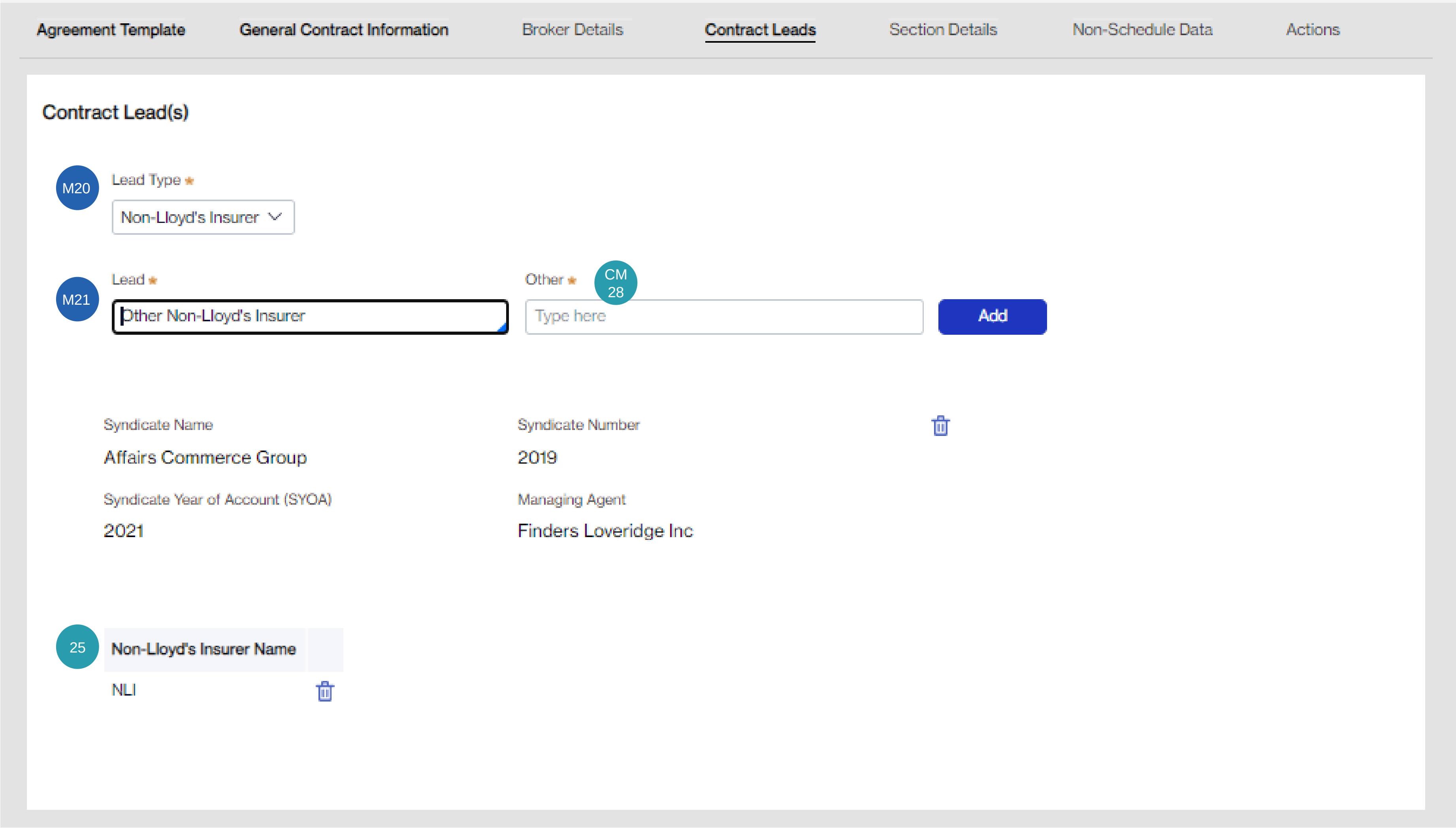
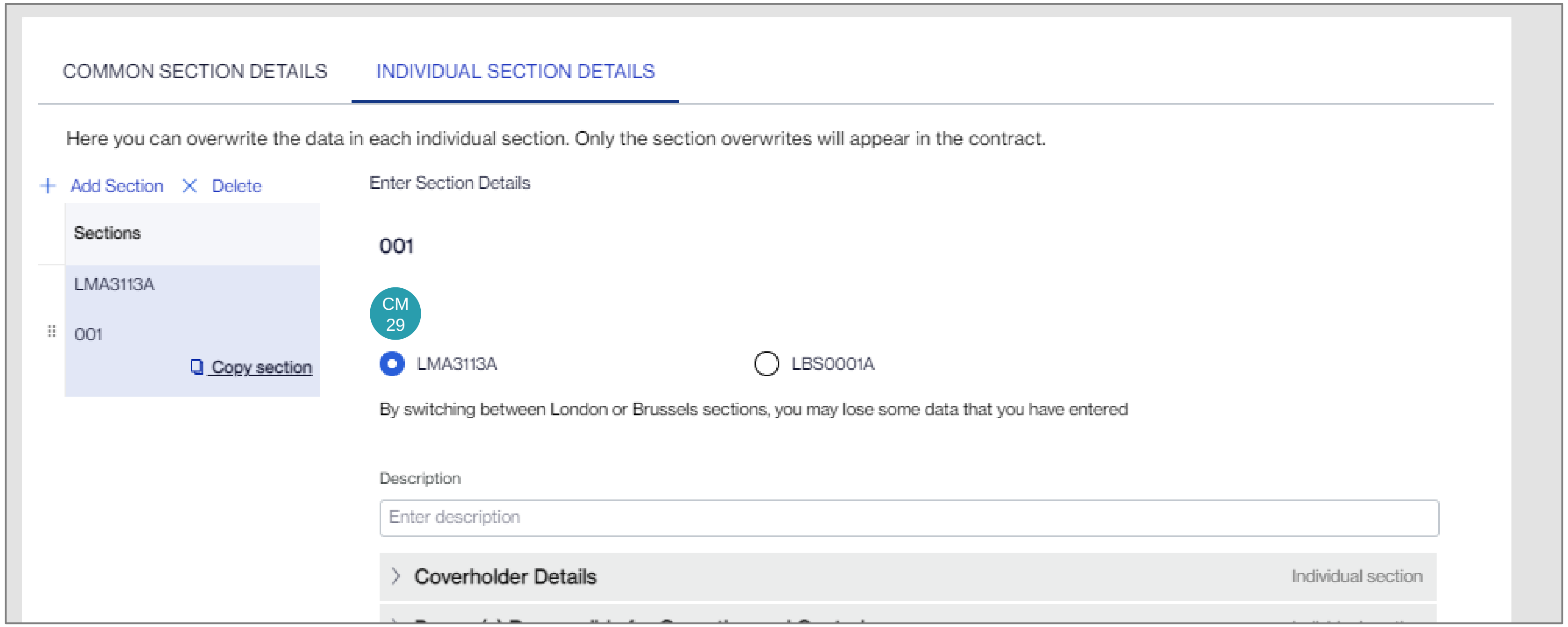
# Contract Lead(s): Non Lloyd's Insurer




