

# Blueprint Two

# Foundational Playbook

# for the Company Market



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# Foreword

Following the publication of the LMA and LIIBA Foundational Playbooks for Blueprint Two, IUA members requested a Company market specific Foundational Playbook. We are delighted to be able to provide you with this document and we would like to thank the IUA members who assisted in its production.

This modernisation programme is the biggest change to happen in the London market for a generation. The change is complex and made up of many component parts. The IUA membership is varied with organisations being at different stages in their own journey to being fully digital and achieving minimal touch processing. For those of you that use central claims, accounting and settlement services, this Foundational Playbook is designed to help you understand how the relevant Blueprint Two changes can help you on that journey.

This Foundational Playbook will not give you all the answers as it cannot cater for all of the differences in IUA members and, as with all large transformation programmes, there are elements that are unknown. What this document does is highlight the unknown and when we expect an answer. It can help you put the foundations in place and understand the direction of your future journey. The IUA and the Blueprint Two Carrier Engagement team will work with you to understand your concerns and deliver more certainty over time.

If you have seen the LMA and LIIBA Foundational Playbooks you may notice that there is material missing from the IUA Foundational Playbook. This is due to the fact that some of the Blueprint Two services are specific to the Lloyd's market. Having said that you should see that there is more in common than there is different and the transformation we are undertaking will lead to a more digital future for IUA members in the London market that utilise central claims, accounting and settlement services.

We encourage every IUA member that uses central claims, accounting and settlement services to review the playbook and use this within their own organisation to make sure all impacted departments internally are aware of the changes and what the impact will be. Also to make sure you can plan, budget and benefit from these changes and include within your own digitisation journey.



Louise Day  
Chief Operating Officer  
International Underwriting Association



Peter Houston  
Head of London Market Engagement  
Joint Venture



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# How to use the Foundational Playbook for the Company Market

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

The foundational playbook can be used by different stakeholder groups within your 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 relevant Blueprint Two component to support detailed planning and implementation.

**Section 4** explains the additional support provided to the company market, and other supporting information.

## 1. Everything you need to know initially

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**Summary of what  
Blueprint Two is  
looking to achieve**

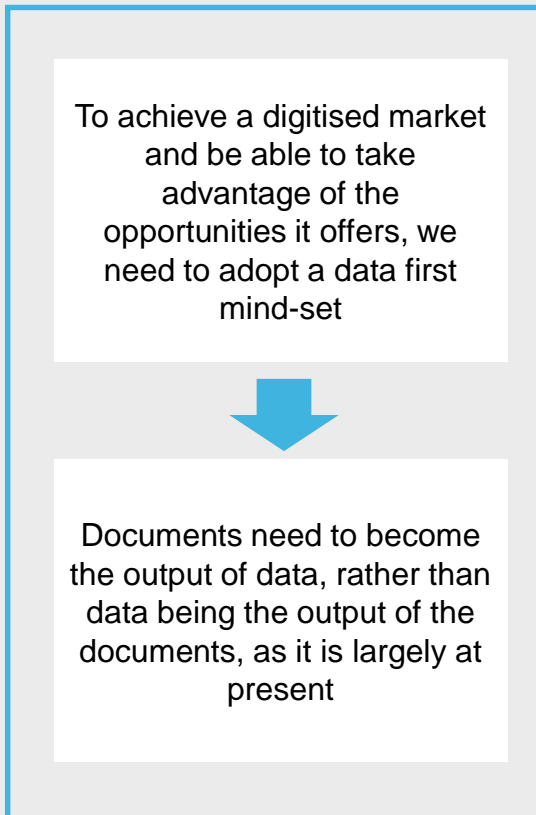
# Why Blueprint Two is an important step for the future of the London Market

Blueprint Two is a significant step to digitisation of central claims, accounting and settlement services for the market. This is important in 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, reducing or (in future) entirely removing rekeying and enabling contracts to be read and fully understood by machines

## Fully digital contracts would allow:

- Faster quoting, binding processes
- The potential for quicker settlement times with more automated querying
- Carriers and brokers to know which of their contracts has a specific clause or variation of clause
- Reduction of manual queries and reconciliations required to do business

## To achieve this:



## Blueprint Two's importance:

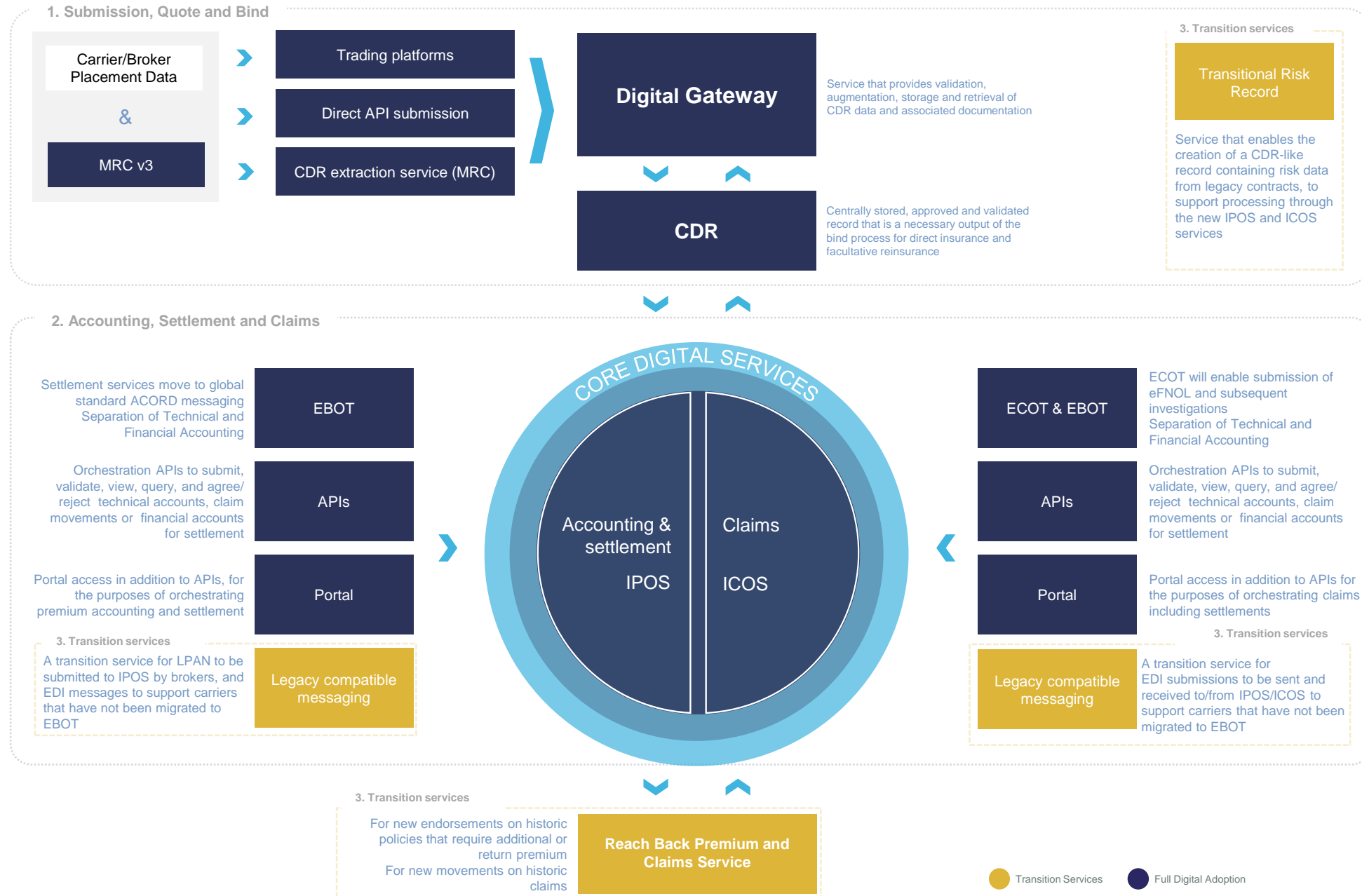
Blueprint Two is a significant step to make this future a reality.

Carriers 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 service represented.



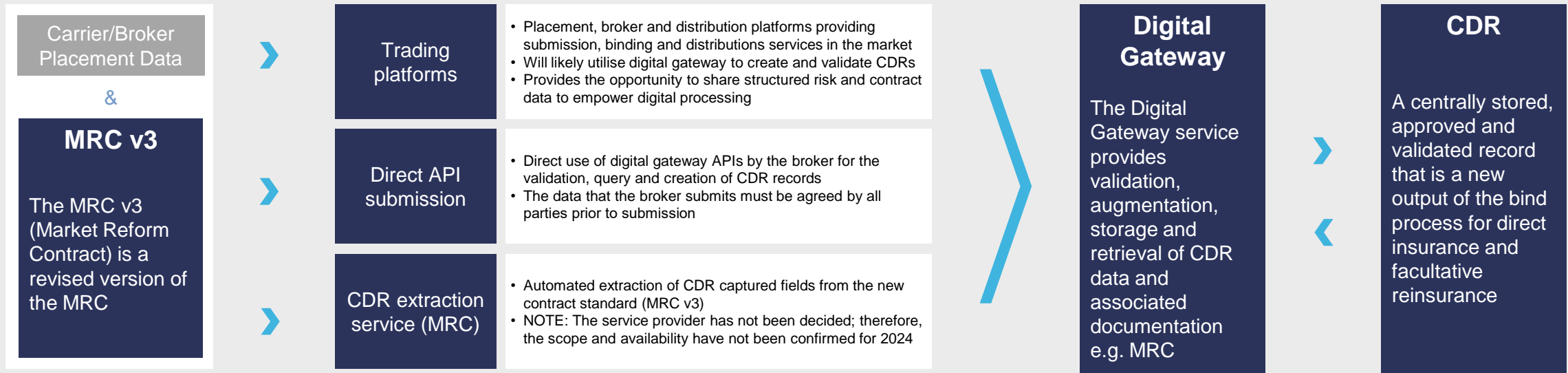
# 1. Submission, Quote and Bind

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 Core 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
- The MRC v3 will supersede MRC, which is still expected to be the responsibility of the broker. Some trading platforms may participate in the generation of the newly-formatted MRC
- Trading platforms are expected to be the primary method of CDR creation, with Direct API for platform integration and MRC (v3) 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



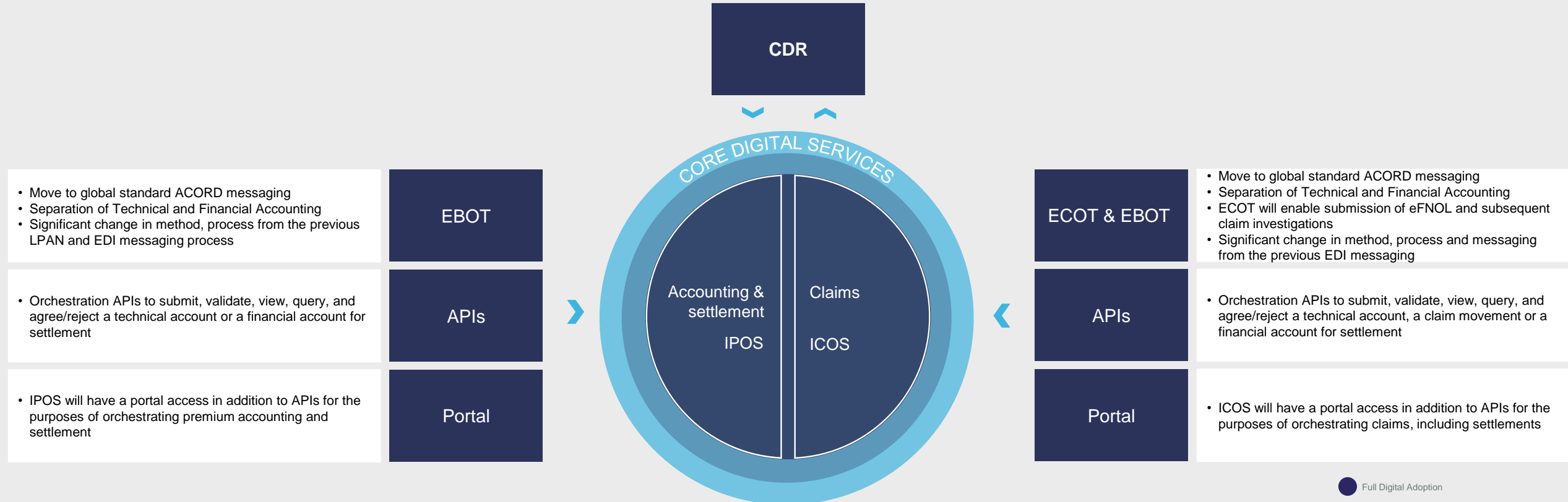


# 2. Accounting, Settlement and Claims

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 Open Market, replacing POSH
- ICOS will be the new core digital solution for claims orchestration, accounting and settlement for the Open Market, replacing ECF/CLASS
- The CDR is used to facilitate automated premium accounting & settlement, 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



