Blueprint Two

Foundational Playbook for Brokers

November 2022, version 1

LIIBA
London & International Insurance Brokers' Association

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Foreword

Following the publication of the LMA Foundational Playbook for Blueprint Two, feedback from the LIIBA membership requested a Broker specific Foundational Playbook to be created. To that end we have worked extensively with several LIIBA members, the Blueprint Two team and the team at NTT Data to produce this artefact.

These artefacts can only be created with the extensive input of market firms. We would like to express our thanks to all the broking house representatives who kindly contributed their time and their thoughts on how Blueprint Two is going to affect their organisation and the wider industry. Your contributions have ensured that the LIIBA Foundational Playbook is relevant to the broker community.

As we all know the broker community is varied with different organisations facing their own individual challenges in providing first class services to their Clients. Be it technology, process, digital capability, or interaction with the market. Each of you will have your own individual challenges. This document will assist you in creating the foundations for your transformational Blueprint Two journey.

We acknowledge that this Foundational Playbook does not provide all the answers, but we hope that it addresses and exposes most of the questions you may have. Going forward LIIBA and the Blueprint Two broker engagement team will be focused on helping you understand the proposed changes and helping you with any issues you are concerned about. This will include other materials such as the publication of the new MRC guidance and API definitions as soon as they are available.

In the meantime, we hope that this document can assist you in developing your own plans. We would encourage the LIIBA members and the wider broker community to review this Foundational Playbook. It is necessarily agnostic in terms of business size, maturity, operating model and vendor partner choices, so it will likely need local adaption to suit and work for your business.

We believe this will help you understand the benefits for your business and contributes to facilitating a better future for LIIBA members and their clients by moving the Lloyd's and London market to the next stage to full digitisation.

We know that not all the answers to all the questions exist today and there are a number of suppositions and assumptions. The Foundational Playbook calls these out as 'known unknowns' which remain critical to your decision making and planning.

James Livett

Associate Director,
London & International Insurance Brokers' Association (LIIBA)

Neil Cooper

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Lloyd's

How to use the
Foundational Playbook

Don't panic! You do not need to read the whole document in one go

The foundational playbook is designed to be used by different stakeholder groups within your broker organisation.

Section 1 provides a summary of the changes and the options available to support strategic planning by the COO function and acts as a baseline for understanding what is required for any reader.

Section 2 provides a view on the impacts to different business processes by business function.

Section 3 provides the details on each Blueprint Two component to support detailed planning and implementation.

Section 4 explains the additional support provided to allow you to build out your strategy and implementation plan.

1. Everything you need to know initially

2. When considering the impact by function

3. To support detailed planning & implementation

4. Further guidance

Summary of what Blueprint Two is looking to achieve

Why Blueprint Two is critical to the future of the London Market

Blueprint Two is the first significant step to digitalisation. This is crucial to supporting a future where it will be easier to do business in the London Market, because structured data will only need to be captured once, removing rekeying and enabling contracts to be read and fully understood by machines

Fully readable contracts would allow:

- Faster quoting, binding and settlement process

- Automatic triage of claims and therefore quicker settlement times

- Brokers to know which of their contracts had a specific clause or variation of clause

- Reduction of manual queries and reconciliations required to do business

To achieve this:

To achieve a digitised market and be able to take advantage of the opportunities it offers we need to adopt a data first mind-set

Documents need to become the output of data, rather than data being the output of the documents as it is largely at present

Blueprint Two's importance:

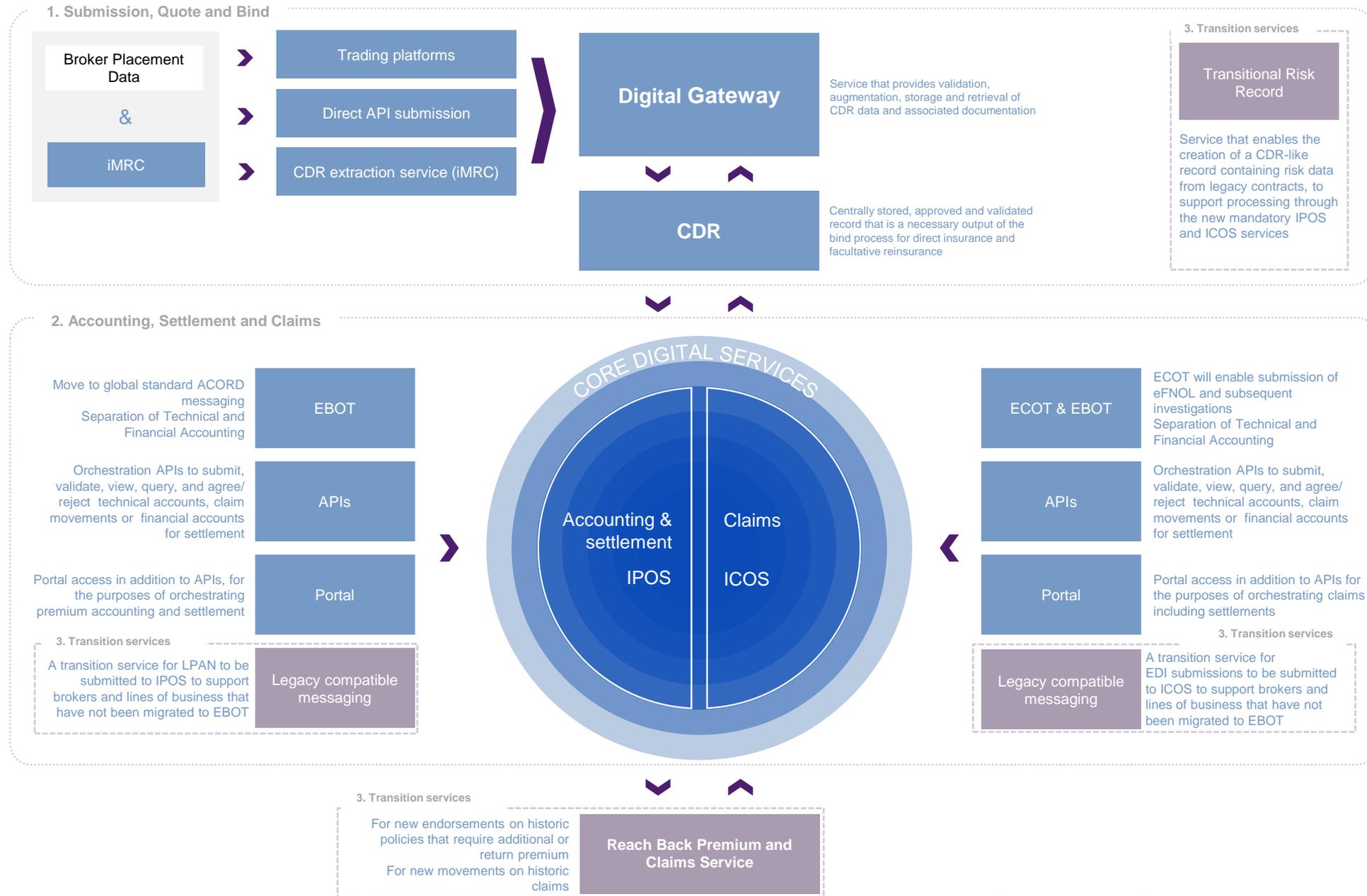Blueprint Two is the first significant step to make this future a reality.

Brokers can choose to be full digital from day one, or utilise transition services.

Blueprint Two Open Market Overview

The diagram opposite provides a single high-level overview of how the major components of Blueprint Two come together across open market business.

Subsequent slides in this section provide more detail on the different components of this diagram, in terms of both the full digital adoption and the transitional services represented.

Please note Delegated Authority is not included in this diagram as it is currently under strategic review, so only very limited information is included in this version of the playbook.

1. Submission, Quote and Bind

Broker Placement Data

&

iMRC

→ Trading platforms

→ Direct API submission

→ CDR extraction service (iMRC)

Digital Gateway

Service that provides validation, augmentation, storage and retrieval of CDR data and associated documentation

CDR

Centrally stored, approved and validated record that is a necessary output of the bind process for direct insurance and facultative reinsurance

3. Transition services

Transitional Risk Record

Service that enables the creation of a CDR-like record containing risk data from legacy contracts, to support processing through the new mandatory IPOS and ICOS services

2. Accounting, Settlement and Claims

Move to global standard ACORD messaging
Separation of Technical and Financial Accounting

EBOT

Orchestration APIs to submit, validate, view, query, and agree/ reject technical accounts, claim movements or financial accounts for settlement

APIs

Portal access in addition to APIs, for the purposes of orchestrating premium accounting and settlement

Portal

3. Transition services

A transition service for LPAN to be submitted to IPOS to support brokers and lines of business that have not been migrated to EBOT

Legacy compatible messaging

CORE DIGITAL SERVICES

Accounting & settlement

IPOS

Claims

ICOS

ECOT & EBOT

ECOT will enable submission of eFNOL and subsequent investigations
Separation of Technical and Financial Accounting

APIs

Orchestration APIs to submit, validate, view, query, and agree/ reject technical accounts, claim movements or financial accounts for settlement

Portal

Portal access in addition to APIs for the purposes of orchestrating claims including settlements

3. Transition services

Legacy compatible messaging

A transition service for EDI submissions to be submitted to ICOS to support brokers and lines of business that have not been migrated to EBOT

3. Transition services

For new endorsements on historic policies that require additional or return premium
For new movements on historic claims

Reach Back Premium and Claims Service

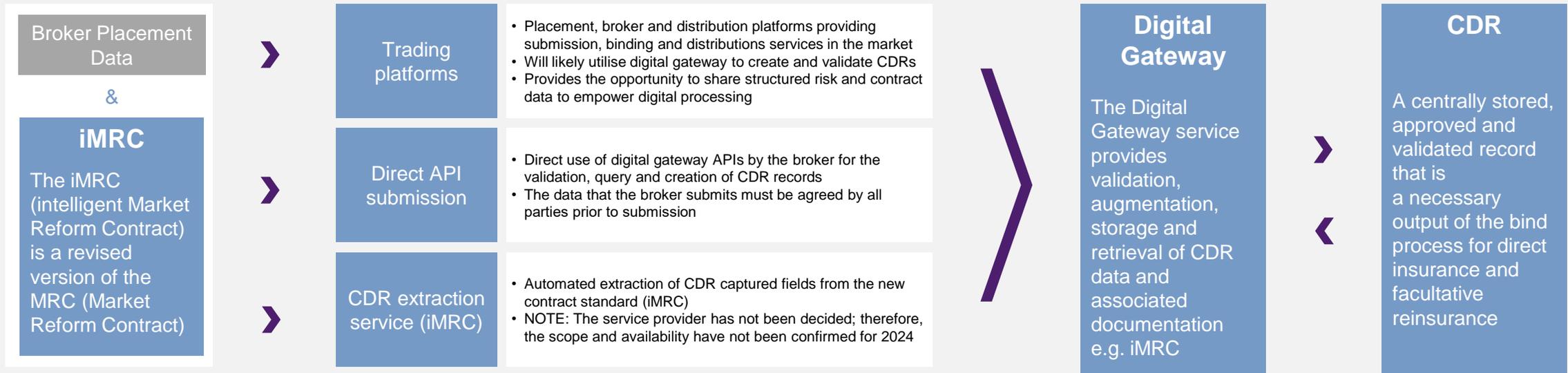Transition Services   Full Digital Adoption

1. Submission, Quote and Bind

In Full Digital Adoption, there are three complementary methods for interacting and sending data to the Digital Gateway, which in turn validates and stores the Central Data Record (CDR).

Key points

- For direct insurance and facultative reinsurance, the Core Data Record (CDR) represents the first-time accurate data to power IPOS and ICOS

- iMRC will supersede MRC, which is still expected to be the responsibility of the broker. Some trading platforms may participate in iMRC generation

- Trading platforms are expected to be the primary method of CDR creation, with Direct API for broker platform integration and iMRC extraction for polices that can't or don't go through Trading platforms that support CDR APIs

- The Digital Gateway will receive, validate, augment & store CDR data and associated documentation; submitted via trading platforms, direct API or CDR extraction

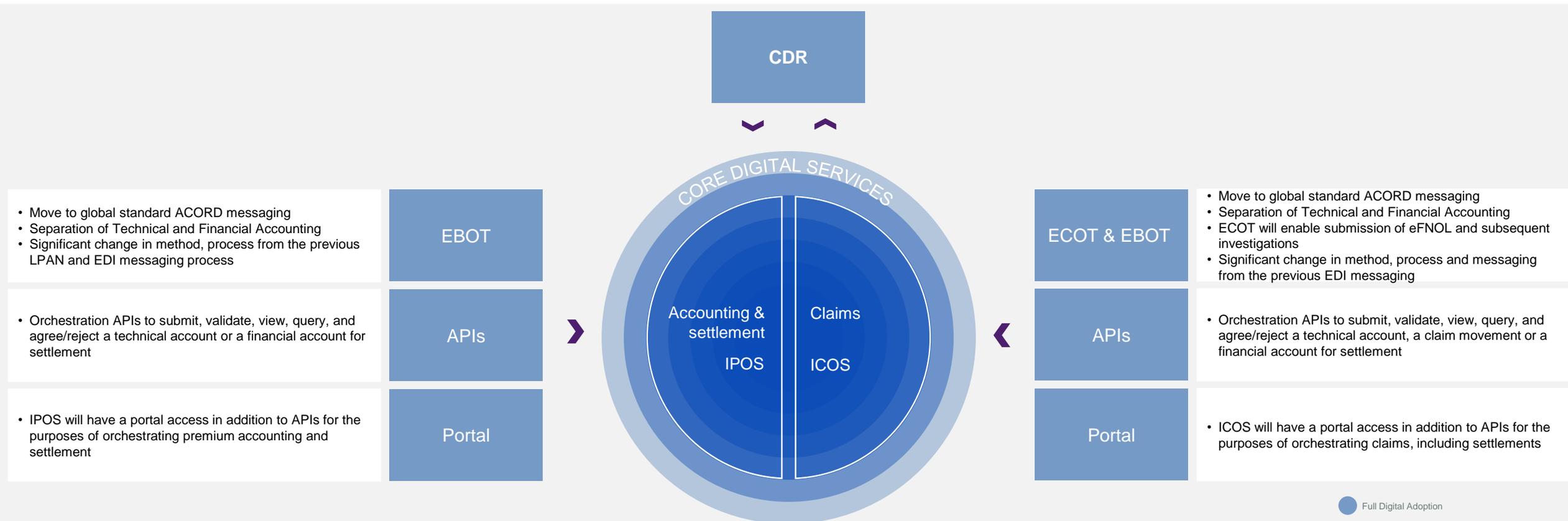*The 3 potential methods for interacting and sending data to the Digital Gateway*

Broker Placement Data

&

iMRC

The iMRC (intelligent Market Reform Contract) is a revised version of the MRC (Market Reform Contract)

Trading platforms
- Placement, broker and distribution platforms providing submission, binding and distributions services in the market
- Will likely utilise digital gateway to create and validate CDRs
- Provides the opportunity to share structured risk and contract data to empower digital processing

Direct API submission
- Direct use of digital gateway APIs by the broker for the validation, query and creation of CDR records
- The data that the broker submits must be agreed by all parties prior to submission

CDR extraction service (iMRC)
- Automated extraction of CDR captured fields from the new contract standard (iMRC)
- NOTE: The service provider has not been decided; therefore, the scope and availability have not been confirmed for 2024

Digital Gateway

The Digital Gateway service provides validation, augmentation, storage and retrieval of CDR data and associated documentation e.g. iMRC

CDR

A centrally stored, approved and validated record that is a necessary output of the bind process for direct insurance and facultative reinsurance

● Full Digital Adoption

2. Accounting, Settlement and Claims

In Full Digital Adoption there are three complementary methods for interacting directly with IPOS and ICOS

Key points

- IPOS will be the new core digital solution for premium accounting and settlement (A&S) orchestration for both Open Market and Delegated Authority, replacing POSH & LIDS
- ICOS will be the new core digital solution for claims orchestration, accounting and settlement for both Open Market and Delegated Authority, replacing ECF/CLASS
- The CDR is used to facilitate automated premium accounting & settlement, tax and regulatory reporting by Lloyd's and claim FNOL matching to policy
- ECOT & EBOT (TA and FA) will replace the current LPAN and EDI messaging process
- The ACORD standard to be adopted will be the 2016-10 for EBOT/ECOT. Please note, as with any standard, this is subject to change following the publication of this document.
- Orchestration APIs will enable claims and settlements
- There will also be a portal to enable access to IPOS & ICOS

CDR

CORE DIGITAL SERVICES

Accounting & settlement

IPOS

Claims

ICOS

EBOT
- Move to global standard ACORD messaging
- Separation of Technical and Financial Accounting
- Significant change in method, process from the previous LPAN and EDI messaging process

APIs
- Orchestration APIs to submit, validate, view, query, and agree/reject a technical account or a financial account for settlement

Portal
- IPOS will have a portal access in addition to APIs for the purposes of orchestrating premium accounting and settlement

ECOT & EBOT
- Move to global standard ACORD messaging
- Separation of Technical and Financial Accounting
- ECOT will enable submission of eFNOL and subsequent investigations
- Significant change in method, process and messaging from the previous EDI messaging

APIs
- Orchestration APIs to submit, validate, view, query, and agree/reject a technical account, a claim movement or a financial account for settlement

Portal
- ICOS will have a portal access in addition to APIs for the purposes of orchestrating claims, including settlements

Full Digital Adoption

3. Transition Services

Blueprint Two will have transition services from cutover to enable market participants who have not yet been able, or chosen, to adopt full digital to continue to operate

Key points

- There are three transition services that will be available, in addition to portal access (can be used for transition and full digital adoption) to IPOS and ICOS
- Legacy compatible messaging will see the arrival of standard EDI messaging where EBOT/ECOT is not possible
- Transitional Risk Record (TRR) creation service to create a basic CDR when only an MRC is available, not validated via the Digital Gateway
- Portal access to IPOS for transaction querying and access to ICOS for claims querying and orchestrating claims
- Brokers will need to determine how they interact with Blueprint Two services; from transition through to full digital
- There will be a need to prepare for transition services (legacy compatible messaging) for edge cases before all lines of business and contract types are supported
- The submission translation services is expected to be turned off in time; date is currently unknown

Legacy compatible messaging	• Where EBOT/ECOT adoption not possible • Standard LPAN/EDI messages with content changes • Any company-specific customisation of current EDI messages will be lost
Transitional Risk Record (TRR) creation service	• A service that pulls basic CDR information from an MRC where it is not possible to use a full adoption CDR method • Transitional Risk Records (TRR) will not be validated by the Digital Gateway • Please note: The service is expected but is not yet part of the Blueprint Two programme, so it is not currently confirmed for 2024
Reach Back to Premium and Claim History	• For new endorsements on historic policies that require additional or return premium, the service will pull premium history from the old repositories • For new movements on historic claims, the service will pull claims history from legacy data sources to create the record in ICOS
Portal	• Portal access to IPOS for transaction querying • Portal access to ICOS for orchestrating claims and transaction querying

CORE DIGITAL SERVICES

Accounting & settlement

IPOS

Claims

ICOS
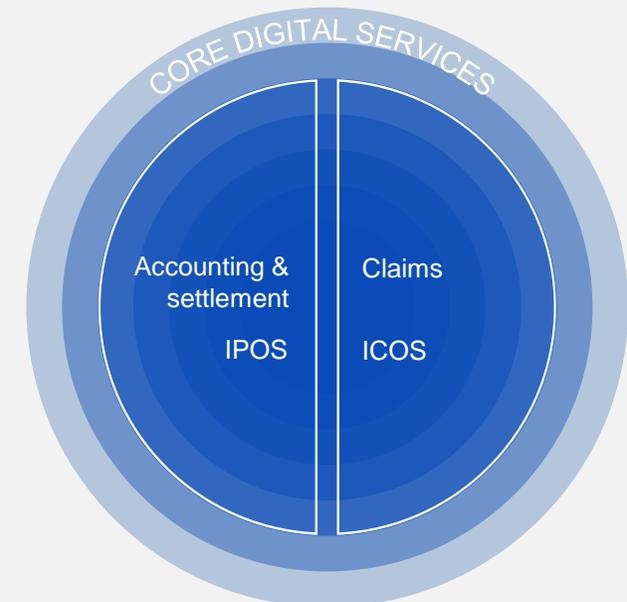
Transition Services

Whilst there are still many known unknowns with Delegated Authority, there are two optional services already available

