



London & International Insurance Brokers' Association

Claims Forum #1 2024

Thursday 25th January 2024

The Forum will start at 11.30am

Please note the session will be recorded

We would kindly request that attendees turn off their video feed and mute microphones

Thank you.

Agenda

- Introductions
- Joint Venture
- LIIBA's COLG and DACC Priorities for 2024
- Insights Hub – Claims Reports
- SCAP / CLCA Reviews
- FCP Update
- Member Q&A

Introductions - Panel



Joint Venture

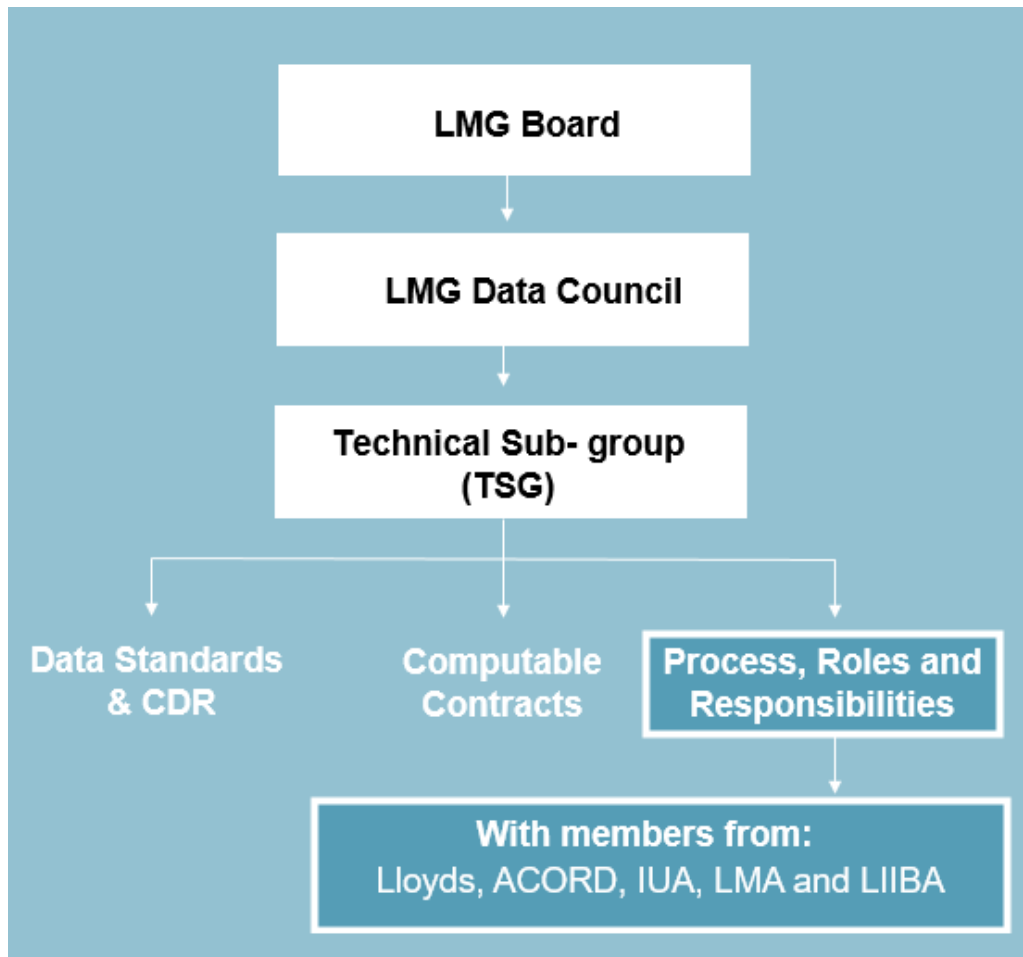
Timescales

- Phase 1 Delivery (July 2024) IROS, IPOS, ICOS
- Phase 2 Delivery (Q1 2025) Change of date