***NOTE:***

- *Non Lloyd's Insurer fields in development (CM24 CM26;CM27)*

# Contract Lead(s): Twin Only



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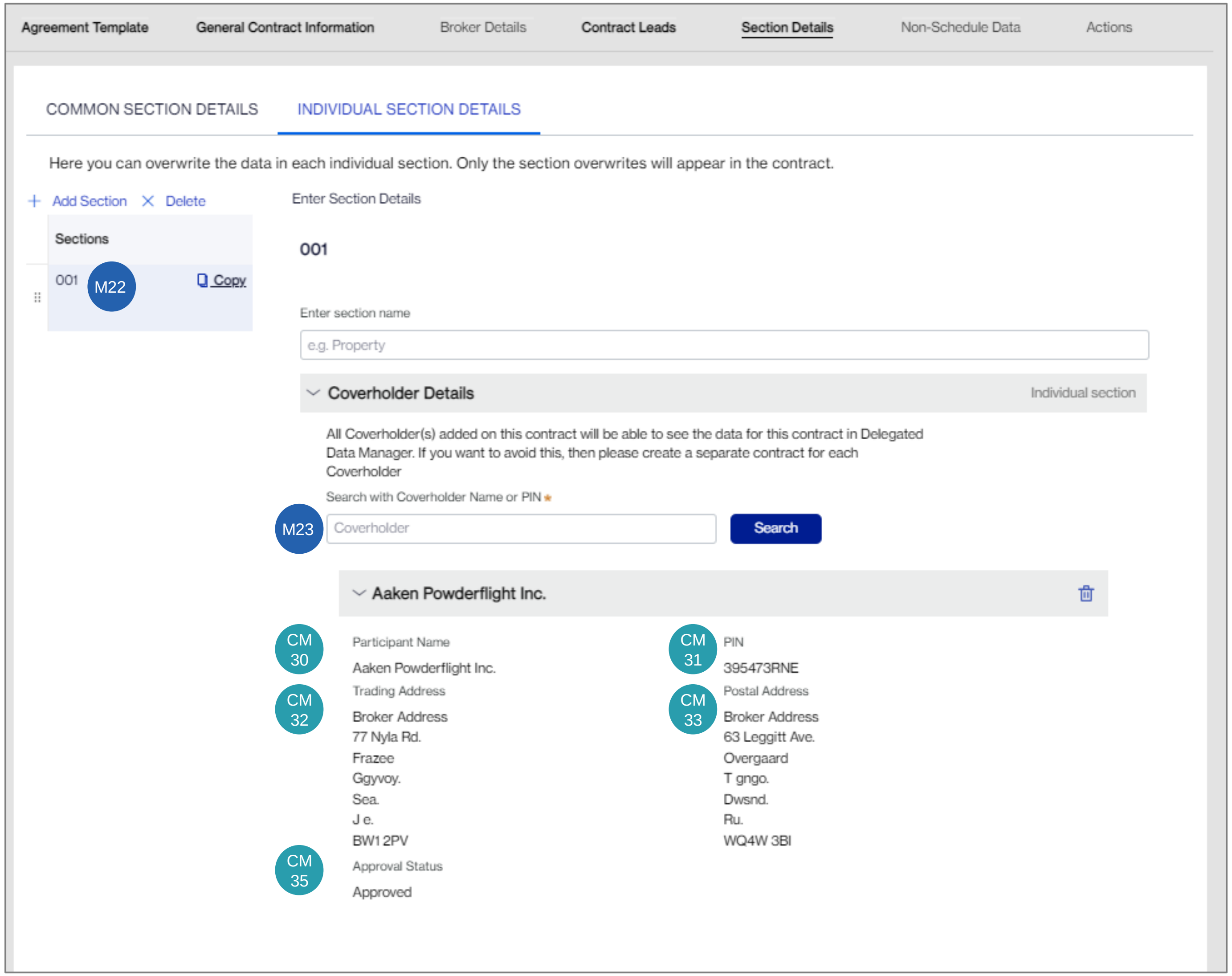
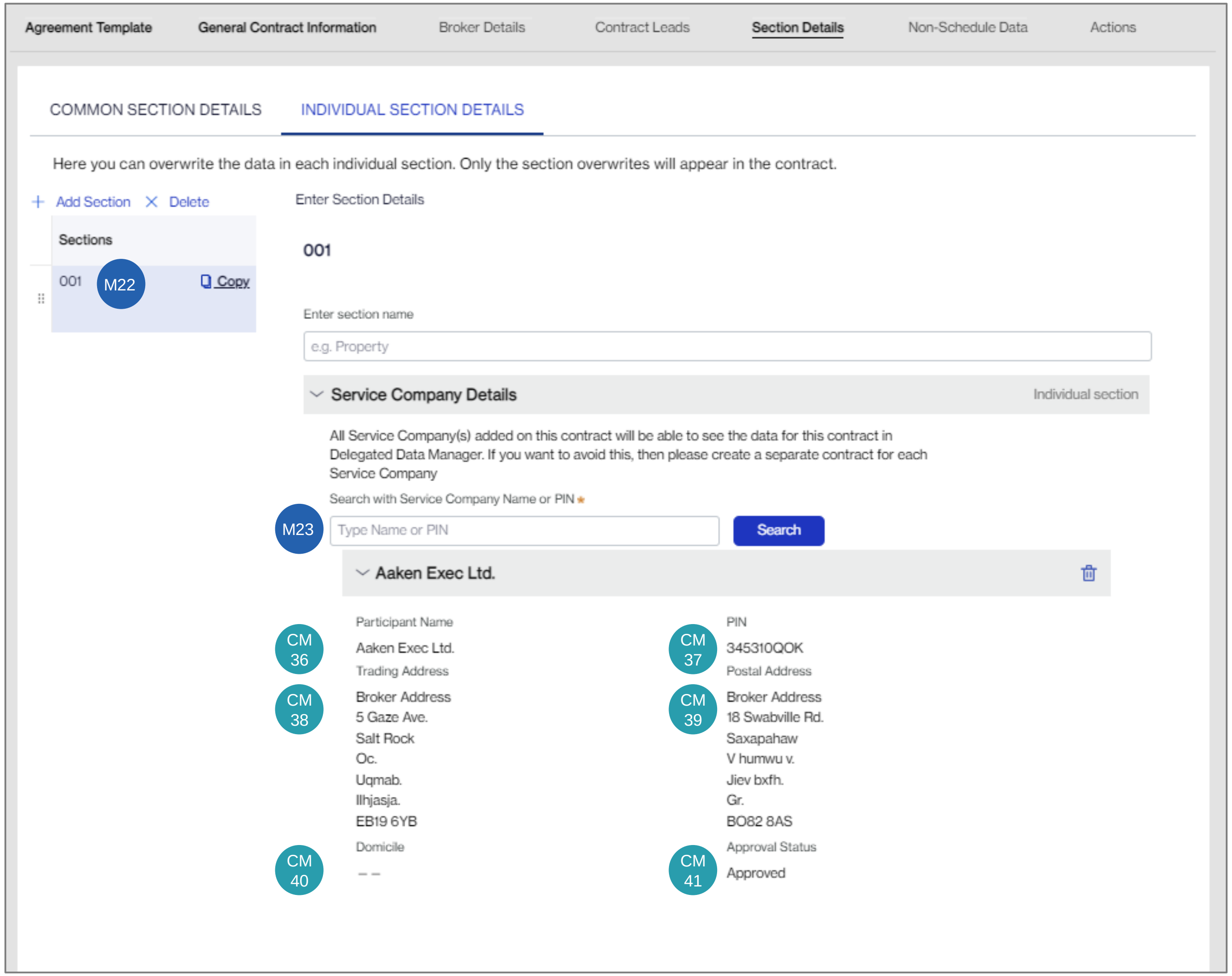
# Section Details: Coverholder Details



