



PPL Day in the Life Scenarios

January 2017

Placing Platform Limited Overview



What has PPL achieved so far?

Placing Platform Limited (**PPL**) is a key component in the London Market TOM modernisation programme, in which face-to-face negotiation is supported and facilitated by electronic risk capture, placing, signing and closing.

Working closely with the market practitioners and associations the PPL platform went live on 11th July 2016 for **Stand Alone Terrorism** business and was rolled-out to **Financial and Professional Lines Brokers** and **Underwriters** on 7th November 2016.

Furthermore to support the scheduled rollouts **PPL** has worked with cross-market representation to produce the **2017 Road Map**. The agreed delivery will include integration of the **PPL** platform into company back office systems using global messaging standards and add MI reporting capabilities.

Day in the Life Scenarios (DLS) Summary

This document first provides an overview of the benefits of **PPL**, how **PPL** aligns with the TOM programme and other day to day considerations when incorporating **PPL** into your organisation.

Second tier slides provide a visual description of changes to process, placing interactions and activities for underwriters and brokers placing business using **PPL**.

Introduction to Day in the Life Scenarios



What is a Day In the Life Of Scenario?

1 pager visual description of interactions, displaying examples of what activities **Brokers** and **Underwriters** will complete when placing a risk on **PPL**.

DLS Level

- 1) **Overview DLS:** Overview of interactions between **Brokers**, **Underwriters** and **PPL**, highlighting high level changes to the overall process. Also showing alignment with TOM and Benefits of **PPL** for all insurance organisations.
- 2) **High Level DLS:** Overview of changes to **Brokers** and **Underwriters** processes across the policy lifecycle for QUOTE, FIRM ORDER, Firm Order SUBJECTIVITIES and Policy ENDORSEMENT process.
- 3) **Detailed DLS:** Detailed scenarios highlighting exact activities across policy lifecycle for QUOTE, FIRM ORDER and Policy ENDORSEMENT for both **Brokers** and **Underwriters**.

Why use DLS?

DLS will identify key changes to the current ways of working to the new ways of working. It will help individuals identify value added and non-value added tasks that they are performing daily using **PPL**.

Who will use DLS?

DLS provide detail in the effectiveness of activities and platforms within an organisation or marketplace, and open dialogue about what should be done, and by whom. They will be relevant to the front, middle and back office for both **Brokers** and **Underwriters**.

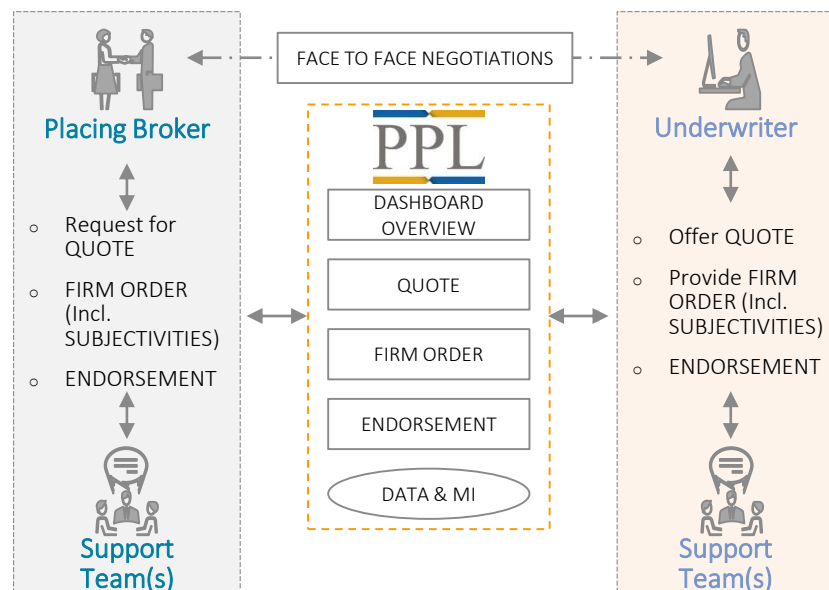
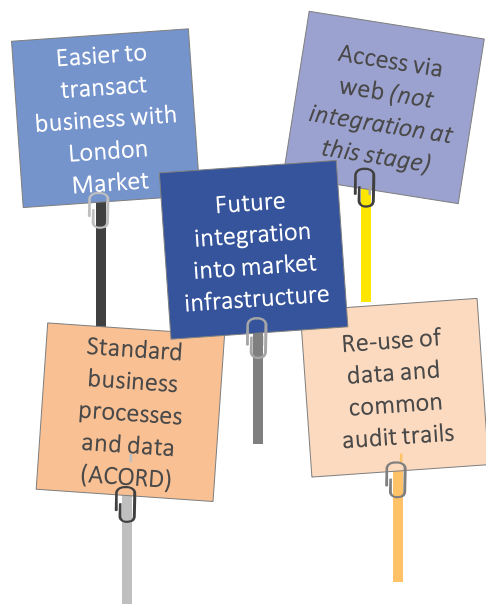
What will you do with them?

