



The LM TOM: Making London An Easier Place To Do Business

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TOM

London Market Target Operating Model

Agenda

What we'll cover in this session



1

Introduction

2

LMTOM Overview

3

Delegated Authority - DA

4

The Market Business Glossary - DI

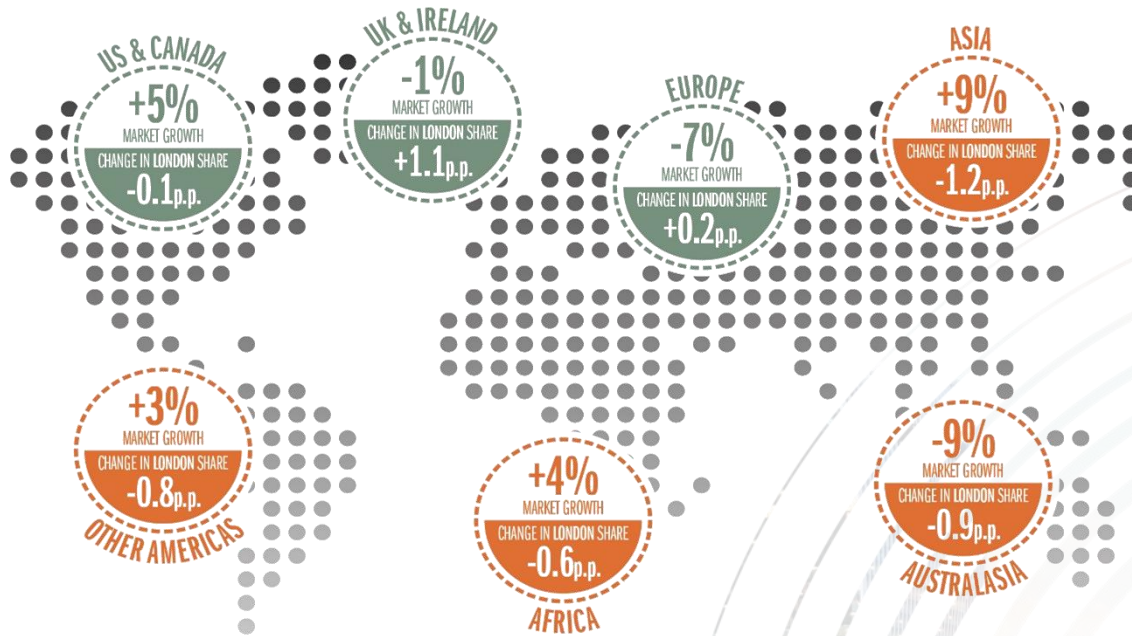
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Close



