

# Frequently Asked Questions

The PPL Project team would like to share the most frequently asked questions for your information.

This document will be updated regularly via our webpages and can be accessed here:

[Hit this link and select Initiatives, for the PPL menu](#)

Any specific questions can be raised via email to [ppl@londonmarketgroup.co.uk](mailto:ppl@londonmarketgroup.co.uk) or via your Market Association representative.

## Introduction

This document is an accumulation of frequently asked questions from all stakeholders of PPL since November 2015.

The document is updated periodically and stored on our web pages within the iSupportTom website.

The questions have been grouped according to their nature, starting with the more general.

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## Frequently asked questions

Question	PPL Response
<p>What exactly is PPL?</p>	<p>In 2013, the LMA’s Future Process review concluded, amongst other things, that the market needed to improve its accessibility by delivering a central placing platform. This platform would support a flexible negotiation process, facilitate access to the market and offer faster placement for the benefit of the client.</p> <p>PPL is Placing Platform Limited, a limited company set up by the LMA, IUA and LIIBA to identify and source a single market solution for electronic placing.</p> <p>The solution will deliver quotation and placement functionality that supports both traditional face-to-face negotiations and purely electronic placements.</p>
<p>Is there a roadmap available for the rollout of the platform across all classes of business?</p>	<p>It is currently being discussed with Market Practitioners and Associations. The first business class to be rolled out will be terrorism, and subsequent classes and functionality will be contained within a high level rollout roadmap which will be published to iSupportTom website as soon as it is available. The Programme team will be responsible for maintaining any amendments to the roadmap , which will be updated on the iSupportTom website once agreed by the User &amp; Ops Subcommittee.</p>
<p>Who is permitted to use the platform?</p>	<p>PPL is supported by the LMA, IUA and LIIBA and the platform will be available to all members of those associations. Accredited Lloyd’s brokers may also use the platform, subject to appropriate access conditions. To participate, please contact your Association representative (contact details are noted on this FAQ and will be on the iSupportTom website). The PPL board are reviewing the access rights for non-Lloyd’s brokers and coverholders, more details to follow on this.</p>
<p>Which firms have committed to use the PPL service?</p>	<p>So far the boards of the LMA and LIIBA (representing a large majority of the market by premium income) have committed to using the PPL platform to place, bind and agree their risks.</p> <p>A full list of the firms working with the PPL project team is available on the iSupportTom website.</p>
<p>Can we see members of the committees, PPL</p>	<p>Yes, all of these are available on the iSupportTom website</p>

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Board and Governance Structure?	
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**Market commitment, Roll-out and Usage**

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Question	PPL Response
Will the implementation cover reinsurance business and what about delegated authorities?	<p>Ultimately, the platform will be able to transact all business types, including reinsurance, delegated authorities and special acceptance declarations risks. However, there will be roll-out plans for each line of business over the coming months.</p> <p>The programmes' implementation team will liaise with firms on this.</p>
When will we see what PPL looks like?	A series of Market demonstrations have already been hosted. As future events are booked, communications will be sent out Market-wide and the information loaded on our website.
What progress has been made with getting individual broker/underwriter buy-in?	Groups of SMEs (Subject Matter Experts) and Practitioners (Brokers & Underwriters) from the Terrorism markets have been working with the LMG and have been instrumental to the project for the past year. These groups have defined the requirements. We have contacted all Carriers and have had meetings with the Brokers that provide approximately 85% of the total premium income into the market.
What is the go-live date?	The release date of the PPL platform will be issued once Market Acceptance Testing has been completed, agreement obtained from the various governance groups and ultimately, following final approval by the PPL board.
Is this the end of 'face to face' negotiation?	Absolutely not. PPL will support face to face negotiations and also ensure the contract is certain and that an audit trail exists for any changes to the contract. If required the contract can be downloaded and printed for review but the stamp is electronic. The electronic version of the contract will lead to a more automated way of ensuring contract certainty during pre-bind review and using structured data capture to facilitate the sharing of data.
What makes you think we will be successful this time?	The market associations (LIIBA, IUA and LMA) are sponsoring this initiative. Previously, this has not been the case.
How will electronic placement improve my day to day activities?	Electronic placement reduces the E&O risk for brokers and will allow carriers to receive the data quickly and efficiently.
What has been done to improve the usability of the platform?	EBIX has worked extensively with representatives of several brokers and carriers to enhance usability and are creating a unified front end from quote to bind.