By using DLS, you will be able to review processes, fully understand how individuals operate and interact with **PPL**, increase effectiveness of working time. DLS can also be used to support training and help with **PPL** product validation activities.

Level 1 Day in the Life Scenario Overview

Outlined below is a high level overview of the interactions for **Brokers** and **Underwriters** with PPL

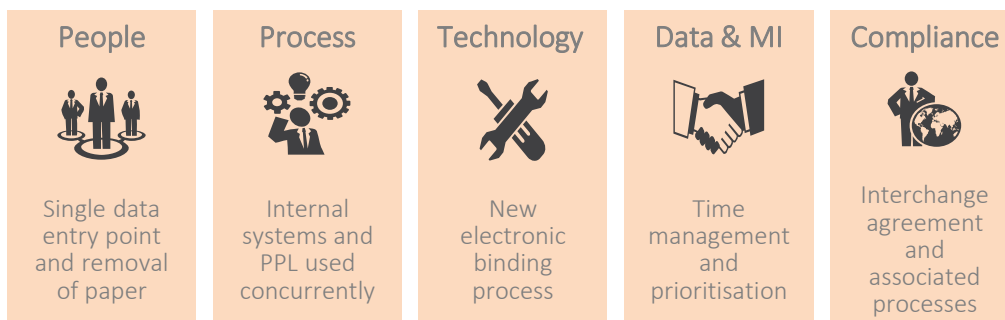
Alignment with TOM



Benefits of PPL

- Brokers and Underwriters can focus on negotiations
- Risks can be accessed online
- Opportunities to accelerate turnaround for QUOTE(S), FIRM ORDERS & ENDORSEMENT(S)
- Removes duplication of documentation production and management
- Audit trails for internal compliance processes easily visible
- Time in the market can be managed more efficiently
- Opportunities for Support Teams to become up-skilled
- Data captured in a structured format (MI for Performance Analytics in future CR)

