

LLOYD'S MARKET ASSOCIATION

LMA CLAIMS COMMITTEE (LMACC) - Terms of Reference (ToR)

The LMACC is the most senior claims committee within the LMA governance and is made up of Claims leaders (Heads of / Directors) by both LMA and market election, with the elected membership representing the Lloyd's claims communities interests.

Purpose - the role of the committee is to:

- drive the strategic direction of claims for the Lloyd's market
- provide leadership and establish priorities to ensure the Lloyd's market consistently delivers a high quality claims service to customers
- promote the Lloyd's brand and the markets claims service
- direct and prioritise strategic and tactical change projects that will either support, enhance or modernise the Lloyd's markets claims offering
- ensure the LMA Board is appropriately informed on claims matters and risks, and provides the Board with recommendations on strategic matters
- provide updates and representation at the Lloyd's Franchise Board and TOM Steering Board (as appropriate) on both strategic claims matters and the LMACC's / markets priorities

Primary Responsibilities - the committee will be focused on:

- providing a strategic direction and vision for claims in the Lloyd's market
- managing any assigned budget and reporting on spend to Managing Agent Head of Claims and the wider claims community
- assuring that the wider claims governance is integrated and aligned to the LMACC and supports the varying classes of business via the claims sector groups
- providing input and guidance to training and development programs to support claims professionals in the Lloyd's market
- prioritising change projects to improve and or introduce a new model and approach for claims handling & processing, supported by technology and or shared services (where appropriate)
- working in partnership with third parties and service providers to provide expertise to support the Lloyd's market and LMA membership, as required

The Committee will also provide input to other areas, such as:

- market modernisation and the London TOM
- broker performance
- ECF usage and development
- CAT co-ordination and the role of the Lloyd's Market Strategic Claims Group
- law reform

Chairperson & Deputy Chairperson

The Chairperson shall be a Claims Director or Head of Claims at a Lloyd's Managing Agent and shall be appointed by the LMA following consultation with the LMA Executive and outgoing Chairperson

A Deputy Chairperson shall be appointed by the Chairperson in consultation with the LMA Executive to assist with co-ordinating the priorities and work of the committee.

These appointments shall be for a period of two years

Membership

The group shall consist of fourteen members, comprising six elected and six appointed representatives, the chair of the Head of Sector group, and an LMA Executive

Six members will be elected by a ballot of managing agents via their Heads of Claims / Claims Director (if a managing agent has more than one Head of or Director of Claims a single response will be required from that managing agent). The number of places available each year will be determined by those members completing their term, elected members will serve a two year term.

Six members will be appointed by the LMA Executive in consultation with the Chairperson and Deputy Chairperson, to ensure that an appropriate balance of representation is achieved. Appointments will be made for a period of two years.

Provided always that LMA members predominate, the group may co-opt others whose expertise will be of value to its work.

Substitutes will not be permitted and membership will be reviewed annually. Attendance is expected at no less than 65% of all meetings but any member who is unable to achieve 50% attendance in a 12 month period will consider vacating the position for a new member.

Organisation and Operation

- **ToR;** at least annually, the ToR shall be reviewed by the committee and any proposed changes shall be subject to the committee's approval
- **Meetings;** the committee shall meet bi-monthly (every other month) and at least six times a year, additional meetings may be convened as the committee Chair directs
- **Quorum;** the committee is governed by the same rules regarding meetings (including meetings by telephone conference). The quorum for a meeting of the committee is 50% of its membership (7 of 15 members)
- **Priorities;** The group will review its workload and priorities annually

- **Support; a) - Claims & Operations Exec Group (COEG);** the LMACC and LMAOC will be supported by an exec group which will meet on alternate months to the LMACC and LMAOC with six meetings being held a year. This focused exec group will be made up of three-five LMACC and LMAOC members (or alternates from their agency depending on the topics / projects being discussed) with a total group membership of 6-10, who will put themselves forward to be an exec group member. The exec group is not an independent group it is a focused sub group of the LMACC and LMAOC to progress actions, key deliverables, and sponsor / deliver projects and initiatives that align to the strategy set and agreed by the full committee(s)
b) - Executive support; the HoC (part of the LMA Executive) will be responsible for supporting and influencing the committee's work with proposals, supporting materials, the administration of meetings, the completion of actions, advice, leadership and support to projects and initiatives
- **Agendas;** agendas and supporting material will be provided to committee members in advance of meetings.
- **Minutes;** of each meeting will be captured by the way of key discussions, decisions and actions. The minutes will be approved by the committee at a subsequent meeting
- **Reports;** will be available from Lloyds, the LMA claims groups (within the governance), Service Review Boards, the LMA Operations Committee, relevant service providers, and others as required
- **Reporting;** the committee shall be accountable to the LMA Board (and other governance groups as are required for specific projects / initiatives) to whom it shall report when required. An account of its work will also be communicated regularly to the wider market and LMA membership, via targeted communications, forums and the claims quarterly newsletter
- **Engagement & Communication; a) Managing Agents and LMA membership;** engagement and communication is required between the committee membership and Managing Agent Heads of Claims. **b) Brokers (LIIBA) and Company Carriers (IUA);** engagement with both brokers and company carriers (where appropriate) will occur throughout the year, to ensure cross market collaboration and support to the London markets claims proposition

Competition Law

All Committee members should familiarize themselves with the LMA's Competition Compliance Guidelines via the link to this document on the LMA website below:

http://www.lmalloyds.com/lma/Web/market_places/legal/Materials/LMA_Competition_law_guidance.aspx