# 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 legacy data is available, and is not validated via the Digital Gateway
- Portal access to IPOS for transaction querying and access to ICOS for claims querying and orchestrating claims
- Carriers 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	<ul style="list-style-type: none"> <li>• Where EBOT/ECOT adoption not possible</li> <li>• Standard LPAN/EDI messages with content changes</li> <li>• Any company-specific customisation of current EDI messages will be lost</li> </ul>
Transitional Risk Record (TRR) creation service	<ul style="list-style-type: none"> <li>• A service that pulls basic CDR information from an MRC where it is not possible to use a full adoption CDR method</li> <li>• Transitional Risk Records (TRR) will not be validated by the Digital Gateway</li> <li>• Please note: The service is expected but is not yet part of the Blueprint Two programme, so it is not currently confirmed for 2024</li> </ul>
Reach Back to Premium and Claim History	<ul style="list-style-type: none"> <li>• For new endorsements on historic policies that require additional or return premium, the service will pull premium history from the old repositories</li> <li>• For new movements on historic claims, the service will pull claims history from legacy data sources to create the record in ICOS</li> </ul>
Portal	<ul style="list-style-type: none"> <li>• Portal access to IPOS for transaction querying</li> <li>• Portal access to ICOS for orchestrating claims and transaction querying</li> </ul>



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# High-level overview to adopting Blueprint Two



# Section Introduction

This section provides a high-level overview (based on currently available information from the Joint Venture, Blueprint Two and other change driver sources) of the following:

- Blueprint Two components' definitions
- How the components will fit across business processes for open market
- Expected relative impacts of implementing each by business process
- Dependencies company market carriers will have on other market participants
- Level of information currently available for each component



# These are the Blueprint Two components

## Transition Services

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### Transitional Risk Record (TRR) Creation

An external risk extraction service that will create a Transitional Risk Record (TRR), a partial CDR record, used for handling legacy policies. 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 Xchanging. Please note the EDI messages will have content changes and EDI customisations will not be possible

### 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 Xchanging. Please note the EDI messages will have content changes and EDI customisations will not be possible

### Reach Back to Claim and Premium History

A service internal to the Joint Venture 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

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### CDR (Core Data Record)

A 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

### MRC v3 (formerly referred to as the IMRC)

An update to the MRC format: a more-highly structured document that will be more machine-readable and will enable the 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. MRC v3. 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. If the trading platform cannot do that, then carriers who wish to be fully digital have to use one of the other 2 ways to submit a CDR

### 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

## Additional Services

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### Proportional Treaty (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 is a transition option for carriers 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 company market carriers' high level processes and types of changes expected from Blueprint Two



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

The purpose of the view is to allow company market carriers to quickly see where changes will be required

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

Blueprint Two components		Open Market Placement				Open Market Claims			Delegated Authority				Prop Treaty	
		Submission / Quote	Bind	Premium Settlement & Payment	Endorsement / Renewal	FNOL	Investigation	Claim Settlement & Payment	Coverholder Onboarding	Setting Up DA Agreements	Manage Monthly Bordereaux	Premium Settlement & Payment	Claim Settlement & Payment	Premium & Claims
Transition Services	Transitional Risk Record (TRR) Creation <sup>(1)</sup>		●●0		TBC									
	IPOS – Submission Translation – LPAN and EDI			●●0	TBC							TBC		
	ICOS – Submission Translation – EDI					●●0	●●0	●●0					TBC	
	Reach Back to Claim and Premium History				o00	o00								
Full Digital Adoption	CDR (Core Data Record) <sup>(2)</sup>	●●0	●●0		TBC									
	MRC v3	●●0	●●0		TBC									
	Digital Gateway <sup>(2)</sup>	●●0	●●0		TBC									
	Trading Platforms <sup>(3)</sup>	●●0	●●0		TBC									
	IPOS – API access, EBOT			●●●	TBC								TBC	
Additional Services	ICOS – API access, EBOT & ECOT					●●0	●●0	●●●					TBC	
	Prop Treaty													●●●

(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

# These are the dependencies carriers will have on other market participants

The purpose of this view is to allow company market carriers to consider who to speak to and about what

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

	Blueprint Two components	Level of dependency	Type of dependency	On whom
Transition Services	Transitional Risk Record (TRR) Creation <sup>(1)</sup>	<input type="checkbox"/>	The broker will 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 Transitional Risk Record (TRR), but they are dependent on the broker to trigger its creation	Broker
	IPOS – Submission Translation – LPAN and EDI	<input type="checkbox"/>	Carriers 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	<input type="checkbox"/>	Carriers can implement this change without any dependency on other market participants	N/a
	Reach Back to Claim and Premium History	<input type="checkbox"/>	Service internal to the Joint Venture. No change is required from carriers	N/a
Full Digital Adoption	CDR (Core Data Record) <sup>(2)</sup>	<input type="checkbox"/>	The LMG Data Council is defining the standard process roles and responsibilities for the creation, review and acceptance of CDR and submission to the Digital Gateway	Broker, Other carriers
	MRC v3	<input type="checkbox"/>	The current direction of travel thinking is that the broker will continue to create the MRC v3, the carrier has a role to agree and validate it, as with the current MRC	Broker
	Digital Gateway <sup>(2)</sup>	<input type="checkbox"/>	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 <sup>(3)</sup>	<input type="checkbox"/>	Changes to trading platforms depend entirely on the provider of the trading platform. Carriers 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	<input type="checkbox"/>	Carriers can adopt EBOT without any dependency on other market participants. However, realising the full benefits (a Technical Account significantly earlier than a Financial Account) requires broker adoption of EBOT	Broker
Additional Services	ICOS – API access, EBOT & ECOT	<input type="checkbox"/>	Carriers can adopt EBOT and ECOT without any dependency on other market participants. However, realising the full benefits (a Technical Account significantly earlier than a Financial Account) requires broker adoption of EBOT and ECOT	Broker
	Prop Treaty	<input type="checkbox"/>	Realising the full benefits (centralised negotiation and agreement process) requires broker adoption of EBOT	Broker, Other 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

The purpose of this view is to enable company market carriers understand what it is possible to do at present

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 <sup>(1)</sup>		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 minimal uncertainty. LPAN to EBOT compatibility is still however unknown	✓			TBC
	ICOS – Submission Translation – EDI		The extent of the changes for EDI messages is known and is subject to minimal uncertainty		✓		TBC
	Reach Back to Claim and Premium History	N/A	No change is required from carriers		✓		
Full Digital Adoption	CDR (Core Data Record) <sup>(2)</sup>		The CDR business fields have been published with some subject to change for company market carriers, and roles and responsibilities are still outstanding	✓	✓		
	MRC v3		MRC v3 (formerly iMRC) market consultation feedback is pending, but the new standard is expected to be published Q1 2023. Details of the technical mechanism to extract the CDR data from an MRC is still undefined	✓			
	Digital Gateway <sup>(2)</sup>		The Digital Gateway has been defined on a high level. There are several outstanding unknowns, such as the exact list of API functions, full API specs and the process of submitting and validating the CDR	✓			
	Trading Platforms <sup>(3)</sup>		Various providers have various degrees of readiness for the CDR. carriers 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 process and the additional API's that will be provided	✓			TBC
Additional Services	Prop Treaty		End-state defined at a high level but full system processes and API specs not yet published				✓
	ICOS – API access, EBOT & ECOT		End state defined at a high level, but there are unknowns around the EBOT/ECOT process and the additional API's that will be provided		✓		TBC

(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

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**What carriers can do,  
when and with whom  
to prepare**



# Section Introduction

This section provides an overview (based on currently available information from the Joint Venture, Blueprint Two and other change driver sources) on what carriers can do, when and with whom to prepare:

- What will be required from go-live and transition service options where relevant
- What carriers 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
<b>Transition Services</b>	Transitional Risk Record (TRR) Creation <sup>(1)</sup>	Q4 2024	To be used where only MRCs are available (i.e. legacy policies)	N/A
	IPOS – Submission Translation – LPAN and EDI	Q4 2024	Once IPOS is live, without adopting EBOT, this service is required to continue receiving EDI transaction message	N/A
	ICOS – Submission Translation – EDI	Q4 2024	Once ICOS is live, without adopting EBOT/ECOT, this service is required to continue receiving EDI transaction messages	N/A
	Reach Back to Claim and Premium History	Q4 2024	No changes required for carriers	N/A
<b>Full Digital Adoption</b>	CDR (Core Data Record) <sup>(2)</sup>	Q4 2024	Full implementation and use of a CDR is mandated for new policies (direct insurance and facultative reinsurance only)	The Transitional Risk Record (TRR) creation to cover legacy policies
	MRC v3	Q4 2023	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 <sup>(2)</sup>	Q4 2024	CDR submission must go through the digital gateway via 3 possible routes: API via a trading platform, extraction service from an MRC v3 or direct API submission	There are no transition alternatives, however it is worth noting that none of the transition services use Digital Gateway Services
	Trading Platforms <sup>(3)</sup>	N/A	There is an expectation that trading platforms will be updated to support CDR data in order to be Blueprint Two compliant. The change impact on carriers is not known	There are no transition options; however, carriers can use one of the other CDR submission options: CDR extraction service (MRC v3), or direct API submission would need to be used
	IPOS – API access, EBOT	Q4 2024	All premium settlements are to be made via IPOS so associated process changes are required	EBOT readiness not necessary by go-live, however it should be assessed and treated as target end-state. If not EBOT-ready, the submission translation service (EDI) is in place (see above)
ICOS – API access, EBOT & ECOT	Q4 2024	All claim settlements are to be made via ICOS so associated process changes are required	EBOT/ECOT readiness not necessary by go-live, however it should be assessed and treated as target end-state. If not EBOT/ECOT-ready, the submission translation service (EDI) is in place (see above)	
<b>Additional Services</b>	Prop Treaty	TBC	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 but should be assessed and treated as target end-state

(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 carriers can start to do today to prepare (1 of 2)

	BLUEPRINT TWO COMPONENTS	WHAT'S POSSIBLE RIGHT NOW	ACTIONS POSSIBLE FROM TODAY	WHO/ WITH WHOM
Transition Services	Transitional Risk Record (TRR) Creation <sup>(1)</sup>	<ul style="list-style-type: none"> <li>None – this service is internal to IPOS / ICOS</li> </ul>	<ul style="list-style-type: none"> <li>None</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
	IPOS – Submission Translation – LPAN and EDI	<ul style="list-style-type: none"> <li>Reasonably detailed planning</li> </ul>	<ul style="list-style-type: none"> <li>Assess impacts of transitioning to the standard EDI formats (removal of any messaging configuration)</li> <li>Planning and implementation of EDI source and content changes ready for market acceptance testing</li> </ul>	<ul style="list-style-type: none"> <li>Internal accounting and settlement system vendors (where relevant) and accounting and settlement teams</li> <li>Internal system vendors and internal teams (e.g., API vendor)</li> </ul>
	ICOS – Submission Translation – EDI	<ul style="list-style-type: none"> <li>Reasonably detailed planning</li> </ul>	<ul style="list-style-type: none"> <li>Assess impacts of transitioning to the standard EDI formats (removal of any messaging configuration)</li> <li>Planning and implementation of EDI source and content changes ready for market acceptance testing</li> </ul>	<ul style="list-style-type: none"> <li>Internal system vendors and internal teams</li> <li>Internal teams and external technology providers (e.g., API vendor)</li> </ul>
	Reach Back to Claim and Premium History	<ul style="list-style-type: none"> <li>No change required from carrier for this indirect service</li> </ul>	<ul style="list-style-type: none"> <li>None</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
Full Digital Adoption	CDR (Core Data Record) <sup>(2)</sup>	<ul style="list-style-type: none"> <li>Reasonably detailed planning</li> </ul>	<ul style="list-style-type: none"> <li>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.)</li> <li>Engage with trading platform partners to gauge CDR compliance aspirations and brokers on their responsibilities and compliance</li> <li>Assess the impact of potential changes to the downstream processes and people</li> </ul>	<ul style="list-style-type: none"> <li>Underwriting (direct insurance and facultative reinsurance) and support teams</li> <li>Internal underwriting teams, brokers and trading platform provider(s)</li> <li>Operations and/or internal teams</li> </ul>
	MRC v3	<ul style="list-style-type: none"> <li>High-level planning</li> </ul>	<ul style="list-style-type: none"> <li>Assess the new proposed MRC format and read communication following the MRC v3 (iMRC) market consultation (market consultation complete)</li> <li>Assess and discuss MRC roles and responsibilities and compliance based on current MRC practices (i.e. validate with current broker partners when they expect to comply with the MRC v3 guidance for new policies)</li> </ul>	<ul style="list-style-type: none"> <li>London Market Group (LMG)</li> <li>Internal underwriting teams and brokers</li> </ul>
	Digital Gateway <sup>(2)</sup>	<ul style="list-style-type: none"> <li>High-level planning</li> </ul>	<ul style="list-style-type: none"> <li>Evaluate methods of access (trading platform, extraction service from the MRC or direct API submission by the broker) based on the process and the way business is transacting today</li> <li>Assess the technological impact in existing systems (e.g., API readiness for direct API submission)</li> <li>Assess the impact of potential changes to the downstream processes and people</li> </ul>	<ul style="list-style-type: none"> <li>Internal teams, trading platform providers and brokers</li> <li>Internal teams</li> <li>Internal teams</li> </ul>

<sup>(1)</sup> Yet to be defined – TRR Creation is not yet part of the Blueprint Two programme, so it is not confirmed for 2024 | <sup>(2)</sup> CDR and Digital Gateway only apply to direct insurance and facultative reinsurance.