Key points

- A data strategy review of Delegated Authority is underway. Until this is concluded, it is not possible to make plans for fully adopting Blueprint Two in this area
- However, there are two additional, optional services which are already live and open to brokers
  - Faster Claims Payment: designed to pay Delegated Authority claims in hours rather than days and avoid the administrative burden of loss funds
  - Claims Status Tracker: a reporting tool enabling market participants to track the progress of claims bordereaux and payment status end-to-end

Faster Claims Payment

- Designed to pay Delegated Authority claims in hours rather than days and avoid the administrative burden of loss funds
- This service is purely optional and can be adopted now in conjunction with ECF, or in the future, with ICOS

- To access full details on using the Faster Claims Payment please follow the link to the Lloyd's delegated authority faster claims payments website

DA Claims Status Tracker

- Enables market participants to track the progress of claims bordereaux and payment status end-to-end
- This will reduce process delays and queries and provide status visibility
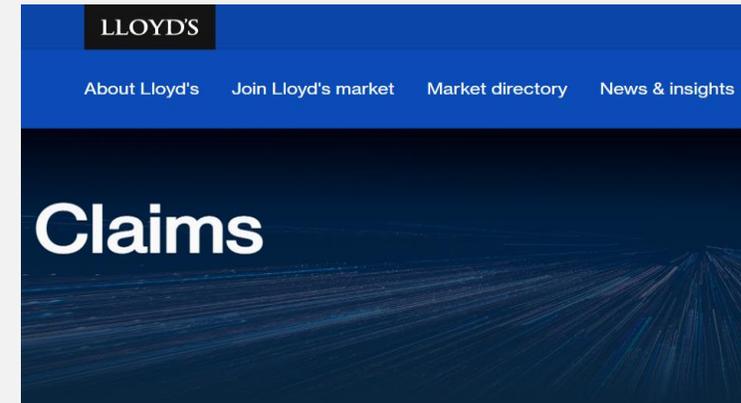
- If you would like to onboard to the Insights Hub and begin to use the DA Claims Status Tracker please email claimslabfutureatlloyds@lloyds.com

High-level overview
to adopting Blueprint Two

Section Introduction

This section provides a high-level overview (based on currently available information from the Future at Lloyd's team and other change driver sources) of the following:

- Blueprint Two components' definitions

- How the components will fit across business processes for open market

- How the components will fit across business processes for delegated authority (binders)

- Expected relative impacts of implementing each component by business process

- Dependencies brokers will have on other market participants

- Level of information currently available for each component

These are the Blueprint Two components

Transition Services

Transitional Risk Record (TRR) Creation

An external risk extraction service that will accept an MRC and create a Transitional Risk Record (TRR), a partial CDR record, used for handling legacy policies or while market participants are in transition and unable to supply a CDR. Please note, this service is not yet part of the Blueprint Two programme, so it is not confirmed for 2024

IPOS – Submission Translation – LPAN and EDI

A service that will enable IPOS to be used by market participants while they are in transition. It will allow brokers to submit LPANs, and it will mimic the current EDI messages sent by POSH and LIDS. Please note the EDI messages will have content changes

ICOS – Submission Translation – EDI

A service that will enable ICOS messages to be consumed by market participants while they are in transition. It will mimic the current EDI messages sent by CLASS. Please note the EDI messages will have content changes

Reach Back to Claim and Premium History

A service internal to Lloyd's supporting legacy policies. The Reach Back service will pull the full forward claims / premium history from the old data repositories. This supports endorsements and claim movements for policies and claims created before IPOS and ICOS launch

Full Digital Adoption

CDR (Core Data Record)

The uncontested, irrefutable digital risk record for open market policies that will facilitate more automated, simplified premium and claim processing in IPOS and ICOS. Please note, the CDR is currently defined for direct insurance and facultative reinsurance initially. Other types of policies, e.g. treaty reinsurance will be added later

iMRC

An update to the MRC format: a more-highly structured document that will be more machine-readable and will enable many CDR captured fields to be extracted automatically, with human intervention by exception

Digital Gateway

The gateway will receive, validate, augment and store CDR data and associated documentation, e.g. iMRC. Can be accessed via API only, there will be no portal access. Similarly to the CDR, the Digital Gateway will only cover direct insurance and facultative reinsurance initially, other types of policies will be added later

Trading Platforms

Trading platforms are defined to be placement, broker and distribution platforms providing submission, binding and distributions services in the market. Trading platforms are one of the 3 ways to submit a CDR into the Digital Gateway

IPOS – API access, EBOT

IPOS (International Premium Orchestration Service) will be the new platform for premium settling, for both open market and delegated authority. IPOS will be accessed in 3 ways: via ACORD (EBOT), API or portal

ICOS – API access, EBOT & ECOT

ICOS (International Claims Orchestration Service) will be the new platform for open market and delegated authority claims processing. ICOS will be accessed in 3 ways: via ACORD (EBOT & ECOT), API or portal

DCOM (Digital Contract Oversight Manager)

A system for registering delegated authority agreements. It is currently live and will continue to be used but will have usability improvements

DDM (Delegated Data Manager)

A bordereaux management system. Please note the role of DDM is currently under the DA data strategy review

Additional Services

FCP (Faster Claims Payments) for DA claims

FCP is a third party solution that enables delegated claims to be paid faster to the beneficiary, and removes individual management of loss fund activity as well as the associated cash calls should these funds run out
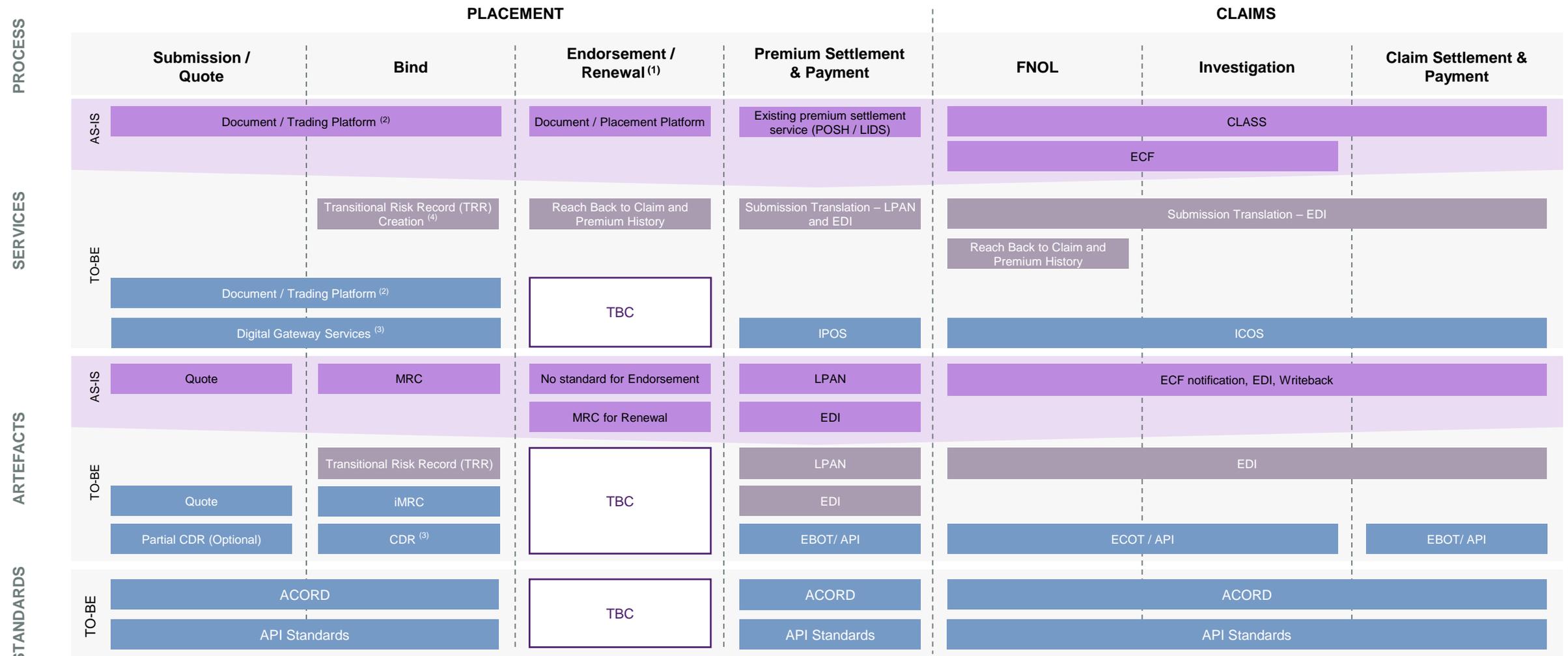
DA Claims Status Tracker

A reporting tool providing the status of a claims bordereaux primarily for Delegated Claim Authorities (DCAs) to see the status of the bordereaux

Prop Treaty

A new proportional treaty reinsurance solution for the submission, carrier agreement and central processing and settlement of treaty balance statements. It will enable ACORD EBOT submission by brokers and EBOT messaging to carriers. There will be a transition option for brokers who are not yet EBOT enabled

Here is how the components will fit across business processes for Open Market

This provides an overview on the current brokers' high level processes and types of changes expected from Blueprint Two
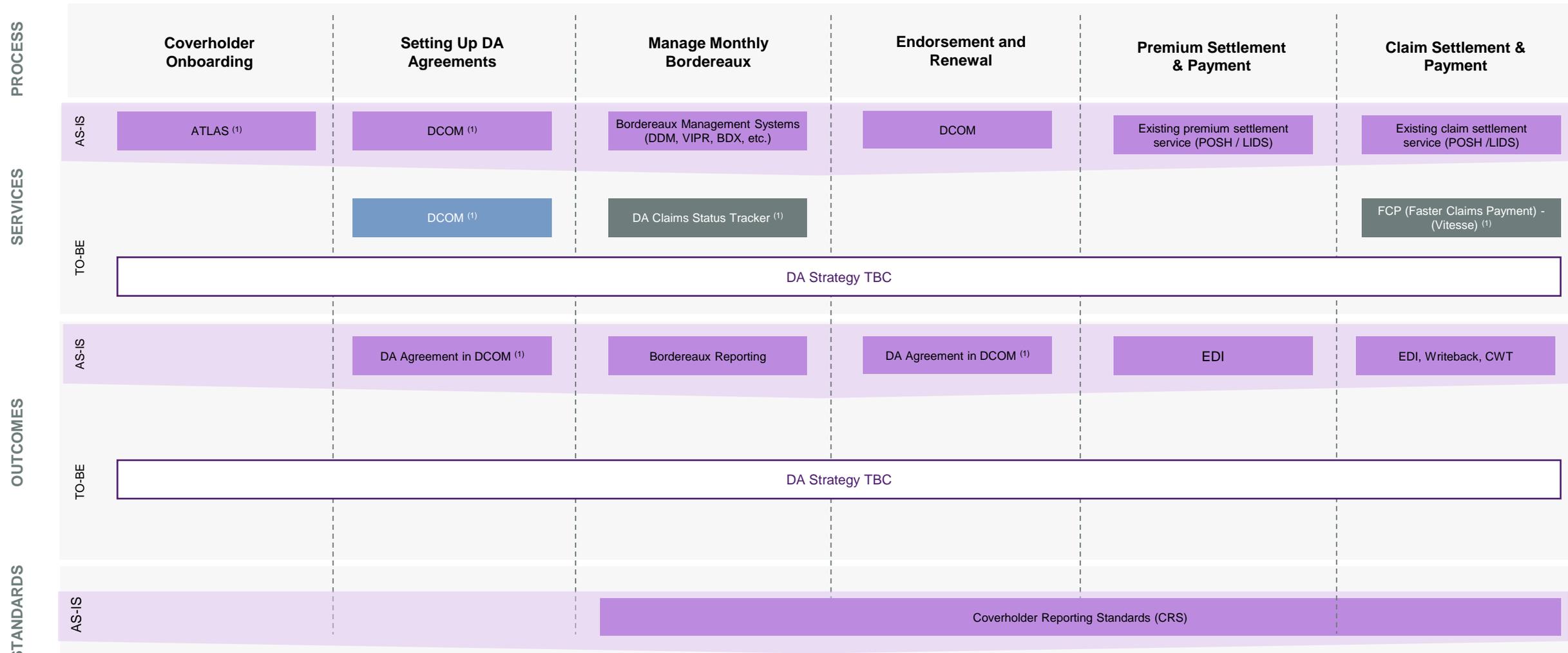
		PLACEMENT				CLAIMS		
PROCESS		**Submission / Quote**	**Bind**	**Endorsement / Renewal (1)**	**Premium Settlement & Payment**	**FNOL**	**Investigation**	**Claim Settlement & Payment**
AS-IS		Document / Trading Platform (2)		Document / Placement Platform	Existing premium settlement service (POSH / LIDS)		CLASS	
						ECF		
SERVICES	**TO-BE**		Transitional Risk Record (TRR) Creation (4)	Reach Back to Claim and Premium History	Submission Translation – LPAN and EDI	Submission Translation – EDI		
						Reach Back to Claim and Premium History		
		Document / Trading Platform (2)		**TBC**				
		Digital Gateway Services (3)			IPOS	ICOS		
AS-IS		Quote	MRC	No standard for Endorsement	LPAN	ECF notification, EDI, Writeback		
			MRC for Renewal		EDI			
ARTEFACTS	**TO-BE**		Transitional Risk Record (TRR)	**TBC**	LPAN	EDI		
		Quote	iMRC		EDI			
		Partial CDR (Optional)	CDR (3)		EBOT/ API	ECOT / API		EBOT/ API
STANDARDS	**TO-BE**	ACORD		**TBC**	ACORD	ACORD		
		API Standards			API Standards	API Standards		

● As-is Services ● Transition Services ● Full Digital Adoption (tbc) To be confirmed

(1) It is assumed Endorsement/Renewal refers to placement activity only, and any subsequent premium settlements follow the Premium Settlement & Payment process
(2) Trading platforms are defined to be placement, broker and distribution platforms providing submission, binding and distributions services in the market
(3) CDR and Digital Gateway only apply to direct insurance and facultative reinsurance
(4) Yet to be defined – TRR Creation is not yet part of the Blueprint Two programme, so it is not confirmed for 2024.

And across business processes for Delegated Authority (binders)

The future state of Delegated Authority is under review by Lloyd's and details are to be confirmed following the outcome of this review

PROCESS		Coverholder Onboarding	Setting Up DA Agreements	Manage Monthly Bordereaux	Endorsement and Renewal	Premium Settlement & Payment	Claim Settlement & Payment
SERVICES	AS-IS	ATLAS [1]	DCOM [1]	Bordereaux Management Systems (DDM, VIPR, BDX, etc.)	DCOM	Existing premium settlement service (POSH / LIDS)	Existing claim settlement service (POSH /LIDS)
	TO-BE		DCOM [1]	DA Claims Status Tracker [1]			FCP (Faster Claims Payment) - (Vitesse) [1]
		DA Strategy TBC					
OUTCOMES	AS-IS		DA Agreement in DCOM [1]	Bordereaux Reporting	DA Agreement in DCOM [1]	EDI	EDI, Writeback, CWT
	TO-BE	DA Strategy TBC					
STANDARDS	AS-IS			Coverholder Reporting Standards (CRS)			

● As-is Services   ● Full Digital Adoption   ● Additional Services   (tbc) To be confirmed   (1) BP2 services currently live and ready to adopt today

These are the expected relative impacts of implementing each component by business process

Legend	Description
○○○	No change required by the broker, but still relevant to the business process
●○○	Minor process and technology changes are required. Low operational impact. People retraining required,
●●○	Medium process and technology changes are required, Medium operational impact. People retraining required,
●●●	Extensive changes to people, processes and technology required for the adoption of Blueprint Two

Blueprint Two components	Open Market Placement — Submission / Quote	Bind	Endorsement / Renewal (1)	Premium Settlement & Payment	Open Market Claims — FNOL	Investigation	Claim Settlement & Payment	Delegated Authority — Coverholder Onboarding	Setting Up DA Agreements	Manage Monthly Bordereaux	Premium Settlement & Payment	Claim Settlement & Payment	Prop Treaty — Premium & Claims
Transition Services													
Transitional Risk Record (TRR) Creation (4)		●○○	TBC										
IPOS – Submission Translation – LPAN and EDI			●○○								TBC		
ICOS – Submission Translation – EDI					●○○	●○○	●○○					TBC	
Reach Back to Claim and Premium History			TBC		○○○								
Full Digital Adoption													
CDR (Core Data Record) (3)	●○○	●●○	TBC										
iMRC	●●○	●●●	TBC										
Digital Gateway (3)	●●○	●●○	TBC										
Trading Platforms (2)	●●○	●●○	TBC										
IPOS – API access, EBOT				●●●							TBC		
ICOS – API access, EBOT & ECOT					●●○	●●○	●●●					TBC	
DCOM (Digital Contract Oversight Manager)									●○○				
DDM (Delegated Data Manager)									Under DA data strategy review				
Additional Services													
FCP (Faster Claims Payments) for DA claims									●○○	●●○		●●○	
DA Claims Status Tracker									●○○				
Prop Treaty													●●●

(1) It is assumed Endorsement/Renewal refers to placement activity only, and any subsequent premium settlements follow the Premium Settlement & Payment process
(2) Trading platforms are defined to be placement, broker and distribution platforms providing submission, binding and distributions services in the market
(3) CDR and Digital Gateway only apply to direct insurance and facultative reinsurance
(4) Yet to be defined – TRR Creation is not yet part of the Blueprint Two programme, so it is not confirmed for 2024.

