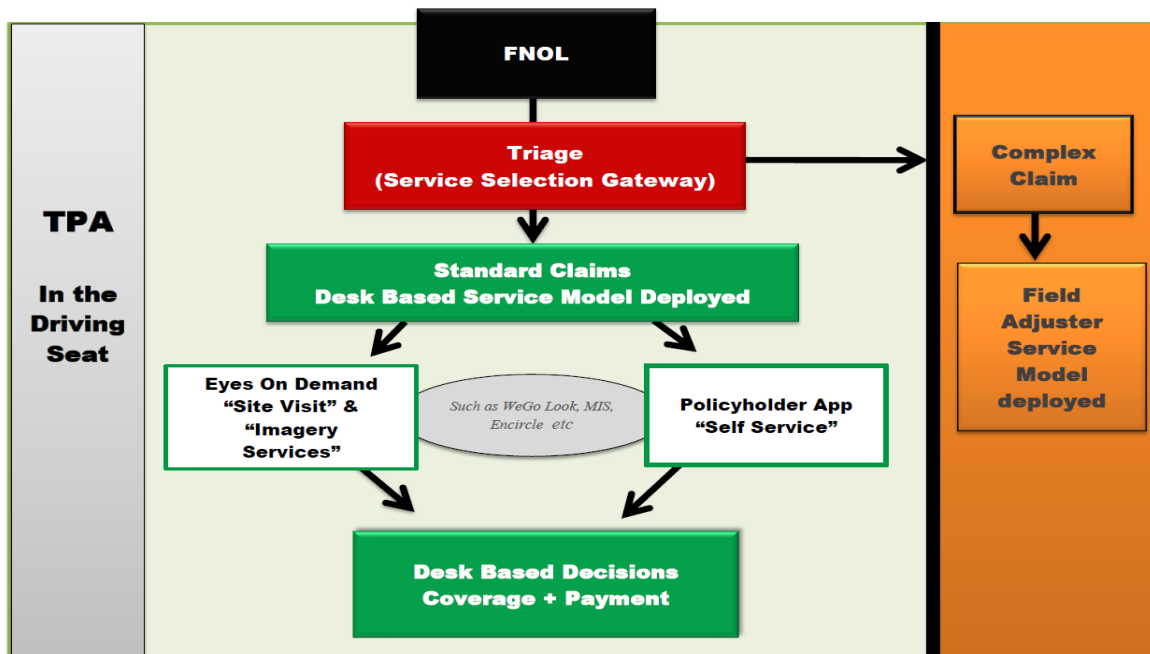


AGILE SERVICE MODEL (ASM)

The LMA's BASCG & Lloyd's are keen to support delegated claims administrators make swift and informed triage of new property losses. The model below is therefore endorsed by the Lloyd's market, encouraging TPA's and Coverholders with claims authority to implement the necessary changes to procedures and use of technology to remove blockages to adjusting first party property losses. A successful deployment of the ASM will reduce the burden on straightforward claims on the finite resource of field adjusters and see an increase in volume of claims that are desk. In turn, initial and final payments are expected to be made quicker which will enhance the overall experience of the policyholder.



To monitor the success of this deployment, the market have created a set of standard benchmark metrics which TPAs should capture and report back to their instructing lead MA;

Metric	ASM	Other	Success Criteria
Average lifecycle of 1 st party property losses (calendar days)			No increase
Average time between FNOL and initial PH payment (calendar days)			No increase
Total Spend on Independent Assessors			No increase
Average Indemnity Spend			No increase
Number of complaints			No increase
Number of re-opened claims			No increase

This model has been derived from reviewing Lloyd's response to CAT events in North America, however this model can and should be deployed as business as usual globally within DA business.