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Question	PPL Response
<p>Brokers are already sending a lot of attachments and it's difficult to manage that. Wouldn't it get even worse if we switch away from paper to fully electronic placement?</p>	<p>The dashboard in PPL will show the events and actions required for a specific placement; all attachments will be held against the specific risk record. Multiple quotes and layers can be reviewed on-line.</p>
<p>How can I get more involved?</p>	<p>Please contact your market representative or the PPL project team on <a href="mailto:ppl@londonmarketgroup.co.uk">ppl@londonmarketgroup.co.uk</a></p>
<p>For current users of existing electronic placing systems (e.g. Marketplace) what new/enhanced functionality is provided by PPL?</p>	<p>Please see Appendix 1 (Page 14-21)</p>
<p>As a broker, if I put a risk onto PPL, how do I make sure that another broker, who has not used PPL, does not obtain terms before the Underwriter has reviewed the platform?</p>	<p>PPL is not looking to replace face to face broking, so when you put a risk onto the PPL system, put a call into your underwriter to discuss the risk and agree how best to proceed, i.e. via system or at the box.</p>
<p>What happens if two Underwriters go into the same quote?</p>	<p>They will be allowed to view the quote simultaneously and where details are amended / added by both U/Ws the system will display a warning banner to show that the quote has been subsequently amended. Ebix are currently working on a better quote-locking piece of functionality.</p>
<p>If an Underwriter is absent how do we deal with requests on the PPL system</p>	<p>The system can be configured to alert a group or an individual when a new quote request is received. Teams can be set up to enable individuals to see and respond to any quote request or additional information sent to that group. Enhancements have been made to the firm order process which allows them to be easily reassigned if an Underwriter is absent. New quote requests and firm orders will be displayed on the team dashboard</p>

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Question	PPL Response
Assuming an order of 100% is being placed via PPL, can participating markets be bound on different terms to one another – due to the subjectivities each individual market might place against their line?	Yes they can, obviously this is likely to be either at the initial quote stage or when it comes to firm order
Whose responsibility is it for new logons?	It is the responsibility of companies to provide Ebix with details of the relevant users they want adding to the system, and then Ebix will add the users to PPL with their relevant user profile as requested.
What's the sign off structure for the system?	Success criteria has to be met, full test reports produced, with the Practitioners Group and the User & Operations Sub committee recommending to the board whether the system is fit for go-live
Can we have sight of Change Requests that have been made?	Yes the change request log is available on the iSupportTom website and carries details of who raised them their current status and any comments after their consideration by the Design and Change Group
Can we have sight of Market Acceptance testing results?	A daily email containing test metrics and a weekly test report will be published to Associations, Project Managers & Testers
Endorsements – How do these work within PPL compared to Marketplace? Will we still receive the same messages as we do now?	<p>The PPL endorsements have enhanced functionality over the current Marketplace and includes the ability to automatically send an update to all of the following markets once the lead has agreed.</p> <p>The message format for endorsements has not changed.</p>

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<p>Will our underwriters need to login to PPL and MarketPlace (Ebix Exchange)?</p>	<p>No, the impact on the Carrier Underwriters is as follows:</p> <ul style="list-style-type: none"> <li>· If an Underwriter is using PPL (i.e. for placing direct standalone Terrorism business) they will only ever use PPL and they will no longer have a logon to Marketplace (Ebix Exchange). They will be able to use PPL for classes other than Terrorism, so any Firm Orders or Endorsements from AON will be managed within PPL.</li> <li>· A non-terrorism underwriter will continue to use Marketplace (Ebix Exchange) until their product(s) are available on PPL and they have received training.</li> <li>· If the underwriter has moved over to the PPL platform and receives an endorsement on a legacy Marketplace risk, they will be able to respond to it in the PPL platform but using the Marketplace workflow.</li> <li>· The functionality for legacy Marketplace underwriters will not change</li> <li>· For legacy risks, the Data Pack screen will be shown instead of the Negotiation History &amp; Docs link.</li> </ul>
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## Costs and contracts

