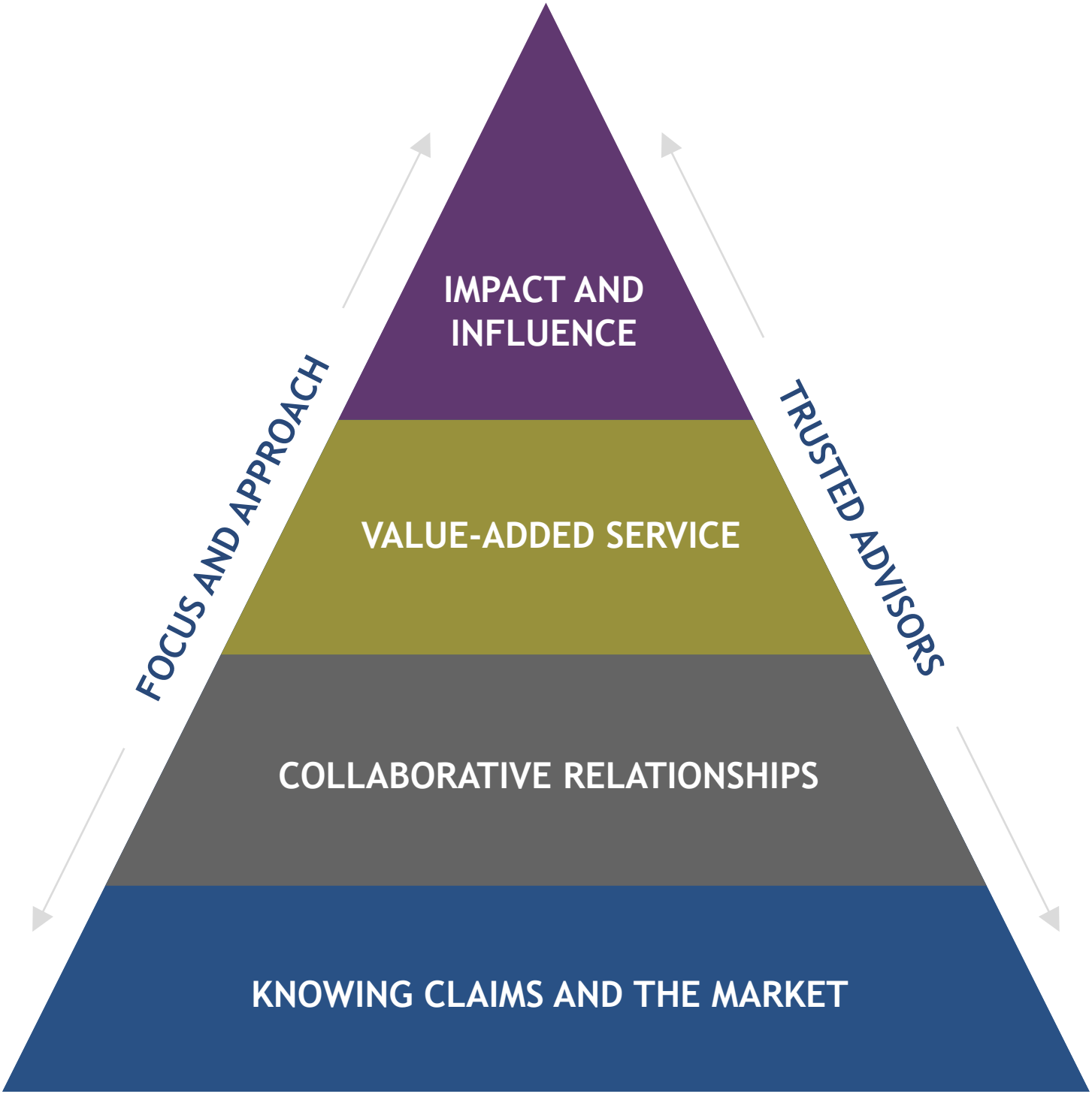
CLAIMS

INSIGHT CONSENSUS INFLUENCE

LMA CLAIMS


IMPACT AND INFLUENCE
VALUE-ADDED SERVICE
COLLABORATIVE RELATIONSHIPS
KNOWING CLAIMS AND THE MARKET
FOCUS AND APPROACH
TRUSTED ADVISORS

PHILOSOPHY

IMPACT AND INFLUENCE

Represent and engage with our members to ensure they benefit from the outcome

Our expertise and market knowledge allows us to represent the needs of our members, engage with them and influence stakeholders, ensuring our members benefit from the outcome. We want our members to receive a high quality service from the LMA claims team that has a positive impact on their staff and day-to-day business. This is at the core of everything we do.