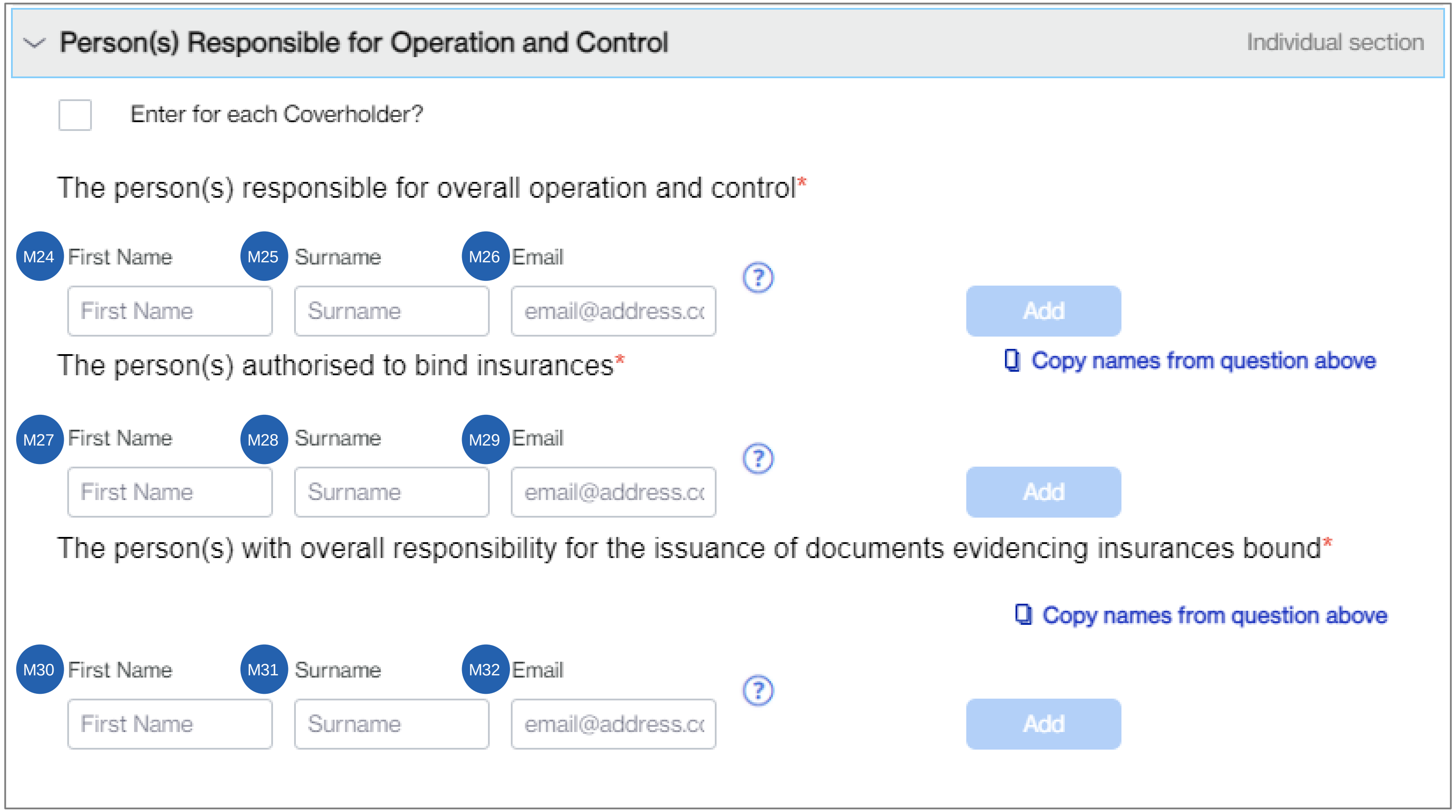

***NOTE:***

- *CM34 to be added*

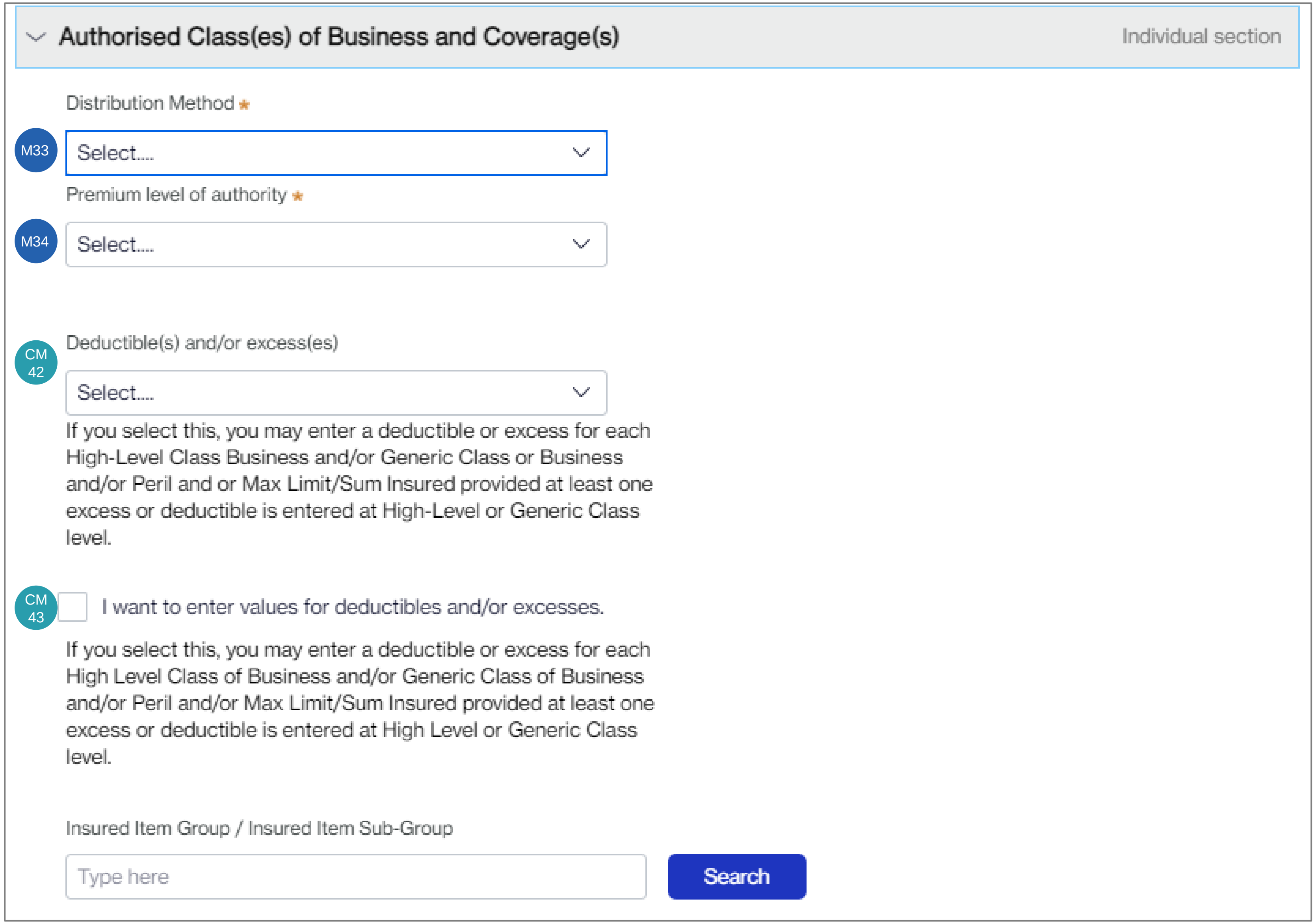
# Section Details: Service Company Details