These are the dependencies brokers will have on other market participants

⬤ No dependency, within full control	Minor dependencies on others, but brokers can do most by themselves	Implementation responsibilities evenly between brokers and other parties	Significant dependency on other parties, the broker can only do some actions	Complete dependency on other parties for brokers

	Blueprint Two components	Level of dependency	Type of dependency	On whom
Transition Services	Transitional Risk Record (TRR) Creation [1]	⬤	The broking process may trigger the creation of the Transitional Risk Record (TRR) by a premium or claim submission. The carrier may have roles and responsibilities to fulfil in relation to creation, review and acceptance of the TRR	Carrier
	IPOS – Submission Translation – LPAN and EDI	⬤	Brokers can implement this change on their systems (working with vendors of systems) without any dependency on other market participants	N/A
	ICOS – Submission Translation – EDI	⬤	Brokers can implement this change without any dependency on other market participants	N/A
	Reach Back to Claim and Premium History	⬤	Service internal to Lloyd's. No change is required from brokers	N/A
Full Digital Adoption	CDR (Core Data Record) [2]	⬤	The LMG Data Council is defining the standard process roles and responsibilities for the creation, review and acceptance of the CDR. CDR creation is dependent on some input from both carriers and trading platforms	Carriers, Trading Platform Providers
	iMRC	⬤	The current direction of travel thinking is that the broker will be responsible for creating the iMRC, and the carrier will have a role to agree and validate it, as with the current MRC	Carriers
	Digital Gateway [2]	⬤	Roles and responsibilities around the CDR and digital gateway haven't been confirmed. The assumption is multiple market participants and trading platforms will need to connect to the digital gateway via API	Trading Platform Providers, CDR Extraction Service
	Trading Platforms [3]	⬤	Changes to trading platforms depend entirely on the provider of the trading platform. Brokers will need to carefully consider how to efficiently integrate with a range of trading platforms, each with different capabilities, processes and interfaces	Trading Platform Providers
	IPOS – API access, EBOT	⬤	Brokers can adopt EBOT without any dependency on other market participants. There may be some query management required between brokers and carriers to finalise settlement	Carriers
	ICOS – API access, EBOT & ECOT	⬤	Brokers can adopt EBOT and ECOT without any dependency on other market participants. There may be some query management required between brokers and carriers to finalise settlement	Carriers
	DCOM (Digital Contract Oversight Manager)	⬤	DCOM requires some data input from carriers and coverholders	Carriers, Coverholder
	DDM (Delegated Data Manager)		Under DA data strategy review	
Additional Services	FCP (Faster Claims Payments) for DA claims	⬤	In order for a subscription contract to be eligible for FCP, it is required that the DCA and all carriers that back the DA agreement have adopted FCP	Carriers, DCA
	DA Claims Status Tracker	⬤	Carriers, Brokers, and DCA's can see bordereaux irrespective of other participants involvement. i.e. a DCA can see their bordereaux status even if the MA or Broker isn't signed up to service	N/A
	Prop Treaty	⬤	In order for a prop treaty contract to be settled via the new solution, it is required that all relevant carriers have adopted the new prop treaty application	Carriers

(1) Yet to be defined – TRR Creation is not yet part of the Blueprint Two programme, so it is not confirmed for 2024 | (2) CDR and Digital Gateway only apply to direct insurance and facultative reinsurance. | (3) Trading platforms are defined to be placement, broker and distribution platforms providing submission, binding and distributions services in the market

This is the status of information currently available for each component

● Not currently sufficient to make plans   ◐ Able to make a high-level plan without detailed impact, timelines or cost   ◑ Sufficient for reasonably detailed plans   ● Complete for immediate adoption

	Blueprint two components	Status	Information availability	Open market placement	Open market claims	Delegated authority	Prop Treaty
Transition Services	Transitional Risk Record (TRR) Creation [1]	◔	It is expected that the service will exist, but it is not yet part of the Blueprint Two programme, so it is not confirmed for 2024	✔			
	IPOS – Submission Translation – LPAN and EDI	◐	The extent of the changes for EDI messages is known and is subject to very little uncertainty. Full compatibility between LPAN and EBOT messaging however unknown	✔		TBC	
	ICOS – Submission Translation – EDI	◑	The extent of the changes for EDI messages is known and is subject to very little uncertainty		✔	TBC	
	Reach Back to Claim and Premium History	N/A	No change is required from brokers		✔		
Full Digital Adoption	CDR (Core Data Record) [2]	◕	The CDR business fields have been published, but roles and responsibilities are still outstanding	✔	✔		
	iMRC	◐	iMRC market consultation feedback pending. Details of the technical mechanism to extract the CDR data from an iMRC is still undefined	✔			
	Digital Gateway [2]	◐	The Digital Gateway has been defined on a high level. There are several outstanding unknowns, such as the exact list of API functions, API specs and the process of submitting and validating the CDR	✔			
	Trading Platforms [3]	◐	Various providers have various degrees of readiness for the CDR. Brokers should engage with their providers to understand how to take advantage of forthcoming changes and their plans for adopting and producing the CDR	✔			
	IPOS – API access, EBOT	◐	End state defined at a high level, but there are unknowns around the EBOT/ECOT process and the additional APIs that will be provided	✔		TBC	
	ICOS – API access, EBOT & ECOT	◐	End state defined at a high level, but there are unknowns around the EBOT/ECOT process and the additional APIs that will be provided		✔	TBC	
	DCOM (Digital Contract Oversight Manager)	◕	DCOM is currently live and in use. The platform will continue to be iterated based on market feedback. The DCOM and DDM integration is due to go live in September			✔	
	DDM (Delegated Data Manager)	◔	Market owned and driven system (via LIMOSS) which is currently mandated for Lloyd's Europe, but its next steps as part of Blueprint Two are unknown and to be confirmed			Under DA data strategy review	
Additional Services	FCP (Faster Claims Payments) for DA claims	●	FCP is live, brokers can already engage with the solution (although scope of the future state which is planned following ICOS release has not been fully defined)			✔	
	DA Claims Status Tracker	●	DA Claims Status Tracker is live, carriers and DCAs can already sign up to use it, however will be discontinued following the replacement of ECF			✔	
	Prop Treaty	◐	End-state defined at a high level, but full system processes and API specs not yet published				✔

(1) Yet to be defined – TRR Creation is not yet part of the Blueprint Two programme, so it is not confirmed for 2024 | (2) CDR and Digital Gateway only apply to direct insurance and facultative reinsurance | (3) Trading platforms are defined to be placement, broker and distribution platforms providing submission, binding and distributions services in the market

What brokers can do,
when and with whom to prepare

Section Introduction

- What will be required from go-live and transition service options where relevant

- What brokers can start to do today to prepare

- What pending information and actions are required to fully prepare for go live

What will be required from go-live and transition service options where relevant

	BLUEPRINT TWO COMPONENTS	PROPOSED GO LIVE DATE	CHANGES REQUIRED FROM THIS DATE	ALTERNATIVE TRANSITION OPTIONS
Transition Services	Transitional Risk Record (TRR) Creation [1]	Q2 2024	To be used where only MRC's are available (i.e., legacy policies)	N/A
	IPOS – Submission Translation – LPAN and EDI	Q2 2024	Once IPOS is live, if not adopting EBOT, this service is required to continue submitting LPAN's and receiving EDI transaction message	N/A
	ICOS – Submission Translation – EDI	Q2 2024	Once ICOS is live, if not adopting EBOT/ECOT, this service is required to continue submitting and receiving EDI transaction messages	N/A
	Reach Back to Claim and Premium History	Q2 2024	No changes required for brokers (some pre-go live activities required, see next slide)	N/A
Full Digital Adoption	CDR (Core Data Record) [2]	Q2 2024	Full implementation and use of a CDR is mandated for new policies (direct insurance and facultative reinsurance only). Roles and responsibilities are TBC	The Transitional Risk Record (TRR) creation to cover legacy policies
	iMRC	Q2 2024	Update to the previous MRC standard (for direct insurance and facultative reinsurance) for all new contracts. The new standard is expected to be published Q1 2023	N/A
	Digital Gateway [2]	Q2 2024	CDR submission must go through the digital gateway via 3 possible routes: API via a trading platform, extraction service from an iMRC or direct API submission by broker	There are no transition alternatives, however it is worth noting that none of the transition services use Digital Gateway Services
	Trading Platforms [3]	N/A	There is an expectation that trading platforms will be updated to support CDR data submission. The change impact on brokers is not known	There are no transition options; however, brokers can use one of the other CDR submission options: CDR extraction service (iMRC), or direct API submission
	IPOS – API access, EBOT	Q2 2024	Premium settlements are to be made via IPOS so associated process changes are required	EBOT readiness not necessary by go-live,. If not EBOT-ready, the submission translation service (EDI) is in place (see above), as well as portal access
	ICOS – API access, EBOT & ECOT	Q2 2024	Claim settlements are-to be made via ICOS so associated process changes are required	EBOT/ECOT readiness not necessary by go-live. If not EBOT/ECOT-ready, the submission translation service (EDI) is in place (see above), as well as portal access
	DCOM (Digital Contract Oversight Manager)	Currently live	Already fully adopted for binder registration	N/A
	DDM (Delegated Data Manager)	Under DA data strategy review		
Additional Services	FCP (Faster Claims Payments) for DA claims	Currently live	None, this is an additional service	N/A
	DA Claims Status Tracker	Currently live	None, this is an additional service for relevant brokers. The service will also be discontinued following the replacement of ECF so is not required for Blueprint Two go-live	N/A
	Prop Treaty	Q2 2024	If writing prop treaty business, adoption of this service is required from go-live as it will replace the existing prop treaty solution	EBOT readiness not necessary for implementation, as portal access is available. If not EBOT-ready, full service benefits will not be realised

(1) Yet to be defined – TRR Creation is not yet part of the Blueprint Two programme, so it is not confirmed for 2024 | (2) CDR and Digital Gateway only apply to direct insurance and facultative reinsurance | (3) Trading platforms are defined to be placement, broker and distribution platforms providing submission, binding and distributions services in the market

This is what brokers can start to do today to prepare (1 of 3)

	BLUEPRINT TWO COMPONENTS	WHAT'S POSSIBLE RIGHT NOW	ACTIONS POSSIBLE FROM TODAY	WHO/ WITH WHOM
Transition Services	Transitional Risk Record (TRR) Creation [1]	• Insufficient information available for planning	• None	• N/A
	IPOS – Submission Translation – LPAN and EDI	• Reasonably detailed planning	• Planning and implementation of EDI and LPAN location changes ready for market acceptance testing	• Vendors of internal accounting and settlement systems (where relevant) and accounting and settlement teams
	ICOS – Submission Translation – EDI	• Reasonably detailed planning	• Planning and implementation of EDI location changes ready for market acceptance testing	• Vendors of internal accounting, settlement and claims systems (where relevant) and accounting and settlement teams
	Reach Back to Claim and Premium History	• No change required from broker for this indirect service	• None	• N/A
Full Digital Adoption	CDR (Core Data Record) [2]	• Reasonably detailed planning	• Impact assess CDR spec against the data needs of the underwriting process (i.e., where will the necessary data need to be sourced from, what are the systems/people etc.) • Engage with trading platform partners confirm CDR compliance plans and carriers on their responsibilities and compliance • Assess the impact of potential changes to the downstream processes and people	• Broking (direct insurance and facultative reinsurance) and support teams • Carriers and trading platform provider(s) • Operations and/or internal teams
	iMRC	• High-level planning	• Assess proposed iMRC format and read communication following the iMRC market consultation (market consultation complete) • Assess and discuss iMRC roles and responsibilities and compliance based on current MRC practices (i.e. validate with current carrier partners when they expect to comply with the iMRC guidance for new policies)	• London Market Group (LMG) • Carriers and internal teams
	Digital Gateway [2]	• High-level planning	• Evaluate methods of access (trading platform, extraction service from the iMRC or direct API submission by broker) based on the process and the way business is transacting today • Assess the technological impact in existing systems (e.g. API readiness for direct API submission) • Assess the impact of potential changes to the downstream processes and people	• Internal teams, trading platform providers and carriers • Internal teams • Internal teams

This is what brokers can start to do today to prepare (2 of 3)

	BLUEPRINT TWO COMPONENTS	WHAT'S POSSIBLE RIGHT NOW	ACTIONS POSSIBLE FROM TODAY	WHO/ WITH WHOM
Full Digital Adoption	Trading Platforms (3)	• High-level planning	• Evaluate which platforms you use currently and are likely to use in the future based on partner ecosystems and their BP2 ambitions • Review Trading Platform Integration Strategy and enablers to support scalable and flexible integration between broker platforms and JV platforms • Assess and implement technology enablers in support of the integration strategy (to facilitate API integration where not covered by vendors)	• Internal teams and trading platform providers • Internal teams and external technology providers • Internal teams and external technology providers
	IPOS – API access, EBOT	• High-level planning	• Assess current internal integration capability/strategy and engage with relevant system vendors (internal to your business) to understand the roadmap for EBOT and API adoption, if applicable • Decide on EBOT/API implementation (i.e., being fully digital from go-live) or implementation of the submission translation service (i.e., being in transition) based on this assessment (4) For more detail on submission translation, see above. • Review and update integration strategy for internal API and message gateway capabilities and patterns • Assess and implement technology enablers in support of the integration strategy (to facilitate EBOT communication and API integration where not covered by vendors)	• Internal teams and internal system vendors • Internal teams • Internal change teams • Internal teams and external technology providers
	ICOS – API access, EBOT & ECOT	• High-level planning	• Assess current internal integration capability strategy and engage with relevant system vendors (internal to your business) to understand the roadmap for EBOT/ECOT and API adoption, if applicable • Decide on EBOT/ECOT/API implementation (i.e. being fully digital from go-live) or implementation of the submission translation service (i.e. being in transition) based on this assessment For more detail on submission translation, see above. • Review and update integration strategy for internal API and message gateway capabilities and patterns • Assess and implement technology enablers to facilitate EBOT/ECOT communication and API integration where not covered by vendors (e.g. API layer between systems)	• Internal teams and internal system vendors • Internal teams • Internal change teams • Internal teams and external technology providers

(3) Trading platforms are defined to be placement, broker and distribution platforms providing submission, binding and distributions services in the market | (4) There will be a need to prepare for transition services (legacy compatible messaging) for edge cases before all lines of business and contract types are supported.

This is what brokers can start to do today to prepare (3 of 3)

	BLUEPRINT TWO COMPONENTS	WHAT'S POSSIBLE RIGHT NOW	ACTIONS POSSIBLE FROM TODAY	WHO/ WITH WHOM
Full Digital Adoption	DCOM (Digital Contract Oversight Manager)	• Reasonably detailed planning	• Ensure access to DCOM and its use is continued (i.e. Assess the uptake of DCOM in the organisation to ensure that the system is being utilised) • Assess impacts of potential changes to DCOM and the contract registration process following the usability upgrades (1.2, 1.3, 1.4), including the integration with DDM (1.4), and ensure training has been undertaken to leverage the benefit of the usability changes	• Internal teams, coverholders and carriers • Internal teams
	DDM (Delegated Data Manager)	Under DA data strategy review		
Additional Services	FCP (Faster Claims Payments) for DA claims	• Full adoption of service	• Assess the benefits case for the adoption of FCP as an additional service • Engage with Vitesse for a full process map • Assess carrier, DCA and internal roles and responsibilities for FCP	• Internal teams • Internal teams and Vitesse • Internal teams, DCAs and carriers
	DA Claims Status Tracker	• Full adoption of service	• In case the broker is also the DCA, assess the benefits case for the adoption of the DA Claims Status Tracker as an additional service • Join Insights Hub for access (and provide service to all relevant parties) • Assess carrier, coverholder, and internal roles and responsibilities	• Internal teams • Lloyd's and internal teams, coverholders • Internal teams, coverholders and carriers
	Prop Treaty	• Reasonably detailed planning	• Assess the requirement and benefits case for the adoption of the Prop Treaty service as an additional service • Assess internal (broker) and carrier responsibilities • Review current integration strategy for EBOT-readiness	• Internal Teams • Internal teams and Carriers • Internal teams

What pending information and actions are required to fully prepare for go live (1 of 2)

	BLUEPRINT TWO COMPONENTS	PENDING INFORMATION/ DEPENDENCIES	WHEN WILL THIS BE AVAILABLE/KNOWN	ACTIONS ONCE THIS INFORMATION IS AVAILABLE	WHO/ WITH WHOM
Transition Services	Transitional Risk Record (TRR) Creation [1]	• Transitional Risk Record (TRR) creation service full process details	• TBC	• Assess Service interaction and internal process impact once published	• Internal underwriting teams and support teams
	IPOS – Submission Translation – LPAN and EDI	• Confirmation of EDI and LPAN location configuration • Market acceptance testing (MAT) • Confirmed date of submission translation service removal	• TBC • Q1 & Q2 2024 • TBC	• Configuration and integration testing of new locations • Commence MAT • Ensure that plans are in place to migrate off LPAN and EDI translation service by this date	• Internal teams and vendors of internal systems • Internal teams • Internal teams
	ICOS – Submission Translation – EDI	• Confirmation of EDI location configuration • Market acceptance testing (MAT) • Confirmed date of submission translation service removal	• TBC • Q1 & Q2 2024 • TBC	• Configuration and integration testing of new locations • Commence MAT • Ensure that plans are in place to migrate off EDI translation service by this date	• Internal teams and vendors of internal systems • Internal teams • Internal teams
	Reach Back to Claim and Premium History	• Reach-back full process details • ICOS market acceptance testing	• TBC • Q1 & Q2 2024	• Assess training needs on new/ updated processes • While doing market acceptance testing on ICOS, ensure that new claims on historic policies are tested and working appropriately (and ensuring data quality)	• Internal teams • Internal teams and Lloyd's
Full Digital Adoption	CDR (Core Data Record) [2]	• LMG Data Council's release of CDR field roles and responsibilities	• End of Q4 2022	• Discuss and confirm future on-going roles and responsibilities of the CDR and impacts on processes (see more under trading platforms)	• Internal broking teams, carrier underwriting teams and trading platform provider(s)
	iMRC	• Final confirmed iMRC guidance and structure • iMRC CDR extraction service providers announced	• TBC • TBC	• Validate any changes to the iMRC spec following consultation • Assess roles and responsibilities to determine if a CDR extraction service is required.	• Carrier underwriting teams and internal broking teams • Service providers
	Digital Gateway [2]	• Full digital gateway spec release	• TBC	• Full assessment (and implementation) of API connectivity for CDR submission, if applicable.	• Internal teams and system vendors/service providers

	Trading Platforms [3]	• Individual trading platform CDR compliance capabilities and upgrades
		• Digital Gateway roles and specs publication
			• Dependant on vendor
			• TBC
				• Assess suitability of current trading platform and/or other trading platforms and their offerings.
				• Engage with trading platform vendors/partners to find out:
				  - If/ when the platform will support the Digital Gateway APIs and processes (re. CDR / iMRC)
				  - What structured risk data (incl. CDR fields) will be available during the submission process?
				  - When/ how during the submission process can structured risk data be extracted by the Carrier?
					• Internal teams and trading platform providers
					• Internal teams and trading platform providers

(1) Yet to be defined – TRR Creation is not yet part of the Blueprint Two programme, so it is not confirmed for 2024 | (2) CDR and Digital Gateway only apply to direct insurance and facultative reinsurance | (3) Trading platforms are defined to be placement, broker and distribution platforms providing submission, binding and distributions services in the market

What pending information and actions are required to fully prepare for go live (2 of 2)

	BLUEPRINT TWO COMPONENTS	PENDING INFORMATION/ DEPENDENCIES	WHEN WILL THIS BE AVAILABLE/KNOWN	ACTIONS ONCE THIS INFORMATION IS AVAILABLE	WHO/ WITH WHOM
Full Digital Adoption	IPOS – API access, EBOT	• Full IPOS/ICOS system processes and API specs • Market acceptance testing (MAT)	• TBC • Q1 & Q2 2024	• Impact assess wider system changes to access, process and respond to EBOT messaging, and changes for updated business processes. • Review transactional processes that will support the split of technical and financial accounting messages in EBOT • Assess associated roles and responsibilities and training needs on new data standards & new/ updated processes • Identify current business types that can't yet adopt EBOT/ECOT standards. • Design the necessary integration strategy and data flows required to enable settlement processes and system EBOT acceptance. • Implement the necessary integrations in wider systems required for updated IPOS/ICOS and EBOT processes • Commence MAT	• Internal support and finance teams, and vendors of internal systems • Internal support and finance teams • Internal support and finance teams, and carriers • Internal teams • Internal teams and vendors of internal systems • Internal teams and vendors of internal systems • Internal teams
	ICOS – API access, EBOT & ECOT	• Full IPOS/ICOS system processes and API specs • Market acceptance testing (MAT)	• TBC • Q1 & Q2 2024	• Impact assess wider system changes to access, process and respond to EBOT/ECOT messaging, and changes for updated business processes. • Review transactional processes that will support the split of technical and financial accounting messages in EBOT • Assess associated roles and responsibilities and training needs on new data standards & new/ updated processes • Identify current business types that can't yet adopt EBOT/ECOT standards. • Design the necessary integration strategy and data flows required to enable settlement processes and system EBOT/ECOT acceptance. • Implement the necessary integrations in wider systems required for updated IPOS/ICOS and EBOT/ECOT processes • Commence MAT	• Internal support and finance teams, and vendors of internal systems • Internal support and finance teams • Internal support and finance teams, and carriers • Internal teams • Internal teams and vendors of internal systems • Internal teams and vendors of internal systems • Internal teams
	DCOM (Digital Contract Oversight Manager)	• Lloyd's Delegated Authority Strategy review published	• Q4 2022	• TBC	• TBC
	DDM (Delegated Data Manager)	Under DA data strategy review			
Additional Services	FCP (Faster Claims Payments) for DA claims	• Lloyd's Delegated Authority Strategy review published	• Q4 2022	• TBC	• TBC
	DA Claims Status Tracker	• None	• N/A	• N/A	• N/A
	Prop Treaty	• Full prop treaty system processes and API specs • Market acceptance testing (MAT)	• TBC • Q1 & Q2 2024 (pending market guidance)	• Impact assess wider system changes to access, process and respond to EBOT/ECOT messaging, and changes for updated business processes • Review transactional processes that will support the split of technical and financial accounting messages in EBOT • Assess associated roles and responsibilities and training needs on new data standards & new/ updated processes. • Commence MAT	• Finance teams and vendors of internal systems