Strong forces are shaping the future of the London Market

Maintaining London's position as the centre of excellence for re/insurance



LONDON IS NOT KEEPING PACE WITH EMERGING MARKET GROWTH, WITH A DECLINING SHARE FROM 2013-2015

LONDON IS LOSING SHARE IN REINSURANCE



**GAINING SHARE IN:
MARINE (+2p.p.), ENERGY (+2p.p.)
& AVIATION (+7p.p.)**



**TRACKING SHARE IN:
PROPERTY & CASUALTY**



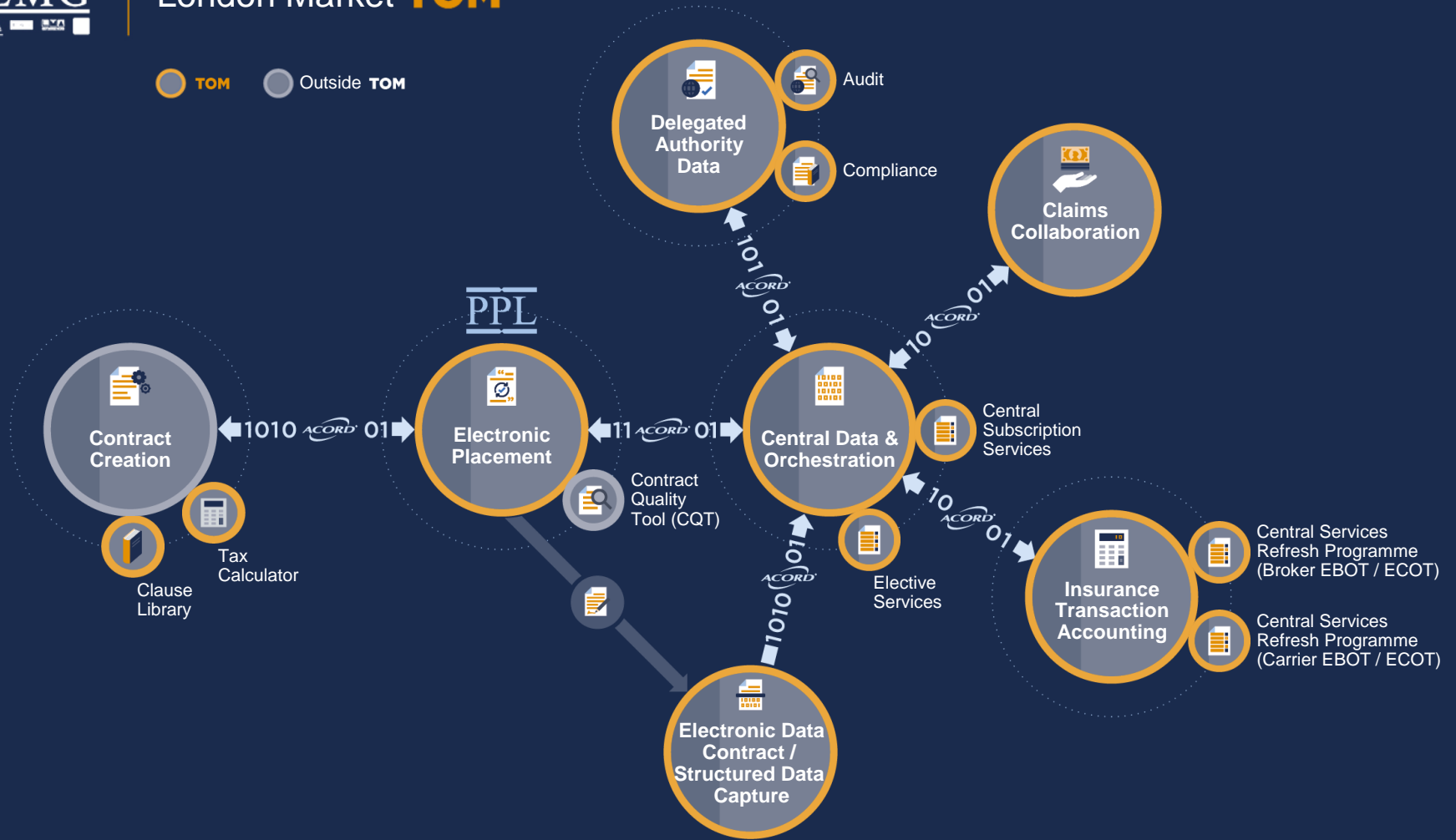
**LOSING SHARE IN:
REINSURANCE (-1p.p.)**