Question	PPL Response
<p>What is the required financial commitment for the Platform? How much will this cost my firm?</p>	<p>The individual costs will be determined by your Market Association (LIIBA, LMA, or IUA). Further details can be obtained from your Association representative below:</p> <p>LIIBA – <a href="mailto:Jackie.Hobbs@LIIBA.co.uk">Jackie.Hobbs@LIIBA.co.uk</a></p> <p>LMA – <a href="mailto:Peter.Holdstock@LMALloyds.com">Peter.Holdstock@LMALloyds.com</a> and <a href="mailto:Tom.Payne@LMALloyds.com">Tom.Payne@LMALloyds.com</a></p> <p>IUA – <a href="mailto:Louise.Day@IUA.co.uk">Louise.Day@IUA.co.uk</a></p>
<p>What is the contract length between the supplier and PPL?</p>	<p>The contract is an annual agreement.</p>
<p>What is the contract period for individual firms?</p> <p>When Terms and Conditions sent out, who will receive them?</p>	<p>Individual firms will sign a Market User Agreement (MUA) with PPL. The contract length will mirror the parent agreement that will set out terms to use the system.</p> <p>The MUA will be sent out from your Market Association and will be sent to your C-Suite sponsor.</p>

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## Project documentation

Question	PPL Response
Is there a Programme Initiation Document available?	There is a Project definition document available on request from <a href="mailto:ppl@londonmarketgroup.co.uk">ppl@londonmarketgroup.co.uk</a>
Is there a detailed overview of the current and future functionality available on the platform?	<p>Details regarding functionality are covered in the user guides, which will be available on the PPL project section of the iSupportTom website once testing is signed off.</p> <p>PPL's sub-committees will approve future functionality as recommended by the practitioner groups, which is then ratified by the PPL Board. Updated documentation will be made available simultaneously.</p> <p>Please also see Appendix 1 for future functionality &amp; Change Requests on website.</p>
Where can I obtain details of the non-functional elements of the system (e.g. Disaster Recovery provisions, security, etc.?)	<p>The testing includes Security and Performance testing (via specialist third parties). Disaster recovery and Business Continuity is included in the contract.</p> <p>For any specific questions, these can be raised via <a href="mailto:ppl@londonmarketgroup.co.uk">ppl@londonmarketgroup.co.uk</a> or via your Market Association representative.</p>
Where can I obtain training plans and associated materials?	The PPL & Ebix team are currently developing training plans and documentation this will be available on the PPL website as soon as possible. Any specific questions can be raised via <a href="mailto:ppl@londonmarketgroup.co.uk">ppl@londonmarketgroup.co.uk</a> or via your Market Association representative. The user guide is available via the PPL Dashboard but will continue to be updated as functionality changes
How does PPL fit in with the other projects under the London Market Target Operating Model? (LM TOM)?	<p>PPL is one of the key initiatives that make up the Target Operating Model (TOM). It is a crucial first step in delivering the end vision of straight through processing – with the advantages of accuracy, greater transparency and availability of information.</p> <p>The governance, control and direction of the programme follow the same principles as the overall LM TOM programme and there is clear communication across all the programmes and projects to ensure they develop alongside each other.</p>

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## Testing, Training, support and technical requirements

Question	PPL Response
<p>What languages are supported?</p>	<p>For PPL Phase 1 implementation:</p> <p>Browser Language: The browser must be set to an English language character set – other language settings will not be supported.</p> <p>Document Language: Documents can be in any language, because there is no document interpretation facility in use. The language of the document is at the discretion of the parties to the discussion (although practitioners will adhere to legal and contractual provisions for language of contract).</p> <p>The project roadmap for future implementations includes:</p> <ul style="list-style-type: none"> <li>- Support for browsers set to non-English language character sets</li> <li>- An option to send a document to an external service for structured data capture</li> </ul> <p>Implementation of these facilities will require further consideration of the rules governing the use of languages other than English.</p>
<p>Where can I find out more information about testing strategy and plans?</p>	<p>A copy of the testing strategy is available on the iSupportTom website or can be requested via <a href="mailto:ppl@londonmarketgroup.co.uk">ppl@londonmarketgroup.co.uk</a> or via your Market Association representative.</p>
<p>How will we make sure that practitioners who are less confident with IT systems get proper training to be able to operate efficiently?</p>	<p>The training offered will be classroom based where individuals will be able to log on to the system and be guided through the process by the trainer providing hands on experience of the system. This will also allow practitioners to ask questions and receive support where necessary. Training will continue to be offered as more Classes of business and functionality are added to PPL. We can't force people to attend training however we strongly advise people to take the opportunity.</p> <p>We will also be running drop in sessions closer to go live, where people will also be able to log on to the system and ask questions.</p> <p>A copy of the training strategy can be requested via <a href="mailto:ppl@londonmarketgroup.co.uk">ppl@londonmarketgroup.co.uk</a> or via your Market Association representative.</p>