Understanding the impact
by business process

Section Introduction

This section provides an overview (based on currently available information from the Future at Lloyd's team and other change driver sources) on the impacts by business process:

- Open market placement: overall impact

- Open market claims: overall impact

- Delegated authority (binders): overall impact

01 Open Market placement: **Overall impact**

This provides an overview on the current brokers high level processes and types of changes expected from Blueprint Two

PLACEMENT

	Submission / Quote	Bind	Endorsement / Renewal (1)	Premium Settlement & Payment
PROCESS — AS-IS	Document / Trading Platform (2)		Document / Placement Platform	Existing premium settlement service (POSH / LIDS)
SERVICES — TO-BE		Transitional Risk Record (TRR) Creation (4)	Reach Back to Claim and Premium History	Submission Translation – LPAN and EDI
	Document / Trading Platform (2)		TBC	
	Digital Gateway Services (3)			IPOS
ARTEFACTS — AS-IS	Quote	MRC	No standard for Endorsement	LPAN
			MRC for Renewal	EDI
ARTEFACTS — TO-BE		Transitional Risk Record (TRR)	TBC	LPAN
	Quote	iMRC		EDI
	Partial CDR (Optional)	CDR (3)		EBOT/ API
STANDARDS — TO-BE	ACORD		TBC	ACORD
	API Standards			API Standards

Current approach

- New Business submission, quote and bind made via face-to-face or email document (MRC) or via trading platform - a quote and an MRC are generated
- Premium Settlement & Payment made via LIDS or POSH - transactions are bulked together following the submission of multiple daily LPANs by brokers
- Endorsements don't have a standard structured process
- Renewals made via document or trading platform, resulting in an MRC

Transition impact

- The iMRC guidance becomes the replacement for the MRC guidance
- For brokers who are not API- or EBOT-enabled, IPOS can be accessed via a portal, which will enable them to submit and query transactions
- Premium Settlement & Payment is made via IPOS, which will send a daily EDI message. The new EDI message via submission translation will have minor changes and any company-specific configuration in the messages will be lost
- The process for endorsement and renewal is to be confirmed

Full digital adoption impact

- Submission, quote and bind made via document (iMRC) only or via trading platform and iMRC. The integration and use of Trading platforms provides the opportunity for brokers to share and capture structured data early in the placement process and reduce rekeying
- The Digital Gateway will support soft validation of prospective CDR data, returning validation failures to aid Submission Data Quality checking
- At bind, a CDR should be entered into the Digital Gateway for direct insurance and facultative reinsurance. This can happen in 3 ways: Trading Platform, a direct API call (most likely from the broker), or a CDR Extraction Service (from an iMRC). Roles and responsibilities are still pending.
- Premium Settlement & Payment triggered in IPOS, which integrates to broker systems via API and EBOT. EBOT messages can be sent per transaction and will have separate Technical Account and Financial Account messages
- The endorsement process is to be confirmed. Renewal will work as new business

Legend: As-is Services · Transition Services · Full Digital Adoption · tbc To be confirmed

(1) It is assumed Endorsement/Renewal refers to placement activity only, and any subsequent premium settlements follow the Premium Settlement & Payment process
(2) Trading platforms are defined to be placement, broker and distribution platforms providing submission, binding and distributions services in the market
(3) CDR and Digital Gateway only apply to direct insurance and facultative reinsurance
(4) Yet to be defined – TRR Creation is not yet part of the Blueprint Two programme, so it is not confirmed for 2024.

01 Open Market placement: **Overall impact**

This provides an overview of the impact of specific Blueprint Two components on the broker high level processes
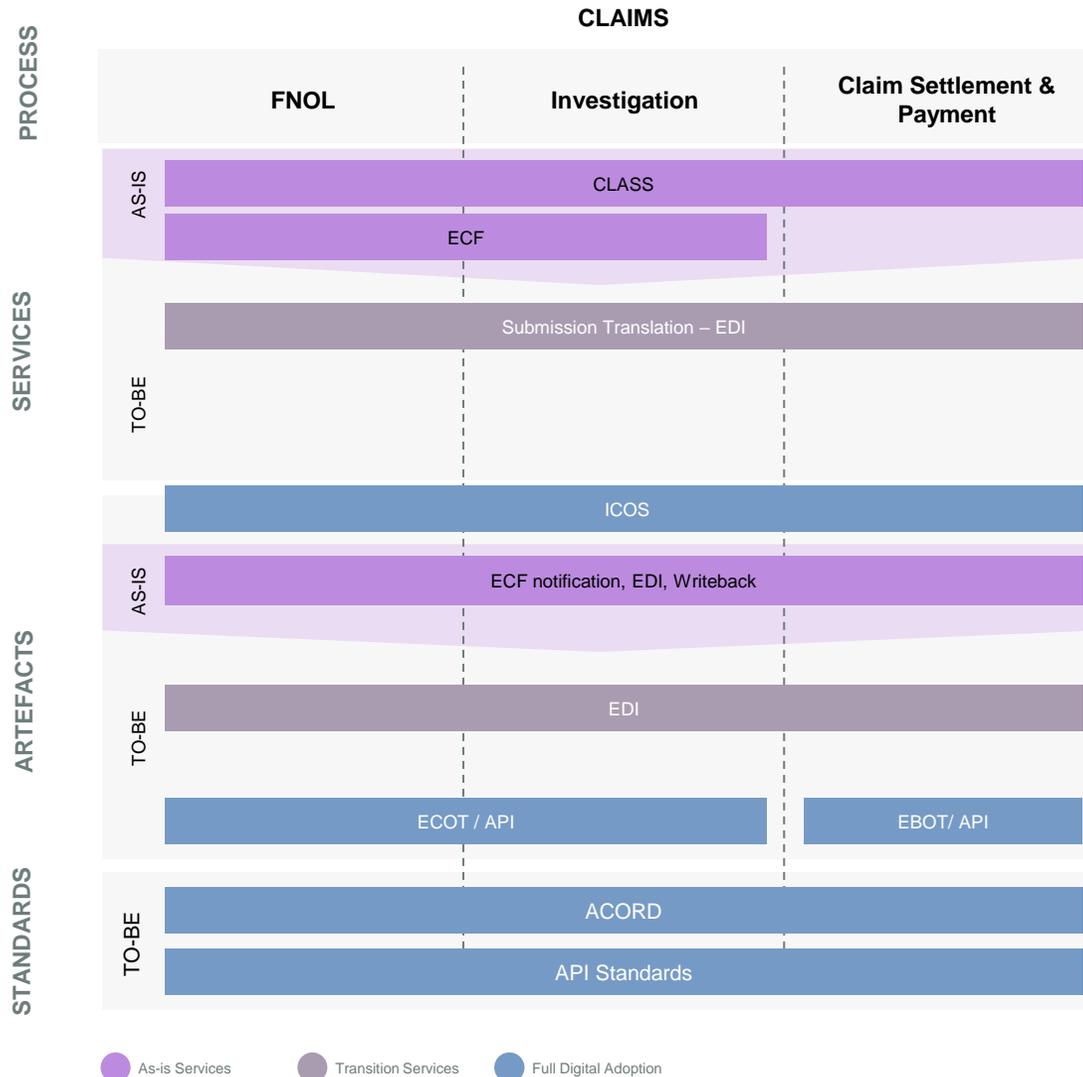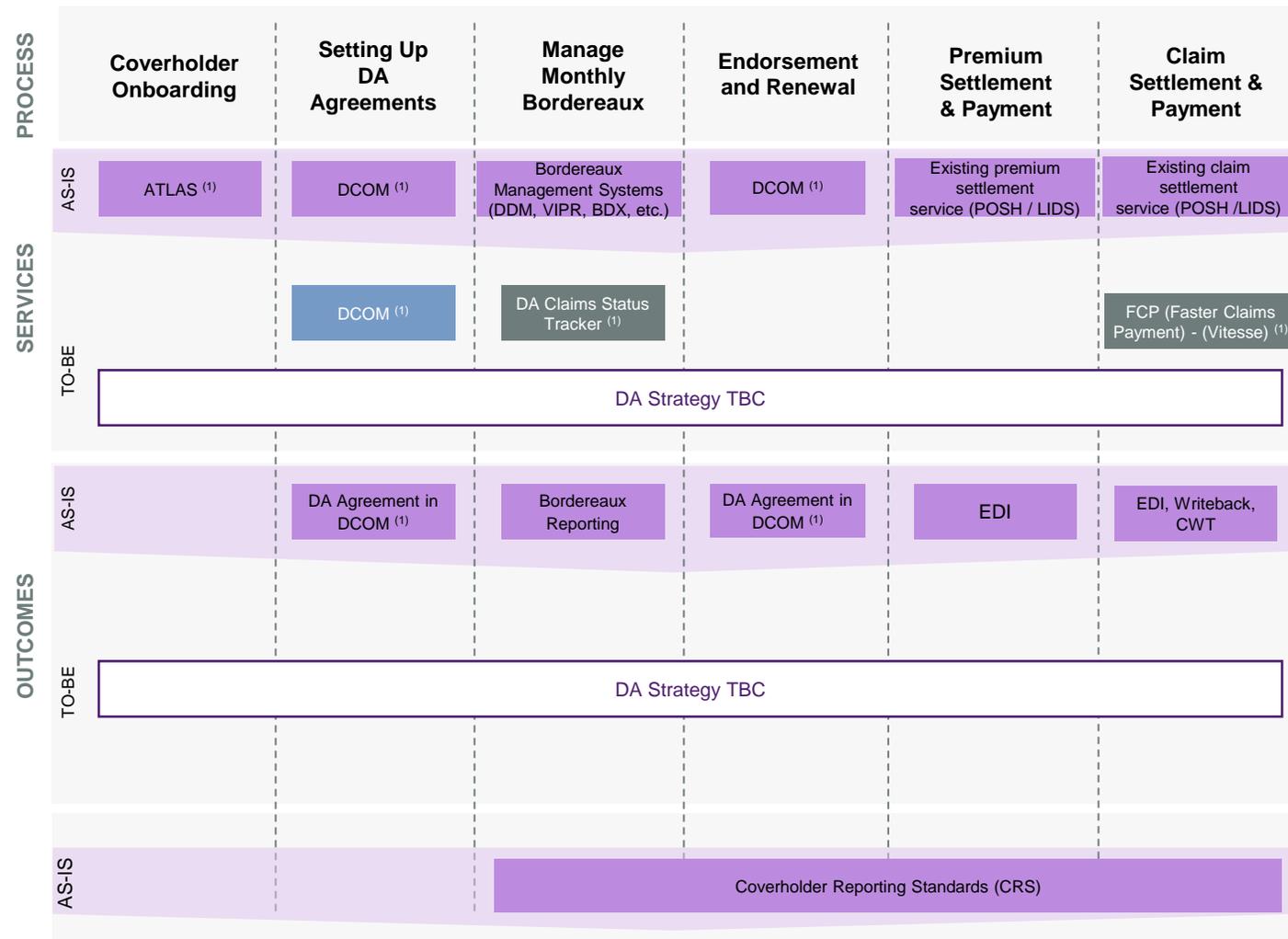
PROCESS	BLUEPRINT TWO SERVICE		IMPACTS
Bind	Transitional Risk Record (TRR) Creation [1]	●○○	In scenarios which do not otherwise support full CDR creation, broker may need to utilise the TRR creation service. Scenario examples can be found in the later TRR component slides
Premium Settlement & Payment	IPOS – Submission Translation – LPAN and EDI	●○○	In order to be able to access IPOS on day 1, brokers need to be ready for minor field changes relating to messaging to account for the fact that they will now come from / be sent to different locations
Submission / Quote	CDR (Core Data Record) [2]	●○○	A new optional step: at submission and quote, brokers could start capturing some CDR fields to prepare and soft validate the CDR
	iMRC	●●○	The iMRC guidance becomes the replacement for the MRC guidance
	Digital Gateway [2]	●●○	The Digital Gateway will have a soft validation function that will take a partially completed CDR and will return all validations that are not passed by it
	Trading Platforms [3]	●●○	At submission, Trading Platforms have the option to utilise the soft validation functionality from the digital gateway
Bind	CDR (Core Data Record)	●●○	Brokers will be able to access the CDR. API access to the CDR allows data to be read and updated in near-real-time. Please note, the CDR will only cover direct insurance and facultative reinsurance initially. Other types of policies, e.g. treaty reinsurance will be added later. Roles and responsibilities to be confirmed by the LMG Data Council
	iMRC	●●●	The MRC will change to an iMRC. Brokers need to be ready generate and submit iMRC instead of an MRC. Changes to process and potential changes to technology, in case the iMRC is produced by a trading platform. Roles and responsibilities to be confirmed by the LMG Data Council
	Digital Gateway [2]	●●○	At bind stage, the Digital Gateway will require a complete and validated CDR and potentially policy documents such as the iMRC (full list of documents to be confirmed). Brokers will have responsibilities to fill in and/or validate CDR fields (depending on roles and responsibilities to be published by the LMG Data Council). Similarly to the CDR, the Digital Gateway will only cover direct insurance and facultative reinsurance initially, other types of policies will be added later
	Trading Platforms [3]	●●○	At bind, a CDR record needs to be submitted to the Digital Gateway. Roles and responsibilities are to be confirmed by the LMG Data Council, this will determine the extent of the broker's input for the Trading Platforms and CDR submission
Premium Settlement & Payment	IPOS – API access, EBOT	●●●	IPOS will deliver the EBOT process for premium payment. EBOT messages can be sent per transaction and will have separate Technical Account and Financial Account messages. This will enable transactions to be verified and/ or corrected before money is moved and thus drive operational efficiency
Endorsement / Renewal	To be confirmed		To be confirmed

● Transition Services ● Full Digital Adoption (tbc) To be confirmed   ○○○ No change required by the carrier, but still relevant to the business process   ●○○ Minor process and technology changes are required. Low operational impact. People retraining required,   ●●○ Medium process and technology changes are required, Medium operational impact. People retraining required,   ●●● Extensive changes to people, processes and technology required for the adoption of Blueprint Two

(1) Yet to be defined – TRR Creation is not yet part of the Blueprint Two programme, so it is not confirmed for 2024 | (2) CDR and Digital Gateway only apply to direct insurance and facultative reinsurance | (3) Trading platforms are defined to be placement, broker and distribution platforms providing submission, binding and distributions services in the market

02 Open Market claims: **Overall impact**

This provides an overview on the current brokers high level processes and types of changes expected from Blueprint Two

CLAIMS

PROCESS		FNOL	Investigation	Claim Settlement & Payment

SERVICES

- AS-IS: CLASS
- AS-IS: ECF
- TO-BE: Submission Translation – EDI
- TO-BE: ICOS

ARTEFACTS

- AS-IS: ECF notification, EDI, Writeback
- TO-BE: EDI
- TO-BE: ECOT / API | EBOT/ API

STANDARDS

- TO-BE: ACORD
- TO-BE: API Standards

Legend: ● As-is Services ● Transition Services ● Full Digital Adoption

Current approach

- FNOL is submitted into ECF
- Claims investigation occurs in ECF
- Claims Settlement & Payment made via XCS.

Transition impact

- eFNOL is submitted by the broker via EDI message or via the ICOS portal. A notification is sent to the carrier. This will be either an ECF notification, an EDI message, or a Writeback or CWT message
- In case of a claim on a policy that doesn't have a CDR or a TRR (Transitional Risk Record) to trigger the actions in ICOS, there will be a manual service by Joint Venture to check the iMRC/MRC to enable the next steps in ICOS
- In case of a new movement on a historic claim, the Reach Back to Claim and Premium History service will extract historic claim data into ICOS
- Investigation happens in ICOS. The broker accesses ICOS via portal and receives any notifications from ICOS by their preferred method
- Claim settlement & payment made via ICOS, which will send daily EDI messages.
- The new EDI messages via submission will have minor changes and any company-specific configuration in the messages will be lost

Full digital adoption impact

- eFNOL submitted by the broker into ICOS, which links to the policy CDR for validation and orchestration. A notification is sent to the carrier via ECOT, API or through the portal
- In case of a claim on a policy that doesn't have a CDR or a TRR (Transitional Risk Record) to trigger the actions in ICOS, there will be a manual service by Lloyd's to check the iMRC/MRC to enable the next steps in ICOS
- In case of a new movement on a historic claim, the Reach Back to Claim and Premium History service will extract historic claim data into ICOS. The Reach Back service will persist in order to support this scenario
- Investigation happens in ICOS. ICOS communicates with broker systems via ECOT or API
- Claim Settlement & Payment made via ICOS, which sends EBOT messages to the carrier and broker. EBOT messages can be sent per financial transaction and will have separate technical account and financial account messages (which can be sent intra-day)

02 Open Market claims: **Overall impact**

This provides an overview of the impact of specific Blueprint Two components on the broker high level processes

PROCESS	BLUEPRINT TWO SERVICE		IMPACTS
FNOL	Reach Back to Claim and Premium History	o○○	This service will run in the background. No action is required from brokers
FNOL	ICOS – Submission Translation – EDI	●○○	In order to be able to access IPOS on day 1, brokers need to be ready for minor field changes relating to messaging to account for the fact that they will now come from a different URL
Investigation	ICOS – Submission Translation – EDI	●○○	In order to be able to access IPOS on day 1, brokers need to be ready for minor field changes relating to messaging to account for the fact that they will now come from a different URL
Claim Settlement & Payment	ICOS – Submission Translation – EDI	●○○	In order to be able to access IPOS on day 1, brokers need to be ready for minor field changes relating to messaging to account for the fact that they will now come from a different URL
FNOL	ICOS – API access & ECOT	●●○	The FNOL process to ICOS (previously in ECF), which will provide a more seamless and transparent user experience. Brokers can adopt API and ECOT for full digital adoption but can also access the service through a portal. Note this impact will be minor if already EBOT / ECOT enabled
Investigation	ICOS – API access & ECOT	●●○	The Investigation process to ICOS (previously in ECF), which will provide a more seamless and transparent user experience and will reduce the need for queries off-platform. Brokers can adopt API and ECOT, or access through a portal. Note this impact will be minor if already EBOT / ECOT enabled
Claim Settlement & Payment	ICOS – API access & EBOT	●●●	ICOS will deliver the EBOT and ECOT processes for claim orchestration and payment. EBOT messages can be sent per transaction and will have separate Technical Account and Financial Account messages. This will enable transactions to be verified and/or corrected before money is moved and thus drive operational efficiency. Note this impact will be minor if already EBOT / ECOT enabled

● Transition Services   ● Full Digital Adoption

o○○ No change required by the carrier, but still relevant to the business process

●○○ Minor process and technology changes are required. Low operational impact. People retraining required,

●●○ Medium process and technology changes are required, Medium operational impact. People retraining required,

●●● Extensive changes to people, processes and technology required for the adoption of Blueprint Two

03 Delegated Authority (binders): **Overall impact**

The future state of Delegated Authority is under review by Lloyd's and details are to be confirmed following the outcome of this review