A Modernised London Market

Where we're trying to get to



● TOM
 ● Outside TOM



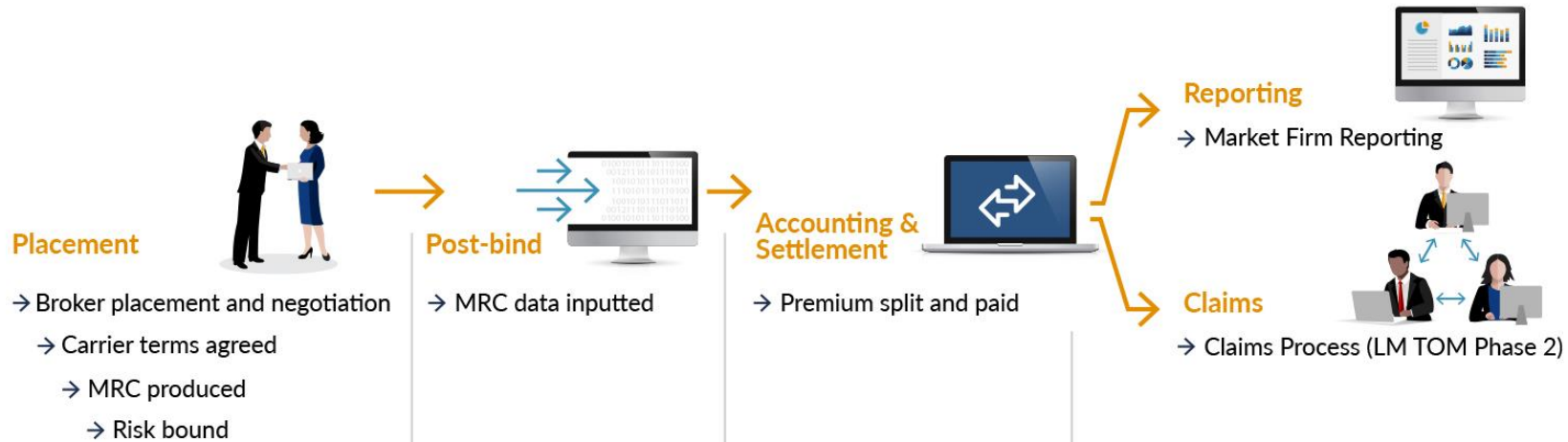

ACORD ACORD Data Exchange: standardised integration throughout the lifecycle


Broker / Carrier interaction: throughout the lifecycle



How the LM TOM Solutions support the London Market

Modernisation across the market process



Placing Platform Limited

Structured Data Capture

Central Service Refresh Programme

Delegated Authority SATS

Delegated Authority Standards & Audits

Data Integration Market Business Glossary & Master Data Management

Claims (LM TOM Phase 2)





LM TOM Delegated Authority Initiative: Overview

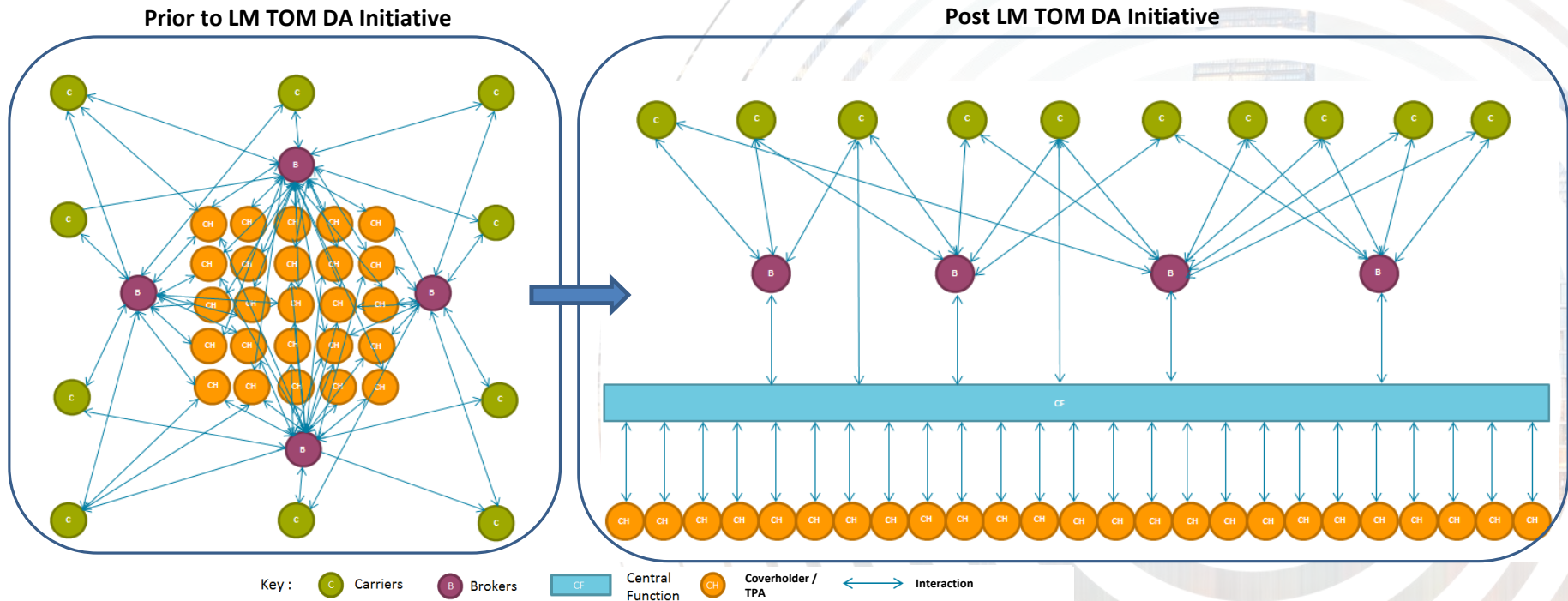
LM TOM Delegated Authority Initiative: Background



The LM TOM Delegated Authority (DA) Initiative addresses issues resulting from disparate and disconnected processes and systems in the DA Market by centralisation and standardisation of data, technology and co-ordination of business processes.