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Question	PPL Response
How can I find out more about “Business As Usual” (BAU) support?	Details of the BAU support will be available via the iSupportTom website at go-live and will form part of future PPL programme communications. There will be release notes and user group sessions as the programme progresses.
How can I get involved in Market User Acceptance Testing (MAT)?	Please email our <a href="mailto:ppl@londonmarketgroup.co.uk">ppl@londonmarketgroup.co.uk</a> to book your place!
<p>Will PPL still support my Webcon gateway and MMT?</p> <p>Will my underwriters be able to respond via my Webcon MMT or will they have to login to Ebix?</p> <p>How can I download data and documents from Ebix when a risk / endorsement is agreed without the underwriter having to do this themselves?</p>	<p>PPL and TMEL are working together with Ebix to ensure there’s no impact on any existing Endorsement messages and that the process does not need to change once PPL is launched.</p> <p>If you are currently able to perform these actions then PPL will continue to allow this, subject to testing.</p> <p>All Users, once registered and logged-in, can upload and download documents.</p> <p>For further information or specific queries please contact <a href="mailto:ppl@londonmarketgroup.co.uk">ppl@londonmarketgroup.co.uk</a></p>
What difference will PPL make to our internal systems and processing through the bureau?	No system changes are required for Day 1; subsequent integration work may have an impact. The existing bureau messaging does not change (for now - see TOM)
Will the new platform rely on digital certificates?	PPL will not rely on security certificates so you can login to the platform on any supported device that has access to the internet.
What are the current browser requirements to use the PPL service?	The PPL Platform will be supported on all versions of Firefox and on Internet Explorer 8 and above.

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Question	PPL Response
Where will the data be held for electronic placements? In the Cloud?	Cloud based hosting is on the roadmap for the future but requires further discussion to ensure it meets each companies policy regarding the Cloud. For day 1 the PPL platform is available remotely from the web but based on a hosted site in the UK with disaster recovery based in Germany.
What's the status on the user guide?	The user guide is available via the PPL Dashboard but will continue to be updated as functionality changes
PPL are aware that every organisation will require confirmation of the Information Security for the platform. Therefore we have compiled a set of answers that should cover these questions	To obtain a copy please go to the iSupportTom website, select Initiatives, then Downloads and IT . A version in Excel is available upon request.
<p>Can we have details on:</p> <p>1) Data Protection</p> <p>2) Security</p> <p>3) Where data held</p>	<p>1) Ebix are registered under the Data Protection Act as a Data Controller, this is specified in the contract between PPL and Ebix. This will also be included in the Market T&amp;C's.</p> <p>2) A Third Party Security Specialist will undertake security testing of the platform. The scope of the Security Testing includes an Application Security assessment and an External Infrastructure assessment.</p> <p>3) The data is held on two secure locations hosted by NTT <a href="http://www.eu.ntt.com/en/index.html">http://www.eu.ntt.com/en/index.html</a> in the EEA.</p>
What are the latest Security Testing results?	PPL employed an independent company to conduct Security Testing. There were no issues found in the infrastructure security testing. There were two medium sized issues found in the application security testing. One of these is being urgently delivered in 2016 and Ebix are working on delivering a plan for the second medium issue.