Overview of Changes to Process



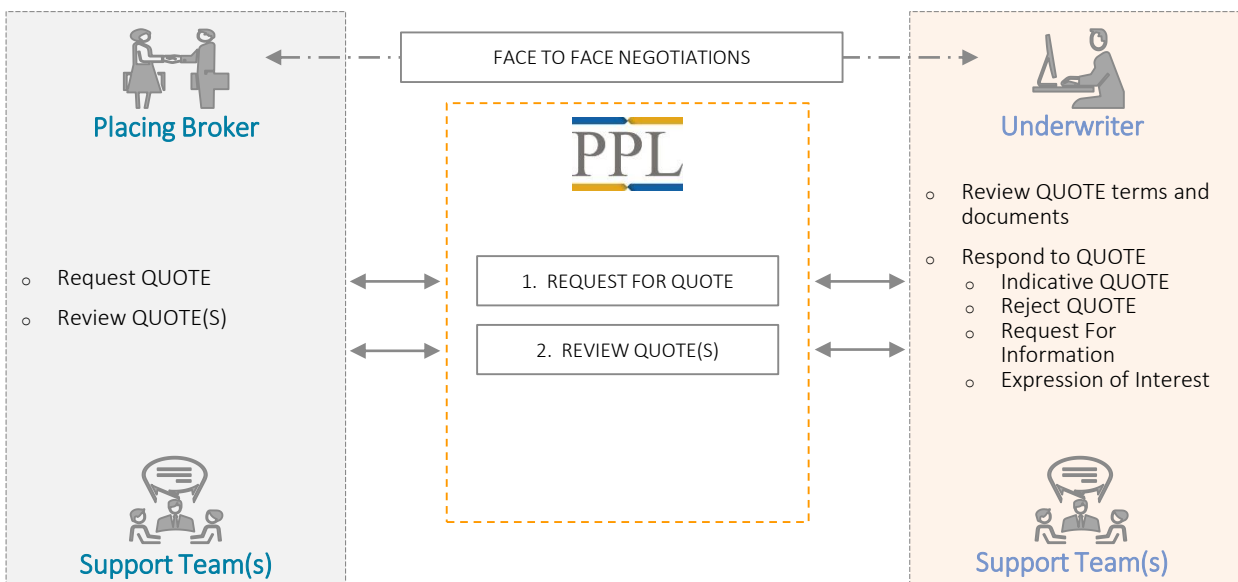
Day to day considerations

- There are a few considerations Brokers and Underwriters must take into account when incorporating PPL into your usual day to day activities. Some prompts are suggested below;
- When to check the platform for any alerts? *e.g. First thing in the morning and regular checks through the day or upon receipt of an email alert*
 - Determine what placements and negotiations can be handled electronically? *e.g. Complex risks may require face to face initially*
 - How should you prioritise risks from overseas? *e.g. Asia Pacific may want to be first and Americas later*

Level 2 Day in the Life Scenario

High Level QUOTE Overview

Outlined below is a high level overview of the interactions for **Brokers** and **Underwriters** with **PPL** during QUOTE



Overview of changes to process

- Request for QUOTE placed through PPL – potential changes to roles and responsibilities
- Core records available through PPL instead of paper based or via email
- Re-key QUOTE information into core internal platforms
- Underwriter stamps captured electronically only (not on paper)
- MI to be available directly through PPL
- Interactions and data will need to be managed via platform

Activities for Broker

1. Broker creates documents and captures on core systems
1. Broker uploads references, data and documents for insurers on PPL
2. QUOTE(S) are captured and monitored automatically on PPL and support broker uses either internal system to send to the client for review
2. Documents and supporting information are amended as required and re-issued for Insurers
2. Broker meets Insurers to gain market support as required
2. Broker collates quotes that meet client requirements and pricing
2. Offline best terms are reviewed and agreed with client
2. MI is captured on systems

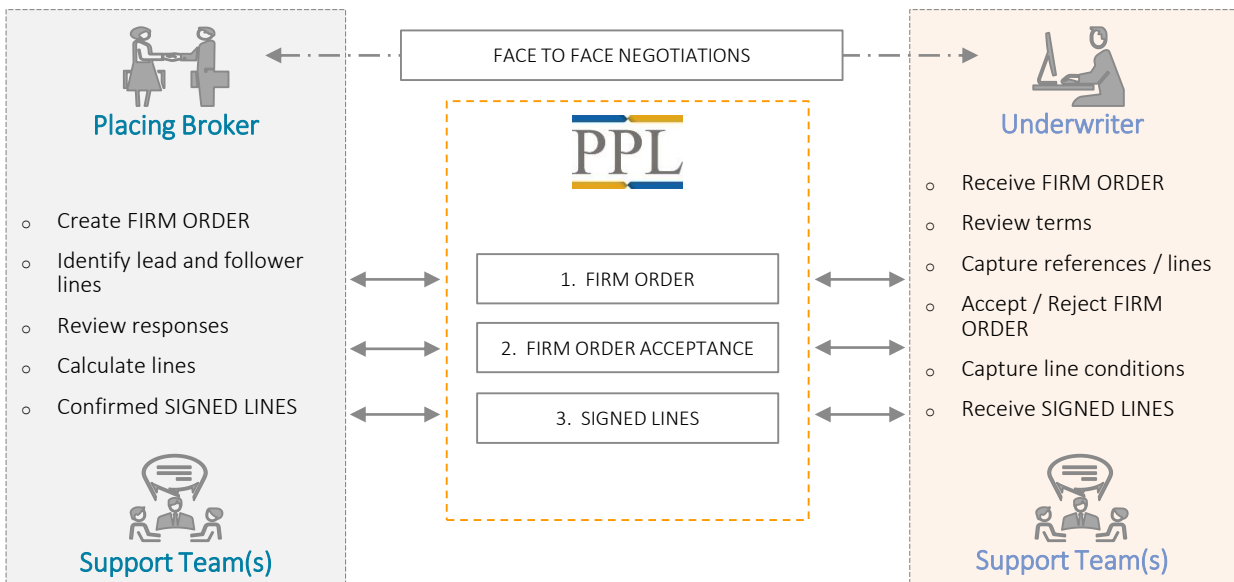
Activities for Underwriters

1. Underwriters receive a notification (via email) that QUOTE documents have been sent by the Brokers
1. Underwriting support teams can capture QUOTE details into their core systems
2. The Underwriter reviews the QUOTE terms and associated documents, and then negotiates with the Broker as required, requesting further information if needed
2. QUOTE(S) which are declined are captured on PPL
2. QUOTE terms, references and rates can be captured on the core systems against copies of the submission