# Section Details: Person(s) Responsible for Operation and Control



# Section Details: Authorised Class(es) of Business and Coverage(s)



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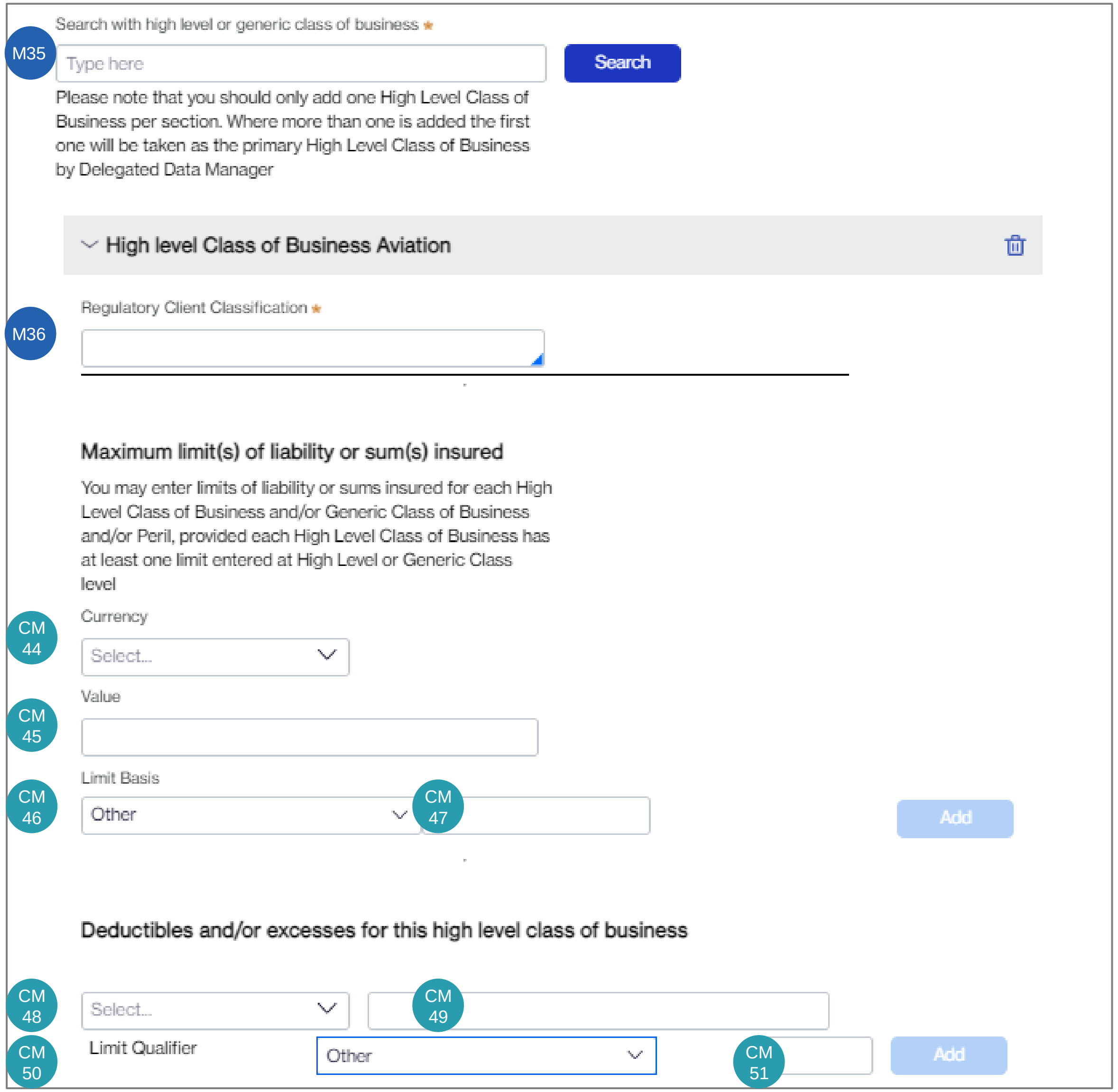
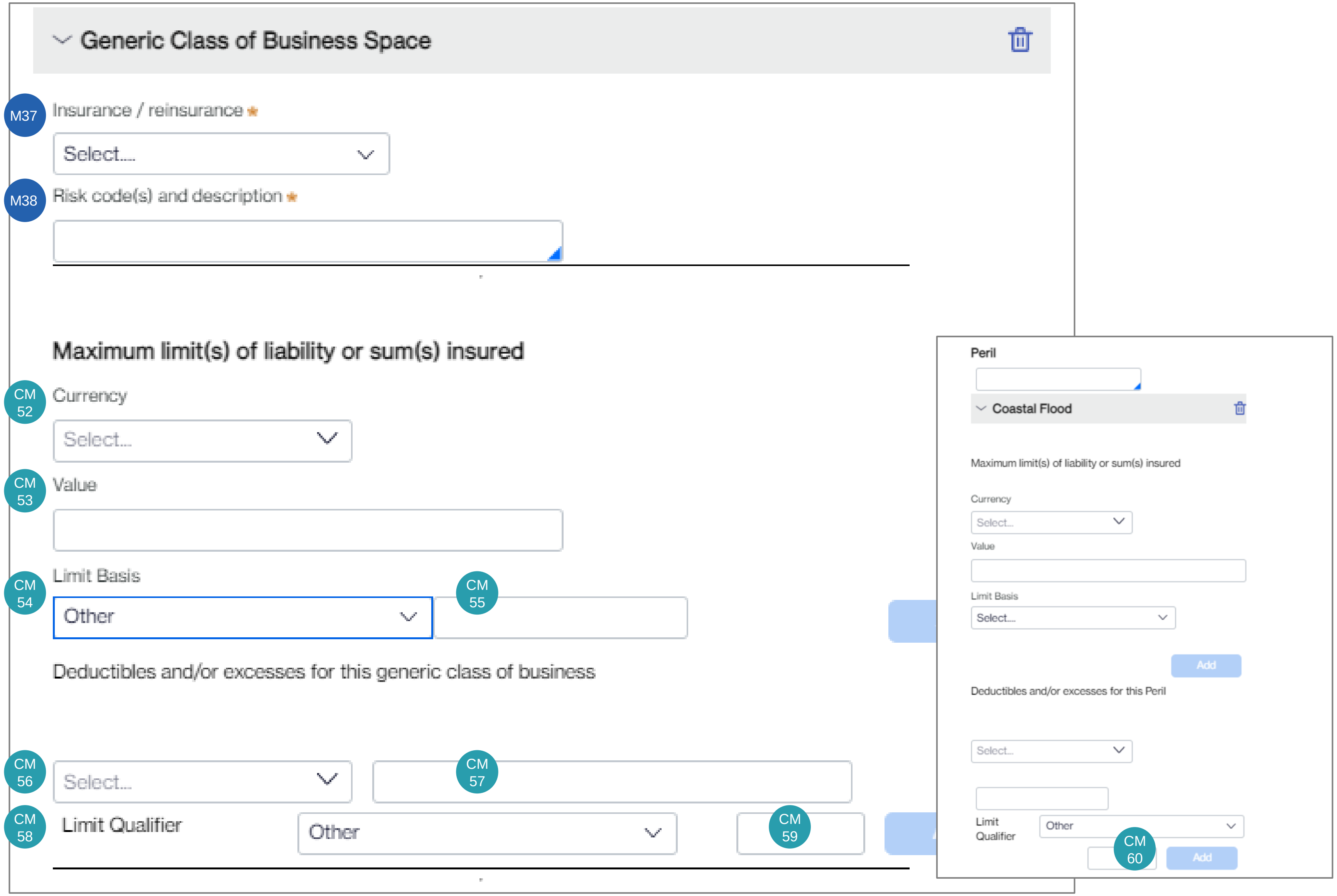
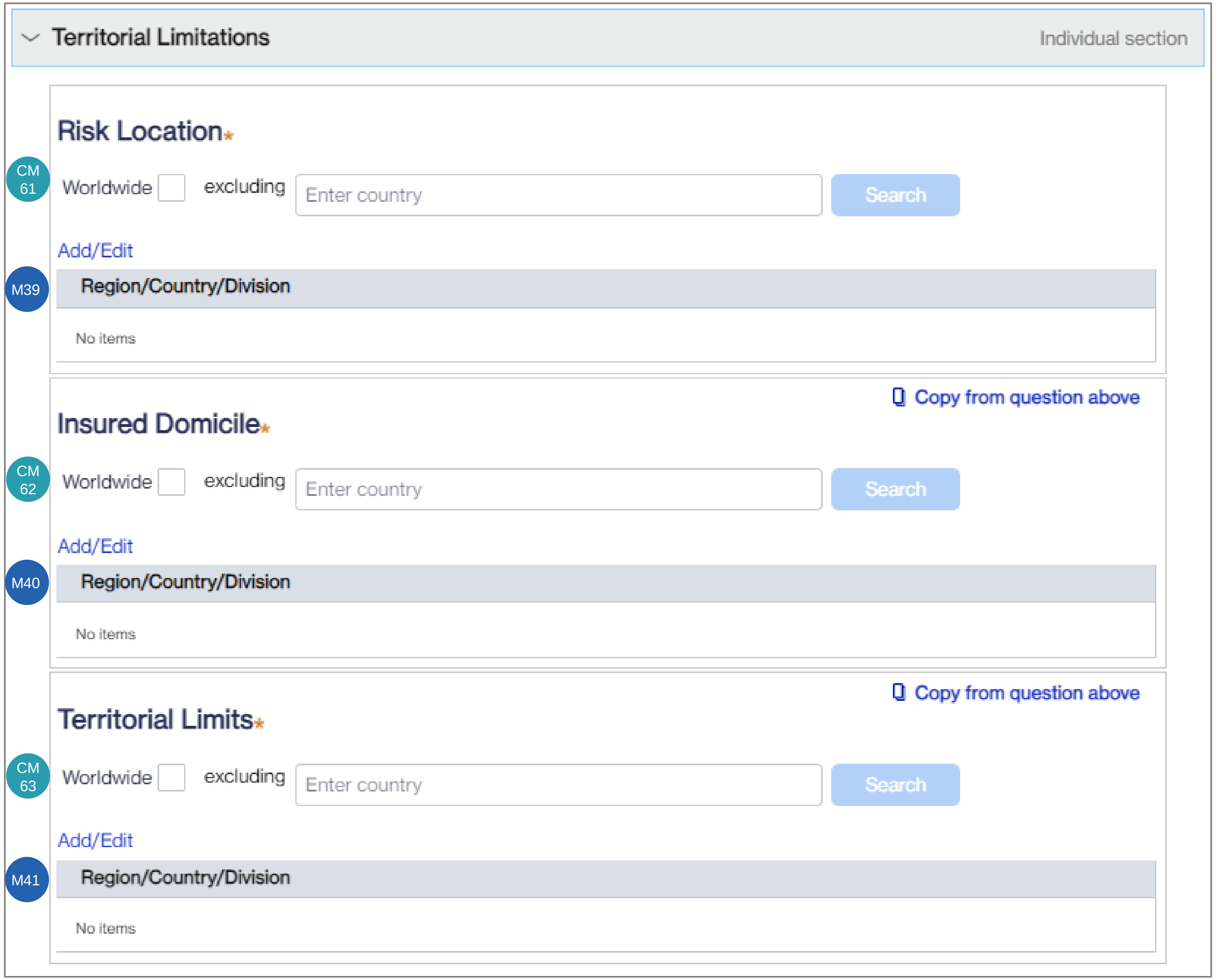
# Section Details: Authorised Class(es) of Business and Coverage(s)



