Total of 35 people on the call at it peak.  Call was done using MS Teams.

**General Comments**

* All working from home.
* All are hosting daily calls with management then cascading.
  + Some CEO’s offering an open meetings for all staff.
* One or two have single members of staff in the office, this is mainly where IT infrastructure is on site.
* Some Carriers reported that productivity has actually increased.
* Requests for equipment such as screens, chairs etc
  + Equipment has been sourced a sent via courier.
* Main concerns are for staff welfare, particularly mental health.  A number of approaches have been taken
  + Access to a virtual GP
  + Mental Health First Aider sessions.  Travellers had 400 staff join their first session.
  + Referral to online tools and training offering sessions on health, resilience and wellbeing, plus hints and tips for working at home.
    - [https://wearethecity.com/](https://office365.eu.vadesecure.com/safeproxy/v3?f=VJMOiwu4QJ9mn-xahSsyzsojd_8F2jo0dMZf8nQnpCrEcCvbdCRMj1HLUJr4mK9_&i=2vq-WszQXtU_YbL0BGwl0QMBM2pi3HTtiAxMJN8IAXDf03YGSl_kI3m3s5E1XNPuMAPcl0qT379Y6uBBtxzXvA&k=Izro&r=JaqaxUTXRYWS7O88fyxwlYRibwuW2WlcORSHybT7tTTTprCRRRjss92ybRuOwVVb&u=https%3A%2F%2Fwearethecity.com%2F)
* Some Carrier stated that they have fruit and other food stuffs delivered to the office.  Rather than cancel they have asked their suppliers to donate the food.
* Most are offering working hours flexibility.  “Family First” approach is being taken.
  + Childcare challenges
  + Sickness challenges
* Generally managed on a “trust basis”, though some have monitoring tools in place and confirm that it is working well.

**Technology**

* Mobile phone network seems to be struggling in some areas (O2 particularly)
* Some struggling with poor Broadband.
* Video conferencing in wide use.
  + Bad :
    - Cisco Webex
    - Skype For Business
    - Citrix
  + Good :
    - Microsoft Teams
    - Zoom
    - WhatsApp

**Placing**

* Brokers are requesting short extensions.
  + Many expect the cancellations to be cancelled and the renewal backdated (very common practice when a Catastrophe hits close to the renewal date).
* Carriers have yet to see a growth in use of PPL
  + SJ reported that a spike in activity was monitored last week, but this is in line with activity normally expected at the end of a quarter.
* PPL is running well
* Additional training is being offered.
* Liberty (Kirk) asked for a best practice guide from PPL
  + PPL hints and tips papers are being prepared.
* Number of Brokers on eTrading solutions:
  + PPL                  :           146.  11 in flight being configured.
  + Whitespace     :           34.  14 in flights being configured.
* All would prefer submission via eTrading platform.
* Suggestions made that Quote and Submission process is not fit for purpose.
* Underwriter turn around times have improved.
* Different approaches to the use of Lloyd’s Emergency Trading Protocol (ETP).
  + One broker has contacted Lloyd’s and told them that in his opinion eTrading was not legal.
    - Lloyd’s will re-issue their “e-signature” guidance.
  + Some brokers continue to insist on a “wet stamp”.
  + A significant number of Carriers are using facsimile stamps  e.g. :

<image010.jpg>

* A broker(s) have been requesting Carriers sign contract using the Docusign product.
  + Broker named has been told.
  + All brokers on LIIBA BPC have been asked to comment.
    - One broker mentioned that a Carrier asked them to use Docusign.
  + Carriers are asking:
    - Why ?  eTrading platforms or Lloyd’s ETP work, this seems extra work.
    - How is this improving the Client experience.
  + Seems to be only Political Risk placements.

**Lloyd’s**

* Lots of annoyance at Lloyd’s
  + Limited flexibility around extensions to 2019 policies.
    - Being looked at on a case by case basis.
  + Currently no concessions offered on Lloyd’s and regulatory reporting.
* Jon Hancock attended the LMA Board and will issue communication to Carriers addressing their concerns.

**Service Providers**

* Capita (back office to many Carriers) have struggled to meet their Clients’ needs
  + Lack of ability for staff to work from home.
  + Limited access to laptops.
  + Technology locked down to only work in the office.
  + Lack of response to their Clients.
  + Improving now with a commitment to be back to working fully by close of play on 24th March.
* DXC
  + A weekly service dashboard will be issued (attached)
  + Generally DXC are tracking green and expect to hit all contractual SLAs in March.
  + India is now in total lockdown.  This means our Shimoga office(50% of processing capacity)  is also now closed and all staff are at home.
  + Previously DXC reported that 50% of their UK workforce and 60% of their India workforce had the ability to work from home.
    - Teams have worked around the clock to improve this position significantly.
    - 90% of their global workforce now have the ability to work from home.
    - DXC are working hard to connect even more desktops that have already been delivered to homes.  This could increase the rate to over 100% (includes some buffer staff).
  + DXC saw a spike in volume last week.
    - This is believed to be broker clearing their desks before the lockdown.