Level 2 Day in the Life Scenario

High Level FIRM ORDER Overview

Outlined below is a high level overview of the interactions for **Brokers** and **Underwriters** with **PPL** during FIRM ORDER and Signed Lines



Overview of Changes to process

- Request for FIRM ORDER placed through PPL and Lines confirmed – signed lines can be calculated on platform or off-platform and manually entered on platform
- Risks are placed with relevant documentation uploaded onto PPL instead of paper based or via email
- Bound lines are captured in PPL. Face to Face Broker and Underwriter interaction only where required to supplement
- MI to be available directly through PPL
- Peer review sign off can be configured on to PPL

Activities for Broker

1. Broker agrees final terms with the client
1. Broker loads final terms onto PPL, capturing IUA leaders, Lloyd's leaders and all Insurer written lines for confirmation
2. As insurers agree terms, all confirmations are captured centrally on a market sheet which can be sent to the client
3. Broker only negotiates final follow lines (if required)
3. Once all lines have been accepted, the client confirms final signed lines which are communicated to Insurers
3. Update core broking systems

Activities for Underwriters

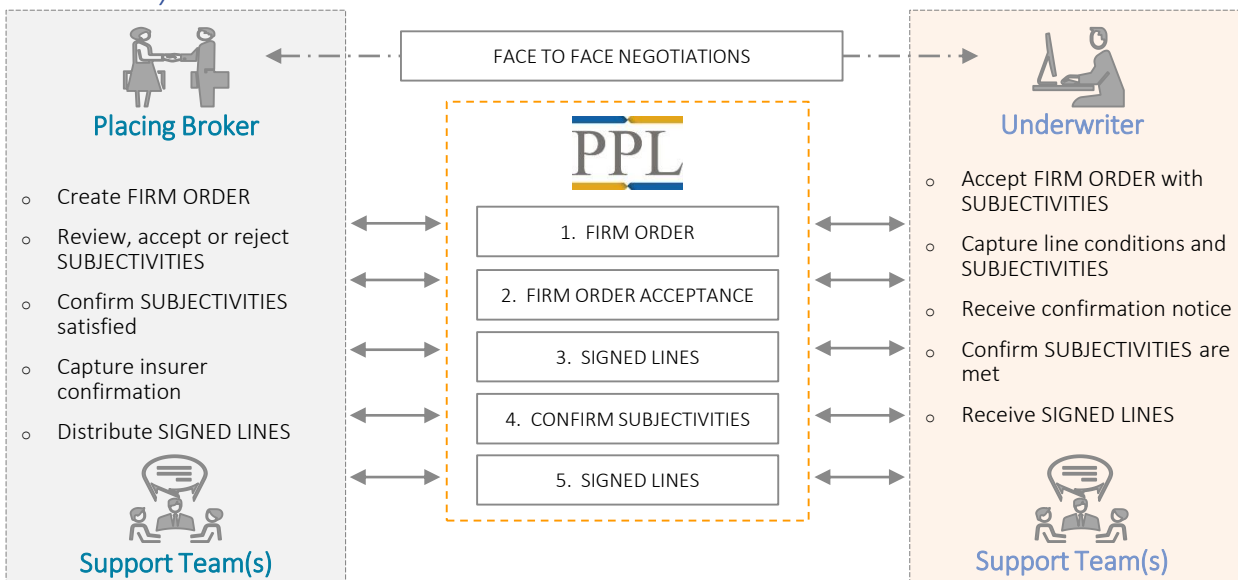
1. Underwriter monitors all FIRM ORDERS received via alerts
1. Document comparison tools allow Underwriters to check consistency and changes between document versions
2. Underwriters decide to accept, decline or add SUBJECTIVITIES, also including requests for information to discuss further with Brokers
2. References and stamps are captured electronically
2. Any SUBJECTIVITIES with a deadline can be tracked
3. Underwriters receive files from or access files on the platform to update internal systems

Level 2 Day in the Life Scenario

High Level Firm Order with SUBJECTIVITIES Overview



Outlined below is a high level overview of the interactions for **Brokers** and **Underwriters** with **PPL** during Firm Orders with SUBJECTIVITIES. *(Subjectivities with a deadline will require all exchanges. Subjectivities without a deadline will only need Broker acceptance on behalf of the client)*