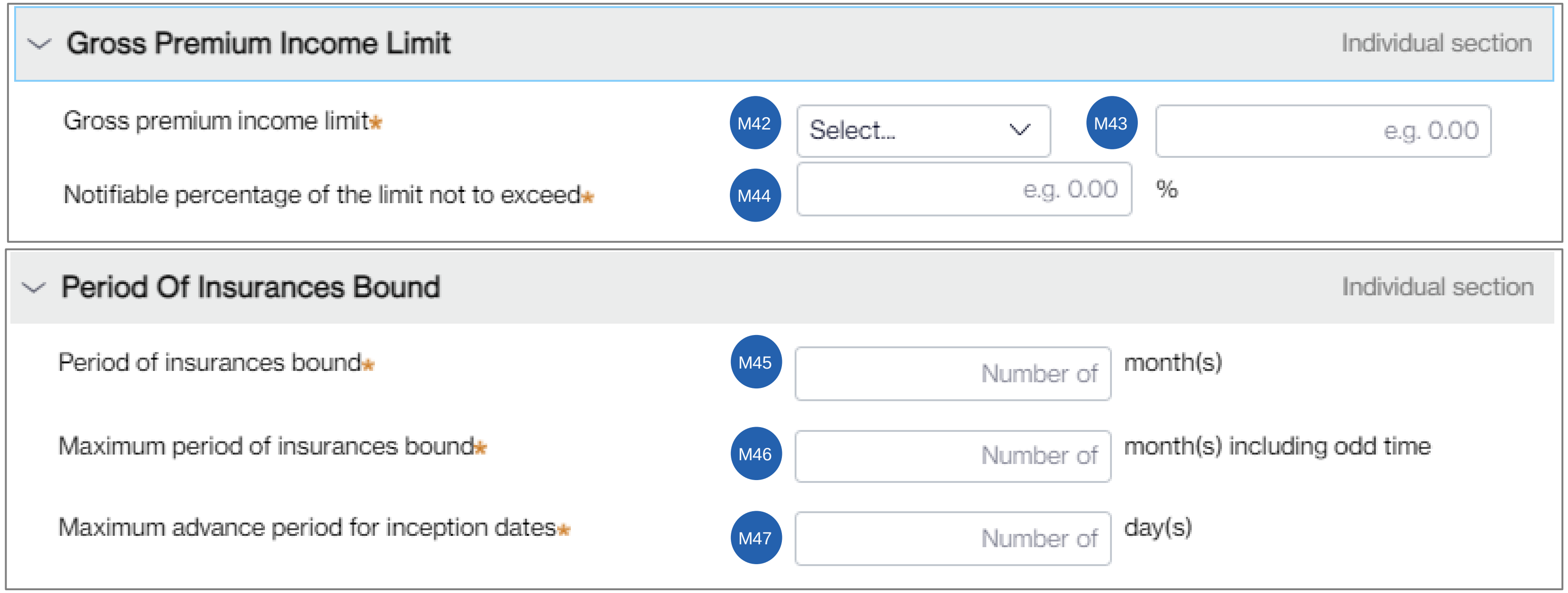
# Section Details: Authorised Class(es) of Business and Coverage(s)



# Section Details: Territorial Limitations



# Section Details: Gross Premium Income Limit & Period Of Insurances Bound



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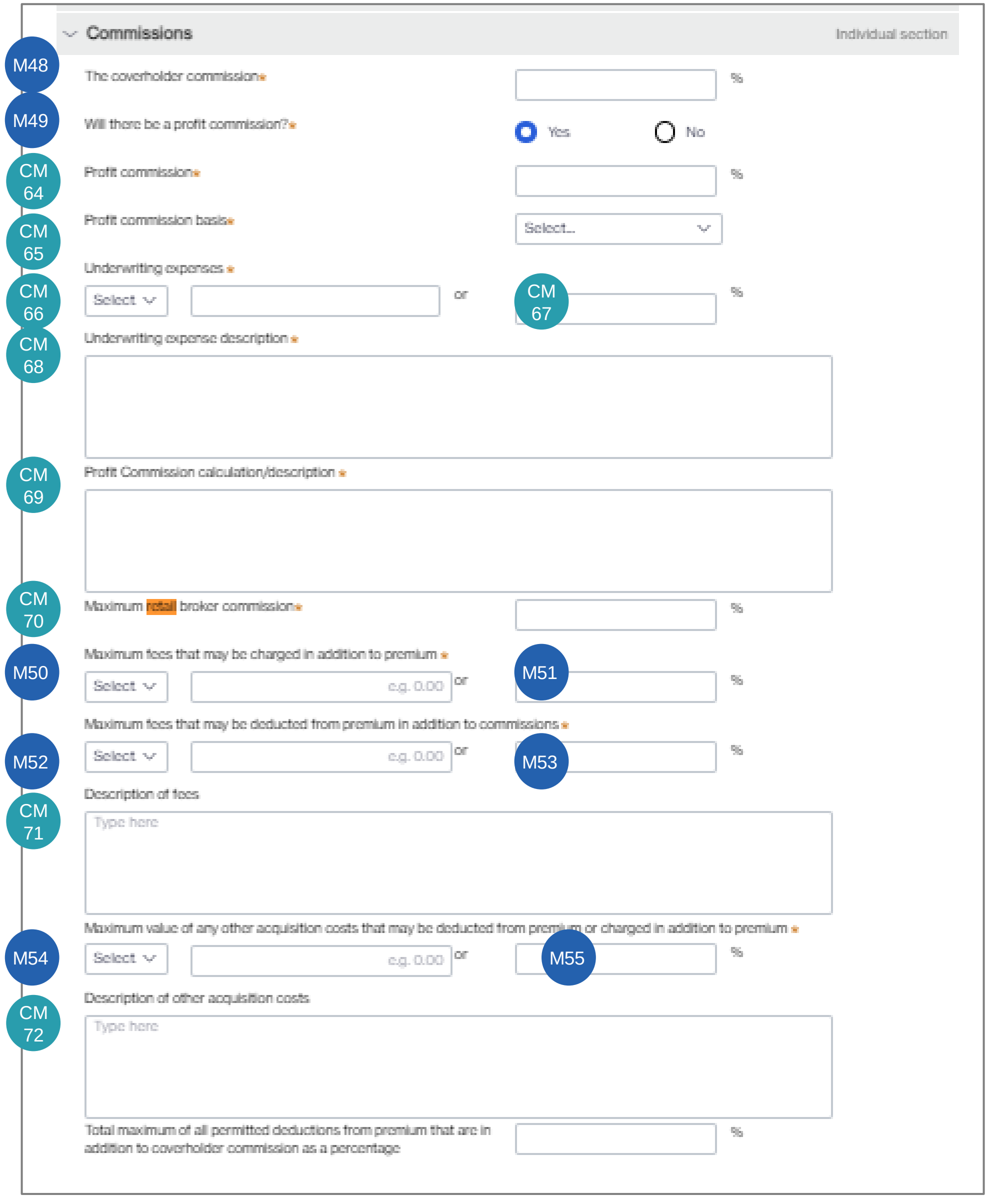
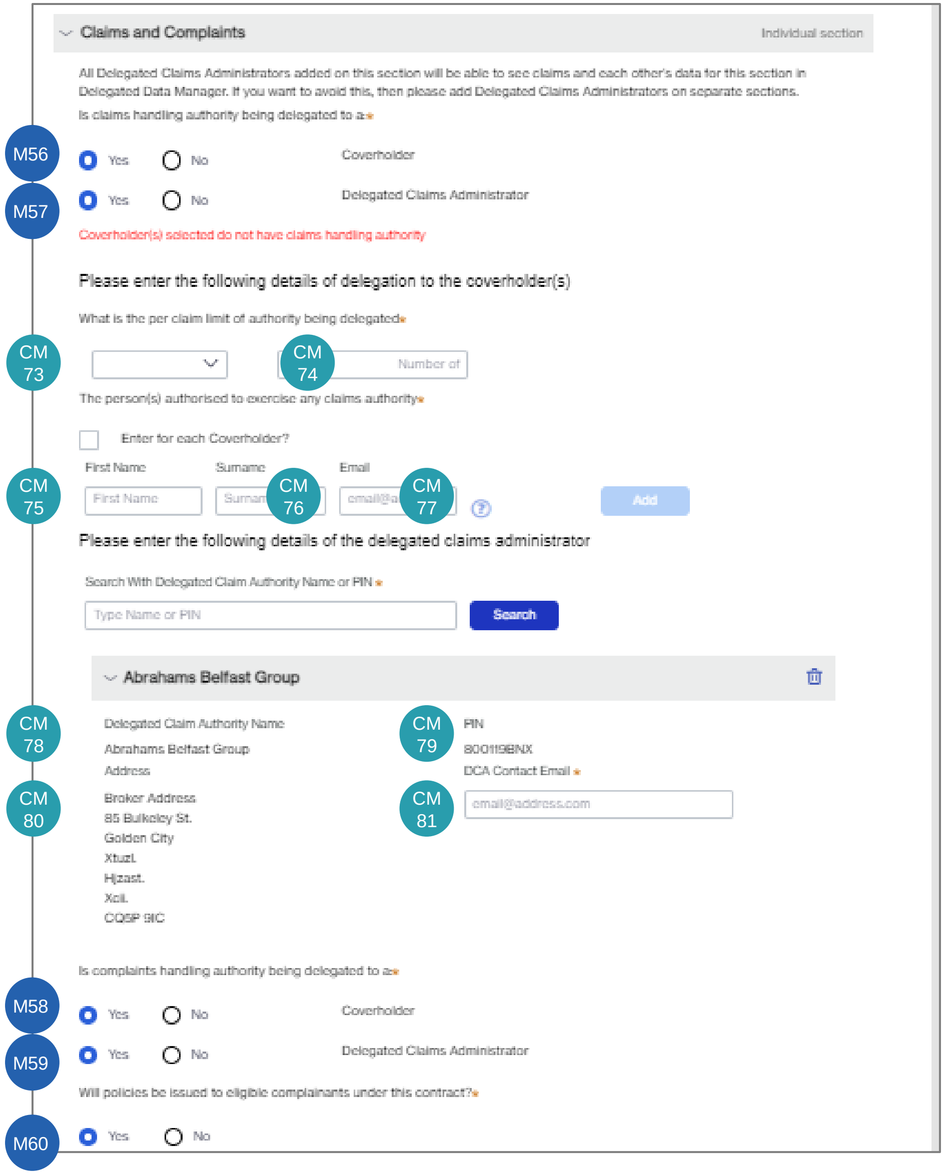
# Section Details: Commissions