The DA initiative has the following objectives:

- Make London capacity more attractive to Coverholders
- Establish consistent and centralised processes
- Reduce cost to the market
- Improve efficiency
- Eliminate duplication of data requests, data cleansing / transformations & processing effort



LM TOM Delegated Authority Initiative: Project Roadmap – Delivered and Future



DA Audit

DA Compliance Services

DA Data Standards

DA SATS

DA Approvals and Compliance Platform

DA Contract Builder

- Audit Information Management System (AiMS) has been delivered and is being utilised by the market in a live environment.
- Supports the scheduling, scoping, quoting and recommendation management of Coverholder and TPA audits in a co-ordinated manner.
- Positive feedback from Coverholders around significant reduction of audit burden.
- Being delivered as part of the Lloyd's Ongoing Compliance Oversight function.
- Compliance checks to be centralised to reduce burden on Coverholders and decrease duplication of effort across the market.
- A unified and agreed set of Risk, Premium and Claim Data Standards to be supported for DA Business across the market.
- Centralised platform and related services supporting the submission, validation, transformation and consumption of Delegated Authority data across the market, in accordance to the DA Data Standards.
- A centralised application streamlining and fully automating the business processes of application, approval and compliance of delegated authorities.
- Creation of Binding Authority contracts to ensure a 'right first-time' electronic contract is generated for placement, registration and consumption as a DA market reference point.

Interlinked and being collectively delivered.

