



London & International Insurance Brokers' Association

DDM Broker Webinar

Tuesday 22nd July 2021

Webinar will start at 2.30pm

Please note this session will be recorded – we would ask attendees to ensure they are on mute with cameras turned off

Many Thanks

Agenda

- Introductions to the panel
- Overview of DDM
- Current Programme Position and Roadmap
- BAU:
 - Roles
 - Enhancements
 - Getting ready for Conditions of Trade
- Governance for Programme and BAU
- Resources Available to Brokers
- Member Q&A

LLOYD'S

LIIBA DDM Webinar

Future at Lloyd's DA Programme



Delegated Data Manager

Over the past eighteen months, Lloyd's vision and roadmap for Delegated Data Manager has matured

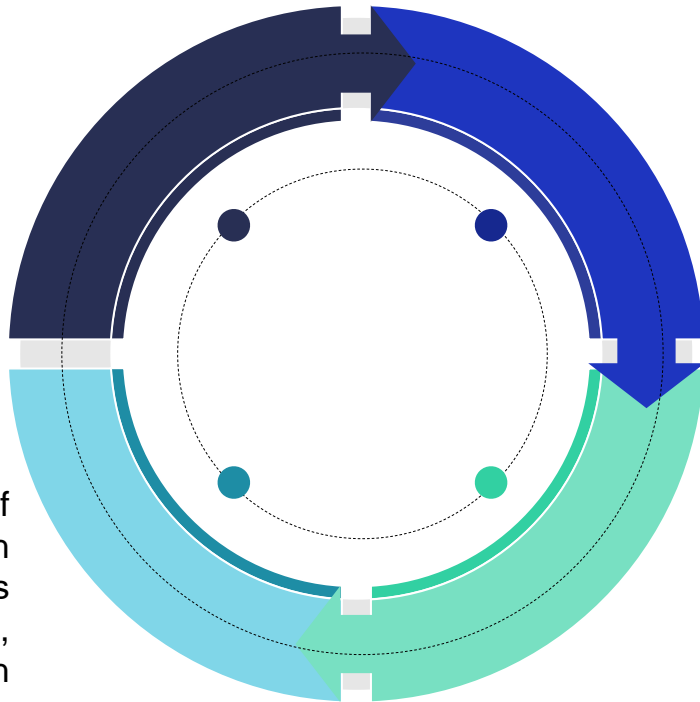
Background

Q4 2019

Workshops to identify market pain points & integrations needed for a seamless DA ecosystem

Q1 2021

Re-development of delivery plans with market & Lloyd's technology partners, ensuring alignment with The Future at Lloyd's



Q1+ 2020

Previously **unaligned initiatives across DA**, specifically DCM and DDM. Majority of usage still focused on Lloyd's Europe.

Q4 2020

CoT release in November 2020 lead to clear market feedback that a new approach was necessary.