# Section Details: Claims and Complaints



# Section Details: Reporting and Aggregate Exposures

## Reporting and Aggregate Exposures

Individual section

M61 Risks written reporting interval *
Monthly

M62 Maximum number of days for reporting/submission of risks bordereau(x) *
Number of day(s)

Aggregate reporting interval
Select...

Maximum number of days for reporting /submission of aggr exposures
Number of day(s)

M63 Premium paid reporting interval *
Select...

Maximum number of days for reporting/submission of prem bordereau(x)
Number of day(s)

CM 83 Claims reporting interval *
Select...

Maximum period for reporting/submission of claims bordere
CM 84 Number of day(s)

Maximum period for remittance of settlements *
M64 Number of day(s)

M65 Fees and charges to be deducted by the coverholder *
Type here

Who is responsible for the Contract Administrator role? Please note this role must be performed by the same participant for all sections.
M66 Party *
Underwriters
M67 Participant *

Which of the section leads will be responsible for breach management in Delegated Data Manager?
M68 Participant *

LMA 3115 only

## Reporting and Aggregate Exposures

Common section

CM 82 Please select the Scheme Canada option that will be used under this contract *
Select...

Risks written reporting interval *
Monthly

Maximum number of days for reporting/submission of risks written bordereau(x) *
Number of day(s)

Aggregate reporting interval
Select...

Maximum number of days for reporting /submission of aggregate exposures
Number of day(s)

Premium paid reporting interval *
Select...

Maximum number of days for reporting/submission of premium bordereau(x)
Number of day(s)

Maximum period for remittance of settlements *
Number of day(s)

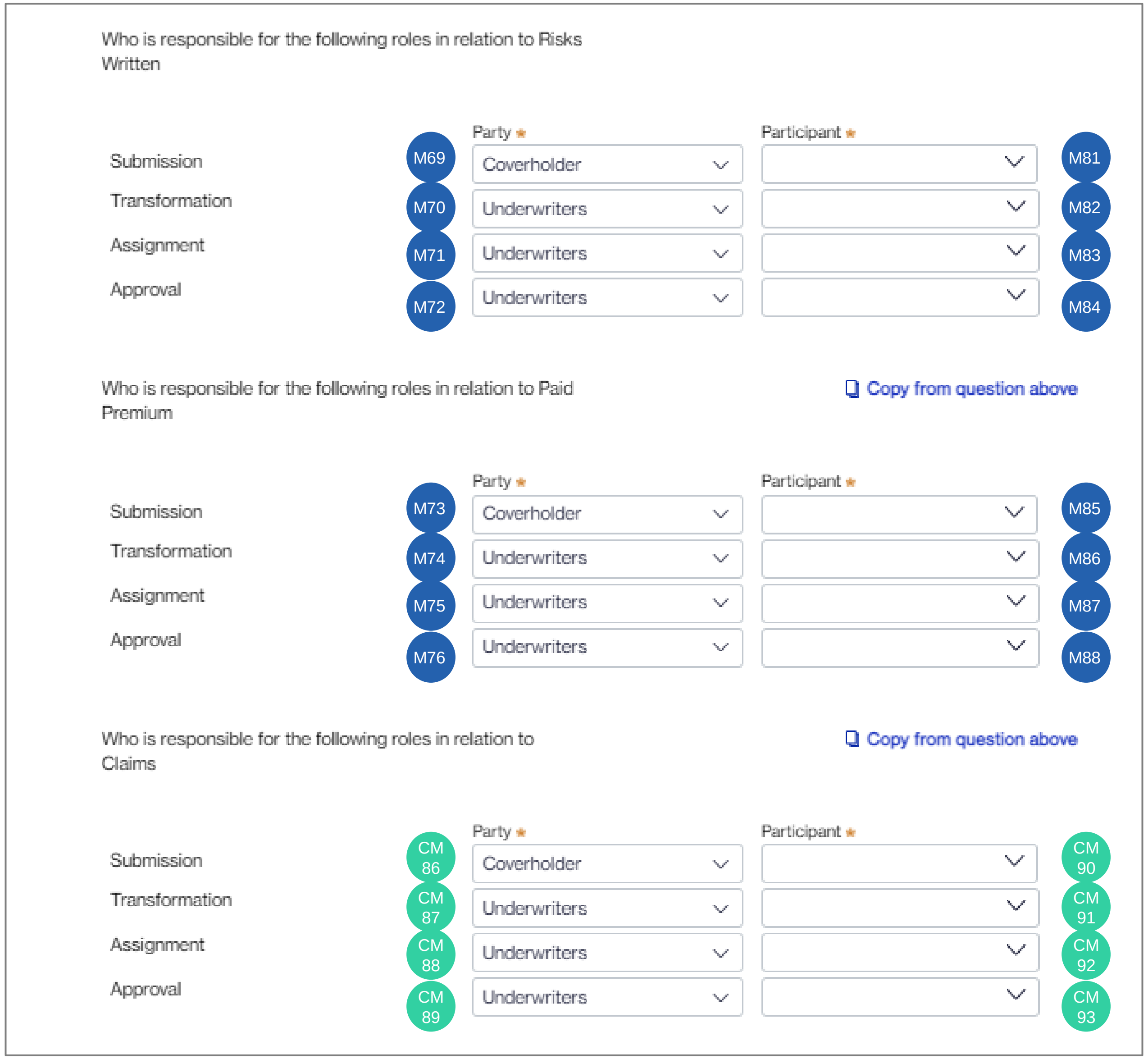
CM 85 Paid claims bordereaux payable within *
Number of day(s)

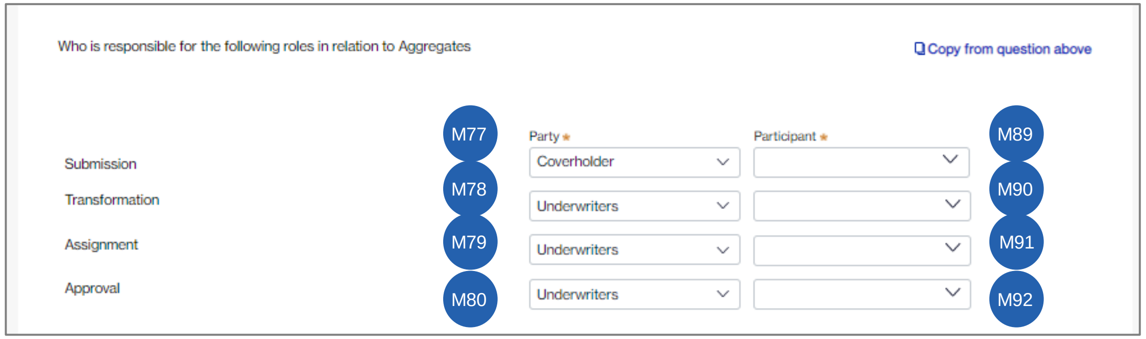
Fees and charges to be deducted by the coverholder *
Type here

Who is responsible for the Contract Administrator role? Please note this role must be performed by the same participant for all sections.
Party *
Underwriters
Participant *