Market take-up discussed today

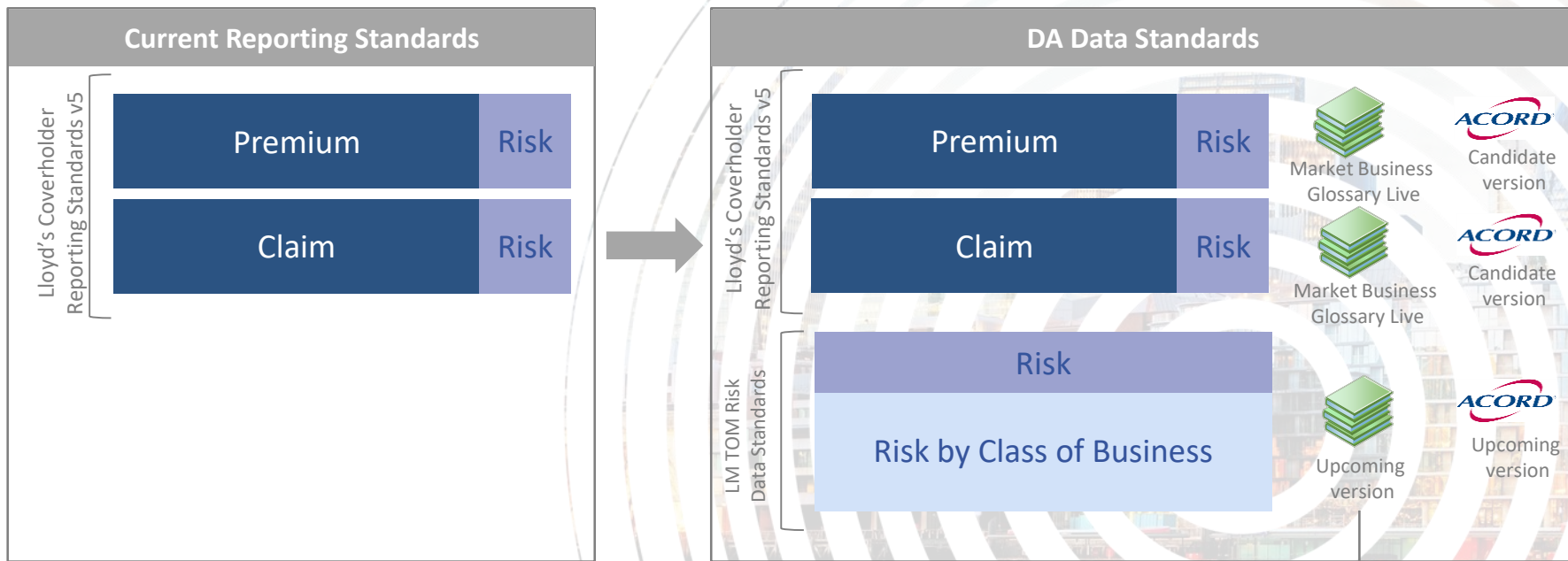


DA Risk Standards

DA Data Standards



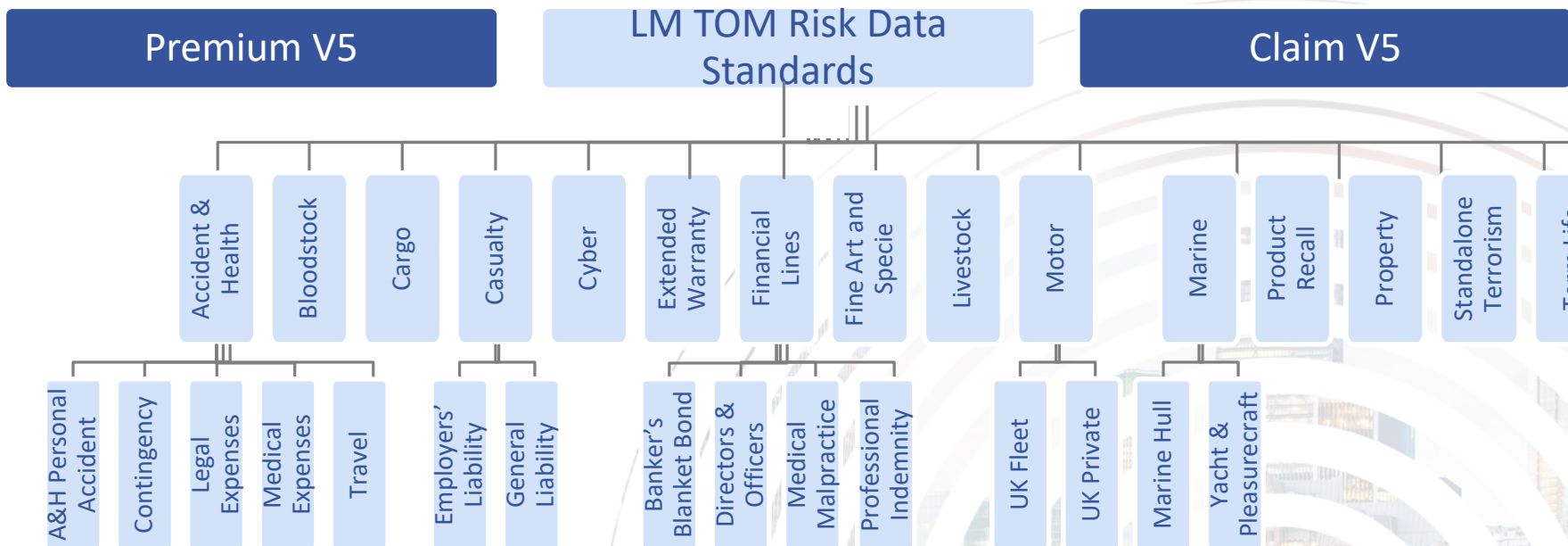
- Premium and Claim Coverholder Reporting Standards version 5 are being utilised by the market.
- The ‘core risk data’ currently requested as part of version 5 has been enhanced by LM TOM to enable Class of Business specific risk reporting, to support the market in making more informed underwriting decisions. These form the “LM TOM Risk Data Standards”.
- The standards have been defined, reviewed, validated and signed-off through a working group which included representation from LMA, IUA and LIIBA. Templates conforming to the DA Data Standards can be produced using the “Market Business Glossary” and via upcoming ACORD XML standards.



Coverholders are able to filter the Market Business Glossary by Territory and Class of Business to generate templates of the DA Data Standards relevant to them. This is live for v5 and ready for take-up for Bordereaux Reporting.



DA Data Standards



Benefits to the market:

- Coverholder reporting preparation made easier with a single set of data requirements which can be captured once and reused.
- Enabling better quality and more granular data by London Market participants.
- Consistent standards makes the London Market an easier place to do business for Coverholders, by reducing the number of variations and decrease the need to maintain multiple data standards.
- Standardising key data for coverholders will make it easier to report on bound risk and enable straight-through processing.