Lloyd's vision for Delegated Data Manager

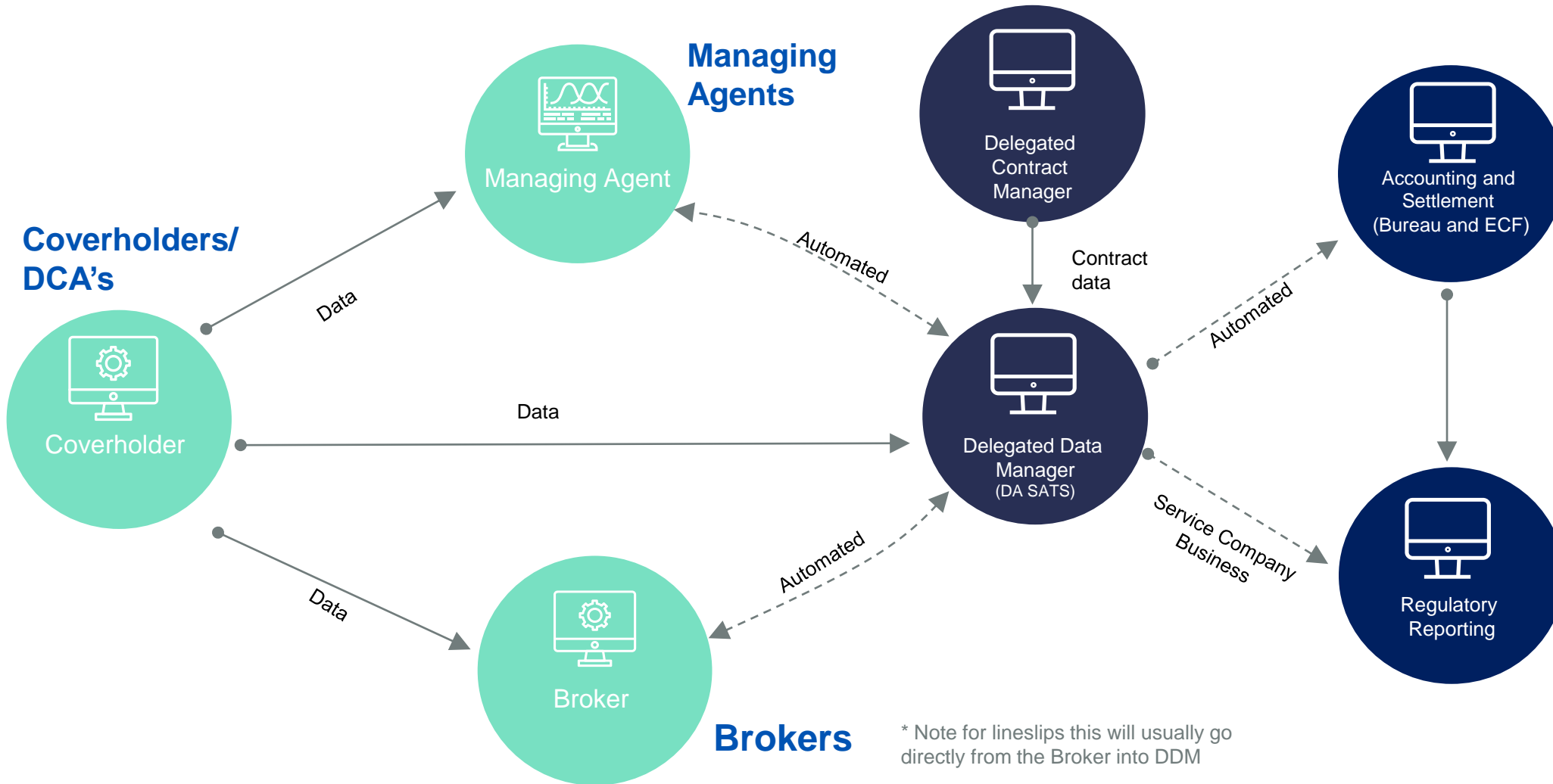
Our ambition is for DDM to become the **centralised data source to support Coverholder reporting** and downstream processing. DDM will support **rapid and integrated data exchange** throughout the DA lifecycle.

Objectives

- **Improved, overall customer experience.**
- High quality Data to be **submitted into DDM once** only, where the market, the Bureau and Lloyd's can take the data they need.
- Removal of duplicate entry and dual processing to reduce overheads for the market.

Delegated Authority Data Journey









Progressing to a seamless, joined-up delegated authority ecosystem



-  Improved Data Quality
-  Integrated systems across DA
-  More efficient processes
-  Enhanced Data Security