# This is what carriers can start to do today to prepare (2 of 2)

	BLUEPRINT TWO COMPONENTS	WHAT'S POSSIBLE RIGHT NOW	ACTIONS POSSIBLE FROM TODAY	WHO/ WITH WHOM
<b>Full Digital Adoption</b>	Trading Platforms <sup>(3)</sup>	<ul style="list-style-type: none"> <li>High-level planning</li> </ul>	<ul style="list-style-type: none"> <li>Evaluate which platforms you use currently, and are likely to use in the future based on partner ecosystems and their BP2 ambitions</li> <li>Review Trading platform integration strategies and enablers to support scalable and flexible integration between Trading and JV platforms</li> <li>Assess and implement technology enablers in support of the integration strategy (to facilitate API integration where not covered by vendors)</li> </ul>	<ul style="list-style-type: none"> <li>Internal teams and trading platform providers</li> <li>Internal teams and external technology providers</li> <li>Internal teams and external technology providers</li> </ul>
	IPOS – API access, EBOT	<ul style="list-style-type: none"> <li>High-level planning</li> </ul>	<ul style="list-style-type: none"> <li>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</li> <li>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 <sup>(4)</sup> For more detail on submission translation, see above</li> <li>Review and update integration strategy for internal API and message gateway capabilities and patterns</li> <li>Assess and implement technology enablers in support of the integration strategy (to facilitate EBOT communication and API integration where not covered by vendors)</li> <li>Engage with brokers to understand their aspirations for EBOT adoption for BP2 (this will help to understand if the full benefit of TA and FA separation can be realised)</li> </ul>	<ul style="list-style-type: none"> <li>Internal teams and internal system vendors</li> <li>Internal teams</li> <li>Internal change teams</li> <li>Internal teams and external technology providers</li> <li>Brokers</li> </ul>
	ICOS – API access, EBOT & ECOT	<ul style="list-style-type: none"> <li>High-level planning</li> </ul>	<ul style="list-style-type: none"> <li>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</li> <li>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.</li> <li>Review and update integration strategy for internal API and message gateway capabilities and patterns</li> <li>Assess and implement technology enablers to facilitate EBOT/ECOT communication and API integration where not covered by vendors (e.g. API layer between systems)</li> <li>Engage with brokers to understand their aspirations for EBOT/ECOT adoption for BP2</li> </ul>	<ul style="list-style-type: none"> <li>Internal teams and internal system vendors</li> <li>Internal teams</li> <li>Internal change teams</li> <li>Internal teams and external technology providers</li> <li>Brokers</li> </ul>
<b>Additional Services</b>	Prop Treaty	<ul style="list-style-type: none"> <li>Reasonably detailed planning</li> </ul>	<ul style="list-style-type: none"> <li>Assess the requirement and benefits case for the adoption of the Prop Treaty service as an additional service</li> <li>Assess internal and broker responsibilities</li> <li>Review current integration strategy for EBOT-readiness</li> </ul>	<ul style="list-style-type: none"> <li>Internal Teams</li> <li>Brokers</li> <li>Internal teams</li> </ul>

(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.

# 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 <sup>(1)</sup>	<ul style="list-style-type: none"> <li>Transitional Risk Record (TRR) creation service full process details</li> </ul>	<ul style="list-style-type: none"> <li>TBC</li> </ul>	<ul style="list-style-type: none"> <li>Assess Service interaction and internal process impact once published</li> </ul>	<ul style="list-style-type: none"> <li>Internal underwriting teams and support teams</li> </ul>
	IPOS – Submission Translation – LPAN and EDI	<ul style="list-style-type: none"> <li>Confirmation of EDI location configuration</li> <li>Market acceptance testing (MAT)</li> <li>Confirmed date of submission translation service removal</li> </ul>	<ul style="list-style-type: none"> <li>TBC</li> <li>Q2/Q3 2024</li> <li>TBC</li> </ul>	<ul style="list-style-type: none"> <li>Configuration and integration testing of new locations</li> <li>Commence MAT</li> <li>Ensure that plans are in place to migrate off EDI transition service by this date</li> </ul>	<ul style="list-style-type: none"> <li>Internal teams and internal system vendors</li> <li>Internal teams</li> <li>Internal teams</li> </ul>
	ICOS – Submission Translation – EDI	<ul style="list-style-type: none"> <li>Confirmation of EDI location configuration</li> <li>Market acceptance testing (MAT)</li> <li>Confirmed date of submission translation service removal</li> </ul>	<ul style="list-style-type: none"> <li>TBC</li> <li>Q2/Q3 2024</li> <li>TBC</li> </ul>	<ul style="list-style-type: none"> <li>Configuration and integration testing of new locations</li> <li>Commence MAT</li> <li>Ensure that plans are in place to migrate off EDI transition service by this date</li> </ul>	<ul style="list-style-type: none"> <li>Internal teams and internal system vendors</li> <li>Internal teams</li> <li>Internal teams</li> </ul>
	Reach Back to Claim and Premium History	<ul style="list-style-type: none"> <li>Reach-back full process details</li> <li>ICOS market acceptance testing (MAT)</li> </ul>	<ul style="list-style-type: none"> <li>TBC</li> <li>Q2/Q3 2024</li> </ul>	<ul style="list-style-type: none"> <li>Assess training needs on new/ updated processes</li> <li>While doing market acceptance testing on ICOS, ensure that new claims on historic policies are tested and working appropriately (and ensuring data quality)</li> </ul>	<ul style="list-style-type: none"> <li>Internal teams</li> <li>Internal teams and the Joint Venture</li> </ul>
Full Digital Adoption	CDR (Core Data Record) <sup>(2)</sup>	<ul style="list-style-type: none"> <li>LMG Data Council's release of CDR field roles and responsibilities</li> </ul>	<ul style="list-style-type: none"> <li>Q1 2023</li> </ul>	<ul style="list-style-type: none"> <li>Discuss and confirm future on-going roles and responsibilities of the CDR and impacts on processes (see more under trading platforms)</li> </ul>	<ul style="list-style-type: none"> <li>Internal underwriting teams, brokers and trading platform provider(s)</li> </ul>
	MRC v3	<ul style="list-style-type: none"> <li>Final confirmed MRC v3 guidance and structure</li> <li>MRC v3 CDR extraction service providers announced</li> </ul>	<ul style="list-style-type: none"> <li>TBC</li> <li>TBC</li> </ul>	<ul style="list-style-type: none"> <li>Validate any changes to the MRC v3 spec following consultation</li> <li>Select and implement a CDR extraction service, if using an MRC (v3)</li> </ul>	<ul style="list-style-type: none"> <li>Internal underwriting teams and brokers</li> <li>Service providers</li> </ul>
	Digital Gateway <sup>(2)</sup>	<ul style="list-style-type: none"> <li>Full digital gateway spec release</li> </ul>	<ul style="list-style-type: none"> <li>TBC</li> </ul>	<ul style="list-style-type: none"> <li>Full assessment (and implementation) of API connectivity for CDR submission, if applicable</li> </ul>	<ul style="list-style-type: none"> <li>Internal teams</li> </ul>
	Trading Platforms <sup>(3)</sup>	<ul style="list-style-type: none"> <li>Individual trading platform CDR compliance capabilities and upgrades</li> <li>Digital Gateway roles and specs publication</li> </ul>	<ul style="list-style-type: none"> <li>Dependant on vendor</li> <li>TBC</li> </ul>	<ul style="list-style-type: none"> <li>Assess suitability of current trading platform and/or other trading platforms and their offerings.</li> <li>Engage with trading platform vendors/partners to find out:                             <ul style="list-style-type: none"> <li>If/ when the platform will support the Digital Gateway APIs and processes (re. CDR / MRC)</li> <li>What structured risk data (incl. CDR fields) will be available during the submission process?</li> <li>When/ how during the submission process can structured risk data be extracted by the carrier?</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Internal teams and trading platform providers</li> <li>Internal teams and trading platform providers</li> </ul>

(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	<ul style="list-style-type: none"> <li>• Full IPOS/ICOS system processes and API specs</li> <li>• Market acceptance testing (MAT)</li> </ul>	<ul style="list-style-type: none"> <li>• TBC</li> <li>• Q2/Q3 2024</li> </ul>	<ul style="list-style-type: none"> <li>• Impact assess wider system changes to access, process and respond to EBOT messaging, and changes for updated business processes</li> <li>• Review transactional processes that will support the split of technical and financial accounting messages in EBOT</li> <li>• Assess associated roles and responsibilities and training needs on new data standards &amp; new/ updated processes</li> <li>• Design the necessary integration strategy and data flows required to enable settlement processes and system EBOT acceptance.</li> <li>• Implement the necessary integrations in wider systems required for updated IPOS/ICOS and EBOT processes</li> <li>• Commence MAT</li> </ul>	<ul style="list-style-type: none"> <li>• Internal support and finance teams, and internal system vendors</li> <li>• Internal support and finance teams</li> <li>• Internal support and finance teams, and brokers</li> <li>• Internal teams and internal system vendors</li> <li>• Internal teams and internal system vendors</li> <li>• Internal teams</li> </ul>
	ICOS – API access, EBOT & ECOT	<ul style="list-style-type: none"> <li>• Full IPOS/ICOS system processes and API specs</li> <li>• Market acceptance testing (MAT)</li> </ul>	<ul style="list-style-type: none"> <li>• TBC</li> <li>• Q2/Q3 2024</li> </ul>	<ul style="list-style-type: none"> <li>• Impact assess wider system changes to access, process and respond to EBOT/ECOT messaging, and changes for updated business processes.</li> <li>• Review transactional processes that will support the split of technical and financial accounting messages in EBOT</li> <li>• Assess associated roles and responsibilities and training needs on new data standards &amp; new/ updated processes</li> <li>• Design the necessary integration strategy and data flows required to enable settlement processes and system EBOT/ECOT acceptance.</li> <li>• Implement the necessary integrations in wider systems required for updated IPOS/ICOS and EBOT/ECOT processes.</li> <li>• Commence MAT</li> </ul>	<ul style="list-style-type: none"> <li>• Internal support and finance teams, and internal system vendors</li> <li>• Internal support and finance teams</li> <li>• Internal support and finance teams, and brokers</li> <li>• Internal teams and internal system vendors</li> <li>• Internal teams and internal system vendors</li> <li>• Internal teams</li> </ul>
Additional Services	Prop Treaty	<ul style="list-style-type: none"> <li>• Full prop treaty system processes and API specs</li> <li>• Market acceptance testing (MAT)</li> </ul>	<ul style="list-style-type: none"> <li>• TBC</li> <li>• TBC</li> </ul>	<ul style="list-style-type: none"> <li>• Impact assess wider system changes to access, process and respond to EBOT/ECOT messaging, and changes for updated business processes</li> <li>• Review transactional processes that will support the split of technical and financial accounting messages in EBOT</li> <li>• Assess associated roles and responsibilities and training needs on new data standards &amp; new/ updated processes</li> <li>• Commence MAT</li> </ul>	<ul style="list-style-type: none"> <li>• Internal teams</li> </ul>