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## Insurer integration capabilities

Question	PPL Response
<p>To what extent can insurers own underwriting platforms integrate with the PPL Platform?</p> <p>Does PPL integrate with my current systems?</p>	<p>The timetable for the specification and development of additional integration options will be established by the end of 2016.</p> <p><b>Workflow Integration</b></p> <p>Carriers will be able to integrate their workflow systems with the platform for all trigger points in all processes that are undertaken on the platform. This includes;</p> <ul style="list-style-type: none"> <li>• Stages - all from Quotation through to Binding</li> <li>• Process Types - Open Market business, Declarations (prior-submits or special acceptances), and Contract Amendments (endorsements).</li> </ul> <p>Integration is to be by ACORD messaging.</p> <p><b>Data Integration</b></p> <p>Carriers will be able to integrate business data into their systems for specific trigger points in all processes that are undertaken on the platform;</p> <ul style="list-style-type: none"> <li>• Presentation (full data, including schedules)</li> <li>• Quotation acceptance (minimal data)</li> <li>• Binding at Signed Line Advice point (signed line details)</li> </ul> <p>Download of data may be automatic or on request.</p> <p><b>Web Service Integration</b></p> <p>Carriers will also have the ability to enquire on the platform using Web Services to perform ad hoc searches of transactions to which they are party to. This includes querying details of transactions that have been Quoted, Bound, Declined, NTU etc.</p> <p>PPL will be compatible with your current MMT for Endorsement and Written Line Signed messages through TMEL (The Message Exchange Limited).</p> <p>Further integration options are possible through Acord messages and Web Services. For further information on this please contact <a href="mailto:ppl@londonmarketgroup.co.uk">ppl@londonmarketgroup.co.uk</a></p>

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## Appendix 1:

### PPL Roadmap of Functionality Enhancements

#### 1. Day 1 Enhancements

##### 1.1. Supporting Document Presentation and Version controls

- i. Functionality implemented to make documents available to any Underwriter subscribing to, or subsequently added to, either a Quote or Firm Order Placement on the platform where the Broker has positively indicated that they may be released for viewing by those Underwriters. If documents are added after a Quote or Firm Order has been addressed by an Underwriter, the platform must have functionality to send a notification to advise those Underwriters that new documents exist.
- ii. To provide access to, within a single view within each function (Quote or Firm Order), all of the documents that relate to each specific version of either a Quote or Firm Order Contract being transacted on the platform.
- iii. Further to ii) above, to provide within the same single view, a separate grouped listing of each of the documents specific to either a Quote or Firm Order Contract version (to be referred to as a 'versioned document set'). For the Broker view the listing should be Grouped by Underwriter Details (Company and Name) and sorted in Date order within Underwriter with the latest Quote or Firm Order version displaying first.
- iv. When an Underwriter is viewing a full list of either Quotes or Firm Orders requiring a business action, the platform must show the existence of all corresponding versioned document sets for any Quote or Firm Order being viewed.
- v. Within any view, the Market Reform Contract (MRC also referred to as Quote Slip/Placing Slip/Contract) must always be displayed first in a document set.
- vi. Where documents are replaced within a 'versioned document set', a link must be created and displayed between the new version of the document and the previous version of the document within the 'versioned document set' to which they relate.
- vii. For all actions relating to either the adding or replacing of a document, the platform must record an audit trail entry of the individual sending the documents within the related 'versioned document set' to which they relates.
- viii. Where any documents are supplied in a format that can be opened using Microsoft Word (i.e. DOC, DOCX or RTF formats) functionality must be available to allow for selection of two documents for a comparison on a single screen, with the differences between them highlighted.
- ix. Functionality must also be added to facilitate an Insurers' ability to add documents/ contract versions to a 'versioned document set' within the Quote on which they are being requested to participate.
- x. The underwriter must be able to see clearly and simply what came back from the broker in terms of their response to their changes, and in particular being able to clearly and simply/ quickly determine what underwriter changes have been accepted or rejected, and what further changes have been made since the last version.

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- xi. Functionality included allowing Underwriters to make comments on placing documents and to allow them to see broker responses to these comments. This is achieved through the use of MS Word

## **1.2. Quote Functionality**

### **1.2.1. Quote Screen Format**

- i. Functionality must be included to present to an Underwriter on a screen within the Quote acceptance function, an Underwriter Class of Business specific Quote sheet template for completion by the Underwriter in response to all formal Quote acceptances. The form must also allow for the inclusion or exclusion of specific clauses or conditions.