PROCESS		Coverholder Onboarding	Setting Up DA Agreements	Manage Monthly Bordereaux	Endorsement and Renewal	Premium Settlement & Payment	Claim Settlement & Payment
	AS-IS	ATLAS [1]	DCOM [1]	Bordereaux Management Systems (DDM, VIPR, BDX, etc.)	DCOM [1]	Existing premium settlement service (POSH / LIDS)	Existing claim settlement service (POSH /LIDS)
SERVICES	TO-BE		DCOM [1]	DA Claims Status Tracker [1]			FCP (Faster Claims Payment) - (Vitesse) [1]
		DA Strategy TBC					
OUTCOMES	AS-IS		DA Agreement in DCOM [1]	Bordereaux Reporting	DA Agreement in DCOM [1]	EDI	EDI, Writeback, CWT
	TO-BE	DA Strategy TBC					
	AS-IS			Coverholder Reporting Standards (CRS)			

Legend: ● As-is Services   ● Transition Services   ● Full Digital Adoption   ● Additional Services   (tbc) To be confirmed   (1) BP2 services currently live and ready to adopt today (and to-be state TBC)

Current approach

- Coverholder onboarding is done via ATLAS and binder registration is done via DCOM
- Any chosen bordereaux management system can be used by a carrier or broker (although DDM is mandated for Lloyd's Europe)
- Settlement is orchestrated by Xchanging (XIS for premium bordereaux and XCS for claims bordereaux)

Transition impact

- Work is ongoing for the Lloyd's Delegated Authority Data Strategy. No transition state has yet been defined for delegated authority

Full digital adoption impact

- Work is ongoing for the Lloyd's Delegated Authority Data Strategy. The full digital future state has not yet been defined and will be confirmed following the outcome of this strategy

Additional services

- DA Claims Status Tracker provides claims bordereaux status primarily for the benefit of Delegated Claim Authorities (DCAs). This service is also available to brokers
- Faster Claims Payment is an optional service for carriers that enables delegated claims to be paid faster to the beneficiary
- Current FCP adoption requires relevant brokers to submit bordereaux for processing into ECF as non-cash. Full future processes for both carriers and brokers are to be confirmed as part of the Lloyd's DA Data Strategy

03 Delegated authority (binders): **Overall impact**

The future state of Delegated Authority is under review by Lloyd's and details are to be confirmed following the outcome of this review

PROCESS	BLUEPRINT TWO SERVICE		IMPACTS
Setting up DA Agreements	DCOM (Digital Contract Oversight Manager)	●○○	DCOM is already live and in use in the market. Further changes to it will be around usability
	FCP (Faster Claims Payments) for DA claims	●○○	If using FCP, the DA contract between the relevant parties would have to have an additional clause to say it is an FCP contract
Manage Monthly Bordereaux	FCP (Faster Claims Payments) for DA claims	●●○	FCP is an additional service which provides an alternative route for DA settlement to ICOS. If FCP is used, there needs to be a review of business process to reconcile FCP payments by the broker. The impact rating assumes FCP is not already being used by brokers
	DA Claims Status Tracker	●○○	The DA Claims Status Tracker is a live service available to brokers who write delegated business and can be adopted by Brokers, MAs, and DCAs
Claim Settlement & Payment	FCP (Faster Claims Payments) for DA claims	●●○	FCP is an additional service which provides an alternative route for DA settlement to ICOS. If FCP is used, there needs to be a review of business process to reconcile FCP payments by the broker. The impact rating assumes FCP is not already being used by brokers

● Transition Services ● Full Digital Adoption ● Additional Services

○○○ No change required by the carrier, but still relevant to the business process

●○○ Minor process and technology changes are required. Low operational impact. People retraining required,

●●○ Medium process and technology changes are required, Medium operational impact. People retraining required,

●●● Extensive changes to people, processes and technology required for the adoption of Blueprint Two

Understanding the individual Blueprint Two components

Section Introduction

This section provides an explanation (based on currently available information from the Future at Lloyd's team and other change driver sources) for each one of the Blueprint Two components:

1. IPOS (International Premium Orchestration service)

2. ICOS (International Claims Orchestration service)

3. Digital Gateway

4. Trading Platforms

5. iMRC

6. CDR (Core Data Record)

7. Transitional Risk Record (TRR) Creation

8. Reach Back to Premium and Claim History

9. DCOM (Delegated Contract Oversight Manager)

10. DDM (Delegated Data Manager)

11. FCP (Faster Claims Payments) for DA claims

12. DA Claims Status Tracker

13. Proportional Treaty

01 IPOS (International Premium Orchestration service)
Full Digital Adoption and Transition Services

Solution Component Definition

- IPOS will be the new core digital solution for premium accounting and settlement orchestration for both Open Market and Delegated Authority

- IPOS is designed to handle global business, not limited to the UK

- IPOS Service Features:

  - Risk retrieval (CDR or TRR) and association

  - Technical account submission and management

  - Financial account submission and management

  - Query management and reporting

- IPOS will interface with the existing services for settlement:

  - STFO (Lloyd's Central Settlement)

  - LIPS (Company Net Settlement)

  - Vitesse (for direct settlement – currently planned for claims only)

- Therefore, the settlement instructions will be broadly similar and there will be no impact to the broker

- IPOS Channels:

  - ACORD EBOT TA and FA – in XML or REST API format

  - Non-ACORD REST API's

  - Portal

  - EDI messages during transition

  - LPANs – DRI during transition

- If not ready for EBOT on day 1, EDI Transition Service will enable transactional messages to still be sent to these organisations in a standard EDI format; however, there are two key changes to current EDI messages:

  - There will be configuration changes for message handling i.e., change of URLs

  - No company-specific customisations to standard messages will be supported

  - There will be some minor changes to content

- The transition service change applies to the following EDI messages for Lloyd's brokers:

  - Lloyd's premium EDI message: BSM

  - LORS: LIMRA, LIMRID, LIMRIN, LIMRIS

Mandatory from 2024

What is it replacing?
- LIDS and POSH, the existing market system provided by Xchanging Insurance Services (XIS)
- LIDS and POSH will be switched off on the big bang go-live date and all new transactions will go through IPOS

Timelines
- EBOT/ECOT process flow already published
- Non-ACORD API specifications to be published in Q1 and Q2/23
- MAT (market acceptance testing) is currently set for Q1 and Q2/24, a 6-month timeslot to fit around the heavy renewal period. However, this may change as MAT is planned in detail
- Go live expected no earlier than end of Q2/24

Information readiness: High level planning
- End state is defined at a high level, but there are unknowns around the EBOT process and the additional APIs around the central services
- The standard content for the changes for EDI is known

Published information sources
- Lloyd's Blueprint Two Interactive Guide Second edition, January 2022 https://www.lloyds.com/about-lloyds/future-at-lloyds/interactive-guide-second-edition
- DXC Global JSP Sequence 2, October 2021
- DXC EDI specification: https://dxcportal.sharepoint.com/sites/LM-DigitalPortfolio
- EBOT and ECOT handling guidelines: https://www.acord.org/standards-architecture/acord-data-standards/Global_Reinsurance_Data_Standards

01 IPOS (International Premium Orchestration service)

Full Digital Adoption and Transition Services

Process overview (detail to be confirmed by Lloyd's)

Supplier (of the process inputs)	Input (to start the process)	Process (major steps taken)	Output (from each step)	Customer (received of the output)
Broker (Technical Account)	Inbound EBOT message or portal submission (Full Digital) or LPAN (Transition)	Issue of Technical Account (TA) Message	Outbound updated EBOT TA message or Portal notification (Full Digital)	Broker / Carrier
Broker (Financial Account)	Inbound EBOT message or portal instruction (Full Digital) Portal instruction or EDI Submission (Transition)	Payment of premium and Issue of Financial Account (FA) Message	Inbound message (EBOT FA) or portal instruction (Full Digital) or EDI message (Transition)	Broker / Carrier

Query management: it is expected that whoever submits the message or instruction, will receive the query (if a query is applicable). Queries will be sent back to the submitting party (most often the broker) from Central Services if system validations are not passed. This will differ from the current process where queries are sent by carriers.

Known limitations

- No expected loss of functionality, all business currently handled by LIDS or POSH will be handled by IPOS
- EBOT does not currently support delegated authority. However, IPOS will still be able to handle delegated authority premium via API and portal access (full processes TBC)
- The Joint Venture has explored maximising interoperability, but they have confirmed that an LPAN cannot create an EBOT without some form of manual intervention. They may consider testing appetite for such functionality in the future
- Quicker FA turnaround times for brokers will be dependent on speed of carrier settlement process
- Whilst IPOS will support accounting and settlement for endorsed and renewed policies it will be dependant on the CDR record being up-to-date for validation purposes. The endorsement process for CDR is not yet defined.

Known unknowns

- The endorsement and renewal process are yet to be defined.
- The delegated authority and bordereaux settlement processes are yet to be defined due to the pending outcome of the delegated authority strategy, expected Q4/22
- It is unclear how IPOS is handling risk information outside of direct insurance & facultative reinsurance, i.e., open market business without a CDR, e.g. Treaty Reinsurance
- Although MAT (market acceptance testing) is currently slated for Q1 and Q2/24, these dates may change as it is planned in detail
- It is unknown whether there will be a manual process that will take an LPAN input and convert it to an EBOT output
- There is currently no available guidance on how to identify business using transitional services vs. Full digital adoption and how they will work simultaneously

Potential benefit areas to consider

- Automated validations and structured data improve consistency of validations and reduce human errors
- Improved digital integration opportunities for participants systems enable potential for significant internal savings, including removal of rekeying
- Single global A&S standard (EBOT) used across London Market and Global Markets, opening options to reduce or remove London Market specific systems and processes
- Earlier agreement of the transaction leads to more accurate reporting from digital messaging, reduced levels of unmatched and unallocated cash
- Reporting delivered on demand rather than scheduled delivery provides faster access to information for participants
- EBOT messages require fundamental submissions only, removing the need for non-fundamental premium splits that are currently part of the LPAN process, e.g. risk code splits
- For more information on potential benefits, please see the Blueprint Two Benefits Framework: https://www.blueprint-2.com/artifacts/benefits-framework

01 IPOS (International Premium Orchestration service)
Full Digital Adoption and Transition Services

	Transition services	Full digital adoption	
Implementation options	Use of LPANs and the IPOS portal to trigger technical and financial account messages respectively. Use of portal for query management. Submission translation for EDI - receive standard EDI messaging with content changes	Adopt EBOT messaging and API integration, optional use of portal	
Implementation impacts	**People:** (1) Change management to adopting IPOS portal (2) Onboarding to IPOS **Process**: (1) Use of the IPOS portal for triggering and querying transactions and (2) possible minor impact of EDI message format changes **Technology:** There is a key change to current EDI messages: There will be content changes to the messages, e.g. change of URL's	**People**: (1) Adoption of new transactional processes **Process**: Fundamental change to the transactional processes with the split of technical and financial accounting messages in EBOT and the removal of non-fundamental submissions in the EBOT process **Technology**: (1) Core need for technology enablers to handle EBOT messaging and API integration, (2) Internal systems updates to switch from EDI to EBOT messaging, and (3) Internal system updates for the process changes associated with the separation of financial and technical accounting	
Next steps	1. Review the current messaging format against the updated EDI messaging for EDI to understand impact of loss of customisation 2. Assess the impact of potential changes to EDI content to downstream processes and people 3. Assess the technological impact of supporting multiple EDI locations/ targets in existing systems 4. Understand the scale of IPOS Portal training by identifying audience 5. Review complexity in conjunction with ICOS changes, as EBOT adoption in IPOS without ICOS may only be sensible in exceptional cases	1. Engage with relevant system vendors to understand the roadmap for EBOT and API adoption 2. Assess technology enablers to facilitate EBOT communication and API integration where not covered by vendors *Once the necessary workflow and API information is published:* 1. Assess systems changes to produce, access and respond to EBOT messaging 2. Assess systems changes for updated business processes	3. Review transactional processes that will support the split of technical and financial accounting messages in EBOT 4. Assess training needs on new data standards & new/ updated processes 5. Review complexity in conjunction with ICOS changes, as EBOT adoption in IPOS without ICOS may only be sensible in exceptional cases

02 ICOS (International Claims Orchestration service)

Full Digital Adoption and Transition Services

Solution Component Definition

- ICOS will be the new core digital solution for claims orchestration, accounting and settlement for both Open Market and Delegated Authority

- ICOS is designed to handle global business, not limited to the UK

- ICOS Service Features:
  - Risk (CDR or TRR) and association
  - Claim message submission
  - Technical account submission and management
  - Financial account submission and management
  - Query management and reporting

- ICOS will interface with the existing services for settlement:
  - STFO (Lloyd's Central Settlement)
  - LIPS (Company Net Settlement)
  - Vitesse (for direct settlement – currently planned for claims only)

- Therefore, the settlement instructions will be broadly similar and there will be no impact to the broker

- ICOS Channels:
  - ACORD ECOT – in XML or REST API format
  - ACORD EBOT TA and FA – in XML or REST API format
  - Non-ACORD REST API's
  - Portal
  - EDI messages during transition
  - Writeback and LIMCLM (Transition Service)

- If not ready for EBOT and ECOT on day 1, EDI Transition Service (and portal access) will enable transactional messages to still be sent to organisations in a standard EDI format. There are two key changes to EDI messages:
  - There will be configuration changes for message handling i.e. change of URLs
  - No company-specific customisations to standard messages will be supported
  - There will be some minor changes to content

- The transition service change applies to the following EDI messages for Lloyd's brokers:
  - Lloyd's premium EDI message: BSM
  - LORS: LIMRA, LIMRID, LIMRIN, LIMRIS

Mandatory from 2024

What is it replacing?

- CLASS, the existing market system provided by Xchanging Claims Services (XCS) and ECF,
- CLASS and ECF will be switched off on the big bang go-live date and all new transactions will go through ICOS

Timelines

- EBOT/ECOT process flow already published
- Non-ACORD API specifications to be published in Q1 and Q2/23
- MAT (market acceptance testing) is currently set for Q1 and Q2/24, a 6-month timeslot to fit around the heavy renewal period. However, this may change as MAT is planned in detail.
- Go live expected no earlier than end of Q2/24

Information readiness: High level planning

- End state is defined at a high level, but there are unknowns around the EBOT/ECOT process and the additional APIs around the central services
- The standard content for the changes for EDI is known

Published information sources

- Lloyd's Blueprint Two Interactive Guide Second edition, January 2022 https://www.lloyds.com/about-lloyds/future-at-lloyds/interactive-guide-second-edition
- DXC Global JSP Sequence 2, October 2021
- DXC EDI specification: https://dxcportal.sharepoint.com/sites/LM-DigitalPortfolio
- EBOT and ECOT handling guidelines: https://www.acord.org/standards-architecture/acord-data-standards/Global_Reinsurance_Data_Standards

02 ICOS (International Claims Orchestration service)

Full Digital Adoption and Transitional Services

Process overview (detail to be confirmed by Lloyd's)

Supplier (of the process inputs)	Input (to start the process)	Process (major steps taken)	Output (from each step)	Customer (received of the output)
Broker	ECOT message or API (Full Digital) or portal submission Or EDI submission (Transition)	eFNOL	ECOT message, API or portal notification (for Full Digital) Portal notification (Transition) Writeback or CWT message (Transition)	Broker / Carrier Broker / Carrier Carrier
Broker, Carrier Experts, Other involved parties	ECOT message, API or portal submission (Full Digital) Or EDI submission (Transition)	Investigation	ECOT message, API or portal notification (for Full Digital) Portal notification (Transition) SCM, Writeback or CWT message (Transition)	Broker / Carrier Broker / Carrier Carrier
Broker	Inbound EBOT message or portal submission (Full Digital) Or EDI Submission (Transition)	Issue of Technical Account (TA) Message	Technical Account (TA) Message (Full Digital) Writeback or CWT message (Transition)	Broker / Carrier Carrier
Broker	Inbound EBOT message or portal instruction (Full Digital) Portal instruction or EDI Submission (Transition)	Payment of claim and Issue of Financial Account (FA) Message	Financial Account (FA) Message (Full Digital) EDI message (Transition)	Broker / Carrier Carrier

Query management: it is expected that whoever submits the message or instruction, will receive the query (if a query is applicable). Queries will be sent back to the submitting party (most often the broker) from Central Services if system validations are not passed. This will differ from the current process where queries are sent by carriers.

Known limitations

- No expected loss of functionality, all business currently handled by ECF and CLASS will be handled by ICOS
- EBOT does not currently support delegated authority. However, ICOS will still be able to handle delegated authority claims via API and portal access (full processes TBC)
- Quicker FA turnaround times for brokers will be dependent on speed of carrier settlement process

Known unknowns

- Full process for ICOS via EBOT/ ECOT/ API to enable full planning is in progress
- The endorsement and renewal process are yet to be defined
- The delegated authority and bordereaux settlement processes are yet to be defined due to the pending outcome of the delegated authority strategy, expected Q4/22
- How ICOS is handling risk information outside of direct insurance & facultative reinsurance, i.e., open market business without a CDR
- The ICOS portal is intended to be accessed by experts and insureds, but their inclusion in the scope of ICOS is to be confirmed
- Process for transition of in-flight claims and in-flight settlements yet to be defined
- Although MAT (market acceptance testing) is currently slated for Q1 and Q2/24, these dates may change as it is planned in detail
- There is no currently available guidance on how to identify business using transitional services vs. full digital adoption and how they will work simultaneously

Potential benefit areas to consider

- The new digital accounting process removes batch processing, resulting in near-real-time management of queries rather than overnight query / response
- Increased automation of workflow for the assignment of claims, certain decisions and tasks with processes able to work in parallel. Parties are able to action claims even if unrelated queries are outstanding, resulting in a quicker turnaround time for claims and a better service to the insured
- Single global claims data standard (ECOT) used across London Market and Global Markets (ECOT), opening options to reduce or remove London Market specific systems and processes.
- Central negotiation and litigation management with enhanced audit trails provides improved transparency and faster claim resolution times
- For more information on potential benefits, please see the Blueprint Two Benefits Framework: https://www.blueprint-2.com/artifacts/benefits-framework

02 ICOS (International Claims Orchestration service)
Full Digital Adoption and Transitional Services

	Transition services	Full digital adoption
Implementation options	Submission Translation for EDI - receive standard EDI messaging with content changes and use the Submission translation services and portals	Adopt EBOT/ ECOT messaging and API integration, optional use of portal
Implementation impacts	**People:** (1) Change management to adopt ICOS portal (2) Onboarding to ICOS **Process**: (1) Use of the ICOS portal for eFNOL and Investigation and (2) possible minor impact of EDI message format changes **Technology:** There is a key change to current EDI messages: There will be content changes to the messages, e.g. change of URL's	**People:** Adoption of new transactional processes and use of new systems **Process:** (1) Use of the ICOS portal or APIs for eFNOL and Investigation and (2) Fundamental change to the transactional processes with the split of technical and financial accounting messages in EBOT/ ECOT. The broker creates the EBOT messages (TA and FA) to request and initiate the payment of the claim. **Technology:** (1) Core need for technology enablers to handle EBOT / ECOT messaging and API integration, (2) Internal systems updates to switch from EDI to EBOT & ECOT messaging, and (3) Internal system updates for the processes changes associated with the separation of financial and technical accounting
Next steps	1. Review the current messaging format against the consolidated EDI messaging for EDI to understand impact of loss of customisation 2. Assess the impact of support for multiple EDI locations/ targets in existing systems 3. Assess impact of potential changes to EDI content to downstream processes and people 4. Understand the scale of ICOS Portal training by identifying audience 5. Review complexity in conjunction with IPOS changes. EBOT adoption in ICOS without IPOS may only be sensible in exceptional cases	1. Engage with relevant system vendors to understand roadmap for EBOT/ ECOT and API adoption 2. Assess technology enablers to facilitate EBOT/ ECOT communication and API integration where not covered by vendors *Once the necessary workflow and API information is published* 1. Assess systems changes to access process and respond to EBOT/ECOT messaging 2. Assess systems changes for updated business processes 3. Review transactional processing that will support the with the split of technical and financial accounting messages in EBOT 4. Impact assess training needs on new data standards, and new/ updated processes

03 Digital Gateway

Full Digital Adoption only

Solution Component Definition

- The Digital Gateway service provides validation, augmentation, storage, and retrieval of CDR data and associated documentation e.g. iMRC

Features:

- The only way to submit a CDR into the Digital Gateway is via API. There will be no portal access to the Digital Gateway

- The Gateway will have a soft validation service that will enable the user to validate a partial CDR without saving it

- Augmentation of the CDR data will include, as an example, tax code information which the Digital Gateway will automatically source and input. Brokers will no longer need to source this information manually

- Neither premiums, nor claims will be managed by the Digital Gateway

- Data and documents submitted through the Digital Gateway will be stored in the IMR, to be accessed by IPOS.