5

# Understanding the impact by business process



# Section Introduction

This section provides an overview (based on currently available information from the Joint Venture, Blueprint Two and other change driver sources) on the impacts by business process:

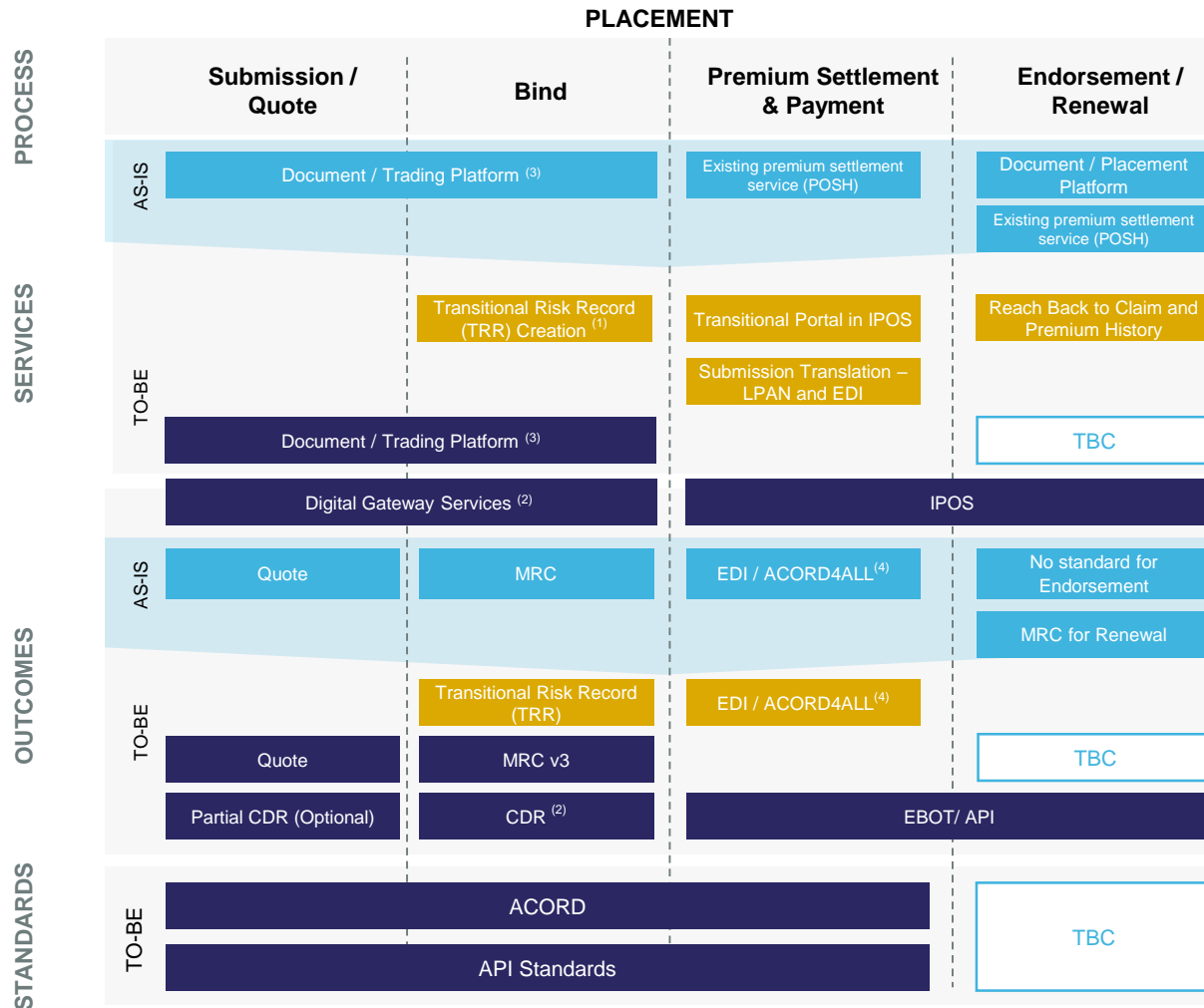
- Open market placement: overall impact
- Open market claims: overall impact

(Please note: impacts for Prop Treaty can be found in later component slides)



# 01 Open market placement: Overall impact

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



## 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 POSH - transactions are bulked together and a single EDI message is sent daily, or with ACORD4ALL messaging
- Endorsements don't have a standard structured process
- Renewals made via document or trading platform, resulting in an MRC.

## Transition impact

- The MRC v3 guidance becomes the replacement for the MRC guidance
- At the point of bind, if using the MRC route, a CDR Extraction Service will be used to submit the CDR captured fields to the Digital Gateway for direct insurance and facultative reinsurance. The CDR Extraction Service may be part of the Trading Platform capability or independent of the Trading Platform
- In transition, a Transitional Risk Record (TRR) Creation service will take (for some complex risks) an MRC (v3) and produce a Transitional Risk Record (TRR), a CDR-like record with minimal validation, to support processing in IPOS and ICOS
- For carriers who are not API- or EBOT-enabled, IPOS can be accessed via a portal, which will enable them to query transactions
- Premium Settlement & Payment is made via IPOS, which will send either an ACORD4ALL or 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 (MRC v3) or via trading platform. The integration and use of trading platforms provides the opportunity for carriers to share and capture structured data early in the underwriting 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, some data is required to enter a CDR into the Digital Gateway for direct insurance and facultative reinsurance. This can happen in 3 ways: CDR Extraction Service (from an MRC), Trading Platform or a direct API call from the broker
- Premium Settlement & Payment made via IPOS, which integrates to carrier systems via API and EBOT. EBOT messages can be sent per transaction and will have separate Technical Account and Financial Account messages
- The endorsement and renewal processes are to be confirmed

# 01 Open market placement: Overall impact

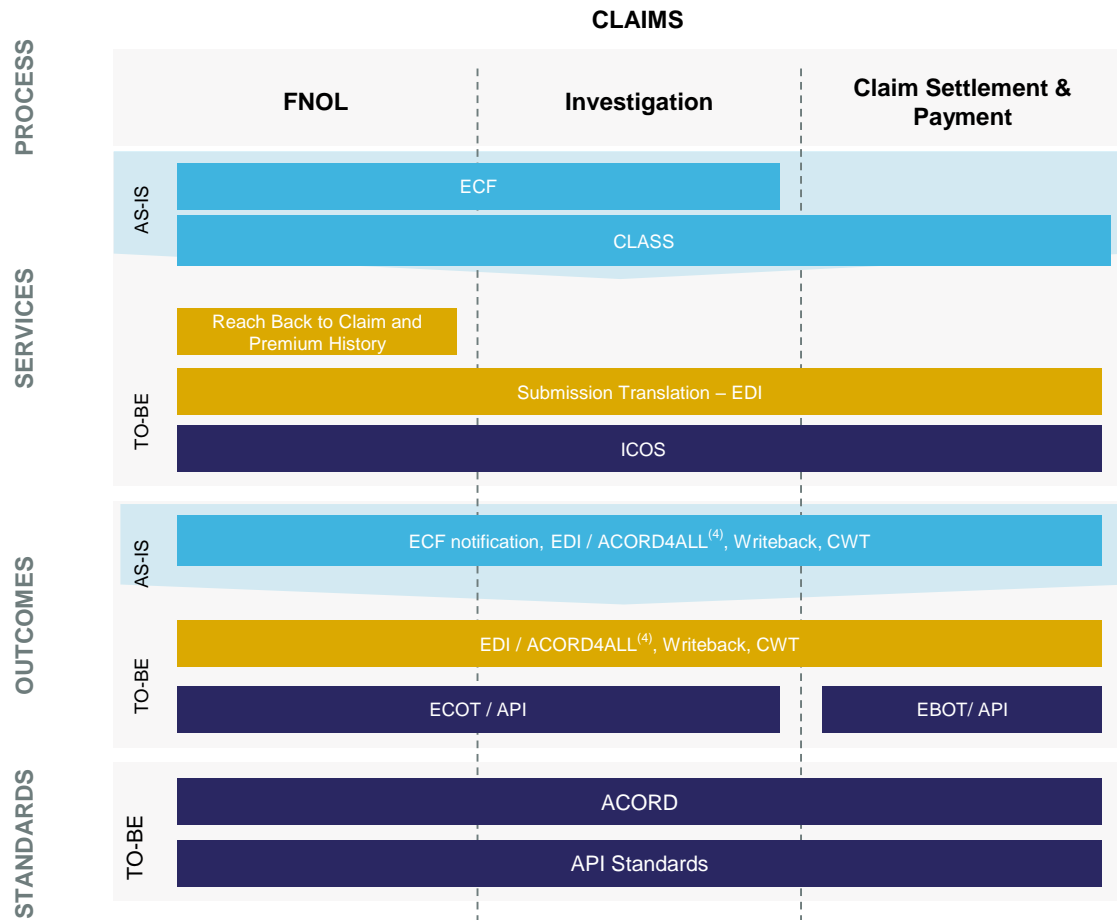
PROCESS	BLUEPRINT TWO SERVICE	IMPACTS
Bind	Transitional Risk Record (TRR) Creation <sup>(1)</sup>	●○○ The TRR service is only accessible by IPOS or ICOS. Market participants should be prepared to consume a TRR in place of an MRC in cases where the TRR is generated instead
	IPOS – Submission Translation – LPAN and EDI	●○○ In order to be able to access IPOS on day 1, carriers need to be ready for 2 changes to the messages: <ul style="list-style-type: none"> <li>• There will be minor field changes to account for the fact that they will now come from a different URL</li> <li>• Any company-specific configuration in the messages will be lost</li> </ul>
Submission / Quote	CDR (Core Data Record) <sup>(2)</sup>	●○○ A new optional step: at submission and quote, carriers can start capturing some CDR fields to prepare for submission later at bind stage
	MRC v3	●○○ The MRC v3 standard becomes the replacement for the MRC standard but this is a minor change for carriers, since the MRC is not widely used at submission and quote
	Digital Gateway <sup>(2)</sup>	●○○ 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. It will also be possible to save a partially completed CDR after a certain point in the process (to be confirmed when CDR process is published by the Data Council)
	Trading Platforms <sup>(3)</sup>	●○○ At submission, Trading Platforms have the option to utilise the soft validation functionality from the digital gateway
Bind	CDR (Core Data Record)	●○○ Carriers 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
	MRC v3	●○○ The MRC will change to the MRC v3 standard. Carriers need to be ready to receive an MRC v3 instead of an MRC. Roles and responsibilities to be confirmed by the LMG Data Council
	Digital Gateway <sup>(2)</sup>	●○○ At bind stage, the Digital Gateway will require a complete and validated CDR and potentially policy documents such as the new format MRC (full list of documents to be confirmed). Carriers will have responsibilities to fill in and/or validate CDR fields (depending on roles and responsibilities to be published by the 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 <sup>(3)</sup>	●○○ 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, and will determine the extent of impact on Trading Platforms and carriers.
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 carriers high level processes and types of changes expected from Blueprint Two



## Current approach

- FNOL is submitted into ECF
- Claims investigation occurs in ECF
- Claims Settlement & Payment made via CLASS – claims summaries are sent via EDI, ACORD4ALL, CWT or Writeback message and transactions trigger an EDI, CWT or Writeback message

## Transition impact

- eFNOL is submitted by the broker into ICOS. A notification is sent to the carrier. This will be either an ECF notification, an EDI message, ACORD4ALL 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 the Joint Venture to check the MRC v3/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 carrier 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, CWT or Writeback 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 is 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 the Joint Venture to check the MRC v3/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 carrier 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 transaction and will have separate technical account and financial account messages (which can be sent intra-day).