The Market Business Glossary

Current Usage

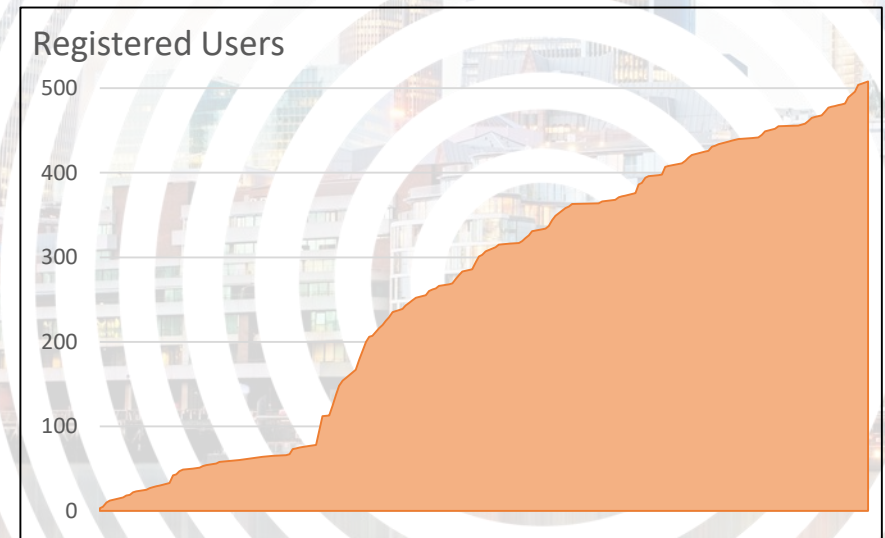
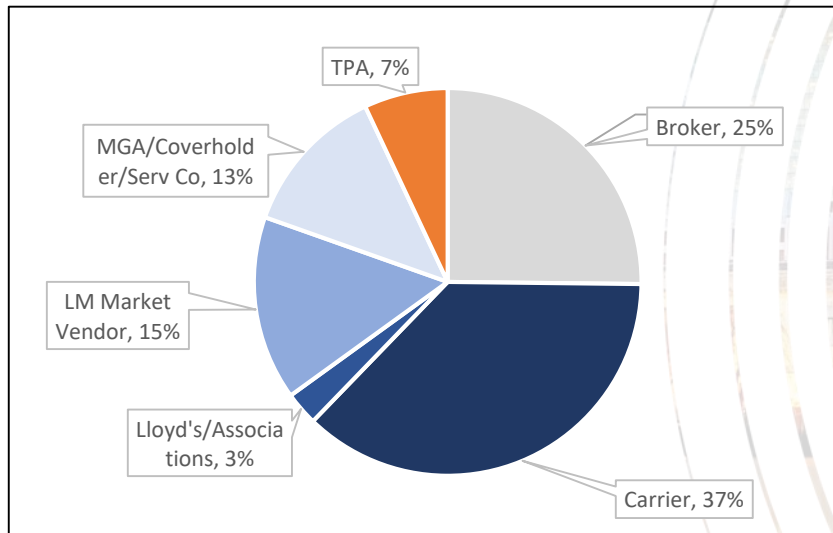
What the Market is saying