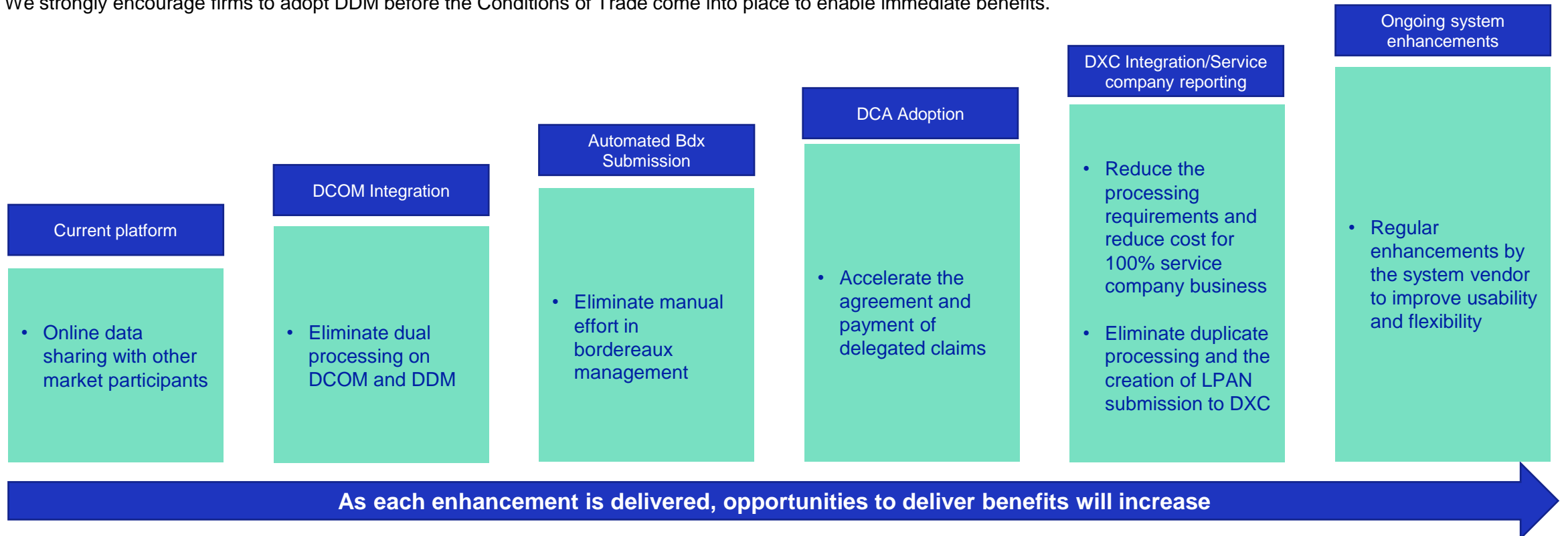
A product approach to unlock Market Benefits

Through an agile pilot based approach we will deliver solutions that support roll out of the Conditions of Trade.

	Enhancements	Overview	Market Benefit
Foundational	 DCOM-DDM Integration	<i>Flow of contract data once entered in DCM into DDM removing need for dual processing.</i>	Reduce Manual Data entry improved data quality
	 Data Standards	<i>Clarification of Reporting Standards to ensure consistent approach and quality of data</i>	Consistent data
	 Market Enhancements	<i>Backlog of market enhancement to DDM</i>	Improved User Experience
Data Submission	 Bordereaux submission capability for premium, risk and Claims	<i>Development of a solution to improve the bordereau submission process from coverholder, broker, DCA's and MA's.</i>	Improve Efficiency of Data Submission Process
	 Replacement of LDR data submission	<i>Migration of LDR functionality into strategic data submission functionality</i>	Expansion of Service company reporting reducing costs
Data Extraction	 Bureau Submission Automation	<i>Automating the production of LPAN to facilitate a more efficient bureau submission process</i>	Improve Efficiency of Bureau Submission Process
	 Replacement of LDR reporting	<i>Expansion of functionality to replace the current LDR functionality for Service Companies</i>	Expansion of Service company reporting reducing costs
	 Claim Bordereaux Tracker	<i>Provide on-line capability to track status of a claim bordereaux submitted by a DCA</i>	Improved management of loss funds

Increasing the benefits from the use of DDM

- We are encouraging firms to adopt DDM in a manner that delivers most value to them and agreeing on each slip whether DDM will be used and if so, who will be responsible for uploading the data.
- As a result, many firms will be adopting DDM progressively, rather than moving all their contracts onto the platform at a single point in time.
- Firms will derive value from adopting DDM immediately and the value will grow over time as we add further functionality and integration capabilities.
- Whilst many firms see benefit today in exchanging transactional data via DDM rather than manual exchanges, these benefits can be increased by reducing friction in the process.
- We strongly encourage firms to adopt DDM before the Conditions of Trade come into place to enable immediate benefits.