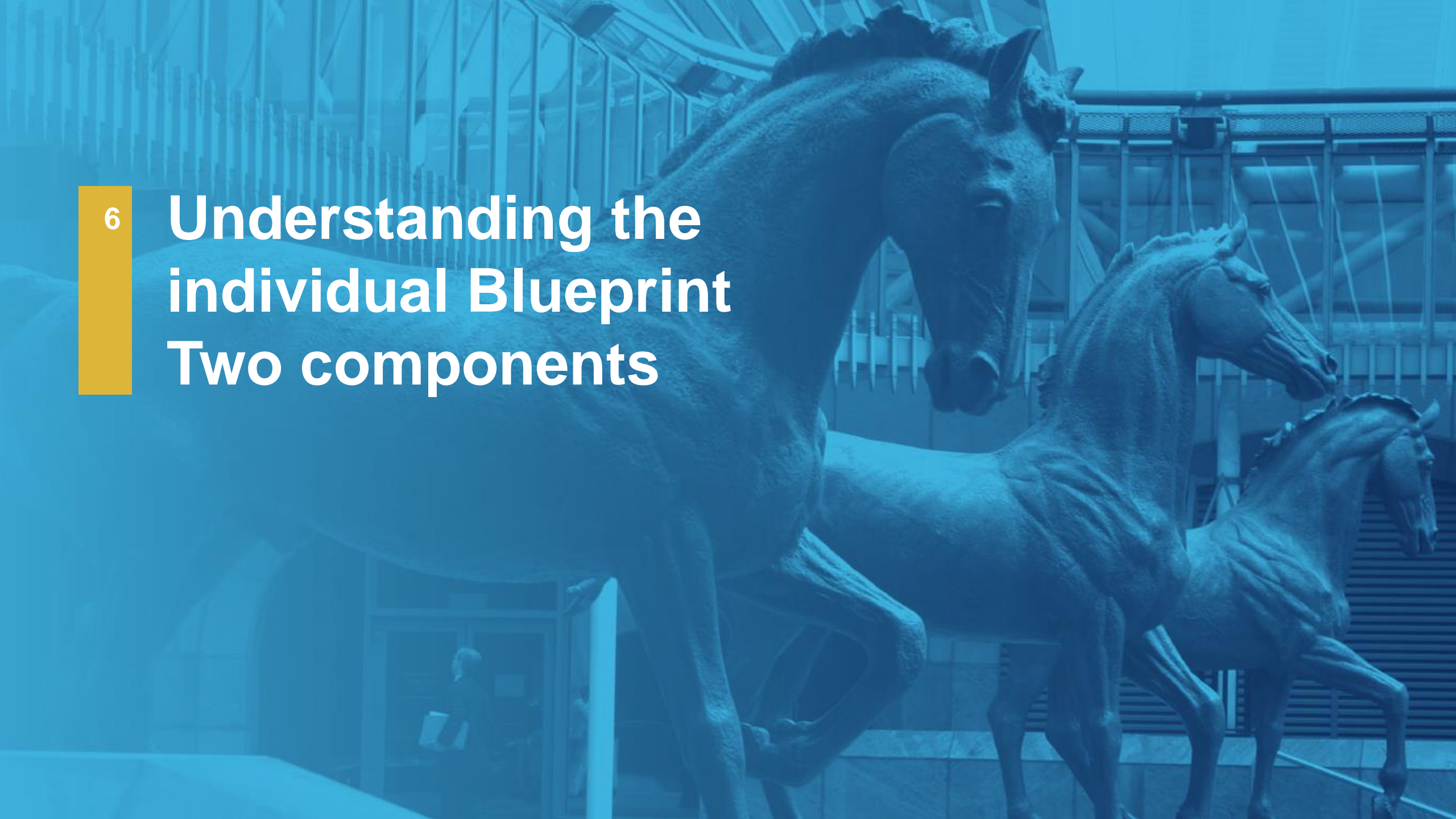
# 02 Open market claims: Overall impact

PROCESS	BLUEPRINT TWO SERVICE		IMPACTS
FNOL	Reach Back to Claim and Premium History		This service will run in the background. No action is required from carriers
	ICOS – Submission Translation – EDI		In order to be able to access ICOS on day 1, carriers need to be ready for 2 changes to EDI messages: <ul style="list-style-type: none"> <li>• There will be minor field changes to account for the fact that they will now come from a different URL</li> <li>• Any company-specific configuration in the messages will be lost</li> </ul>
Investigation	ICOS – Submission Translation – EDI		In order to be able to access ICOS on day 1, carriers need to be ready for 2 changes to EDI messages: <ul style="list-style-type: none"> <li>• There will be minor field changes to account for the fact that they will now come from a different URL</li> <li>• Any company-specific configuration in the messages will be lost</li> </ul>
Claim Settlement & Payment	ICOS – Submission Translation – EDI		In order to be able to access ICOS on day 1, carriers need to be ready for 2 changes to EDI messages: <ul style="list-style-type: none"> <li>• There will be minor field changes to account for the fact that they will now come from a different URL</li> <li>• Any company-specific configuration in the messages will be lost</li> </ul>
FNOL	ICOS – API access, EBOT & ECOT		The FNOL process to ICOS (previously in ECF), which will provide a more seamless and transparent user experience. Carriers need to onboard to the service and adopt API, EBOT and ECOT. Note this impact will be minor if the carrier is already EBOT / ECOT enabled
Investigation	ICOS – API access, EBOT & 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. Carriers need to onboard to the service and adopt API, EBOT and ECOT. Note this impact will be minor if the carrier is already EBOT / ECOT enabled
Claim Settlement & Payment	ICOS – API access, EBOT & ECOT		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 the carrier is already EBOT / ECOT enabled

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# Understanding the individual Blueprint

## Two components



# Section Introduction

This section provides an explanation (based on currently available information from the Joint Venture, Blueprint Two and other change driver sources) for each one of the Blueprint Two components:

1. [IPOS – Full Digital and Transition Adoption](#)
2. [ICOS – Full Digital and Transition Adoption](#)
3. [Digital Gateway](#)
4. [Trading Platforms](#)
5. [MRC v3 \(formerly referred to as the iMRC\)](#)
6. [CDR \(Core Data Record\)](#)
7. [Transitional Risk Record \(TRR\) Creation](#)
8. [Reach Back to Premium and Claim History](#)
9. [Proportional Treaty](#)





# 01 IPOS (International Premium Orchestration service)

## Full Digital and Transition Adoption

### 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 submission and association
    - Technical account submission and management
    - Financial account submission and management
    - Query management and reporting
    - Settlement via existing LIPS connection and new Vitesse direct payments
  - IPOS will interface with the existing services for settlement:
    - LIPS (Company Net Settlement)
    - Vitesse (for direct settlement)
  - Therefore, there will be no change to net settlement messages
- IPOS Channels:
    - ACORD EBOT TA and FA
    - REST API's
    - Portal
    - EDI messages during transition
    - ACORD4ALL\*
    - LPANs – DRI during transition
  - If not ready for EBOT on day 1, carriers can either employ ACORD4ALL, which converts bureau legacy message EDI files, or the EDI Transition Service which 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
  - The transition service change applies to the following EDI messages for company market carriers:
    - LIRMA : DSIGNS, IPCDSM, LIMCLM/CLMILC, WSETT
    - ILU: ILUCSM, IPCCSM, LIMCLM/CLMILC, ILUCSB

\* Pending final contract change notice approved into the build contract

### Mandatory from 2024

#### What is it replacing?

- POSH, the existing market system provided by Xchanging Insurance Services (XIS)
- POSH will be switched off on the big bang go-live date and all new transactions will start going through IPOS

#### Timelines

- Peer-to-peer EBOT/ECOT process flow already published
- Non-ACORD API specifications to be published in Q1 and Q2/24
- MAT (market acceptance testing) is currently set for Q2 and Q3/24, a 6-month timeslot to fit around the heavy renewal period. However, this may change as MAT is planned in detail
- Go live expected beginning of Q4/24

#### Information readiness



- End state is defined at a high level, but there are unknowns around the EBOT process and the additional APIs around the central services for subscription business
- The standard content for the changes for EDI is known
- ACORD4ALL is ready to adopt by carriers

#### Published information sources

- Blueprint Two Interactive Guide Second edition, January 2022
- DXC Global JSP Sequence 2, October 2021
- EBOT and ECOT handling guidelines: [https://www.acord.org/standards-architecture/acord-data-standards/Global\\_Reinsurance\\_Data\\_Standards](https://www.acord.org/standards-architecture/acord-data-standards/Global_Reinsurance_Data_Standards)
- Blueprint Two website: <https://www.blueprint-2.com/>



# 01 IPOS (International Premium Orchestration service)

## Full Digital and Transition Adoption

### Process overview (detail to be confirmed by the Joint Venture)

- This enables carriers to evaluate how this service component high-level processes will interface/ change internal 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 (Technical Account)	Inbound EBOT message or portal submission (Full Digital)  Or LPAN (Transition)	Validation of premium submission Management of any queries Issue of Technical Account (TA) Message	Outbound updated EBOT TA message (for Full Digital)	Broker Carrier
Broker (Financial Account)	Inbound EBOT message or portal instruction (for Full Digital)  Portal instruction, ACORD4ALL or EDI submission (Transition)	Payment of premium and Issue of settlement instruction	Financial Account (FA) Message (for Full Digital)  or ACORD4ALL or EDI (for 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 from Central Services if system validations are not passed.

### Known limitations

- No expected loss of functionality, all business currently handled by POSH will be handled by IPOS
- Settlements accepted by Central Services which trigger technical account messages will not have an automated querying process. Querying at this stage will have to happen in the portal or off-app
- It is not possible to automatically produce an 'full' EBOT API from an LPAN input. The carrier can receive a non-ACORD API notification or EDI / Portal notification. The JV could look at standing up an elective service to produce a supporting BPO service to create an EBOT out if there is sufficient interest

### Known unknowns

- The endorsement and renewal process are yet to be defined
- The full process for IPOS via EBOT/ API has not yet been fully defined in the context of syndicated business, but it is expected that response, acknowledgment, querying and rejection of TA/FA messages are handled by the IPOS service on behalf of carriers. The carrier instead will receive 'information only' copies of the API messages
- 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 planned for Q2 and Q3/24, these dates may change as it is planned in detail
- 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

- Digital integration opportunities for participant systems
- Faster premium settlement for query-free submissions
- Improved consistency of service and reduced manual errors in central services
- Faster query management responsiveness by moving to real-time rather than overnight processes.
- Automation and improved collaboration of operations workflows
- Global standards increase opportunities in other markets
- More timely access to reporting
- Improved data consistency drives lower reconciliation effort
- Alignment to global A&S standards
- Improved end-user (carrier) experience

# 01 IPOS (International Premium Orchestration service)

## Full Digital and Transition Adoption

	Transition services	Full digital adoption
Implementation options	Submission Translation for EDI – receive standard EDI messaging with content changes and use the Submission translation service and portal for query management	Adopt EBOT messaging and API integration, optional use of portal
Implementation impacts	<p><b>People:</b> (1) Change management to adopting IPOS portal (2) Onboarding to IPOS</p> <p><b>Process:</b> (1) Use of the IPOS portal for querying transactions and (2) possible minor impact of EDI message format changes</p> <p><b>Technology:</b> There are 2 key changes to current EDI messages: (1) There will be content changes to the messages, e.g. change of URL's and (2) The current EDI messages may have customisations specific to the carrier. Once transition services go live, any customisation will be lost and only standard EDI messages will be supported</p>	<p><b>People:</b> (1) Adoption of new transactional processes (2) potential reduction of resource requirements for certain activities (e.g. transaction reconciliation, cash allocation, etc.)</p> <p><b>Process:</b> Fundamental change to the transactional processes with the split of technical and financial accounting messages in EBOT</p> <p><b>Technology:</b> (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.</p>
Next steps	<ol style="list-style-type: none"> <li>Review the current messaging format against the updated EDI messaging for EDI to understand impact of loss of customisation</li> <li>Assess the impact of potential changes to EDI content to downstream processes and people</li> <li>Assess the technological impact of supporting multiple EDI sources/ targets in existing systems</li> <li>Understand the scale of IPOS Portal training by identifying audience</li> <li>Review complexity in conjunction with ICOS changes, as EBOT adoption in IPOS without ICOS may only be sensible in exceptional cases</li> </ol>	<ol style="list-style-type: none"> <li>Engage with relevant system vendors to understand the roadmap for EBOT and API adoption</li> <li>Assess technology enablers to facilitate EBOT communication and API integration where not covered by vendors</li> </ol> <p><i>Once the necessary workflow and API information is published:</i></p> <ol style="list-style-type: none"> <li>Assess systems changes to access process and respond to EBOT messaging</li> <li>Assess systems changes for updated business processes.</li> <li>Review transactional processes that will support the split of technical and financial accounting messages in EBOT</li> <li>Review ancillary processes to enable near-real-time process payments</li> <li>Assess training needs on new data standards &amp; new/ updated processes</li> <li>Review complexity in conjunction with ICOS changes, as EBOT adoption in IPOS without ICOS may only be sensible in exceptional cases</li> </ol>