DELIVER A VALUE-ADDED SERVICE

Acknowledge, identify and overcome challenges faced in a timely, professional manner

We are committed to ensuring that our members and Lloyd's carriers receive a value-added service. We do this by identifying, acknowledging and overcoming any challenges faced in a timely and professional manner. Our team has a passion and vision for claims and we work hard to identify how we can assist with the delivery of a leading claims service for the market.

COLLABORATIVE RELATIONSHIPS

Support and communicate with our members in an open and responsive way

Supporting and communicating with our members is vital. It allows us to inform them of important changes and areas of work that affect their business. More importantly, we are able to listen to their views, take them on board, respond promptly and escalate where necessary. We work to support our members and these relationships help us to provide a platform to successfully support their business.

UNDERSTANDING CLAIMS AND THE MARKET

Use claims and market knowledge to provide valuable insights and support

The team has a solid understanding of claims in the market, both technically and operationally. We have prior experience of broking, adjusting and delegated authorities, as well as project and operational management and business analysis skills. We use this knowledge to provide valuable insights, support our members and act as a platform for making improvements to claims and the wider market.

OUR FOCUS AND APPROACH

TRUSTED ADVISORS SUPPORTING YOU AND YOUR BUSINESS'S NEEDS

OUR CORE WORK

The LMA claims team is responsible for ensuring that the interests of the Lloyd's market are effectively represented in order to influence the Corporation, external groups and government agencies. We provide day-to-day support to overcome challenges experienced within varying classes of business, as well as supporting claims sector groups, the LMA Claims Committee, Claims Operations Group and the Xchanging Review Board.

The team also leads and supports a number of strategic market projects and initiatives to enhance and modernise the market's claim offering. Some examples of our work and related projects are listed below:

TECHNICAL

- Resolve issues due to changes in business practice, market requirements or regulation
- Work with members, Lloyd's and market-related associations to influence future initiatives
- Organise educational events to support the claims community, specifically the under-35s
- CAT co-ordination and support
- Provide ECF training, guidance and support

MODERNISATION

- Implemented Write-Back: a flexible, efficient claims management model supported by real-time messaging
- E-Binders: verticalised placements, multi-OSNDs, layered programmes and electronic rubber-banding, benefiting brokers and carriers
- Management of ECF(2) implementation that saw the move from paper to electronic claims handling
- Active participation in Target Operating Model workstreams that involve or impact claims
- Use of robotics in claims

SHARED SERVICES

- Delivery and development of due diligence and shared audit facilities for managing agents and Third Party Administrators
- Initiation of, and support to, the static claims service
- Negotiation and performance management of the XCS Processing Contract and the supporting elective services for a wide range of classes of business
- Loss Fund Management
- Expert Management Initiative
- Sanctions initiative

TECHNICAL EDUCATION AND TRAINING EVENTS

AWARDS

Write-Back, the ground-breaking functionality that allows the IT systems of Lloyd's managing agents to interact fully with the market's central claims systems, won two awards after it was launched in 2015.

ACORD Case Study Award (Claims) — 2015
In recognition of outstanding contributions to the industry

Technology Initiative of the Year — 2015
For Project Write-Back

DON'T TAKE OUR WORD FOR IT

Here's what people in the market say about us:

I have found the LMA claims team to be a great support — an authoritative source of market intel. Their insights on market opportunities that overcome current challenges and modernise the market have been invaluable.

Knowledgeable, communicative and passionate about improving market process.

At a time where the market is undergoing more change than before, the LMA claims team has been instrumental in driving and supporting changes, behaviours and efficiencies whilst continuously supporting the underlining processes. A number of initiatives and services have been delivered within the Lloyd's market — each one being a success, which is in no small part down to the support we have had from the LMA claims team.

THE TEAM

We're available to come into your business and talk to you and your team about your needs, challenges and requirements, and how we can support you with this. We are happy to give presentations, as well as attend one-to-one or team meetings. Please contact us if we can help.

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