

Appeals and Escalation Process

A syndicate has the right to appeal a decision made by the CPG following the below process

1. Account Managers manage the process for their Syndicates; following receipt of the CPG letter / formal communication of a CPG decision, if a syndicate does not accept the CPG's decision this should be raised as soon as possible (ideally within 24 hours) to the Account Manager.
2. Formal appeals are considered by either the Chief of Markets (CoM) or CFO, in consultation with the other, are fully documented with a clear audit trail to evidence decision making and must be completed within 72 hours.
3. If the outcome of the appeal is not accepted, a syndicate can escalate further to the Lloyd's MSARC, which will form a view on whether the appropriate process has been followed. After this, final recourse for syndicates is to the Appeal Tribunal.