# 02 ICOS (International Claims Orchestration service)

## Full Digital and Transition Adoption

### 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:
  - eFNOL, Investigation, Approval, Rejection
  - Document management
  - Orchestration messaging
  - Technical account submission and management
  - Financial account submission and management
  - Query management and reporting
  - Settlement via existing LIPS connection and new Vitesse direct payments
- ICOS will be interfacing with existing services, so there will be no change to net settlement messages.
- ICOS will interface with the existing services for settlement:
  - LIPS (Company Net Settlement)
  - Vitesse (for direct settlement)
- ICOS Channels:
  - ACORD EBOT TA and FA
  - ACORD ECOT
  - REST API's
  - Portal
  - EDI messages during transition
  - ACORD4ALL\*
  - Writeback, CWT/CWS and LIMCLM (Transition Service)
- If not ready for EBOT and ECOT on day 1, carriers can either employ ACORD4ALL, which converts bureau legacy message EDI files, or the EDI Transition Service 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
- The transition service change applies to the following EDI messages for company market carriers:
  - LIRMA : DSIGNs, IPCDSM, LIMCLM/CLMILC, WSETT
  - ILU: ILUCSM, IPCCSM, LIMCLM/CLMILC, ILUCSB

\* Pending final contract change notice approved into the build contract

### Mandatory from 2024


#### What is it replacing?

- CLASS, the existing market system
- CLASS will be switched off on the big bang go-live date and all new transactions will start going through ICOS

#### Timelines

- Peer-to-peer 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 Q2 and Q3/24, a 6-month timeslot to fit around the heavy renewal period. However, this may change as MAT is planned in detail.
- Go live expected beginning of Q4/24

#### Information readiness

- 
  - End state defined at a high level, but there are unknowns around the EBOT/ECOT process and the additional API's that will be provided for subscription business
  - The standard content for the changes for EDI are known

#### Published information sources

- Blueprint Two Interactive Guide Second edition, January 2022
- DXC Global JSP Sequence 2, October 2021
- EBOT and ECOT handling guidelines: [https://www.acord.org/standards-architecture/acord-data-standards/Global\\_Reinsurance\\_Data\\_Standards](https://www.acord.org/standards-architecture/acord-data-standards/Global_Reinsurance_Data_Standards)
- Blueprint Two website: <https://www.blueprint-2.com/>



# 02 ICOS (International Claims Orchestration service)

## Full Digital and Transition Adoption

### Process overview (detail to be confirmed by the Joint Venture )

- This enables carriers to evaluate how this service component high-level processes will interface/ change internal 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	ECOT message or API (for Full Digital) or portal submission Or ACORD4ALL or EDI submission (Transition)	eFNOL	ECOT message, API or portal notification (for Full Digital)  Portal notification, Writeback or CWT message (Transition)	Broker Carrier
Broker, carrier, experts, and other involved parties	ECOT message, API or portal submission (for Full Digital)  Or ACORD4ALL or EDI submission (Transition)	Investigation	ECOT message, API or portal notification (for Full Digital)  Portal notification, ACORD4ALL, SCM, Writeback or CWT message (Transition)  Approved / Rejected Claim	Broker Carrier
Broker	EBOT Technical Account (TA) Message (for Full Digital) Or ACORD4ALL or EDI submission (Transition)	Issue of Technical Account (TA) Message	Technical Account (TA) Message (Full Digital)  Writeback or CWT message (Transition)	Broker Carrier
Broker	EBOT message or portal entry (for Full Digital) Or ACORD4ALL or EDI submission (Transition)	Payment of claim and Issue of Financial Account (FA) Message	Financial Account (FA) Message (Full Digital)  EDI, ACORD4ALL, Writeback or CWT 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 from Central Services if system validations are not passed.

### Known limitations

- No expected loss of functionality, all business currently handled by ECF and CLASS will be handled by ICOS
- If the CDR related to the claim is not present for whatever reason, there is a process ICOS will follow to obtain risk information to validate the claim

### Known unknowns

- The full process for IPOS via EBOT/ API has not yet been fully defined in the context of syndicated business, but it is expected that response, acknowledgment, querying and rejection of TA/FA messages are handled by the IPOS service on behalf of carriers. The carrier instead will receive 'information only' copies of the API messages
- The endorsement and renewal process are yet to be defined
- Writeback will be supported as a transition service; however, how it will evolve in the future is not yet known. Some options that are being considered are sunsetting it at a date agreed by the market or incorporating it into a wider ACORD standard
- Although MAT (market acceptance testing) is currently slated for Q2 and Q3/24, 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
- The ICOS portal is intended to be accessed by experts and insureds, but their inclusion in the scope is to be confirmed

### Potential benefit areas to consider

- Digital integration opportunities for participant systems
- Increased visibility through the lifecycle of the claim, allowing experts and other parties to access and provide information
- Improved consistency of service and reduced manual errors in central services
- Faster query management responsiveness by moving to real-time rather than overnight processes.
- Automation and improved collaboration of operations workflows
- Global standards increase opportunities in other markets
- Improved data consistency drives lower reconciliation effort
- Alignment to global A&S standards
- Tailored DA processes eliminate non-value add tasks
- Improved end-user experience
- Option to pay via Vitesse, a direct settlement that takes 2 hours

# 02 ICOS (International Claims Orchestration service)

## Full Digital and Transition Adoption

	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	<p><b>People:</b> (1) Change management to adopt ICOS portal (2) Onboarding to ICOS</p> <p><b>Process:</b> (1) Use of the ICOS portal for eFNOL and Investigation and (2) possible minor impact of EDI message format changes.</p> <p><b>Technology:</b> There are 2 key changes to current EDI messages: (1) There will be content changes to the messages, e.g. change of URL's and (2) The current EDI messages may have customisations specific to the carrier. Once transition services go live, any customisation will be lost and only standard EDI messages will be supported</p>	<p><b>People:</b> (1) Adoption of new transactional processes and use of new systems, and (2) potential reduction of resource requirements for certain activities (e.g. transaction reconciliation, cash allocation, etc.)</p> <p><b>Process:</b> (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</p> <p><b>Technology:</b> (1) Core need for technology enablers to handle EBOT / ECOT messaging and API integration, (2) Internal systems updates to switch from EDI to EBOT &amp; ECOT messaging, and (3) Internal system updates for the processes changes associated with the separation of financial and technical accounting</p>
Next steps	<ol style="list-style-type: none"> <li>Review the current messaging format against the consolidated EDI messaging for EDI to understand impact of loss of customisation</li> <li>Assess the impact of support for multiple EDI sources/ targets in existing systems</li> <li>Assess impact of potential changes to EDI content to downstream processes and people</li> <li>Understand the scale of ICOS Portal training by identifying audience</li> <li>Review complexity in conjunction with IPOS changes. EBOT adoption in ICOS without IPOS may only be sensible in exceptional cases</li> </ol>	<ol style="list-style-type: none"> <li>Engage with relevant system vendors to understand roadmap for EBOT/ ECOT and API adoption</li> <li>Assess technology enablers to facilitate EBOT/ ECOT communication and API integration where not covered by vendors</li> <li>Assess systems changes for updated business processes.</li> <li>Review transactional processing that will support the with the split of technical and financial accounting messages in EBOT and ECOT</li> <li>Review ancillary processes to enable near-real-time process of reconciling payments</li> <li>Impact assess training needs on new data standards, and new/ updated processes</li> </ol> <p><i>Once the necessary workflow and API information is published</i></p> <ol style="list-style-type: none"> <li>Assess systems changes to access process and respond to EBOT&amp; ECOT messaging</li> </ol>

# 03 Digital Gateway

## Solution Component Definition

- The Digital Gateway service provides validation, storage, and retrieval of CDR data and associated documentation e.g., MRC (v3).

### 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?

- Nothing, it is a new service. Gateway is replacing the submission of MRCs to XIS. By submitting the MRC (v3) 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 initial spec is due Feb 23 followed by further releases with dates unknown at present
- MAT (market acceptance testing) is currently set for Q2 and Q3/24, a 6-month timeslot to fit around the heavy renewal period. However, this may change as MAT is planned in detail
- Go live expected beginning of Q4/24

### Information readiness



- 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

- 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

## Process overview (detail to be confirmed by the Joint Venture)

- This enables carriers to evaluate how this service component high-level processes will interface/ change internal 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 (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. MRC v3)	Submit CDR (Validate, Augment, Store)	Valid CDR saved in data store Additional documents saved in data store	Carrier Broker 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 full digital
- Only covers direct insurance & facultative reinsurance i.e. doesn't 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 Q1 2023
- Full Digital Gateway API specifications publication date not known, however the initial CDR API Specification will be published in Feb 2023. This will be followed by further deliveries
- 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 Q2 and Q3/24, 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 MRC 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



# 03 Digital Gateway

	Transition services	Full digital adoption
Implementation options	Not applicable – the digital gateway can only be used as part of full digital adoption	<p>There are 3 methods to input a CDR into the Digital Gateway:</p> <ul style="list-style-type: none"> <li>• CDR extraction service (MRC v3)</li> <li>• Trading platform</li> <li>• Direct API submission by broker/carrier</li> </ul>
Implementation impacts	Not applicable	<p>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 <a href="#">Trading platforms</a> and <a href="#">MRC v3</a>.</p> <p>Direct API integration is likely to be optional for carriers unless they are operating their own trading platforms with CDR integration</p> <p><b>People:</b> Training people on the new processes and responsibilities for the CDR (to be published)</p> <p><b>Process:</b> Incorporate CDR and Gateway process flows</p> <p><b>Technology:</b> (1) Establish API capability to be able to connect to the Digital Gateway, and (2) Internal systems that consume CDR Data should be updated with any changes in internal systems that hold risk data</p>
Next steps		<ol style="list-style-type: none"> <li>1. Decide method of access (trading platform, extraction service from the MRC (v3) or direct API submission by broker/ carrier) based on the process and the way business is transacting today</li> <li>2. Assess the technological impact decision in existing systems</li> <li>3. Assess impact of potential changes to downstream processes and people</li> </ol>

# 04 Trading Platforms

## Solution Component Definition

- Trading Platforms are defined to be:
  - Placement platforms by third-party providers, including the market-owed platform, PPL.
  - 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 digitisation 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, the carriers integration with Trading Platforms will be crucial in sharing structured data between participants during the underwriting processes. The carrier's ability to integrate with the range of technologies and methods across trading platforms will be a limiting factor in efficiency
- It is expected that the use of trading platforms will move the market towards a data first approach in creating an MRC v3 – i.e., sourcing data through the use of integrated trading platforms between brokers and carriers
- Trading platforms used in the London Market may be expected to 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

### What is it replacing?

N/A - There are multiple existing platforms in the market, and 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 JV digital services
- Carriers should speak to the relevant platform owners in line with Digital Gateway timelines

### Information readiness



- This is subject to individual trading platform providers, as well as the Digital Gateway information readiness

### Published information sources

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



# 04 Trading Platforms

## Process overview (detail to be confirmed by the Joint Venture)

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

## Known unknowns

- Exact requirements that trading platforms need to follow in order to be fully digital for Blueprint Two to be confirmed. Some are known, such as they need to be able to submit a CDR and supporting documentation (e.g. MRC v3) to the Digital Gateway at bind. The Platform will also need to be able to consume Query APIs coming back from the Gateway. It will need to be able to present these queries to the submitter for resolution, likely by resubmission of the CDR. Further detail is pending
- When trading platforms will be able to submit a CDR and supporting documentation (e.g. MRC v3) to the Digital Gateway is still unknown. A recommendation of how the submission process will work has been produced and there will be consultation with the market in Q1 2023

## 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. MRC v3) to the Digital Gateway support the benefits identified for other services