Who is responsible for the following roles in relation to Risks Written

# Section Details: Reporting and Aggregate Exposures



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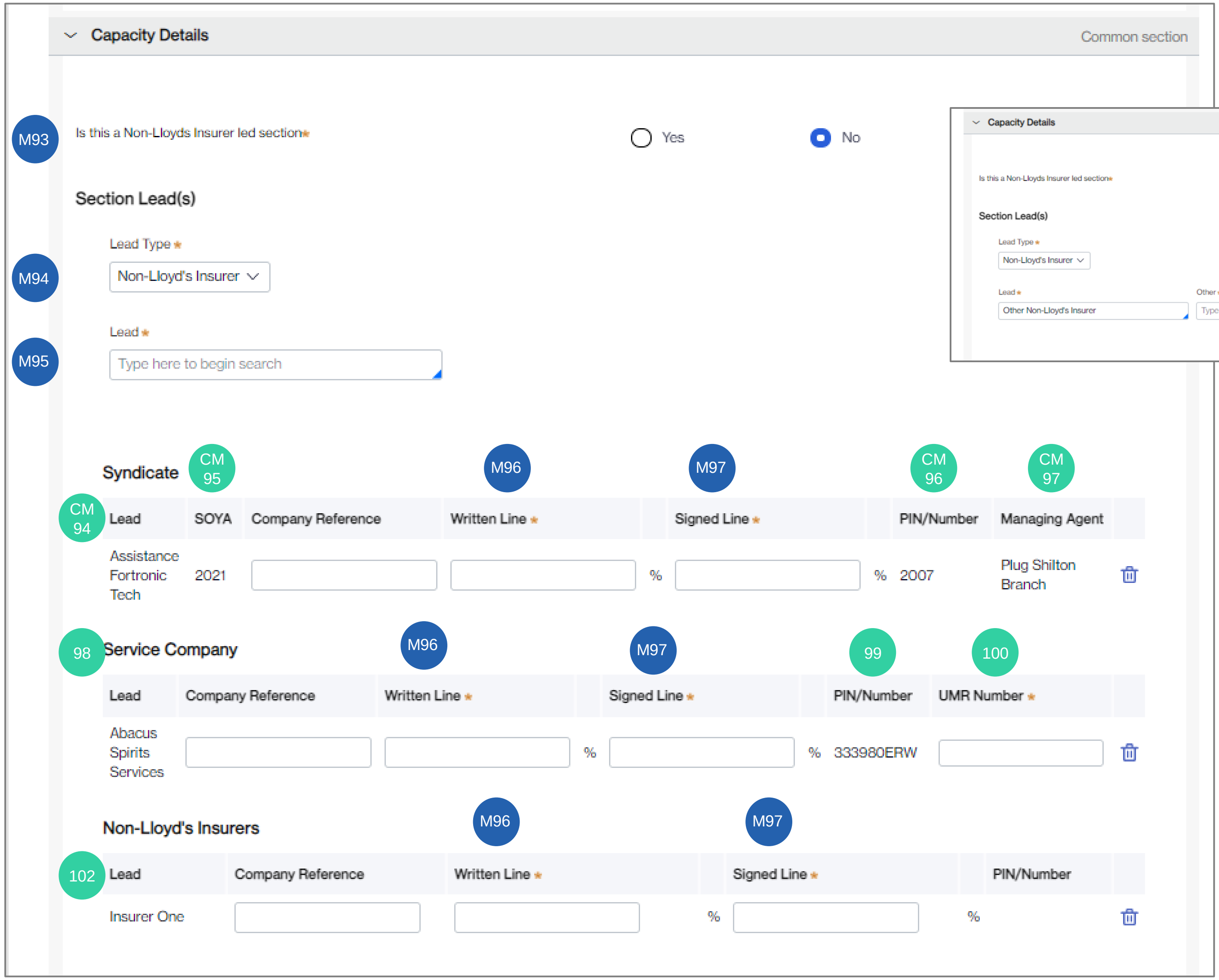
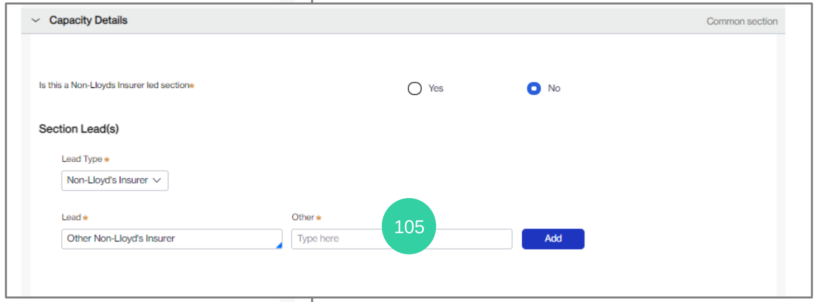
# Section Details: Capacity Details (Lead(s))




***NOTES:***

- *CM95: SOYA to be updated to SYOA*
- *Non Lloyd's Insurer fields in development (CM101; CM103; CM104)*

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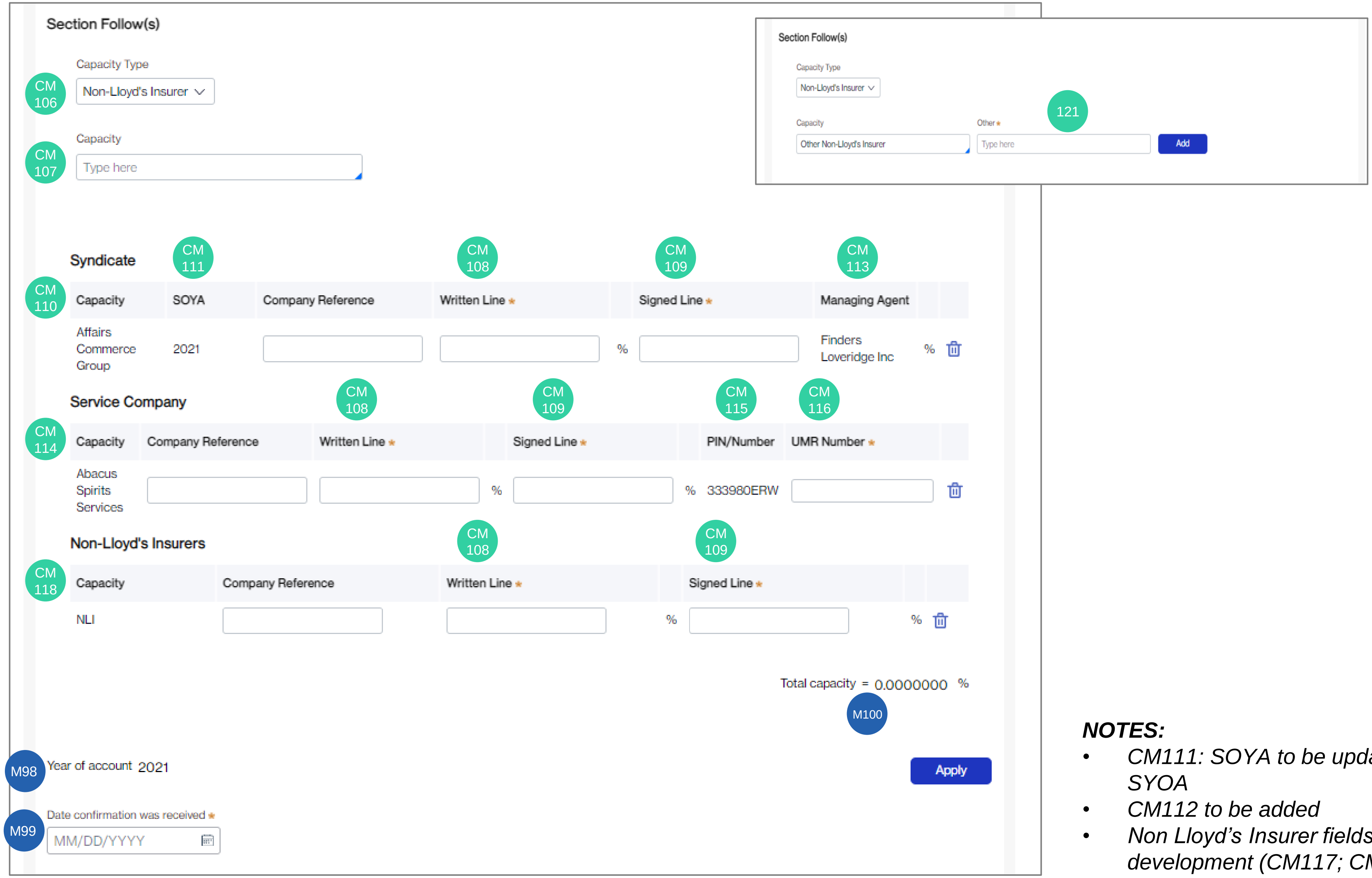
# Section Details: Capacity Details




***NOTES:***

- *CM111: SOYA to be updated to SYOA*
- *CM112 to be added*
- *Non Lloyd's Insurer fields in development (CM117; CM119; CM120)*

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# Section Details: Non-Schedule

**Non-Schedule** Individual section

Section specific non-schedule data can be added here.