Overview of Changes to process

- Update business process to change from informal tracking and monitoring of SUBJECTIVITIES, warranties or conditions
- Training required to inform Brokers and insurers around best practice and usage
- Electronic capture of company line conditions against references and identities
- A new formal 2-way electronic capturing and tracking of SUBJECTIVITIES introduced with status management
- Expiry of SUBJECTIVITIES triggering off cover status, requiring specific training and knowledge
- Use of MI to track and monitor SUBJECTIVITIES

Activities for Broker

1. Broker sets up final Firm Order terms and distributes to insurers
2. SUBJECTIVITIES and line conditions captured by Insurers are reviewed by the Broker, including cover status from inception
2. Broker accepts the SUBJECTIVITIES after liaising with the client
3. Broker sends out final terms and signed lines to Insurers if required
4. Broker acts on subjectivities via the expiry date alerts
4. Broker updates insurers with documents and details to confirm that SUBJECTIVITIES have been satisfied from a clients perspective
5. The Broker ensures that Insurers have confirmed that subjectivities are met and they are on cover and communicates details to the client

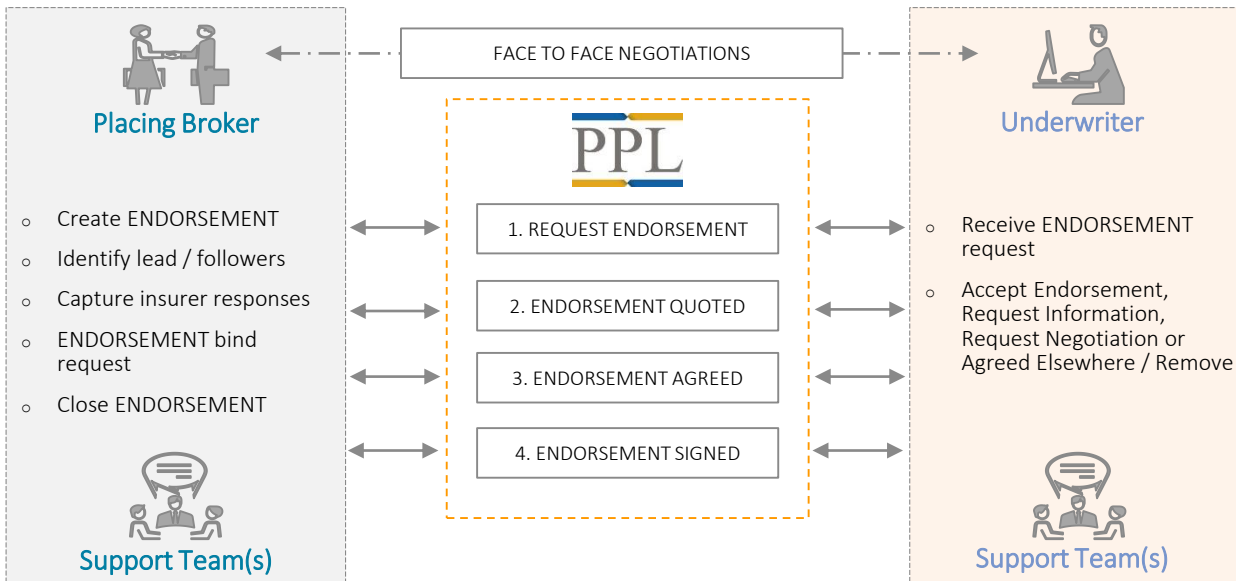
Activites for Underwriters

1. The insurer receives a FIRM ORDER request from the Broker and puts his or her line down. Underwriter uses standard line conditions and then adds SUBJECTIVITIES.
2. SUBJECTIVITIES are captured against the risk and the Underwriter decides a subjectivity expiry date (if applicable) and also on or off cover from inception status
2. The PPL platform alerts the Underwriter to each SUBJECTIVITY as it nears expiry, and receives confirmation from the Broker that SUBJECTIVITIES have been met
4. Underwriter confirms that the SUBJECTIVITIES have been met (or not)
4. Underwriter updates deadlines, add, edit or remove subjectivities
5. Signed line alerts are received if they had not been sent prior to inception

Level 2 Day in the Life Scenario

High Level ENDORSEMENT Overview

Outlined below is a high level overview of the interactions for **Brokers** and **Underwriters** with **PPL** during ENDORSEMENT(S)