# 04 Trading Platforms

	Transition services	Full digital adoption
Implementation options	Not applicable	There are no mandates in place for choosing trading platforms, these will be the choice of carriers and their broker partners
Implementation impacts	None	<p><b>People, Process and Technology</b> changes are specific to individual trading platforms and therefore outside the scope of Blueprint Two</p> <p>Carriers should however consider how they can take advantage of CDR information within their internal processes e.g. underwriting</p>
Next steps	None	<ol style="list-style-type: none"> <li>(1) Evaluate which platforms you use currently, or are likely to use in the future based on partner ecosystem</li> <li>(2) Once Digital Gateway roles and Specs are published, engage with trading platform vendors/partners to find out:                             <ul style="list-style-type: none"> <li>• If/ when the platform will support the Digital Gateway APIs and processes (re. CDR / MRC v3)</li> <li>• What structured risk data (incl. CDR fields) will be available during the submission process?</li> <li>• When/ how during the submission process can structured risk data be extracted by the carrier?</li> </ul> </li> <li>(3) Review Integration Strategy and Enablers to support scalable and flexible integration to Trading Platforms</li> </ol>

# 05 MRC v3 (Market Reform Contract)

Formerly referred to as the iMRC (intelligent Market Reform Contract)

## Solution Component Definition

- The MRC v3 (Market Reform Contract) is a revised version of the MRC
- It will apply to all bureau open market insurance and reinsurance business for Company Market carriers. For further details and exceptions, please read the MRC v3 Guidance (link in Sources)
- The MRC v3 is a more structured document that will be human and machine-readable and will enable the CDR captured fields to be extracted automatically.
- The MRC v3 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 MRC v3 format, with the broker still responsible for production of the MRC v3
- 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

## Replacement for MRC

### What is it replacing?

- The MRC - MRC v3 is an evolution from the MRC and introduces an updated layout to enable data extraction by market participants and trading platforms

### Timelines

- MRC v3 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 MRC v3 by Q1 2023, with a usable transition period from this date.
- The MRC v3 replaces the MRC from Q4/24 (subject to the market consultation, and assuming a cutover period from the current MRC guidance) - there may be an option for the MRC v3 to be adopted at an earlier time)

### Information readiness



- The MRC v3 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 MRC v3 have not been defined

### Published information sources

- 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 \(img.london\)](#)



# 05 MRC v3 (Market Reform Contract)

Formerly referred to as the iMRC (intelligent Market Reform Contract)

## Process overview (detail to be confirmed by the LMG)

- This enables carriers to evaluate how this service component high-level processes will interface/ change internal 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 and carrier	Contract information	Entering of contract data in a more structured format (MRC v3 format)	MRC v3	Broker Carrier Client

## Known limitations

- The MRC v3 is still a document format that allows encoding structured data to support the CDR but not all data in the MRC v3 is fully structured for automated extraction
- The efficiency of the MRC v3 will be highly dependent on participants' compliance with the new structure as well as the capability of the extraction service
- For larger complex risks, the MRC v3 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 MRC v3 structure and guidance is subject to revision after the consultation process
- The full scope of policy types covered by the MRC v3 is to be confirmed.
- In some scenarios, the MRC v3 may not have complete CDR data and the full process and timing of completing and augmenting the CDR data from the MRC v3 is unknown
- CDR extraction software functionality is unknown and therefore the final format and data requirements for the MRC v3 are still unknown

## Potential benefit areas to consider

- Ability to digitise the MRC v3 reliably, which gives carriers opportunities to integrate data earlier in their wider business processes
- Increased data quality, completeness, and accuracy through controlled data standards and reduced manual effort
- Improved document data extraction opportunities for participants/vendor systems
- Reduced number of query loops driving faster premium settlement
- Improved contract certainty by reducing ambiguity, since terms are presented in a more structured way
- Improved clarity and communication among policyholders

# 05 MRC v3 (Market Reform Contract)

Formerly referred to as the iMRC (intelligent Market Reform Contract)

	Transition services	Full digital adoption
Implementation options	Not applicable	The MRC v3 guidance is the replacement for the MRC guidance (see the MRC v3 Guidance in Published Information Sources for exceptions)
Implementation impacts	Not applicable	<p>Similar to the MRC, most of the impact will likely be felt by brokers. The expected impact on carriers is:</p> <p><b>People:</b> There should be training to make sure that staff understand the MRC v3 guidance, as well as governance around its enforcement</p> <p><b>Process:</b> (1) carriers need to adapt their processes to handle exceptions when the MRC v3 and CDR are not processed by trading platforms or brokers. (2) carriers need to have access to a CDR extraction service</p> <p><b>Technology:</b> Potential integration to a CDR extraction service will be required</p>
Next steps	Not applicable	<ol style="list-style-type: none"> <li>1. Await full market consultation feedback on any updates and changes to the expected MRC v3 timeline and format</li> <li>2. Validate with current broker partners when they expect to comply with the MRC v3 guidance for new policies.</li> <li>3. Await publication of full roles and responsibilities, after which select and implement a CDR extraction service, if applicable</li> </ol>

# 06 CDR (Core Data Record)

## 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, standardising the minimum data required to support placement through the settlement systems IPOS and ICOS
- 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 (e.g PPL),
  - ii. Direct submission from the broker,
  - iii. Submission via CDR extraction service (MRC v3)
- 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, MRCs and schedules and duplicate rekeying by underwriters
- The CDR data offers carriers the potential to digitise more of their risk data capture, reduce rekeying and identify new ways to exploit the information when available
- The CDR master record is held within Joint Venture systems. Carriers can access CDR data through the Digital Gateway. In order to keep their data up to date (if required), carriers need to be able to dynamically pull the CDR from 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 Q4/24, 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

- 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 future but no timelines are published
- Some Lloyd's-specific CDR data fields may prohibit company market carriers from completing a full CDR. Differences in core data requirements for different markets carriers are still being identified

### Published information sources

- 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)

## Process overview (detail to be confirmed by the Joint Venture)

- This enables carriers to evaluate how this service component high-level processes will interface/ change internal 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 (with carrier input)	MRC v3 OR Trading platform data OR Broker / carrier data	CDR Extraction	CDR	Carrier Broker

## Known limitations

- In the initial go-live date, CDR will only cover direct insurance and facultative reinsurance
- In 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 and tax and is 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
- Although MAT (market acceptance testing) is currently slated for Q2 and Q3/24, these dates may change as it is planned in detail
- Some Lloyd's-specific CDR data fields may prohibit company market carriers from completing a full CDR. Differences in core data requirements for different markets carriers are still being identified. These fields and how they will be validated by the Digital Gateway, are still being reviewed by the Joint Venture

## 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. This enables firms to trigger their internal processes much earlier and with a much greater level of data accuracy
- Standardisation of minimum data required to support placement through settlement systems

# 06 CDR (Core Data Record)

	Transition services	Full digital adoption
Implementation options	Please see Transitional Risk Record (TRR) Creation	<p>CDR managed via Digital Gateway APIs</p> <p>There are three methods to input a CDR into the Digital Gateway:</p> <ul style="list-style-type: none"> <li>• CDR extraction service (MRC v3)</li> <li>• Trading platform</li> <li>• Direct API submission by the broker</li> </ul>
Implementation impacts	Not applicable	<p><b>People:</b> Carriers may have responsibilities for filling in and maintaining some of the CDR fields (roles and responsibilities not yet defined)</p> <p><b>Process:</b> (1) carriers 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</p> <p><b>Technology:</b> (1) For full digital adoption, any trading platforms you use need to be able to submit a CDR and supporting documentation (e.g. MRC v3) to the Digital Gateway. (2) For paper-first risks, an MRC v3 extraction service needs to be employed.</p>
Next steps	Not applicable	<ol style="list-style-type: none"> <li>1. Await full process roles and responsibilities for the CDR extraction service</li> <li>2. Assess the impact of potential changes to downstream processes and people</li> </ol>

# 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
- 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



- 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 and when

### Published information sources

- 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

## Process overview (detail to be confirmed by the Joint Venture)

- This enables carriers to evaluate how this service component high-level processes will interface/ change internal 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 v3	Transitional Risk Record (TRR) creation 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 extraction service for submitting / creating a Transitional Risk Record (TRR) is unknown, however it is expected that the TRR would be extracted from the MRC v3 via Optical Character Recognition (OCR) supported by AI / Machine Learning
- 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	Full digital adoption
Implementation options	Transitional Risk Record (TRR) Creation service from an MRC	Not applicable
Implementation impacts	<p><b>People:</b> None</p> <p><b>Process:</b> Potential responsibility for submitting an MRC to a Transitional Risk Record (TRR) Creation service (roles and responsibilities to be confirmed)</p> <p><b>Technology:</b> None expected, the Transitional Risk Record (TRR) Creation will be a manual service</p>	Not applicable
Next steps	<ol style="list-style-type: none"> <li>Await details of Transitional Risk Record Creation Service</li> </ol>	Not applicable

# 08 Reach Back to Claim and Premium History

## 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 a limited time, 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 carriers are not required to make any changes to be ready for this service.
- While doing market acceptance testing on IPOS & ICOS, carriers should ensure that claim and premium histories are populated correctly and that this service is working properly

## Service internal to the JV - no action required from carriers


### What is it replacing?

- No existing equivalent

### Timelines

- Go live expected beginning of Q4/24, with the rest of the BP2 services

### Information readiness

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

### Published information sources

- Blueprint Two website for more resources: <https://www.blueprint-2.com>



# 09 Proportional Treaty

## Solution Component Definition

- A newly-built proportional treaty application will be the new solution to handle the agreement of prop treaty statements and the settlement processing of prop treaty contracts.
- This service will be required if writing prop treaty business through the bureau
- The solution will allow insurers to stay aligned with ACORD and engage EBOT for all accounting transactions
- Proportional Treaty will feature a new settlement process. The current prop treaty negotiation and agreement process is not centralised, and is manual before the point of submission for settlement. The new prop treaty application will digitise the agreement process and will provide centralisation, auditability and ease of negotiation. It will be facilitated by EBOT messaging
- *This is possible only if the broker is EBOT-enabled. Carriers do not have to be EBOT-enabled, as there is portal access and EDI messaging, but in that case, the benefits of EBOT messaging will not be realised*
- The transitional route (Accounting and Settlement or A&S) will allow brokers who are not EBOT-enabled to submit statements into the prop treaty application for settlement. These statements must be pre-agreed before submission; hence, the benefit of centralised agreement is not realised for carriers
- For those carriers who are not EBOT-enabled, it is still possible to use the Prop Treaty application via portal access and to continue to receive EDI messages
- A UI dashboard will provide additional visibility around all expected risk details (submission dates, supporting documents etc.).
- The prop 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

- Prop treaty currently under re-planning. Timelines are TBC,

### Information readiness



- 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>
- Technical Summary: Proportional Treaty Transition–EDI Impact, DCX SharePoint: <https://dxcportal.sharepoint.com/sites/LM-DigitalPortfolio>
- Blueprint Two website for more resources (including Customer Journey): <https://www.blueprint-2.com>

*Carriers have access to the DXC SharePoint upon request. Relevant contact details can be found in this playbook under “Market engagement communities”*



# 09 Proportional Treaty

## Process overview (detail to be confirmed by the Joint Venture)

- This enables carriers to evaluate how this service component high-level processes will interface/ change internal 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	FDO	Population of an initial prop treaty record	Outline prop treaty record	Broker Carrier(s)
Broker carrier(s)	EBOT submission of statement (not pre-agreed)	Statement negotiation & agreement, query management and validation	Agreed prop treaty record ready for settlement	Broker Carrier(s)
Broker	Agreed prop treaty record for settlement	Issue of settlement instruction	Technical Account (TA) Message (for Full Digital)	Broker Carrier(s)
Broker	<b>For transition:</b> 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(s)

## Known limitations

- The full benefits around statement agreement in-app can only be realised with ACORD messaging (EBOT enablement) from the broker (i.e., there is a large dependency on your broker)
- Carriers do not have to be EBOT-enabled to participate in the centralised, in-app agreement process but will not have full digital benefits
- 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
- It is not possible to automatically produce an 'full' EBOT API from an LPAN input. The carrier can receive an EDI / Portal notification.

## Known unknowns

- MAT duration has not been confirmed and is subject to pending market guidance

## 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



# 09 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	<p><b>People:</b> Training around the new prop treaty process</p> <p><b>Process:</b> (1) If the broker is not EBOT enabled, agreement of statements will still occur as-is (back and forth between brokers and carriers over email) but carriers will receive their TA messages from the new application as EDI messages. (2) If the broker is EBOT enabled, the prop treaty application can be used for query management (negotiation), statement agreement and settlement, but will require portal access for query management.</p> <p><b>Technology:</b> (1) Adoption of the new prop treaty application for settlement</p>	<p><b>People:</b> Training around the new prop treaty process</p> <p><b>Process:</b> Agreement of statements is centralised in that negotiation can now happen in the prop treaty application itself</p> <p><b>Technology:</b> (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</p>
Next steps		<ol style="list-style-type: none"> <li>1. Assess the benefits case in whether to put prop treaty business through the bureau and for the adoption of prop treaty as an additional service if writing treaty business</li> </ol>

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# Market engagement communities



# Dedicated engagement partners provide company market carriers a single point of contact for rapid turnaround of questions between now and go live.