- The submitting party will be responsible for handling and orchestrating any validation failures and corrections and is assumed to have agreement on the content between the relevant parties

Mandatory for CDR creation from 2024

What is it replacing?

- This is a new service. Gateway is replacing the submission of MRCs to XIS. By submitting iMRC and CDR to the gateway, the business service it is replacing is the manual check and query process currently performed by the XIS BPO teams

Timelines

- ACORD CDR API Digital Gateway API specifications publication date not known (currently scheduled for November)
- Build completion targeted for early Q3/23
- MAT (market acceptance testing) is currently set for Q1 and Q2/24, a 6-month timeslot to fit around the heavy renewal period. However, this may change as MAT is planned in detail
- Go live expected no earlier than end of Q2/24

Information readiness: High level planning

- Roles and responsibilities around interaction with the Digital Gateway are not yet confirmed by the LMG Data Council
- The Digital Gateway has been defined on a high level. There are several outstanding unknowns, such as the exact list of API functions and the process of submitting and validating the CDR

Published information sources

- Lloyd's Blueprint Two Interactive Guide Second edition, January 2022
  https://www.lloyds.com/about-lloyds/future-at-lloyds/interactive-guide-second-edition
- Digital Gateway Customer Journeys
  https://www.blueprint-2.com/artifacts/customer-journeys

03 Digital Gateway

Full Digital Adoption only

Process overview (detail to be confirmed by Lloyd's)

Supplier (of the process inputs)	Input (to start the process)	Process (major steps taken)	Output (from each step)	Customer (received of the output)
Broker, (with carrier input)	CDR	Soft / hard validation of CDR	Message confirming what is valid in the CDR and what is not	Broker, Carrier
Broker, (with carrier input)	CDR Additional documents (e.g. iMRC)	Submit CDR (Validate, Augment, Store)	Valid CDR saved in data store Additional documents saved in data store	Lloyd's Broker Carrier IPOS / ICOS

Known limitations

- The Joint Venture will build the API endpoints to enable this, however, trading platforms will be responsible for connecting to the APIs if they want to be fully digital
- Only covers direct insurance & facultative reinsurance, i.e. doesn't currently cover treaty reinsurance risk capture

Known unknowns

- Process, roles and responsibilities for the CDR assembly and submission to the gateway have not yet been defined – expected to conclude via consultation process in Q4 2022
- Digital Gateway API specifications publication date not known
- When/if the Digital Gateway will cover a wider proportion of business
- There will be documents that can be uploaded to the Digital Gateway; however, the full list of documents is yet to be confirmed
- Although MAT is currently slated for Q1 and Q2/24, these dates may change as it is planned in detail
- It has not yet been confirmed where documents are going to be saved after they have been submitted to the Digital Gateway
- It has not yet been confirmed how or who will supply the iMRC extraction service to the Digital Gateway

Potential benefit areas to consider

- The Digital Gateway is key in providing the control mechanism over the quality of CDR data which underpins the benefits identified in other services
- The Digital Gateway will help premiums move faster and shorten the claims timeline. The use of high quality, validated, and complete risk data (leading to a shorter claims cycle), will be a significant benefit to clients
- Early identification of potential problems that would happen with premium and claims (the Digital Gateway will enable premiums / claims to be 'cleaned' before they are submitted)
- Having a single source of truth will reduce disputes relating to risks or premiums/claims and therefore aid the speeding up of the settlement process
- For more information on potential benefits, please see the Blueprint Two Benefits Framework: https://www.blueprint-2.com/artifacts/benefits-framework

03 Digital Gateway
Full Digital Adoption only

	Transition services	Full digital adoption
Implementation options	Not applicable – the digital gateway can only be used as part of full digital adoption	There are three methods to input a CDR into the Digital Gateway (via API): • Trading platform • Direct API submission by broker • CDR extraction service (iMRC)
Implementation impacts	Not applicable	All three routes will use the same API services provided by the Digital Gateway. The section below covers the direct API route only. If you need more information on the other two routes, please read Trading Platforms and iMRC Direct API integration is likely to be optional for brokers unless they are operating their own trading platforms with CDR integration **People:** Training people on the new processes and responsibilities for the CDR (to be published) **Process:** Incorporate CDR and Gateway process flows **Technology**: (1) Establish API capability for both CDR submission and receipt of validation messages, and (2) CDR data validated in the gateway should be updated with any changes in internal systems that hold risk data
Next steps		1. Decide method of access (trading platform, extraction service from the iMRC or direct API submission by broker) based on the process and the way business is transacting today 2. Assess the technological impact decision in existing systems 3. Assess impact of potential changes to downstream processes and people

04 Trading Platforms

Full Digital Adoption only

Solution Component Definition

- Trading Platforms are defined to be:
  - Placement platforms by third-party providers, the most popular of which are PPL and Whitespace
  - Any broker-owned or carrier-owned platforms for placing risks

- Trading Platforms enable brokers and insurers to quote, negotiate, bind and endorse business

- Platforms currently vary in their level of digitalisation and digital ambition. Some platforms place risks completely digitally, that is, 100% of data in structured fields whilst others use structured document and portals

- As the market moves towards digitisation, Trading Platforms will be crucial in sharing structured data between participants during the placement processes. The inability to integrate with the range of technologies and methods across trading platforms could be a prohibiting factor in efficiency

- It is expected that the use of trading platforms will move the market towards a data first approach in creating an iMRC – i.e., sourcing data through the use of integrated trading platforms between brokers and carriers

- Trading platforms used in the London Market may be required to support assembly and submission of CDR to the Digital Gateway to enable Blueprint Two processes

- Trading platforms may also be required to consume and manage gateway return queries, exact requirements are to be confirmed when the Digital Gateway API specifications are released

Not Mandatory under Blueprint Two

What is it replacing?

- There are multiple existing platforms in the market, there is a potential for new trading platforms entering the market

Timelines

- Since Trading Platforms are products of independent third-party providers, each one will have their own appetite and timeline for connecting to the new digital services at Lloyd's
- Brokers should speak to the relevant platform owners in line with Digital Gateway timelines
- If brokers operate an in-house trading platform, then brokers should keep track of the timelines for the CDR and the Digital Gateway

Information readiness: High level planning

- This is subject to Digital Gateway information readiness
- For the 2 most popular trading platforms:
  - PPL (Next Gen) hasn't yet announced when they plan to be able to submit a CDR into the Digital Gateway
  - Whitespace confirmed they will be able to submit a CDR into the Digital Gateway for Blueprint Two launch

Published information sources

- Lloyd's Blueprint Two Interactive Guide Second edition, January 2022
  https://www.lloyds.com/about-lloyds/future-at-lloyds/interactive-guide-second-edition

04 Trading Platforms

Full Digital Adoption only

Process overview (detail to be confirmed by Lloyd's)

Supplier (of the process inputs)	Input (to start the process)	Process (major steps taken)	Output (from each step)	Customer (received of the output)
Broker	Submission request from insured	Submission	Submission entry in Trading Platform	Carrier
Broker, (with carrier input)	CDR	Soft validation of CDR	Message confirming what is valid in the CDR and what is not	Broker, Carrier
Carrier	Submission entry in Trading Platform	Quote	Quote entry in Trading Platform Optional: partial CDR submitted to Digital Gateway	Broker
Broker	Quote entry in Trading Platform	Bind and post-bind	Policy entry in Trading Platform CDR and supporting documents submitted to Digital Gateway	Carrier

Known limitations

- In order to get the full benefit of structured data in trading platforms, market participants should use them during pre-bind, rather than filling in data retroactively after the policy has been bound
- PPL Next Gen will not include generating a full CDR

Known unknowns

- Exact requirements that trading platforms need to follow in order to be fully digital for Blueprint Two to be confirmed. The only key requirement so far is that they need to be able to submit a CDR and supporting documentation (e.g. iMRC) to the Digital Gateway at bind and manage any query returns
- When third-party trading platforms will be able to submit a CDR and supporting documentation (e.g. iMRC) to the Digital Gateway is still unknown
- The date of PPL generating a full CDR is still unknown

Potential benefit areas to consider

- Benefits of individual trading platforms fall outside the scope of Blueprint Two
- Structured data exchange through trading platforms earlier in the submission, quote and bind process could support not only CDR, but wider risk data sharing and enabling significant digitisation of underwriting processes
- Trading platforms provide the first opportunity in the value stream to capture and share structured data and are therefore critical to a data-first mindset
- In general terms, trading platforms that are able to submit a CDR and supporting documentation (e.g. iMRC) to the Digital Gateway support the benefits identified for other services
- For more information on potential benefits, please see the Blueprint Two Benefits Framework: https://www.blueprint-2.com/artifacts/benefits-framework

04 Trading Platforms

Full Digital Adoption only

	Transition services	Full digital adoption
Implementation options	Not applicable	There is no mandate in place for choosing trading platforms, this will be the choice of individual brokers and their carrier partners
Implementation impacts	None	**People, Process and Technology** changes are specific to individual trading platforms and therefore outside the scope of Blueprint Two For broker owned trading platforms that are intended to become full digital, brokers need to keep track of new information on CDR and Digital Gateway as it becomes available, and they need to plan for trading platforms to be able to submit a CDR and supporting documentation (e.g. iMRC) to the Digital Gateway at bind Brokers need to consider the following, for both owned and third-party platforms: • How trading platforms will interact with the Digital Gateway • How information is going to get into the trading platform from other systems: keyed in, uploaded directly, extracted from iMRC, or a direct API • How they could optimally consume data which forms the CDR within their internal processes • How they could optimally consume and share additional structured policy and risk information
Next steps	None	(1) Evaluate which platforms are currently in use, or are likely to be in use in the future (2) For any broker-owned platforms, estimate, plan and budget for changes resulting from the Digital Gateway Roles & Responsibilities and Specifications (3) Once Digital Gateway Roles & Responsibilities and Specifications are published, engage with trading platform vendors/partners to find out: • If or when the platform will support the Digital Gateway APIs and processes (CDR / iMRC) • What structured risk data (incl. CDR fields) will be available during the submission process? • When or how can structured risk data be extracted by the broker during the submission process? (4) Review Integration Strategy and Enablers to support scalable and flexible integration to Trading Platforms

05 iMRC (Intelligent Market Reform Contract)

Full Digital Adoption only

Solution Component Definition

- The iMRC (intelligent Market Reform Contract) is a revised version of the MRC (Market Reform Contract)

- It will apply to all quote and firm order open market insurance and reinsurance business placed by London Market brokers. For further details and exceptions, please read the iMRC Guidance (link in Sources)

- The iMRC is a more structured document that will be human and machine-readable and will enable the CDR captured fields to be extracted automatically

- The iMRC document format is more tightly defined to enable the CDR extraction, any customisations may impact the CDR extraction

- The direction of travel thinking is that there will be a transition period before the Blueprint Two go-live date from the current MRC format to the new iMRC format, with the broker still responsible for production of the iMRC

- It is expected that this solution will move towards a data-first approach to sourcing relevant contract information, i.e. through the use of integrated trading platforms between brokers and carriers

Updated MRC format

What is it replacing?

- It is a revision to the current MRC format. The iMRC is an evolution from the MRC and introduces an updated layout to enable data extraction by market participants and trading platforms

Timelines

- iMRC definition is in progress but subject to market consultation, which came to a close on 16 Sep. The feedback to market is yet to be published
- The aim is to finalise format, structure and guidance of iMRC by Q1 2023, with a usable transition period from this date.
- The iMRC replaces the MRC from Q2/24 (subject to the market consultation, and assuming a cutover period from the current MRC guidance) - there may be an option for the iMRC to be adopted at an earlier time

Information readiness: High level planning

- The iMRC has been defined on a high level. Market consultation is complete, with market feedback to be published at a future date.
- The mechanisms for extracting the CDR out of the iMRC have not been defined

Published information sources

- Lloyd's Blueprint Two Interactive Guide Second edition, January 2022 https://www.lloyds.com/about-lloyds/future-at-lloyds/interactive-guide-second-edition
- London Market Group, Market Reform Contract (Open Market) Implementation Guide: Market Reform Contract (Open Market) Implementation Guide - London Market Group (lmg.london)

05 iMRC (Intelligent Market Reform Contract)

Full Digital Adoption only

Process overview (detail to be confirmed by Lloyd's)

Supplier (of the process inputs)	Input (to start the process)	Process (major steps taken)	Output (from each step)	Customer (received of the output)
Broker / Carrier	Contract information	Entering of contract data in a more structured format (iMRC format)	iMRC	Broker / Carrier / Client

Known limitations

- The iMRC is still a document format that allows encoding structured data to support the CDR but not all data in the iMRC is fully structured for automated extraction
- The efficiency of the iMRC will be highly dependent on participants' compliance with the new structure as well as the capability of the extraction service
- The iMRC may not have all required CDR data fields in some scenarios
- For larger complex risks, the iMRC may not have full risk capture capabilities e.g. it will not replace the need for a schedule of values

Known unknowns

- Providers for the CDR extraction service have not been confirmed, therefore, the CDR extraction process has no set publication date
- The final iMRC structure and guidance is subject to revision after the consultation process. There is also no defined structure yet that supports a digital endorsements process.
- The full scope of policy types covered by the iMRC is to be confirmed
- Although MAT is currently slated for Q1 and Q2/24, these dates may change as MAT is planned in detail
- In some scenarios, the iMRC may not have complete CDR data and the full process and timing of completing and augmenting the CDR data from the iMRC is unknown
- CDR extraction software functionality is unknown and therefore the final format and data requirements for the iMRC are still unknown.

Potential benefit areas to consider

- Improved document data extraction opportunities for participants/vendor systems
- A mechanism to start the process of gathering required data in advance of supporting technology.
- Reducing the time taken to deal with queries by automatically displaying these to the broker at submission
- Improved clarity and communication to policyholders
- Possible consolidation of quote and submission document templates into a similar format to iMRC would reduce document complexity and rewrite effort during submission and bind processes
- Removal of no longer required headers from MRC format
- For more information on potential benefits, please see the Blueprint Two Benefits Framework: https://www.blueprint-2.com/artifacts/benefits-framework

05 iMRC (Intelligent Market Reform Contract)
Full Digital Adoption only

	Transition services	Full digital adoption
Implementation options	Not applicable – the iMRC must be used for transition and for full digital	The iMRC guidance is the revised format of the MRC guidance (see the iMRC Guidance in Published Information Sources for exceptions)
Implementation impacts	Not applicable	The expected impact on brokers is: **People:** There should be training to make sure that staff understand and comply with the iMRC guidance, as well as governance around its enforcement **Process:** Brokers will need to adapt processes, including but not limited to document production, system usage and potentially query management to enable effective introduction of the iMRC. Training will be required for engagement with clients and carriers on adoption of new format **Technology:** Potential changes may be required around system integration, system-produced documentation templates, and integration or interaction with a CDR extraction service
Next steps	Not applicable	1. Await full market consultation feedback on any updates and changes to the expected iMRC timeline and format 2. Validate with current carrier partners the iMRC guidance for new policies, to ensure they are aware of expected changes 3. Await publication of full roles and responsibilities, after which select and implement a CDR extraction service, if applicable

06 CDR (Core Data Record)

Full Digital Adoption only

Solution Component Definition

- The CDR is a data standard for a centrally stored digital record required at the point of bind for direct insurance and facultative reinsurance policies. It enables premium and claim processing and settlement in IPOS and ICOS

- The CDR is used to facilitate automated premium accounting & settlement, tax and regulatory reporting by Lloyd's and FNOL matching to policy

- It is anticipated that there will be three methods to submit to CDR via the Gateway (but all will be via ACORD API):

  i. Trading Platform (PPL, Whitespace etc.),
  ii. Direct submission from the broker,
  iii. Submission via CDR extraction service (iMRC)

- If there is a query with the CDR, then it would be routed back to the submitter and the submitter would be responsible for ensuring any compilation rules have been followed (role of submitter yet to be defined)

- CDR replaces manual rekeying in the bureau from LPANS and MRCs and duplicate re-keying by brokers

- The CDR data offers broker the potential to digitise more of their risk data capture, reduce rekeying and identify new ways to exploit the information as it becomes available

- The CDR master record is held within Joint Venture systems. Brokers will be able to access CDR data through the Digital Gateway.

- The CDR is comprised of captured fields and derived fields. Captured fields will be populated by brokers or carriers, subject to the Roles & Responsibilities that are yet to be defined by the LMG Data Council. Derived fields will be populated by the Digital Gateway services.

Goes live in Q2 2024

What is it replacing?
- No existing equivalent but will be replacing the manual rekeying in the bureau from LPANs and MRCs

Timelines
- CDR goes live in Q2/24, to be submitted to the Digital Gateway from any available route (assuming 6 months of market acceptance testing)
- Ongoing work to define the CDR data model and to adopt the CDR as a full ACORD standard, timeline to be confirmed

Information readiness: Reasonably detailed planning

- The final CDR business fields were published for direct insurance and facultative reinsurance on 31 March
- Possible extensions of the CDR to cover other open market business may be considered in the future but no timelines are published

Published information sources
- Lloyd's Blueprint Two Interactive Guide Second edition, January 2022
  https://www.lloyds.com/about-lloyds/future-at-lloyds/interactive-guide-second-edition
- The latest specification can be found on the Future at Lloyd's website:
  https://www.lloyds.com/conducting-business/requirements-and-standards/core-data-record

06 CDR (Core Data Record)

Full Digital Adoption only

Process overview (detail to be confirmed by Lloyd's)

Supplier (of the process inputs)	Input (to start the process)	Process (major steps taken)	Output (from each step)	Customer (received of the output)
Broker, (with carrier input)	iMRC OR Trading platform data OR Broker / Carrier data	CDR Extraction	CDR	Broker / Carrier

Known limitations

- In the initial go-live date, CDR will only cover direct Open Market insurance and facultative reinsurance
- In the future, the CDR standards are expected to be extended to other policy types, e.g. treaty reinsurance
- The CDR will not be able to handle verticalised markets, e.g. Aviation
- The CDR is primarily intended to support accounting, settlement, tax and regulatory reporting and therefore will not be a complete digital risk record

Known unknowns

- Roles and responsibilities for the CDR fields are to be confirmed by the Data Council
- Providers for the CDR extraction service have not been confirmed
- The means by which the CDR can be retrieved by carriers is still to be defined
- Although MAT (market acceptance testing) is currently slated for Q1 and Q2/24, these dates may change as it is planned in detail
- Depending at which point of the broking process you are (i.e. pre- or post-bind), it is unknown if the necessary data will be available to create and send a full CDR

Potential benefit areas to consider

- All market participants will have an agreed and validated record of the transaction at the point of bind, well before technical accounting begins.
- Reducing the time taken to deal with queries by automatically displaying these to the broker at submission
- Automated risk validation at bind reduces premium and claim processing queries
- For more information on potential benefits, please see the Blueprint Two Benefits Framework: https://www.blueprint-2.com/artifacts/benefits-framework

06 CDR (Core Data Record)

Full Digital Adoption only

	Transition services	Full digital adoption
Implementation options	Please see Transitional Risk Record (TRR) Creation	There are three methods to input a CDR into the Digital Gateway: • CDR extraction service (iMRC) • Trading platform • Direct API submission by the broker
Implementation impacts	Not applicable	**People:** Brokers will have responsibilities for filling in and maintaining some of the CDR fields (roles and responsibilities not yet defined) **Process:** (1) Brokers may need to have a process around capturing and approving data that goes into the CDR. (2) Optional process changes to ingest the CDR data for broader business benefits. (3) Potential processes to receive and respond to CDR queries **Technology:** (1) For full digital adoption, any trading platforms in scope need to be able to submit a CDR and supporting documentation (e.g. iMRC) to the Digital Gateway. (2) For paper-first risks, an iMRC extraction service needs to be employed. (3) Potentially implement Direct API submission of the CDR to the Digital Gateway
Next steps	Not applicable	1. Await full process roles and responsibilities for the CDR extraction service 2. Assess the impact of potential changes to downstream processes and people

07 Transitional Risk Record (TRR) Creation

Solution Component Definition

- The Transitional Risk Record (TRR) Creation service enables the creation of a CDR-like record containing risk data from legacy contracts to support processing through the new mandatory IPOS and ICOS services. This service is not expected to be a digital process, but to be enabled by a manual data extraction and rekeying

- The service is expected to be a safety guard that will run for a limited period of time to cover exceptions and edge cases that do not otherwise support CDR creation. The end date for this transition service has not been announced

- If an MRC has been submitted instead of iMRC, then a manual check will be completed as a validation service. It is not known will who provide this service

- NOTE: The TRR Creation Service is not yet part of the Blueprint Two programme, so it is not confirmed for 2024. The service provider, service levels and engagement mechanism have not been confirmed and no timeline is available

- The TRR will contain sufficient information to validate premium or claims submissions, whether full digital or transitional

Service and timelines to be confirmed

What is it replacing?