Overview of Changes to process

- Request for ENDORSEMENT placed through PPL
- Documentation placed through PPL instead of paper based or via email
- Update material changes from ENDORSEMENT into core internal platforms
- Prioritise between material and non material ENDORSEMENT(S). All agreements captured electronically including a record of premium changes
- MI to be downloaded directly through PPL
- Adherence to SLA's predefined with new electronic placement

Activities for Broker

1. Broker receives an ENDORSEMENT request from the client
1. Broker support records the changes on core systems and uploads the ENDORSEMENT request to PPL
2. The ENDORSEMENT data is held against the original risk and sent to the leader (or followers if required)
3. All responses, including additional or return premiums are captured centrally for the client
4. Broker negotitates/agrees the ENDORSEMENT

Activites for Underwriters

1. Underwriters receive an alert that an ENDORSEMENT has been sent
2. For ENDORSEMENT(S) requiring negotiation or material changes, underwriters will request further information and meet to discuss terms
3. For straightforward ENDORSEMENT(S) and agreements to additional or return premiums, Underwriters will add their references and accept electronically
3. A record of the ENDORSEMENTS will be held against the original placing documents
4. Underwriting support teams can access the ENDORSEMENT(S) data to update their systems
4. Following market(s) identified of endorsement

Level 3 Day in the Life Scenario – Broker (1/3)

Detailed QUOTE Process



Outlined below is a detailed overview of the specific interactions of the **Placing Broker** and **Broking Support** placing a new QUOTE.

Scenario 1

- A client has submitted a request for a QUOTE to the **Broker**.*



Day 1 - 09:00

Day 1 - 11:00

Day 1 - 13:00

Day 1 - 16:00

- A client emails the **Placing Broker** asking for a QUOTE. Following on from previous conversations, the client has confirmed they would like a QUOTE, based on the coverage details discussed
- The **Placing Broker** agrees the potential markets and structure of the programme
- **Broker Support** input risk details into core system and creates submissions for loading into PPL (if not integrated)
- The **Placing Broker** reviews the submission on PPL, selects markets and 'authorises' the quotes to be sent
- The **Placing Broker** has agreed to meet the lead **Underwriter** to discuss terms
- The **Placing Broker** may receive an "Alert" that **Underwriters** require further information
- **Broker Support** communicates the latest QUOTE(S) responses received on PPL (referring to client for additional info if required)
- The **Placing Broker** (or **Broker Support**) uploads documentation into system and submits to follow market **Underwriters**
- **Broker Support** (or **Placing Broker**) responds to the queries via the messaging facility on PPL
- The **Placing Broker** also issues QUOTE request to all **Underwriters**
- The **Placing Broker** receives an "Alert" that the **Underwriter** has accepted the QUOTE
- The **Placing Broker** accesses their portable device to review the QUOTE(S) on PPL and any outstanding issues
- The **Placing Broker** contacts the Client to confirm the offer
- **Broker Support** updates internal systems

Level 3 Day in the Life Scenario – Broker (2/3)

Detailed FIRM ORDER Process



Outlined below is a detailed overview of the specific interactions of the **Placing Broker** and **Broking Support** placing a FIRM ORDER

Scenario 2

- A client has submitted a request for an indicative FIRM ORDER to the **Broker**. *



Day 2 - 09:00

- The **Placing Broker** confirms all terms with their client
- **Broker Support** updates final terms on their own systems and, (if not integrated) in turn updates PPL platform with placing slip, Market Reform Contract, references, parties and relevant documents
- The **Placing Broker** confirms the lines and leaders with the team
- On PPL the **Underwriters** indicate the stamp, lead and line which have been confirmed at Quote, and are converted to a FIRM ORDER
- The **Placing Broker** will issue the FIRM ORDER via PPL platform
- If the **Broker** is integrated their systems will be updated as **Underwriters** confirm their lines

Day 2 - 11:00

- **Placing Broker** meets to discuss final terms with **Underwriters** using their portable device
- The **Placing Broker** can see on their portable device that they have received an “Alert” that the **Underwriter** has accepted a FIRM ORDER
- The **Placing Broker** accesses their portable device which shows the FIRM ORDER responses from **Underwriters** and any outstanding actions
- SUBJECTIVITIES and line conditions captured by **Insurers** are reviewed by the **Placing Broker**, including on and off cover status
- The **Placing Broker** will select following markets e.g. **Underwriter**, Lines etc.