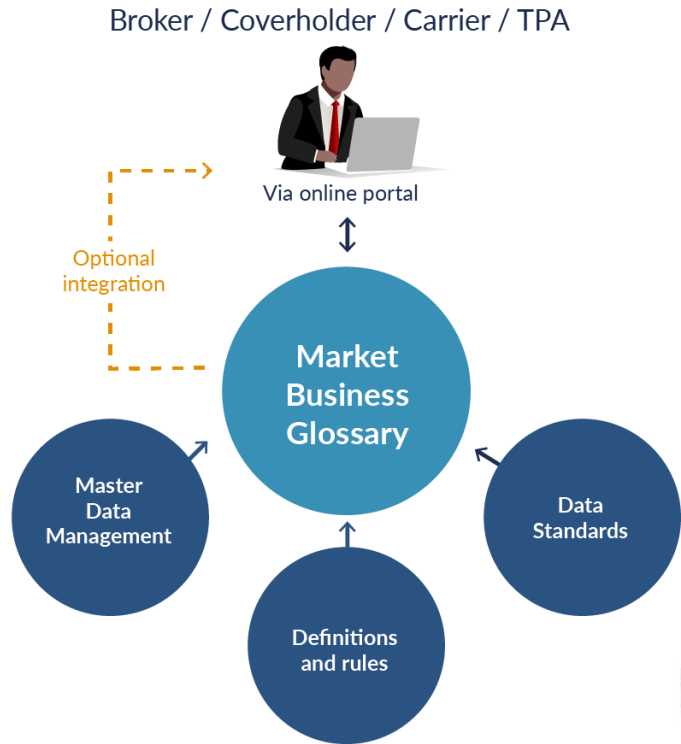


- Live since October 4th, focussed on Coverholder Reporting Requirements (premium and claim) v5
- Release 2 launched December 2017 – Delegated Authority Risk Standards published
- Release 2.1 launched March 2018 – Market Reform Contract & Dashboards
- Over 140 organisations registered and over 500 users
- Over 3,000 actions performed
- Over 25 'bespoke' demo/Q&A sessions with Market Participants to support adoption

Coverholder Reporting Requirements V5 accessed almost **2000 times**, **1000 Business Term lookups**, DA Risk Standards accessed almost **500 times**

"...what they have managed to build is a one stop shop capable of identifying and tailoring delegated authority claims reporting standards requirements."







Managing Agent, Broker, Coverholder, TPA, Service Company



...can access the tool and select to filter Data Elements by CH reporting territory...

US Canada

...and by CH Class of Business...

Marine Property

...and for High Product Risk Products...

Yes or No

...to obtain a specific, structured list of applicable Data Elements for Premium, Claims reporting.

- The list includes **synonyms, usage notes** and **reporting rules**.
- The Data Elements are stored in the Business Glossary and further details (e.g. lists of **Valid Values**) can be obtained within the tool.
- The filtered list with all details can be exported to **Excel** for further distribution or processing.

NEW!

...20+ Risk Standards by Class of Business



Next Steps

What you need to know...



To **register**, visit <https://glossary.londonmarketgroup.co.uk/register>

To **access**, visit <https://glossary.londonmarketgroup.co.uk>

To access the **User Guides**, visit <https://tomsupports.london/market-business-glossary>

For **support** email: Datasupport@londonmarketgroup.co.uk





DA SATS



- LM TOM are mapping out the detailed release planning phases.
 - DA SATS Release 1 – Scheduled September 2018
 - DA SATS Release 2 – Scheduled May 2019
- Key deliverables in each release are outlined below:

Release 1

- TOM Common Services sign-on
- Contract data population from BAR
- Support of Risk, Premium and Claim Data Standards (incl. LM TOM & Lloyd's Brussels)
- Extra Brexit customisation around supporting subset of v5 Premium for Risk submissions
- Enable data submissions via portal file upload, web-form/portal and TMEL (ACORD)
- Incorporate market's Data Validation and Breach management rules
- BPO Service for Mappings and Service Management
- TMEL distribution (ACORD)
- Data extract download via portal and Core reporting delivered inline with functionality for each release.

Release 2

Building upon elements in Release 1 and additional functionality:

- Contract data population from DA Contract Builder
- Data submission via Lineage
- MDM Usage and validation
- Infrastructure management
- Service Management
- Core reports delivered inline with functionality within each release


DA SATS: High Level Context




Initial contract creation, population and setup in DA SATS 


- MDM
- Interfaces
- Workflows
- Portals
- APIs
- TMEL




Premium Data Claims Data Risk Data  Coverholders, TPAs, Brokers, Carriers **Data Submission**

Utilising DA Data Standards

Perform any translation to the data where necessary **Data Transformation** 

Check the integrity of the message **Data Validation** 

Check the integrity of the meaning of the data **Business Validation** 

- Result of error:
- Re-submission
 - Quarantine
 - Warning


Market Defined central set of transformation & validation rules

- Canned Operational & MI Reports
- Self-Service Reports
- Data Extracts
- Service Management (across solution)



- Submission Monitoring (E)
- Data for Reg. & Tax Reporting (E)
- Data for Sanctions Checking (E)
- Data for Credit Control (E)
- Data for Fraud Checking (E)



Premium Data Claims Data Risk Data  Carriers, Brokers, Coverholders, TPAs **Data Distribution**

Utilising DA Data Standards

- Portals
- APIs
- TMEL







Key Contacts

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Visit **tomsupports.london** to find out more about the LMTOM