

Notes From LMA OC COVID-19 Working Group

1st April 2020

The discussion was attended by 30+ representatives of Syndicates, Association and Market Service.

Key Points:

LIMOSS – James Bobbitt (LIMOSS)

- All LIMOSS managed services continue to run as expected.
- Increase inactivity and requests for Single Sign On (SSO).
- Report will be issued detailing each service.

E Trading – Sue Jakobek (PPL) & James Livett (LIIBA)

PPL

- Platform is stable and continues to perform as expected.
- Increase in activity but this may simply be because of month/quarter end.
- Stats are due next week which will give a better understanding.
- 31st March 2020 saw over 4,000 unique logins on the platform.
- Webex Training has been carried out with 159 users over the past 2 weeks.
- Increase noticed in access to the online training. Much maybe existing users refreshing their training.
- 350 new users have been set up.
- New firms are coming on all the time.
- Significant increase in requests for password reset.
- Change has been noticed in the hours with the system being access. Early morning and late at night as well as “box hours” are now quite common.
- PPL are contacting all firms that are accessing the platform offering training and assistance.
- Q2 mandate is under discussion particularly around Quote and Submission and how it is to be measured.
- PPL have advised Lloyd’s that they do not have access to the report and Lloyd’s will need to ask each Syndicate to report.

Whitespace

- Whitespace have 28 brokers on the platform with a 23 actively using.
- Approximately 450 risks a month, stats as per mid last week show March to be showing a similar trend.
- Significant use of Quote functionality in Q1 2020.
- LIIBA will be publishing stats on an anonymous basis.

XIS/XCS – Kerry Rainer (DXC)

- 100% of staff (Worldwide) now set up for home working.

- A few connectivity issues have been encountered mainly in India.
 - This was planned for in BCP planning.
- Productivity is slightly down in some areas but other areas are taking up the slack meaning that services remain within Service Levels.
- Volumes are slightly down.
 - Analysis is being done to work out if this is as a result of COVID-19 or continuation of the trend of the last 12 months.
- DXC will issue their status report weekly, probably on a Tuesday or Wednesday.

Brokers – James Livett

- All the brokers' spoken too are working from home.
- Some have experienced similar issues as those reported by Carriers and DXC.
 - India infrastructure
 - Equipment supplies at home
 - Juggling welfare and work
- Early teething problems are being overcome and in many areas with some reporting "business as usual". One large broker described the transition as "seamless"
- eTrading is the recommended approach by LIIBA and is supported by our Board and the senior management of many of our members.
- Whilst brokers are using eTrading solutions they have not been rolled out across the whole business meaning that some will be using ETP and some using e-Trading.

Lloyd's – Haley Spink (Lloyd's)

- Lloyd's are allowing Syndicates some flexibility with regard to reporting and extensions. Communications have been issued and more will be issued.
- Part VII still going forward but are keeping an eye on Court dates.
- Lloyd's will not be putting any loss numbers out until sometime in May. Delaying providing comment is based on lessons learned from 9/11.
- Lloyd's Business Continuity Manager, John White, sadly died last week.

Carriers – Various

- QBE are securing signed MRCs using DocuSign. This approach was supported by several other Carriers.
- Most Syndicates were requesting that Brokers use eTrading rather than ETP.
- Atrium requested that where Brokers are using email, chasers are avoided as these delay underwriters' replies (report from their D&F team).