Day 2 - 13:00

- The **Placing Broker** confirms to the client that his lead terms have been bound
- In addition, the **Placing Broker** receives an “Alert” that the following **Underwriters** have submitted their acceptances
- The **Placing Broker** can see from his overview that all lines have been received from the **Insurers**, including line sizes
- SUBJECTIVITIES and line conditions captured by **Insurers** are reviewed by the **Placing Broker**, including on and off cover status
- The **Placing Broker** will review the FIRM ORDER on PPL and action any outstanding issues

Day 2 - 16:00

- The **Placing Broker** will receive confirmation that the policy is bound and client is now on cover
- The **Placing Broker** contacts the client to confirm the offer
- The **Placing Broker** discussed final terms with the client and also agrees how to deal with SUBJECTIVITIES
- The **Placing Broker** will confirm which/all lines and markets plus any SUBJECTIVITIES that have been met
- **Broker Support** recalculates lines if deemed necessary, including lines to stand
- **Insurers** receive their signed lines notifications
- **Broker Support** updates internal systems or this is completed automatically (if integrated)

Level 3 Day in the Life Scenario – Broker (3/3)

Detailed ENDORSEMENT Process



Outlined below is a detailed overview of the interactions of the **Placing Broker** and **Broking Support** when dealing with ENDORSEMENT

Scenario 3

- A client has submitted a request for a change to their policy to the **Broker**.*



Day 3 - 09:00

Day 3 - 11:00

Day 3 - 13:00

Day 3 - 16:00

- A client has emailed the **Placing Broker** in regard to some changes required to their policy and requests an ENDORSEMENT
- The **Placing Broker** evaluates the proposed amendment to the contract to see if it is a material change requiring changes to the contract or additional premium
- The **Broker Support** updates core system and uploads document into the PPL platform
- Data describing the ENDORSEMENT is captured and held against the placing record
- PPL presents the leaders and followers on an ENDORSEMENT to the **Placing Broker** and confirms who needs to be informed and also agree
- The **Placing Broker** submits the ENDORSEMENT request to the relevant **Underwriters**
- Owing to the nature and recipients on the ENDORSEMENT, the **Placing Broker** may decide to call or visit the **Underwriters** to discuss
- In some cases, the **Placing Broker** may receive requests for additional information via the PPL platform
- The **Placing Broker** will liaise with their client to gather additional information and submit to **Underwriter** via the PPL platform
- For straightforward ENDORSEMENT(S), the **Placing Broker** will receive an 'Alert' confirming the ENDORSEMENT has been accepted
- For more complex ENDORSEMENT(S), the **Placing Broker** may need to negotiate the ENDORSEMENT face to face or via the PPL messaging platform
- The **Placing Broker** reviews the agreements and responses and contacts the client to update them
- Whilst the **Placing Broker** focuses on the next new business or renewals, the **Broker Support Team** can monitor the progress on the ENDORSEMENT(S)
- Once the **Placing Broker** has received an 'Alert' informing them that the ENDORSEMENT has been accepted, **Broker Support** can update core systems accordingly
- The **Placing Broker** will inform their client of acceptance and issue any documents
- The PPL platform will automatically notify the following markets that the endorsement has been agreed

Level 3 Day in the Life Scenario – Underwriter (1/3)

Detailed QUOTE Process



Outlined below is a detailed overview of the specific interactions of the **Underwriter** and **Underwriting Support** placing a new QUOTE.

Scenario 1

- A client has submitted a request for an indicative QUOTE to the **Broker**.*



Day 1 - 09:30

- The **Underwriter** receives an 'Alert' for a new submission and reviews the risk on the PPL platform
- The **Underwriter** accesses the platform via a log in on their portable device
- Where an **Insurer** is integrated, the documents and risks are received directly to their own workflow systems
- The **Support Team** will enter submission info into core system and check for existing QUOTE(S) on the same risk
- The **Underwriter** will focus on aggregate exposures to the clients, or by territory to agree how to respond

Day 1 - 11:30

- The **Underwriter** will review terms and decide whether to negotiate with the Broker to accept or reject the QUOTE
- The **Underwriter** can decide to discuss face to face, or via messaging on the PPL platform, depending on the outcomes of the discussion
- Importantly all QUOTE data, including client name, references, limits are all captured electronically to facilitate improved MI for **Insurers**