Business as Usual - Agenda

- Roles – What are they and what do they mean?
- What enhancements are due?
- What can brokers do to get ready ahead of the CoT?
- How are brokers able to provide feedback on DDM?

Understanding DDM Roles on a Binder

- Contract Administrator, Transform, Assign, Approve
- Usually found within the reporting areas of the binder

Understanding DDM Roles on a Binder

Role	Activity
Contract Administrator	Create and manage a Contract in Tide. The party that creates the contract in DDM will inherit the role of Contract Administrator.
Submission - not defined in DDM but is within DCOM	Any party named on a contract can submit a bordereau to DDM. If they do not have the Transformation role, they will only be able to upload to DDM. Then the party with the transformation with the relevant role as defined below will process the bordereau
Transformation	<ul style="list-style-type: none"> • Submit a Bordereau, but also select, or complete a Bordereau Questionnaire that is to be used for the Translation of the Bordereau. • Initiate Questionnaire, which defines the transformation. • Initiate Transformation of a Bordereau that has been submitted by another participant on the Contract. • Data Validation Errors Resolution. • View Bordereau Data. • Delete a Bordereau. • Submit for Assignment.
Assignment: This may only be applicable once a year if consistent to the assignment rules you have set up in the original month	<ul style="list-style-type: none"> • This involves the Assignment of Sections and Risk Codes for all records, only if multi-section and/or multi-risk code and the reporting channels have been set up as multi-section / multi risk code. • If contract is single-section and single risk code, it will automatically jump to the Approval stage. • Submit for Approval.
Approval	<ul style="list-style-type: none"> • Responsible for the Approval activities of all Bordereaux associated with the Reporting Channel. • Review, perform reconciliation, then the Approver can submit and make the data available to others. • Runs the breaches rule engine and breaches become available in the rules tab for the lead underwriter to interact with.
Breach Management	It is the responsibility of the section lead (DCOM defined Breach Manager) to manage any breaches that appear post approval. This is not defined in DDM but within DCOM.

Enhancements

- Release 3.6:
 - Multiple Risk Codes with Multiple Sections reported on the same row
 - Segregation of broker teams
 - General
 - When?

Conditions of Trade

- What they are?
- What they will mean for broker working practices?
- Why should brokers engage with DDM now?

Governance

Programme / Business as Usual / Both

- DA Market Advisory Group (Lloyd's)
- DDM Steering Group (LIMOSS)
- DDM Change Group (LIMOSS)
- DDM Finance & Contracts (LIMOSS)
- DDM Data Extract Group (LIMOSS)
- DDM Market User Group (LIMOSS)
- DDM Broker Sub-Group (LIIBA)
- FCP Broker Sub-Group (LIIBA)

Resources Available to Brokers

LIMOSS & LIIBA:

- How do brokers sign up?
- What onboarding and training assistance is there?
- How do brokers join the LIMOSS Groups?
- LIIBA Groups



Q&A Session

- Session open for member feedback and questions

Get in Touch

- Join LIIBA's Facilities and/or Claims Distribution List – enquiries@liiba.co.uk
- Get involved – Jackie.hobbs@liiba.co.uk
- Future at Lloyds: <https://futureat.lloyds.com/get-involved>
- DA Programme: <https://www.lloyds.com/conducting-business/delegated-authorities/delegated-authority-news/delegated-authority-events>
- LIMOSS: <https://limoss.london/ddm>
- LIMOSS: <https://limoss.london/market-business-glossary-mbg>

Thank you for you attendance at today's session