### **1.2.2. Quote Data**

- i. Within the Underwriter Quote Sheet Template specified in i) above, an Underwriter must have the ability to specify through the entry of structured data fields, different Quote options for line% and premium combinations based on variations to the limit, excess amounts and sub classes being proposed to be underwritten.
- ii. Where a Broker does not have a policy (programme/placement) reference at the Quote stage, functionality must be included to allow for the automatic generation of a sequential temporary unique reference from a system maintained list for the Broking organisation presenting the business. The reference should be preceded with a B followed by the Broker Organisation's numeric code e.g. B0823XXXXXXXXXXXX. The reference must be able to be subsequently replaced at the Firm Order stage.
- iii. At the Quote stage the following fields are to be made mandatory within the system:
  - a. Broker's Quote Reference;
  - b. Business Type;
  - c. Insured/Reinsured (as appropriate);
  - d. Contract Type;
  - e. COB;
  - f. Territory;
  - g. Period (as Inception/Expiry or Days).

### **1.2.3. Quote Status**

- i. The Quote alert dashboard must be updated in real time. A RAG status will be required to be added to the screen in order to clearly define the status of a Quote.
- ii. A Quote validity period must always be stated by the Underwriter. The value will be required to be displayed in the Header of the Quote screen.

### **1.2.4. Quote Process**

- i. There must be functionality added to enable an Underwriter to express an 'indication of appetite/interest'.
- ii. Quotes with multiple options (i.e. a one-to-many structure) will be required to be established, with one overarching quote reference under which all related Quote variations will be listed and versioned.

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- iii. A Broker must be able to articulate, through textual means within a Quote, what they would like to receive back in the form of a Quote response from Underwriters with regards Quote variations.

### **1.3. Usability Enhancements**

#### **1.3.1. General Formatting, Printing & Email**

- i. Add functionality to allow a reduction in the number of clicks required to view and action a business transaction, with all information presented in context to the transaction.
- ii. Increase the prominence of pertinent fields (e.g. insured, leader, leader's terms and subjectivities, status, actions).
- iii. Functionality to be added to allow the uploading of ad-hoc documents and to enforce the use of a mandatory document description and for Underwriters to be alerted.
- iv. Bound risks will be displayed in the workflow history view. .
- v. Functionality to be added to provide the ability to print and/or email the final contract documentation containing the Underwriter's bound participation details on completion of the binding process from within the platform.

#### **1.3.2. Subjectivities**

- i. Remove the ability to add subjectivity when no confirmation from an Underwriter is required.
- ii. Provide the ability to add a bespoke line condition in free text.
- iii. Provide functionality to allow a following market to see any subjectivity added by a Leader.

#### **1.3.3. Team Working (Underwriters and Brokers)**

- i. Allow for Users to be allocated to both a Team and a Department within an organisation. Users can only exist in one Team and one Department but can concurrently exist in a team and/or a department but these groupings will be independent of one another.
- ii. Change default view of inbox (active layers page) and other workflow views to include data for all team members, not just the logged-in underwriter/broker.
- iii. Allow for any items viewable by a team member to be re-assigned to either themselves or to another member within the same team.
- iv. Allow for any items viewable by a team member to be re-assigned to either themselves or to another member within the same department.
- v. Allow views to be easily switched between a users' own view and those of their Team and/or Department

#### **1.3.4. Sequence of Binding (Leader Status)**

- i. Functionality included allowing for the following market to be informed if the leader has not been bound to a Firm Order in an Underwriter's overview and on the Firm Order Bind screen.

#### **1.3.5. Navigation/Interface**

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- i. Provide functionality in order that when a user suspends interaction with the system for a given period of time (configurable at the system level up to 360 minutes), then their session will not time out until after the specific predetermined period of inactivity.

#### **1.3.6. Dashboard Notifications/Alerts**

- i. 15 (fifteen) of the most common Alert messages (including firm order accepted, firm order rejected and message sent) to be enhanced to ensure consistency of alert descriptive text layout throughout all platform functions.