Day 1 - 13:30

- The **Underwriter** may receive additional 'Alerts' with clarification and/or additional documentation for the risk
- At this stage the **Underwriter** may still choose to reject the QUOTE. The **Underwriting Support** will update their core systems to reflect this.
- The **Underwriter** will price the risk in their own systems and review internally if required
- The **Underwriter** may need to negotiate further with the Broker

Day 1 - 16:30

- The **Insurer** captures the QUOTE details in a structured form to drive internal MI
- The **Underwriter** references and stamps are also captured up front in the process
- The **Underwriter** will then issue the QUOTE to the Broker via the PPL platform
- **Underwriting Support** will update core systems accordingly to reflect any new risks status
- In the meantime, MI reports are captured to ensure that the **Underwriting Teams** are updated about all QUOTE(S) sent from the Broker

Level 3 Day in the Life Scenario – Underwriter (2/3)

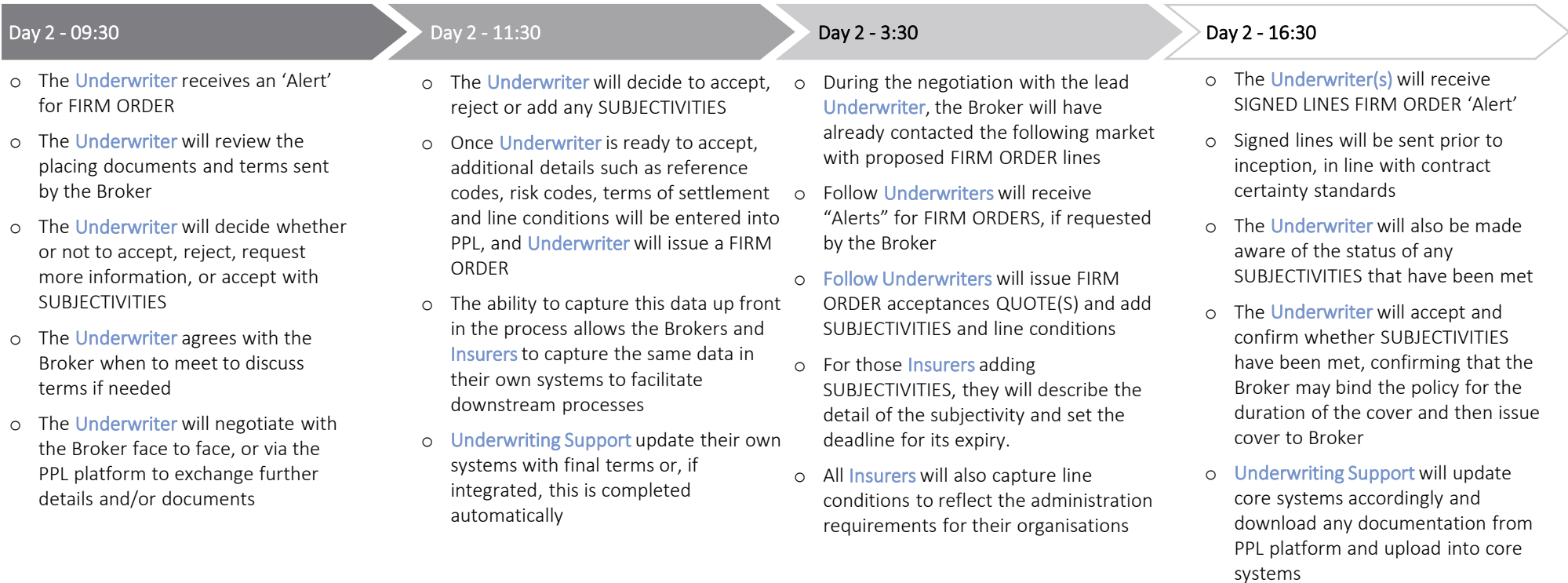
Detailed FIRM ORDER Process



Outlined below is a detailed overview of the specific interactions of the **Underwriter** and **Underwriting Support** placing a FIRM ORDER

Scenario 2

- o An **Underwriter** has received a request for a FIRM ORDER from a **Broker**.*



* times are indicative

Level 3 Day in the Life Scenario – Underwriter (3/3)

Detailed ENDORSEMENT Process



Outlined below is a detailed overview of the interactions of the **Underwriter** and **Underwriting Support** for an ENDORSEMENT

Scenario 3

- o An **Underwriter** has received a request for a change to the policy via an ENDORSEMENT.*