Phase 1 - Claims Specific Detail

- PUCR's / Queries
- Email Submissions
- MI Reporting
- Process Roles & Responsibilities (PRR)

Claims – Process Roles & Responsibilities



1. Provide clarity on changes to high level process, roles and responsibilities to aid market adoption
2. Concentrating on the “who”, the “what”, and the “when”. (The “how” remains at the discretion of market participants and solution providers)
3. Work with the market to validate operational assumptions, market terminologies and ensure that the final output aids adoption
4. For claims specifically – the scope is to document the changes in roles and responsibilities for the market.

Existing Claims Market Materials for Phase One

Item	Description	Link
User journeys for phase one	<p>Worked scenarios that provide the next level of detail for the digital solutions and services.</p> <p>Help you gain an understanding of the phase one digital journeys to identify the most effective approach for your organisation to be ready for cutover to phase digital services in July 2024.</p>	User journeys Blueprint Two (velonetic.co.uk)
Playbooks for phase one	Detailed insights and guidance for brokers and underwriting firms to prepare for the implementation of Blueprint Two.	Resources - Playbooks Blueprint Two (velonetic.co.uk)
Customer testing overview	Self-service testing for all Velonetic customers will begin in April 2024, avoiding the peak renewal season. This pack provides an overview of the Customer Testing Framework that is being developed with LIMOSS to enable the market to test that their process, technology and data work with the new platform, and accept it is fit-for-purpose.	PowerPoint Presentation (velonetic.co.uk)
API Information	API release schedule from Velonetic (previously known as the London Market Joint Ventures) and guidance on how to access the API specifications on the ACORD Solutions Group (ASG) website.	DXC Multipurpose (velonetic.co.uk)
EDI Information	EDI messages will be supported as part of Velonetic's (previously known as the London Market Joint Ventures) cutover to phase one digital services in July 2024. The EDI release schedule details an update on specifications and expected changes to current EDI messages.	Technical EDI information Blueprint Two (velonetic.co.uk)
Market training material	<p>The material provides information and techniques to get ready for the change in your organisation linking to the key aspects of the digital processing services lifecycle: Market Reform Contract v3 (MRC v3), Premium submissions, Claims, Queries.</p> <p>Information valid as at 1 November 2023</p>	Training material Velonetic

COLG Priorities - 2024

1. Market Reform Projects
2. Claims Performance Metrics
3. DA Claims Committee (DACCC) Support
4. Communication
5. General Market Performance
6. Claims Liaison
7. Support for New Market Entrants

DACC Priorities - 2024

1. Claims Liaison
2. Lloyd's BP2 / Joint Solution
3. Training and Communication
4. BAU System and Process Improvements
5. CAT Planning

Data Insights Hub: Claims Reporting

- David Charles & Kalpesh Parmar
- New Reporting Available to All Lloyd's Brokers
- Data Insights Hub: <https://insights.lloyds.com/landing>

SCAP & CLCA Reviews

Single Claims Agreement Party (SCAP) LMA 9150

- Purpose
- Process

Co-Lead Claims Agreement (CLCA)

- Lloyd's only (LMA 9186B) Recent Reissue
- Cross Market (LMA 9187) NEW

FCP Update

- Current Status
- Progress and Issues
 - Brokers
 - Managing Agents
- Lineslips

Q&A Session

Session open for member feedback and questions



Thank You

Thank you for your attendance at today's session

The recording will be available on the LIIBA website shortly

Get in Touch

Join LIIBA's Claims Distribution List – enquiries@liiba.co.uk

We welcome feedback on topics for inclusion at future forums:

25th April 11am, 25th July 11am, 31st October 11am

BP2 Broker Webinar on 31st Jan, 2pm: <https://www.surveymonkey.com/r/LT9GVHC>

Facilities Forum also being held on 31st January at 11am – invite going out today