- No existing equivalent, but will be replacing the manual BPO entry and checking service

Timelines

- To be confirmed

Information readiness: Insufficient to plan for at present

- It is known that the service is expected to exist, but it is not yet confirmed that it will, nor is it confirmed who will provide it or when

Published information sources

- Lloyd's Blueprint Two Interactive Guide Second edition, January 2022
https://www.lloyds.com/about-lloyds/future-at-lloyds/interactive-guide-second-edition

07 Transitional Risk Record (TRR) Creation

Transition Services only

Process overview (detail to be confirmed by Lloyd's)

- This enables brokers to evaluate how this service component will interface/change high-level processes

Supplier (of the process inputs)	Input (to start the process)	Process (major steps taken)	Output (from each step)	Customer (received of the output)
Broker, Carrier (TBC)	MRC	Transitional Risk Record (TRR) creation via transitional services (TBC) during original premium submission or FNOL	Transitional Risk Record (TRR)	Carrier Broker

Known limitations

- This service is currently not confirmed for 2024
- The ability to use this service for new policies will be time limited. End date TBC

Known unknowns

- Providers for the Transitional Risk Record (TRR) Creation service have not been confirmed
- Manual validation against a visual MRC roles and responsibilities have not been confirmed
- The mechanism for submitting / creating a Transitional Risk Record (TRR) and whether it is an automated or manual process is unknown
- The recovery process to resolve gaps in the Transitional Risk Record (TRR) when insufficient for IPOS and ICOS processing is to be defined
- How the TRR fits with the LIMOSS Structured Data Capture service is not known

Potential benefit areas to consider

- Provides an exception route for policies that cannot be digitised for a period after Blueprint Two go live
- For more information on potential benefits, please see the Blueprint Two Benefits Framework: https://www.blueprint-2.com/artifacts/benefits-framework

07 Transitional Risk Record (TRR) Creation
Transition Services only

	Transition services	Full digital adoption
Implementation options	Transitional Risk Record (TRR) Creation service from an MRC	Not applicable
Implementation impacts	**People:** None **Process:** Potential responsibility for submitting an MRC to a Transitional Risk Record (TRR) Creation service (roles and responsibilities to be confirmed). **Technology:** None expected, the Transitional Risk Record (TRR) Creation will be a manual service	Not applicable
Next steps	1. Await details of Transitional Risk Record Creation Service	Not applicable

08 Reach Back to Claim and Premium History

Transition Services only

Solution Component Definition

- This transition service is designed to handle premium or claim movements on legacy policies that do not have the full history available in IPOS and ICOS to validate the new action. The Reach Back service will pull the full premium or claims history (as required) from legacy data repositories and will create the corresponding data records in the new systems

- In case of a new premium movement on a historic policy, for example, an endorsement requiring additional or return premium, the Reach Back service will pull the full premium history: premium info, additional premiums, installments. This service is expected to be available for 2 years, during which time all renewals will be moved on to IPOS, after which the service won't be needed anymore

- In case of a new movement on an old claim, the service will pull the full claim history. This service is not going to be switched off but is expected to tail off with time

- This service is provided behind the scenes and brokers are not required to make any changes to be ready for this service

- While doing market acceptance testing on IPOS & ICOS, brokers should ensure that claim and premium histories are populated correctly and that this service is working properly

Internal to JV services, no action required from brokers

What is it replacing?

- No existing equivalent

Timelines

- Go live expected no earlier than end of Q2/24 (assuming 6 months of market acceptance testing)

Information readiness: High level planning

- Brokers are not required to make any changes to be ready for this service. This service will run in the background

Published information sources

- None at present

09 DCOM (Delegated Contract Oversight Manager)

Solution Component Definition

- DCOM is a central platform for capturing delegated authority agreements

- DCOM is the live system for binder registration and is therefore already the default delegated contract management system

- Coverholder onboarding currently happens on ATLAS, and binder agreements happen on DCOM

- Despite DDM being under the DA data strategy review, the integration with DDM has been completed 10th October 2022 (upgrade release 1.4). This would mean that once a contract is set up on DCOM, the necessary record is set up in DDM, significantly reducing rekeying of information

- There is also planned integration between DCOM and FCP (Vitesse). DCOM will store binder information, which will be used by FCP to pay claims

- *The overarching DA strategy is still pending, and details of the overall future DA landscape is to be confirmed following the outcome of this review*

Already mandatory

What is it replacing?

- DCOM has replaced BAR but is already the default delegated contract management system

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Timelines

- User experience enhancements (releases 1.1, 1.2 and 1.3) are live
- DCOM/DDM integration – (release 1.4) is live
- DCOM/FCP integration - Q4/22

Information readiness: Reasonably detailed planning

- The system is already live, and its core functionality remains the same
- End state known, apart from next steps for integration with DDM

Published information sources

- Lloyd's Blueprint Two Interactive Guide Second edition, January 2022 https://www.lloyds.com/about-lloyds/future-at-lloyds/interactive-guide-second-edition
- Delegated Contract and Oversight Manager, Lloyd's Website, https://www.lloyds.com/conducting-business/delegated-contract-and-oversight-manager

09 DCOM (Delegated Contract Oversight Manager)

Process overview (detail to be confirmed by Lloyd's)

Supplier (of the process inputs)	Input (to start the process)	Process (major steps taken)	Output (from each step)	Customer (received of the output)
Broker Carrier Coverholder	Contract Data	Register DA agreement	DA agreement in DCOM	Carrier Coverholders

Known limitations

- None

Known unknowns

- There is an unknown around the overall future DA technology landscape (to be confirmed following the outcome of the DA strategy) and how DCOM sits within this

Potential benefit areas to consider

- Allows carriers to build "right first-time data and contracts":
    - Improves reporting;
    - Reduces the rekeying of data;
    - Enables digital contract creation;
    - Speeds-up future claims payments for delegated authority business
- For more information on potential benefits, please see the Blueprint Two Benefits Framework: https://www.blueprint-2.com/artifacts/benefits-framework

09 DCOM (Delegated Contract Oversight Manager)

	Transition services	Full digital adoption
Implementation options	Not applicable	Implementation of DCOM as the delegated authority contract management system which is currently live
Implementation impacts	Not applicable	**People:** No impact, DCOM is already in use. **Process:** Planned integration with DDM means a reduction rekeying of information, reducing time for the process of binder registration. **Technology:** No change from a broker's perspective
Next steps	Not applicable	1. Ensure access to DCOM and its use is continued 2. Assess the uptake of DCOM in the organisation to ensure that the system is being utilised 3. Assess impacts of potential changes to DCOM and the contract registration process, also following the publication of the future of DDM, if applicable

10 DDM (Delegated Data Manager)

Solution Component Definition

- DDM is a bordereaux repository and management system for coverholder reporting

- Initially proposed to be mandated across all Lloyd's Carriers, its role in Blueprint Two is currently under the DA data strategy review

- Delegated authority risk data management under Blueprint Two will not be clear until the DA data strategy review is complete

- Impact on downstream systems like IPOS and ICOS is to be confirmed

Implementation Impact

- Impact assessment is not possible until the DA data strategy review is complete

- The direction of travel thinking is that DDM will not be mandated.

- *The overarching DA strategy is still pending, and details of the overall future DA landscape is to be confirmed following the outcome of this review*

Under DA data strategy review by Lloyd's

What is it replacing?
- N/A

Timelines
- DCOM/DDM Integration – Q3/22
- Delegated authority strategy outcome expected Q4/22

Information readiness: Insufficient to plan for at present

- Target end state is not currently known

Published information sources
- Lloyd's Blueprint Two Interactive Guide Second edition, January 2022
  https://www.lloyds.com/about-lloyds/future-at-lloyds/interactive-guide-second-edition

11 FCP (Faster Claims Payment) for DA claims

Solution Component Definition

- FCP is a solution provided by Vitesse, designed to pay Delegated Authority claims in hours rather than days and avoid the administrative burden of loss funds

- FCP supports a single fund per syndicate, as opposed to per binder, from which the carrier will fund all claims paid across all their FCP designated binders. The anticipated over-arching benefit is quicker turnaround times on DA claims settlements, and therefore quicker transfer of funds to the client

- This service is purely optional and can be adopted now in conjunction with ECF, or in the future, with ICOS. FCP will sit alongside ECF/ICOS. ECF/ICOS will not be responsible for the movement of money itself, but it will still be utilised for reporting and accounting purposes

Overview of the current (interim) state:

- An individual claim is submitted into Vitesse by a DCA, from which payments are made out of the central carrier fund. In the case of syndicated business, the Vitesse platform draws the funds based on the relevant binder splits

- Alongside this process for payment, the DCA need to send the formal bordereaux to the broker (referred to as a "non-cash" bordereaux). The broker will in turn send this non-cash bordereaux into ECF for reporting.

- There are therefore two workflows associated with the settlement: one for payment in Vitesse and one for reporting and accounting in ECF. There will be no integration between Vitesse and ECF, so this has to be handled manually

- There are two steps in the reconciliation process as of today:

    - Front-end reconciliation, whereby the DCA has to reconcile the bordereaux to the Vitesse Cash Book

    - Back-end reconciliation, whereby the carrier has to reconcile the signing messages against the Vitesse Funding Account

Overview of the (fully digital) future state:

- FCP will be a continued service after the replacement of ECF. Following the release of ICOS, integration between Vitesse and ICOS is planned, although full future-state processes have not yet been confirmed.

- *The overarching DA strategy is still pending, and details of the overall future DA landscape is to be confirmed following the outcome of this review*

Additional service

What is it replacing?
- Nothing - it is a new service

Timelines
- Currently live
- Integration between Vitesse and ICOS planned for mid-2024 (MAT early 2024)

Information readiness: Complete for immediate adoption

- FCP is live and brokers can adopt it now
- Integration between Vitesse and ICOS planned but specific scope not yet defined but this is purely future-state
- Full future-state process to be confirmed following the DA data strategy review

Published information sources
- Lloyd's website: https://www.lloyds.com/FCP
- Lloyd's Blueprint Two Interactive Guide Second edition, January 2022 https://www.lloyds.com/about-lloyds/future-at-lloyds/interactive-guide-second-edition
- Blueprint Two Broker Sessions, June 2022

11 FCP (Faster Claims Payment) for DA claims

The processes outlined below are for current-state adoption: details on the future-state processes with ICOS are to be confirmed following the DA strategy outcome

Process overview (detail to be confirmed by Lloyd's)

Supplier (of the process inputs)	Input (to start the process)	Process (major steps taken)	Output (from each step)	Customer (received of the output)
DCA	Individual claims	Execution of payment from syndicate funds to beneficiary in Vitesse	Notification of payment Claim payment	Carrier DCAs
Broker	Non-cash bordereaux	Submission of non-cash bordereaux in ECF (executed outside FCP platform) for reporting and accounting	Submission translated EDI messages	Carrier
DCA	Bordereaux and Vitesse Cash Book	Reconciliation	Reconciled bordereaux and Vitesse Cash Book	Carrier DCAs
Carrier	Signing messages and Vitesse Funding Account	Reconciliation	Reconciled signing messages and Vitesse Funding Account	Carrier DCAs
Vitesse	Initiation of a weekly top up from STFO on behalf of carriers	Cash top-up	Cash top-up in Vitesse	Carrier DCAs Brokers

Known limitations

- In the case of having multiple subscription parties on a DA contract, FCP can only be used if all subscribing carriers are FCP-enabled

Known unknowns

- The exact processes within the FCP future state (with ICOS) are yet to be confirmed.
- The format of the ICOS non-cash bordereaux is to be confirmed

Potential benefit areas to consider

- Removal of the effort to set up loss funds and participate in cash call processes
- Reduced costs of wire transfers to Delegated Claims Administrators
- For more information on potential benefits, please see the Blueprint Two Benefits Framework: https://www.blueprint-2.com/artifacts/benefits-framework

11 FCP (Faster Claims Payment) for DA claims

	Transition services	Full digital adoption
Implementation options	Not applicable	• FCP is an additional service that is complementary to full digital adoption • Payment of delegated authority claims by FCP and reporting by ICOS (with ECF as the interim solution before the release of ICOS)
Implementation impacts	None	**People:** Training needed for the new FCP process and the associated role changes. **Process:** (1) Business process around triggering the use of the FCP service (2) Business process control of the non-cash bordereaux submission and reconciliation. **Technology:** (1) The Vitesse application will power FCP. (2) Details on technology and messaging impacts following the ICOS integration are to be confirmed
Next steps	None	1. Assess the process impacts and benefits case for the adoption of FCP as an optional service 2. Liaise with carriers to establish if and when they are planning to use FCP, since FCP can only be used on contracts where all subscribing carriers are FCP-enabled 3. Engage with Vitesse, as well as Future at Lloyd's teams for a full process map and liaise with DCAs and carriers to establish role changes

12 DA Claims Status Tracker

Solution Component Definition

- Claims Status Tracker is a reporting tool enabling market participants to track the progress of claims bordereaux and payment status end-to-end. Delegated claims administrators (DCAs) will be able to view:

  - Who the bordereaux is assigned to

  - How long they have had it

  - All historical actions

  - Payment status

  - This will reduce process delays and queries and provide status visibility

- This tool is purely elective and not mandated by Lloyd's.

- All carriers, brokers and DCAs have access to it if they have access to Insights Hub

Overview of the (fully digital) future state:

- The DA Claims Status Tracker is expected to be discontinued following the replacement of ECF by ICOS. For those that have already adopted FCP, there is less of a business benefit for the Status Tracker due to quicker monetary allocation by FCP.

Additional service

What is it replacing?

- Nothing - this is additional functionality to a bordereaux management system

Timelines

- DA Claims Status Tracker is live and brokers can already sign up to use it

Information readiness: Complete for immediate adoption

- DA Claims Status Tracker is live, brokers can already sign up to use it

Published information sources

- Lloyd's Blueprint Two Interactive Guide Second edition, January 2022
  https://www.lloyds.com/about-lloyds/future-at-lloyds/interactive-guide-second-edition

12 DA Claims Status Tracker

Process overview (detail to be confirmed by Lloyd's)

Supplier (of the process inputs)	Input (to start the process)	Process (major steps taken)	Output (from each step)	Customer (received of the output)
Broker	Claims bordereaux	Submission of the claims bordereaux to the carrier awaiting approval	Readable status of the given bordereaux	Broker, DCA and Carrier

Known limitations

- N/A

Known unknowns

- N/A

Potential benefit areas to consider

- Claims status transparency with end-to-end visibility of the bordereaux journey
- Improved resolution of delays
- Enhanced process collaboration
- Faster completion of monthly accounting
- For more information on potential benefits, please see the Blueprint Two Benefits Framework: https://www.blueprint-2.com/artifacts/benefits-framework

12 DA Claims Status Tracker

	Transition services	Full digital adoption
Implementation options	Not applicable	DA Claims status tracker is an additional, optional service that is separate from full digital adoption
Implementation impacts	None	DA Claims Status Tracker is predominantly for the benefit of DCAs, but can also be used by brokers and carriers **People:** No real change **Process:** No real change to the business process – just added visibility **Technology**: Brokers need to sign up to the Insights Hub to access the tool
Next steps	None	1. Assess the benefits case for the adoption of the DA Claims Status Tracker as an optional service 2. Contact Lloyd's to sign up to the service

13 Proportional Treaty

Solution Component Definition

- A newly-built proportional treaty application will handle the agreement of proportional treaty statements and the settlement processing of proportional treaty contracts

- Prop treaty is an additional service. It is not mandated to all London Market participants, although will be required if working with proportional treaty business

- The solution will allow brokers to stay aligned with ACORD and engage EBOT for all accounting transactions

- Proportional Treaty will feature a new settlement process. The current proportional treaty negotiation and agreement process is not centralised, and is manual before the point of submission for settlement. The new proportional treaty application will digitise the agreement process and will provide centralisation, auditability and ease of negotiation. It will be facilitated by EBOT messaging

- The digitisation of the agreement process is only possible if the broker is EBOT-enabled

- The transitional route (Accounting and Settlement or A&S) will allow brokers who are not EBOT-enabled to submit statements into the proportional treaty application for settlement. These statements must be pre-agreed before submission

- For those carriers who are not EBOT-enabled, it is still possible to use the Prop Treaty application with the full-digital (pre-agreed statement) as long as the brokers are EBOT-enabled.

- A UI dashboard will provide additional visibility to brokers around all expected risk details (submission dates, supporting documents etc.).

- The proportional treaty application is a standalone application and will not integrate with ICOS (although it does share several shared components, such as settlement)

Additional service

What is it replacing?
- The existing proportional treaty solution (systems LIDS and POSH)

Timelines
- MAT (market acceptance testing) is currently set for Q1 and Q2/24, a 6-month timeslot to fit around the heavy renewal period. However, this may change as MAT is planned in detail
- Go live expected no earlier than end of Q2/24, with the rest of the BP2 services.