### **2. Platform Enhancements for Commencement Date plus three months**

#### **2.1. Offline Markets**

- i. Functionality made available to allow offline market participations to be recorded on the platform and included in any evidence of cover and subjectivities.
- ii. Functionality made available to allow an offline leader to set the settlement terms required and to provide a mechanism to which these can be visible to following on-platform markets. The data to be added by the Broker on behalf of the offline leader.

#### **2.2. Underwriter Data Capture**

- i. To provide functionality to resolve any conflict between the Settlement Due Date entered within structured data and the same contained within the MRC where added by different contractual parties.
- ii. To provide functionality to mandate the ability of the Underwriter to allocate their references to the risk coding used often to allocate premium
- iii. To provide functionality for the Broker to be able to capture the agreement parties for claims, endorsements and second leader requirements.

#### **2.3. Dashboard Notifications/Alerts**

- i. The remainder of the Alerts (i.e. those not deployed in Phase1), must be enhanced to ensure consistency of alert descriptive text layout throughout all platform functions.

#### **2.4. Lines to Stand**

- i. Functionality to be included that 'locks' a line to stand once a Broker has agreed to it as part of a counter offer, preventing the Broker from amending the line value at the Bind and Signing down stage. A Broker should only be able to amend the line through re-opening discussions with the Underwriter and having them remove the Line to Stand condition.

#### **2.5. Underwriter Private Notes**

- i. Functionality to be introduced to ensure that an Underwriter has the ability to create and annotate Private Notes within the Quote and Firm Order screens which are only viewable by them.

### **3. Roadmap – Enhancements post commencement date plus 3 months**

The list of the enhancements includes but is not limited to the following:

#### **3.1. Re-platforming of PPL**

Any specific questions can be raised via email to [ppl@londonmarketgroup.co.uk](mailto:ppl@londonmarketgroup.co.uk) or via your Market Association representative.

PPL Platform will be re-platformed into a single database using a single technology which will re-engineer out the previous Marketplace product, and be delivered to the Licensee in a time-scale to be agreed between the Licensor and the Licensee.

### **3.2. Carrier Workflow Integration**

Carriers will be able to integrate their workflow systems with the platform for all trigger points in all processes that are undertaken on the platform so that Carriers are able to perform all business functions (that would otherwise be provided on the platform), from within their own systems. This includes;

Stages - all from Quotation through to Binding

Process Types - Open Market business, Declarations (prior-submits or special acceptances), and Contract Amendments (endorsements).

Integration is to be by ACORD messaging. All data and documents needed to facilitate workflow integration will need to be present, e.g. UMR. All business data associated with decisions and agreements (such as subjectivity data, line information, and references) will need to be present.

### **3.3. Carrier Data Integration**

Carriers will be able to integrate business data into their systems for specific trigger points in all processes that are undertaken on the platform;

- Presentation (full data, including schedules)
- Quotation acceptance (minimal data)
- Binding at Signed Line Advice point (signed line details)

Data is to be taken from the platform to the extent it is provided by the broker (and carrier), and additional data is to be provided by a Structured Data Capture service (SDC) to be defined and delivered outside of this platform.

Data integration will be available for all process types - Open Market business, Declarations (prior-submits or special acceptances), and Contract Amendments (endorsements).

Integration is to be by ACORD messaging. Download of data will be automatic or on request.

Note: As more structured data becomes available from brokers, this will be passed straight through to carriers, reducing the amount of data that needs to be provided by the SDC service.

### **3.4. Carrier Web Service Integration**

Carriers will have the ability to enquire on the platform using Web Services to perform ad-hoc searches of transactions to which they are party to. This includes querying details of transactions that have been Quoted, Bound, Declined, NTU and Endorsed.

Any specific questions can be raised via email to [ppl@londonmarketgroup.co.uk](mailto:ppl@londonmarketgroup.co.uk) or via your Market Association representative.

### **3.5. Broker Integration**

The minimum viable product expectation for broker integration includes quotes, placements (firm orders) and endorsements along with the functionality PPL are currently programming in conjunction with market participants. In addition to the transfer of data the integration will support the upload of a contract document necessary to create a new Quote, Placement, Endorsement or Declaration record on the PPL platform.