The market has been segmented into 10 groups which are being called “communities” or The EC10 - there are six carrier (four for managing agents or dual-platform groups and two for the company market communities), 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 company market carriers, and for those using the relevant platforms, 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.

Which firms are in which community can be found here: <https://www.blueprint-2.com/teams>.

**EC1****Steve Pallett**[Steve.pallett@lloyds.com](mailto:Steve.pallett@lloyds.com)**EC2****Dexter Bransby**[Dexter.bransby@lloyds.com](mailto:Dexter.bransby@lloyds.com)**EC3****Wendy Jean-Paul**[Wendy.jean-paul@lloyds.com](mailto:Wendy.jean-paul@lloyds.com)**EC4****Dave Felton**[Davidmichael.felton@dxc.com](mailto:Davidmichael.felton@dxc.com)**EC5****Allen Bruce**[Allen.bruce@lloyds.com](mailto:Allen.bruce@lloyds.com)**EC6****Daniella Elson**[Daniella.elson@dxc.com](mailto:Daniella.elson@dxc.com)

# 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

**New query submission form**

Please check the POC before you submit your query. Enter your query below if you cannot find the answer you're looking for.

\* Required

1. Enter your name: \*  
This is so we can easily get back in touch.  
Enter your answer
2. Enter your e-mail address: \*  
This is so we can easily get back in touch.  
Enter your answer
3. Which of the following do you work for? \*  
Select your answer
4. What is your organisation called? \*  
Enter your answer
5. What does your query relate to? \*  
Select your answer
6. Please explain your query as clearly as possible: \*  
Enter your answer

Hit the submit button



Receive your response





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# Summary of Known Unknowns and Known Limitations

# Summary of known unknowns and limitations for Blueprint Two components (1 of 2)

	Known unknowns	Known limitations
<p><b>IPOS</b> (International Premium Orchestration Service)</p>	<ul style="list-style-type: none"> <li>The endorsement and renewal process are yet to be defined</li> <li>The full process for IPOS via EBOT/ API has not yet been fully defined in the context of syndicated business, but it is expected that response, acknowledgment, querying and rejection of TA/FA messages are handled by the IPOS service on behalf of carriers. The carrier instead will receive 'information only' copies of the API messages</li> <li>It is unclear how IPOS is handling risk information outside of direct insurance &amp; facultative reinsurance, i.e., open market business without a CDR, e.g., Treaty Reinsurance</li> <li>Although MAT (market acceptance testing) is currently planned for Q2 and Q3/24, these dates may change as it is planned in detail</li> <li>There is currently no available guidance on how to identify business using transitional services vs. Full digital adoption and how they will work simultaneously</li> </ul>	<ul style="list-style-type: none"> <li>No expected loss of functionality, all business currently handled by POSH will be handled by IPOS</li> <li>Settlements accepted by Central Services which trigger technical account messages will not have an automated querying process. Querying at this stage will have to happen in the portal or off-app</li> <li>It is not possible to automatically produce an 'full' EBOT API from an LPAN input. The carrier can receive a non-ACORD API notification or EDI / Portal notification. The JV could look at standing up an elective service to produce a supporting BPO service to create an EBOT out if there is sufficient interest</li> </ul>
<p><b>ICOS</b> (International Claims Orchestration Service)</p>	<ul style="list-style-type: none"> <li>The full process for IPOS via EBOT/ API has not yet been fully defined in the context of syndicated business, but it is expected that response, acknowledgment, querying and rejection of TA/FA messages are handled by the IPOS service on behalf of carriers. The carrier instead will receive 'information only' copies of the API messages</li> <li>The endorsement and renewal process are yet to be defined</li> <li>Writeback will be supported as a transition service; however, how it will evolve in the future is not yet known. Some options that are being considered are sunsetting it at a date agreed by the market or incorporating it into a wider ACORD standard</li> <li>Although MAT (market acceptance testing) is currently slated for Q2 and Q3/24, these dates may change as it is planned in detail</li> <li>There is no currently available guidance on how to identify business using transitional services vs. full digital adoption and how they will work simultaneously</li> <li>The ICOS portal is intended to be accessed by experts and insureds, but their inclusion in the scope is to be confirmed.</li> </ul>	<ul style="list-style-type: none"> <li>No expected loss of functionality, all business currently handled by ECF and CLASS will be handled by ICOS</li> <li>If the CDR related to the claim is not present for whatever reason, there is a process ICOS will follow to obtain risk information to validate the claim</li> </ul>
<p><b>Digital Gateway</b></p>	<ul style="list-style-type: none"> <li>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 Q1 2023</li> <li>Full Digital Gateway API specifications publication date not known, however the initial CDR API Specification will be published in Feb 2023. This will be followed by further deliveries</li> <li>When/if the Digital Gateway will cover a wider proportion of business</li> <li>There will be documents that can be uploaded to the Digital Gateway, however the full list of documents is yet to be confirmed</li> <li>Although MAT is currently slated for Q2 and Q3/24, these dates may change as it is planned in detail</li> <li>It has not yet been confirmed where documents are going to be saved after they have been submitted to the Digital Gateway</li> <li>It has not yet been confirmed how or who will supply the MRC extraction service to the Digital Gateway</li> </ul>	<ul style="list-style-type: none"> <li>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 full digital</li> <li>Only covers direct insurance &amp; facultative reinsurance i.e. doesn't cover Treaty Reinsurance risk capture</li> </ul>
<p><b>Trading Platforms</b></p>	<ul style="list-style-type: none"> <li>Exact requirements that trading platforms need to follow in order to be fully digital for Blueprint Two to be confirmed. Some are known, such as they need to be able to submit a CDR and supporting documentation (e.g. MRC v3) to the Digital Gateway at bind. The Platform will also need to be able to consume Query APIs coming back from the Gateway. It will need to be able to present these queries to the submitter for resolution, likely by resubmission of the CDR. Further detail is pending</li> <li>When trading platforms will be able to submit a CDR and supporting documentation (e.g. MRC v3) to the Digital Gateway is still unknown. A recommendation of how the submission process will work has been produced and there will be consultation with the market in Q1 2023</li> </ul>	<ul style="list-style-type: none"> <li>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</li> </ul>

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

	Known unknowns	Known limitations
<b>MRC v3</b> (formerly the intelligent Market Reform Contract)	<ul style="list-style-type: none"> <li>Providers for the CDR extraction service have not been confirmed, therefore, the CDR extraction process has no set publication date</li> <li>The final MRC v3 structure and guidance is subject to revision after the consultation process</li> <li>The full scope of policy types covered by the MRC v3 is to be confirmed.</li> <li>In some scenarios, the MRC v3 may not have complete CDR data and the full process and timing of completing and augmenting the CDR data from the MRC v3 is unknown</li> <li>CDR extraction software functionality is unknown and therefore the final format and data requirements for the MRC v3 are still unknown</li> </ul>	<ul style="list-style-type: none"> <li>The MRC v3 is still a document format that allows encoding structured data to support the CDR but not all data in the MRC v3 is fully structured for automated extraction</li> <li>The efficiency of the MRC v3 will be highly dependent on participants' compliance with the new structure as well as the capability of the extraction service</li> <li>For larger complex risks, the MRC v3 may not have full risk capture capabilities e.g. it will not replace the need for a schedule of values</li> </ul>
<b>CDR</b> (Core Data Record)	<ul style="list-style-type: none"> <li>Roles and responsibilities for the CDR fields are to be confirmed by the Data Council</li> <li>Providers for the CDR extraction service have not been confirmed</li> <li>Although MAT (market acceptance testing) is currently slated for Q2 and Q3/24, these dates may change as it is planned in detail</li> <li>Some Lloyd's-specific CDR data fields may prohibit company market carriers from completing a full CDR. Differences in core data requirements for different markets carriers are still being identified. These fields and how they will be validated by the Digital Gateway, are still being reviewed by the Joint Venture</li> </ul>	<ul style="list-style-type: none"> <li>In the initial go-live date, CDR will only cover direct insurance and facultative reinsurance</li> <li>In future the CDR standards are expected to be extended to other policy types, e.g. treaty reinsurance</li> <li>The CDR will not be able to handle verticalised markets, e.g. Aviation</li> <li>The CDR is primarily intended to support accounting, settlement and tax and is therefore will not be a complete digital risk record</li> </ul>
<b>Transitional Risk Record (TRR) Creation</b>	<ul style="list-style-type: none"> <li>Providers for the Transitional Risk Record (TRR) Creation service have not been confirmed</li> <li>Manual validation against a visual MRC roles and responsibilities have not been confirmed</li> <li>The extraction service for submitting / creating a Transitional Risk Record (TRR) is unknown, however it is expected that the TRR would be extracted from the MRC v3 via Optical Character Recognition (OCR) supported by AI / Machine Learning</li> <li>How the TRR fits with the LIMOSS Structured Data Capture service is not known</li> </ul>	<ul style="list-style-type: none"> <li>This service is currently not confirmed for 2024</li> <li>The ability to use this service for new policies will be time limited. End date TBC</li> </ul>
<b>Reach back to claims</b>	<ul style="list-style-type: none"> <li>The mechanisms and level of detail for claims history retrieval are not yet defined</li> </ul>	<ul style="list-style-type: none"> <li>Dependency on the availability of accurate historic data from legacy systems</li> </ul>
<b>Prop Treaty</b>	<ul style="list-style-type: none"> <li>MAT duration has not been confirmed and is subject to pending market guidance</li> </ul>	<ul style="list-style-type: none"> <li>The full benefits around statement agreement in-app can only be realised with ACORD messaging (EBOT enablement) from the broker (i.e., there is a large dependency on your broker)</li> <li>Carriers do not have to be EBOT-enabled to participate in the centralised, in-app agreement process but will not have full digital benefits</li> <li>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</li> <li>It is not possible to automatically produce an 'full' EBOT API from an LPAN input. The carrier can receive an EDI / Portal notification.</li> </ul>

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# Glossary





## Glossary of terms - Summary

Acronym	Full Form
ACORD	Association for Cooperative Operations Research and Development
ACORD4ALL	N/A
API	Application Programming Interface
BSM	Broker (or bureau) Signing Message
CDR	Core Data Record
CLASS	Claims Loss Advice Settlement System
CWT	Claims Workflow Trigger messages
DA	Delegated Authority
DRI	Document Repository Interface
EBOT	Electronic Back Office Transactions
ECF	Electronic Claims Files
ECOT	Electronic Claims Office Transactions
EDI	Electronic Data Interchange

Acronym	Full Form
eFNOL	Electronic First Notification of Loss
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
LMA	Lloyd's Market Association
LPAN	London Premium Advice Note
LIMOSS	London Insurance Market Operations and Strategic Sourcing

Acronym	Full Form
MA	Managing Agent (a type of carrier)
MGA	Managing General Agent
MRC	Market Reform Contract
MRC v3	Market Reform Contract Version 3
PPL	Placing Platform Limited
TPAs	Third Party Administrators
USM	Underwriters Signing Message
XIS	Xchanging Ins-sure Services
XCS	Xchanging Claims Services

## Glossary of terms (1 of 3)

Acronym	Full Form	Definition
ACORD	Association for Cooperative Operations Research and Development	Global standards-setting body for the insurance and related financial services industries
ACORD4ALL	N/A	An XIS service converting bureau legacy message EDI files (signing, settlement and claims) to individual ACORD GRLC XML equivalents of technical account, claim movement and financial account
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'
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
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
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

## Glossary of terms (2 of 3)

Acronym	Full Form	Definition
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
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	<b>The former name for the MRC v3 (please refer to MRC v3)</b>
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
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
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

## Glossary of terms (3 of 3)

Acronym	Full Form	Definition
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
MRC v3	Market Reform Contract Version 3	An update to the MRC format: a highly structured document that will be machine-readable and will enable the CDR to be extracted automatically
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
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	Underwriters 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



Thank you for reading the  
Foundational Playbook for  
the Company Market

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



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