Information readiness: High level planning
- End-state defined and published at a high level
- Full system processes and API spec still pending

Published information sources
- Proportional Treaty Case for Change – Carriers, DCX SharePoint: https://dxcportal.sharepoint.com/sites/LM-DigitalPortfolio
- Customer Journeys - Proportional Treaty Processing, DXC SharePoint: https://dxcportal.sharepoint.com/sites/LM-DigitalPortfolio
- Technical Summary: Proportional Treaty Transition–EDI Impact, DXC SharePoint: https://dxcportal.sharepoint.com/sites/LM-DigitalPortfolio

Brokers have access to the DXC SharePoint upon request. Relevant contact details can be found in this playbook under "Lloyd's market engagement communities"

13 Proportional Treaty

Process overview (detail to be confirmed by Lloyd's)

Supplier (of the process inputs)	Input (to start the process)	Process (major steps taken)	Output (from each step)	Customer (received of the output)
Broker	FDO	Population of an initial prop treaty record	Outline prop treaty record	Broker / Carrier
Broker / Carriers	EBOT submission of statement (not pre-agreed)	Statement negotiation & agreement, query management and validation	Agreed prop treaty record ready for settlement	Broker / Carrier
Broker	Agreed prop treaty record for settlement	Issue of settlement instruction	Technical Account (TA) Message (for Full Digital)	Broker / Carrier
Broker	**For transition:** Pre-agreed prop treaty statement	Validation and issue of settlement instruction	Technical Account (TA) Message (for Full Digital) EDI messages or broker EBOT copy (Transition)	Broker / Carrier

Known limitations

- Brokers have to be EBOT-enabled to participate in the centralised, in-app agreement process, and therefore will not have full digital benefits if not

- There is no EBOT to EDI messaging translation service (i.e. no capability for any input, any output) apart from certain exceptions such as EDI messages following settlement for carriers on transition

- The Joint Venture has explored maximising interoperability, but they have confirmed that an LPAN cannot create an EBOT without some form of manual intervention. They may consider testing appetite for such functionality in the future

Known unknowns

- Although MAT (market acceptance testing) is currently slated for Q1 and Q2/24, these dates may change as it is planned in detail

Potential benefit areas to consider

- Removes the manual statement validation process
- Quicker settlement processing time
- Single record of the truth (in the form of prop treaty statement record)
- If following the fully-digital EBOT submission route:
  - Statement agreement is centralised and manual contract and statement processing is eliminated;
  - The service is integrated with broker and insurer actions;
  - Messaging is aligned to ACORD standards;
  - Increased visibility with a UI Dashboard that shows relevant risk information
- For more information on potential benefits, please see the Blueprint Two Benefits Framework: https://www.blueprint-2.com/artifacts/benefits-framework

13 Proportional Treaty

	Transition services	Full digital adoption
Implementation options	Portal access to the application and EDI messaging	Adopt EBOT messaging and the new agreement process in the prop treaty application
Implementation impacts	**People:** Training around the new prop treaty process **Process:** If the broker is not EBOT enabled, agreement of statements cannot occur in-app, and will still occur as-is (back and forth between brokers and carriers over email) **Technology:** Adoption of the new prop treaty application for settlement	**People:** Training around the new prop treaty process **Process:** Agreement of statements is centralised in that negotiation can now happen in the prop treaty application itself because the broker is EBOT enabled. The prop treaty application can be used for query management (negotiation), statement agreement and settlement, but will also have portal access for query management. **Technology:** (1) Statement agreement and settlement (2) Core need for technology enablers to handle EBOT messaging and API integration, (3) Internal systems updates to switch from adoption of the new prop treaty application for query management (negotiation), EDI to EBOT messaging
Next steps	1. Assess the benefits case for the adoption of prop treaty as an additional service if writing treaty business	1. Assess the benefits case for the adoption of prop treaty as an additional service if writing treaty business

Summary of known unknowns and limitations

Summary of known unknowns and limitations for Blueprint Two components (1 of 3)

	Known unknowns	Known limitations
IPOS (International Premium Orchestration Service)	• The endorsement and renewal process are yet to be defined. • The delegated authority and bordereaux settlement processes are yet to be defined due to the pending outcome of the delegated authority strategy, expected Q4/22 • It is unclear how IPOS is handling risk information outside of direct insurance & facultative reinsurance, i.e., open market business without a CDR, e.g. Treaty Reinsurance • Although MAT (market acceptance testing) is currently slated for Q1 and Q2/24, these dates may change as it is planned in detail • It is unknown whether there will be a manual process that will take an LPAN input and convert it to an EBOT output • There is currently no available guidance on how to identify business using transitional services vs. Full digital adoption and how they will work simultaneously	• No expected loss of functionality, all business currently handled by LIDS or POSH will be handled by IPOS • EBOT does not currently support delegated authority. However, IPOS will still be able to handle delegated authority premium via API and portal access (full processes TBC) • The Joint Venture has explored maximising interoperability, but they have confirmed that an LPAN cannot create an EBOT without some form of manual intervention. They may consider testing appetite for such functionality in the future • Quicker FA turnaround times for brokers will be dependent on speed of carrier settlement process • Whilst IPOS will support accounting and settlement for endorsed and renewed policies it will be dependant on the CDR record being up-to-date for validation purposes. The endorsement process for CDR is not yet defined.
ICOS (International Claims Orchestration Service)	• Full process for ICOS via EBOT/ ECOT/ API to enable full planning is in progress • The endorsement and renewal process are yet to be defined • The delegated authority and bordereaux settlement processes are yet to be defined due to the pending outcome of the delegated authority strategy, expected Q4/22 • How ICOS is handling risk information outside of direct insurance & facultative reinsurance, i.e., open market business without a CDR • The ICOS portal is intended to be accessed by experts and insureds, but their inclusion in the scope of ICOS is to be confirmed • Process for transition of in-flight claims and in-flight settlements yet to be defined • Although MAT (market acceptance testing) is currently slated for Q1 and Q2/24, these dates may change as it is planned in detail • There is no currently available guidance on how to identify business using transitional services vs. full digital adoption and how they will work simultaneously	• No expected loss of functionality, all business currently handled by ECF and CLASS will be handled by ICOS • EBOT does not currently support delegated authority. However, ICOS will still be able to handle delegated authority claims via API and portal access (full processes TBC) • Quicker FA turnaround times for brokers will be dependent on speed of carrier settlement process
Digital Gateway	• Process, roles and responsibilities for the CDR assembly and submission to the gateway have not yet been defined – expected to conclude via consultation process in Q4 2022 • Digital Gateway API specifications publication date not known • When/if the Digital Gateway will cover a wider proportion of business • There will be documents that can be uploaded to the Digital Gateway; however, the full list of documents is yet to be confirmed • Although MAT is currently slated for Q1 and Q2/24, these dates may change as it is planned in detail • It has not yet been confirmed where documents are going to be saved after they have been submitted to the Digital Gateway • It has not yet been confirmed how or who will supply the iMRC extraction service to the Digital Gateway	• The Joint Venture will build the API endpoints to enable this, however, trading platforms will be responsible for connecting to the APIs if they want to be fully digital • Only covers direct insurance & facultative reinsurance, i.e. doesn't currently cover treaty reinsurance risk capture

Summary of known unknowns and limitations for Blueprint Two components (2 of 3)

	Known unknowns	Known limitations
Trading Platforms	• Exact requirements that trading platforms need to follow in order to be fully digital for Blueprint Two to be confirmed. The only key requirement so far is that they need to be able to submit a CDR and supporting documentation (e.g. iMRC) to the Digital Gateway at bind and manage any query returns • When third-party trading platforms will be able to submit a CDR and supporting documentation (e.g. iMRC) to the Digital Gateway is still unknown • The date of PPL generating a full CDR is still unknown	• In order to get the full benefit of structured data in trading platforms, market participants should use them during pre-bind, rather than filling in data retroactively after the policy has been bound • PPL Next Gen will not include generating a full CDR
iMRC (Intelligent Market Reform Contract)	• Providers for the CDR extraction service have not been confirmed, therefore, the CDR extraction process has no set publication date • The final iMRC structure and guidance is subject to revision after the consultation process. There is also no defined structure yet that supports a digital endorsements process. • The full scope of policy types covered by the iMRC is to be confirmed • Although MAT is currently slated for Q1 and Q2/24, these dates may change as MAT is planned in detail • In some scenarios, the iMRC may not have complete CDR data and the full process and timing of completing and augmenting the CDR data from the iMRC is unknown • CDR extraction software functionality is unknown and therefore the final format and data requirements for the iMRC are still unknown.	• The iMRC is still a document format that allows encoding structured data to support the CDR but not all data in the iMRC is fully structured for automated extraction • The efficiency of the iMRC will be highly dependent on participants' compliance with the new structure as well as the capability of the extraction service • The iMRC may not have all required CDR data fields in some scenarios • For larger complex risks, the iMRC may not have full risk capture capabilities e.g. it will not replace the need for a schedule of values
CDR (Core Data Record)	• Roles and responsibilities for the CDR fields are to be confirmed by the Data Council • Providers for the CDR extraction service have not been confirmed • The means by which the CDR can be retrieved by carriers is still to be defined • Although MAT (market acceptance testing) is currently slated for Q1 and Q2/24, these dates may change as it is planned in detail • Depending at which point of the broking process you are (i.e. pre- or post-bind), it is unknown if the necessary data will be available to create and send a full CDR	• In the initial go-live date, CDR will only cover direct Open Market insurance and facultative reinsurance • In the future, the CDR standards are expected to be extended to other policy types, e.g. treaty reinsurance • The CDR will not be able to handle verticalised markets, e.g. Aviation • The CDR is primarily intended to support accounting, settlement, tax and regulatory reporting and therefore will not be a complete digital risk record
Transitional Risk Record (TRR) Creation	• Providers for the Transitional Risk Record (TRR) Creation service have not been confirmed • Manual validation against a visual MRC roles and responsibilities have not been confirmed • The mechanism for submitting / creating a Transitional Risk Record (TRR) and whether it is an automated or manual process is unknown • The recovery process to resolve gaps in the Transitional Risk Record (TRR) when insufficient for IPOS and ICOS processing is to be defined • How the TRR fits with the LIMOSS Structured Data Capture service is not known	• This service is currently not confirmed for 2024 • The ability to use this service for new policies will be time limited. End date TBC

Summary of known unknowns and limitations for Blueprint Two components (3 of 3)

	Known unknowns	Known limitations
Reach Back to Claim and Premium History	N/A	N/A
DCOM (delegated contract Oversight Manger)	• There is an unknown around the overall future DA technology landscape (to be confirmed following the outcome of the DA strategy) and how DCOM sits within this	N/A
DDM (Delegated Data Manager)	• The target state of DDM within Lloyd's is currently under the DA data strategy review and the next steps in this review are unknown • How bordereaux management systems will communicate to IPOS/ICOS is also still to be confirmed	N/A
FCP (Faster Claims Payment) for DA claims	• The exact processes within the FCP future state (with ICOS) are yet to be confirmed. • The format of the ICOS non-cash bordereaux is to be confirmed	• In the case of having multiple subscription parties on a DA contract, FCP can only be used if all subscribing carriers are FCP-enabled
Claims Status Tracker For DA claims	N/A	N/A
Prop Treaty	• Although MAT (market acceptance testing) is currently slated for Q1 and Q2/24, these dates may change as it is planned in detail	• Brokers have to be EBOT-enabled to participate in the centralised, in-app agreement process, and therefore will not have full digital benefits if not • There is no EBOT to EDI messaging translation service (i.e. no capability for any input, any output) apart from certain exceptions such as EDI messages following settlement for carriers on transition • The Joint Venture has explored maximising interoperability, but they have confirmed that an LPAN cannot create an EBOT without some form of manual intervention. They may consider testing appetite for such functionality in the future.

Glossary

Glossary of terms (1 of 4)

Acronym	Full Form
ACORD	Association for Cooperative Operations Research and Development
API	Application Programming Interface
BSM	Broker (or bureau) Signing Message
CDR	Core Data Record
CLASS	Claims Loss Advice Settlement System
CRS	Coverholder Reporting Standards
CST	(DA) Claims Status Tracker
CWT	Claims Workflow Trigger messages
DA	Delegated Authority
DCA	Delegated Claims Administrator
DCOM	Digital Contract & Oversight Manager
DDM	Delegated Data Manager
DRI	Document Repository Interface
EBOT	Electronic Back Office Transactions

Acronym	Full Form
ECF	Electronic Claims Files
ECOT	Electronic Claims Office Transactions
EDI	Electronic Data Interchange
eFNOL	Electronic First Notification of Loss
FCP	Faster Claims Payment
FDO	For Declaration Only
FNOL	First Notification of Loss
F@L	Future at Lloyd's
IMR	Insurers' Market Repository
ICOS	International Claims Orchestration Service
iMRC	Intelligent Market Reform Contract
IPOS	International Premium Orchestration Service
IUA	International Underwriting Association of London
LIIBA	London International Insurance Brokers Association

Acronym	Full Form
LMA	Lloyd's Market Association
LORS	Lloyd's Outwards Reinsurance System (or Scheme)
LPAN	London Premium Advice Note
LIMOSS	London Insurance Market Operations and Strategic Sourcing
MA	Managing Agent (a type of carrier)
MGA	Managing General Agent
MRC	Market Reform Contract
PPL	Placing Platform Limited
SCM	Syndicate Claims Message
TPAs	Third Party Administrators
USM	Universal Signing Message
XIS	Xchanging Ins-sure Services
XCS	Xchanging Claims Services

Glossary of terms (2 of 4)

Acronym	Full Form	Definition
ACORD	Association for Cooperative Operations Research and Development	Global standards-setting body for the insurance and related financial services industries
API	Application Programming Interface	A connection between different computer programmes/ software
BSM	Broker (or bureau) Signing Message	The EDI message to support premium advices transmitted to brokers
CDR	Core Data Record	The digital record for open market policies serving as the single version of truth that will enable premium and claims processing in IPOS and ICOS
CLASS	Claims Loss Advice Settlement System	CLASS enables brokers to load claim data and some supporting information so that insurers can agree, query and reject claims 'online'
CRS	Coverholder Reporting Standards	Core set of regulatory, tax, premium and claims information which applies to all coverholders and to TPAs / DCAs with claims authority
CST	(DA) Claims Status Tracker	A reporting tool providing the status of a claims bordereaux primarily for Delegated Claim Authorities (DCAs) to see where their bordereaux is/are sitting
CWT	Claims Workflow Trigger messages	Claims movement messages for both Lloyd's and Companies markets used as alternative ECF feeds for Carriers for use in their own work management or workflow system
DA	Delegated Authority	An arrangement under which an insurer delegates its authority to a coverholder to enter contracts of insurance or handle claims on its behalf
DCA	Delegated Claims Administrator	Play a critical role as the face of the Lloyd's market to many of Lloyd's policyholders, providing a core service and representing and promoting the Lloyd's brand worldwide
DCOM	Digital Contract & Oversight Manager	A system for registering delegated authority agreements
DDM	Delegated Data Manager	A bordereaux management system
DRI	Document Repository Interface	ACORD standard messages that exchange documents between external repositories and the Insurers Market Repository, for both the Electronic Claim File (ECF) in support of the Claims Agreement process and Accounting and Settlement (A&S) to initiate policy or premium processing
EBOT	Electronic Back Office Transactions	An ACORD standard specification; the business data and rules required for conducting electronic business interactions from system to system, dealing with the usage of ACORD technical account and financial account messaging

Glossary of terms (3 of 4)

Acronym	Full Form	Definition
ECF	Electronic Claims Files	Current market system to enable insurers to review and correspond on claim
ECOT	Electronic Claims Office Transactions	The ACORD claims movement message
EDI	Electronic Data Interchange	The electronic interchange of information using a standardised format
eFNOL	Electronic First Notification of Loss	The initial report, provided electronically, that is given to the insurance company after injury, damage, or loss to an insured; it is the formal claims process system and builds a better connection between the insured, claimant, provider, and insurance company
FCP	Faster Claims Payment	A third-party solution that enables delegated claims to be paid faster to the coverholder
FDO	For Declaration Only	A bureau transaction that is set up with a zero original premium as the policy record. Risks attach as declarations to the FDO and are typically processed by Central Services as bulked APs or Treaty Statements rather than individual MRCs/premiums.
FNOL	First Notification of Loss	The initial notification of a claim in the current non-digital state
F@L	Future at Lloyd's	Initiative whereby Lloyd's is building solutions that will digitalise the market, making it better, faster, and cheaper for all participants, and help customers face these new risks with confidence
IMR	Insurers' Market Repository	Infrastructure owned and funded by London market insurers, both Lloyd's and companies, which provides a common repository for documentation to support accounting and settlement and claims processes
ICOS	International Claims Orchestration Service	The core digital solution for open market and delegated authority claims processing
iMRC	Intelligent Market Reform Contract	An update to the MRC format: a highly structured document that will be machine-readable and will enable the CDR to be extracted automatically
IPOS	International Premium Orchestration Service	The core digital solution for open market and delegated authority accounting & settlement processing
IUA	International Underwriting Association of London	The IUA is the focal representative and market organisation for non-Lloyd's international and wholesale insurance and reinsurance companies operating in the London market
LIIBA	London International Insurance Brokers Association	Trade body representing the interests of Lloyd's brokers operating in the London and worldwide insurance and reinsurance markets

Glossary of terms (4 of 4)

Acronym	Full Form	Definition
LMA	Lloyd's Market Association	Existing at the heart of Lloyd's, the LMA represents members' interests to organisations including governments, regulators, and the corporation of Lloyd's
LORS	Lloyd's Outwards Reinsurance System (or Scheme)	An XIS system that replaced the submission of reinsurance credit / debit notes to LPSO (XIS) for data entry to support the processing of reinsurance of Lloyd's Syndicates. The system provides a broker and underwriter service that is interoperable between messaging ('EDI') and an online ('interactive') platform
LPAN	London Premium Advice Note	A document to communicate technical account information from broker to XIS where an insurer has elected to use XIS to process business on its behalf
LIMOSS	London Insurance Market Operations and Strategic Sourcing	A not-for-profit company, owned by the LMA, IUA and Lloyd's, that sources and operates common Market Services for the London Insurance Market to deliver high quality service and value for money
MA	Managing Agent (a type of carrier)	A company that manages syndicates and is regulated by Lloyd's and the UK regulators
MGA	Managing General Agent	Also known as the coverholder, the MGA is authorised to underwrite, issue and manage insurance policies within a defined class of business and agreed guidelines, using the insurance carrier's license and risk capital
MRC	Market Reform Contract	The standard for insurance contracts in the London market, established by the LMA, IUA, and LIIBA
PPL	Placing Platform Limited	PPL is the London Market's electronic placing platform which enables brokers and insurers to quote, negotiate, bind and endorse business digitally
SCM	Syndicate Claims Message	The SCM is an electronic message of claim advices transmitted via the London Insurance Market Network (LIMNet) or via the Lloyd's Insurance Network (LIN)
TPAs	Third Party Administrators	An auditing service provided to Lloyd's Managing Agents and other (re)insurers who delegate, or propose delegating, underwriting and/or claims' authority to a third party
USM	Universal Signing Message	The EDI message to support premium advices transmitted to Lloyd's syndicates
XIS	Xchanging Ins-sure Services	Responsible for Lloyd's market processing, providing services in the following: outsourcing, processing business process services, including the Market Wordings Database (MWD), and IT infrastructure
XCS	Xchanging Claims Services	Responsible for Lloyd's market processing, providing services in the following: lead adjusting, claims management, peer review, non-moving claims review, recoveries, broker services, claims processing

Contacts and Acknowledgements

Contacts

For further information and guidance, please see below for contact details and references

The market has been segmented into 10 groups which are being called "communities" or The EC10 - there are six carrier, three broker and one vendor community. The communities (where possible and practical) have been segmented broadly on the vendor they are using. Grouping this way creates a community that will have similar requirements, challenges, and solutions to technical change. While technology is not the only change the market must make, it can often be the hardest to deliver - so it makes sense to group together.

The communities relevant to brokers are shown below, each has a dedicated engagement partner who will provide a single point of contact for rapid turnaround of questions between now and go live. Brokers can also contact LIIBA for any questions or concerns.

EC7 & EC9	EC8	LIIBA

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Further information can also be found on:
- The Lloyd's website: https://www.lloyds.com/
- The Blueprint Two microsite: https://www.blueprint-2.com/
- The LIIBA website: https://liiba.co.uk/

Have a question?

It is essential to provide the market with a single simple process capture all the queries and answer them effectively. The Blueprint Two Engagement Team have developed a tool that captures the key data in a quick and user-friendly format. The form can be completed by browser or on a smart phone, a QR code and link are provided below.

For mobile, scan the QR Code

For browser, click the link below:

https://forms.office.com/r/WVh40ZJyb6

Complete the form

Hit the submit button

Receive your response

Acknowledgements

Thanks for reading this Foundational Playbook

We hope you've found it useful in planning for your Blueprint Two journey