Functionality will exist to update the initially supplied data and contract document from the broker's platform as necessary, including updating the placement when a quote is taken up. However, the addition of markets and management of the broking process will take place on platform. At the end of the placing process the market detail data for each section will be provided back to the broker. Similarly, at the end of the endorsement process endorsement agreement data will be provided back to the broker. The current platform notification emails, with associated documents as appropriate to the process, are sufficient for both the Quote and Declaration processes and no data integration is required at the end of these processes for the minimum viable product.

The exact structure of the web services will be agreed with Ebix, and all data elements must conform to ACORD standards. It will be an individual broking organisations choice as to whether the minimum viable product level of integration is implemented, but it is expected that the four sponsoring brokers will do so. The timetable for the specification and development of additional integration options will be established by the end of 2016.

### **3.6. Full Document Negotiation**

The capability will be available to allow brokers and underwriters to work on a single version of the document, providing a full audit trail of changes made, and a single version of the truth.

### **3.7. Structured Data Capture Service Call Out**

The capability will be available to call an external data capture service from the platform and relay the results to the requesting party.

### **3.8. Consortia/Panels/Underwriting Agencies**

Consortia can be managed as if it was an individual market with a 'Consortia Stamp'. Two enhancements will be implemented. 1) The process to allow for all agreement parties to be handled and 2) The details of the consortia panel to be held in structured format (using the concept of share allocations for individual markets - this would also deal with split stamps)

The security behind each panel is to be maintained on the platform, or obtainable through a call-out from the platform.

### **3.9. Mixed Markets**

Any specific questions can be raised via email to [ppl@londonmarketgroup.co.uk](mailto:ppl@londonmarketgroup.co.uk) or via your Market Association representative.

The functionality to handle single placements that consist of declarations under facilities and open market business will be available. 100% security is to be shown in one place.

**3.10. Renewal Functionality**

The functionality to clone a prior year's risk, including markets, to start a new placement will be available.

**3.11. Endorsements**

Amendments to existing endorsement functionality will be available, including but not limited to the ability to handle multi sections, subjectivities and 'in-flight' endorsements via messaging.

**3.12. Facility Handling**

Enhancements to existing declarations functionality will be implemented based on the requirements of the market.

**3.13. Underwriter Stamp printing**

Underwriter stamps must not print over two pages.

**3.14. Upload of Multiple Supporting Documents**

The ability to upload multiple supporting documents in support of either a Quote or a Firm Order in a single action will be added.

**3.15. Cancelling and Replacing**

On a bound risk, the functionality will be made available allowing a Broker to replace one of the market participants for another, subject to any necessary Leader agreements.

**3.16. Moving users/change of company ownership**

When either a company changes their structure or companies merge, the process of handling access rights / user accounts will be simplified.

**3.17. Annual Re-signing**

For multiple year policies, functionality will be implemented to ensure underwriters have to update their references and allocation codes annually.

**3.18. Mobile devices access**

The ability for the platform to be used on mobile devices will be delivered.

**3.19. Multi language**

The Platform will be able to handle multiple languages i.e. screens and labels; delivered to a roadmap to be agreed between the Licensor and the Licensee.

**3.20. Brokers View of Quotes within a Programme**

Any specific questions can be raised via email to [ppl@londonmarketgroup.co.uk](mailto:ppl@londonmarketgroup.co.uk) or via your Market Association representative.

The platform must allow for a print friendly version the Brokers view of Quotes with the format of screen elements amended to be horizontal rather than vertical and provide a way of viewing parallel quote requests and responses.

**3.21. Quote To Bind Process for Open Market and/or Declarations (to be confirmed)**

- i. The functionality will be implemented to create ability to turn an Underwriter's quote into a bound risk without the need to initiate a Firm Order.
- ii. Following functions will be implemented;
  - Advise all non-successful UWs that their quote was not successful.
  - Way for UW to add UW reference.

**3.22. Underwriter able to Upload private documents**

The functionality will be available so that an Underwriter can add documents that only they can view

**3.23. Usability around handling multiple sections**

The functionality will be available to provide the ability to respond just once to a firm order with multiple sections (rather than require the underwriter to repeat the firm order process for each and every section).