M101 Currency *

Select...

M102 Value *

e.g. 0.00

M103 Basis of written lines *

Select

M104 Basis of signed lines *

Select

M105 Signing provisions *

Select

M106 Total Lloyd's brokerage *

e.g. 000 ☐ Enter total Lloyd's brokerage as an amount

M107 Platform *

Select

Other deductions Lloyd's broker may make from premium

Type here

M108 Product risk rating *

Select

Route of business

Select

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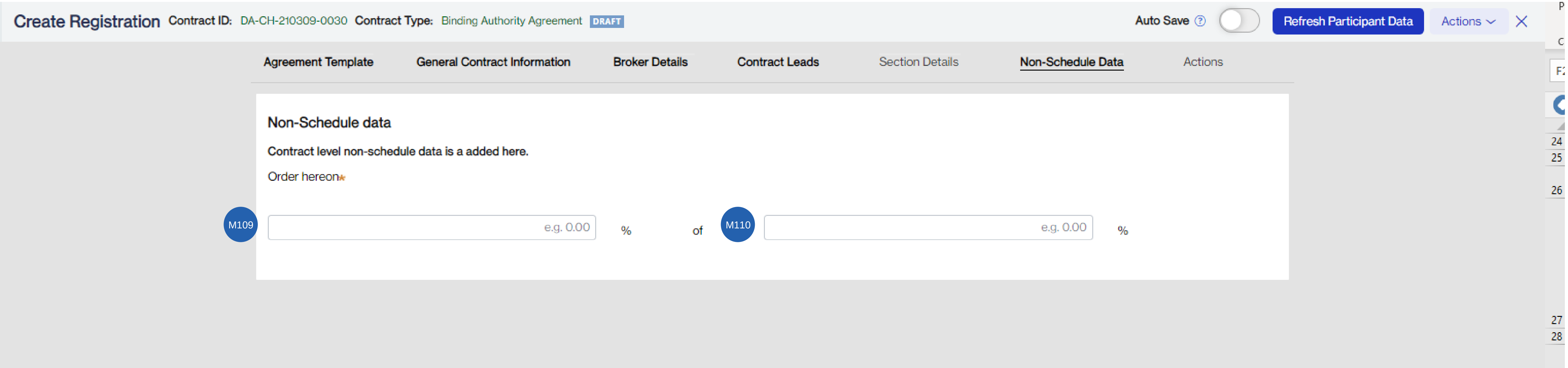
# Non-Schedule Data



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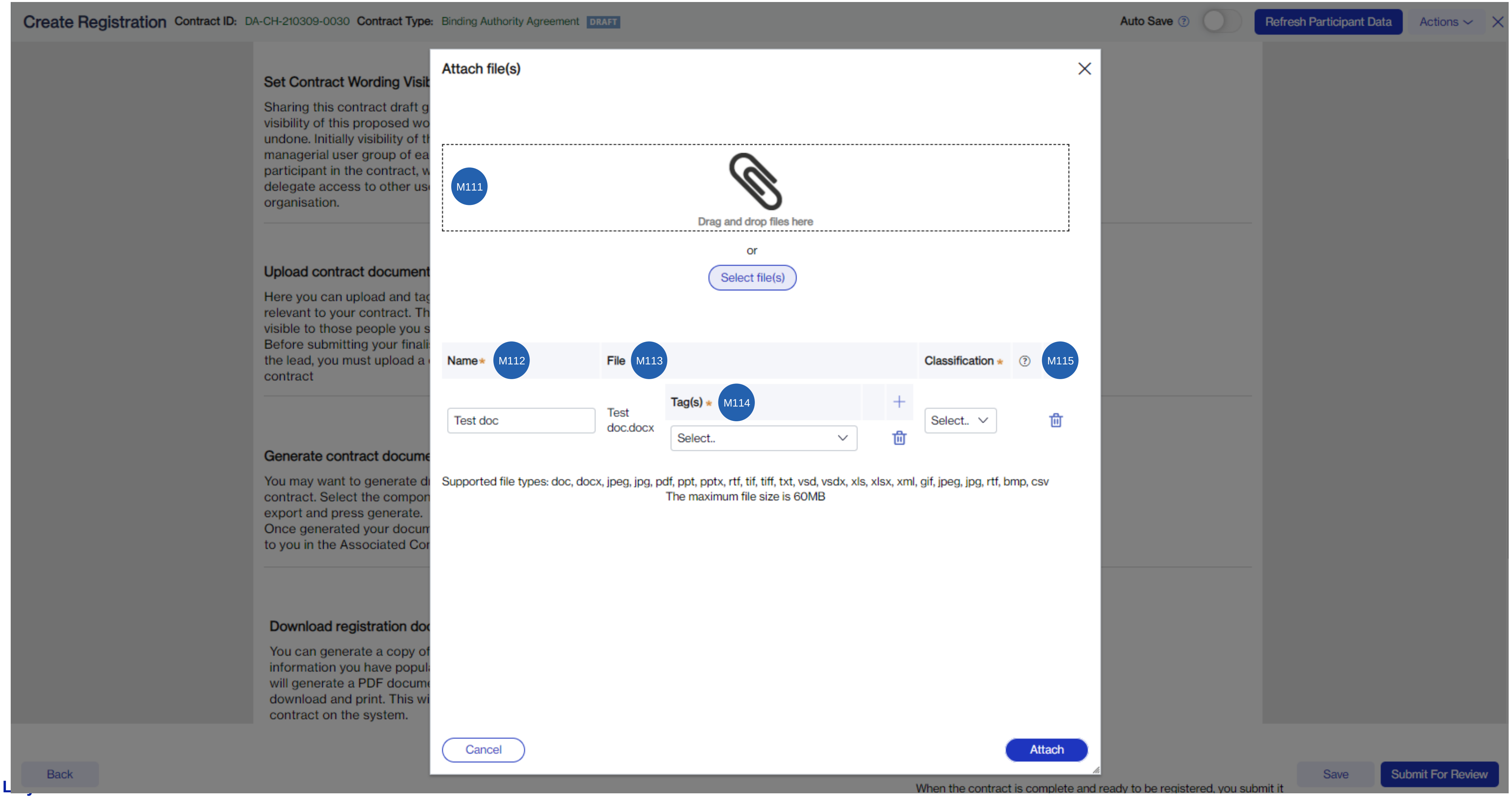
# Actions



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# Changes to Client Classifications (1 of 2)

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).

# Changes to Client Classification - Detailed (2 of 2)

- **Individual/Personal**: Natural person acting for purposes outside their trade, business or profession
- **Commercial – Micro-enterprise**: A micro-enterprise which employs fewer than 10 persons and has a turnover or annual balance sheet that does not exceed EUR 2 million (or its equivalent in any other currency)
- **Commercial – Small**: A small business which is not a micro-enterprise and has an annual turnover of less than GBP 6.5 million (or its equivalent in any other currency) and either (i) employs fewer than 50 persons; or (ii) has a balance sheet total of less than GBP 5 million (or its equivalent in any other currency).
- **Commercial – Large risk**: A contract insuring:

(i) Railway rolling stock, aircraft, ships (sea, lake, river and canal vessels), goods in transit, aircraft liability or liability of ships (sea, lake, river and canal vessels).

(ii) Credit and suretyship, where the policyholder is engaged professionally in an industrial or commercial activity or in one of the liberal professions and the risk relates to such activity.

(iii) Land vehicles (other than railway rolling stock), fire and natural forces, other than damage to property, motor vehicle liability, general liability and miscellaneous financial loss, insofar as the policyholder exceeds the limits of at least two of the following three criteria:

   a. Balance sheet total: EUR 6.2 million (or its equivalent in any other currency)
   b. Net turnover : EUR 12.8 million (or its equivalent in any other currency)
   c. Average number of employees during the financial year: 250.

- **Commercial – Other**: All commercial business that is not micro-enterprise, small or large risk.
- **Reinsurance:** Reinsurance worldwide
- **Master Policy/Group Scheme**: A policy sold to a master policyholder (consumer, commercial or large risk) for the benefit of others in relation to their common employment, occupation, or activity.

Where ‘Master Policy/Group Scheme’ is selected it is expected that at least one other category will also be selected to reflect the client classification of the beneficiaries of the coverage under the Master Policy/Group Scheme.



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