



TIN

London Market Claims

Workshop I

Delegated authority claims



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Delegated authority claims

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Delivering an improved and consistent experience in delegated authority claims

- Delegated claims – why it's important
- Where we are today – what are the issues and opportunities?
- How do we work together to overcome the challenges?
- Breaking the cycle
- More delegation = more oversight?
- Direction of travel – where next?
- Discussion and workshop

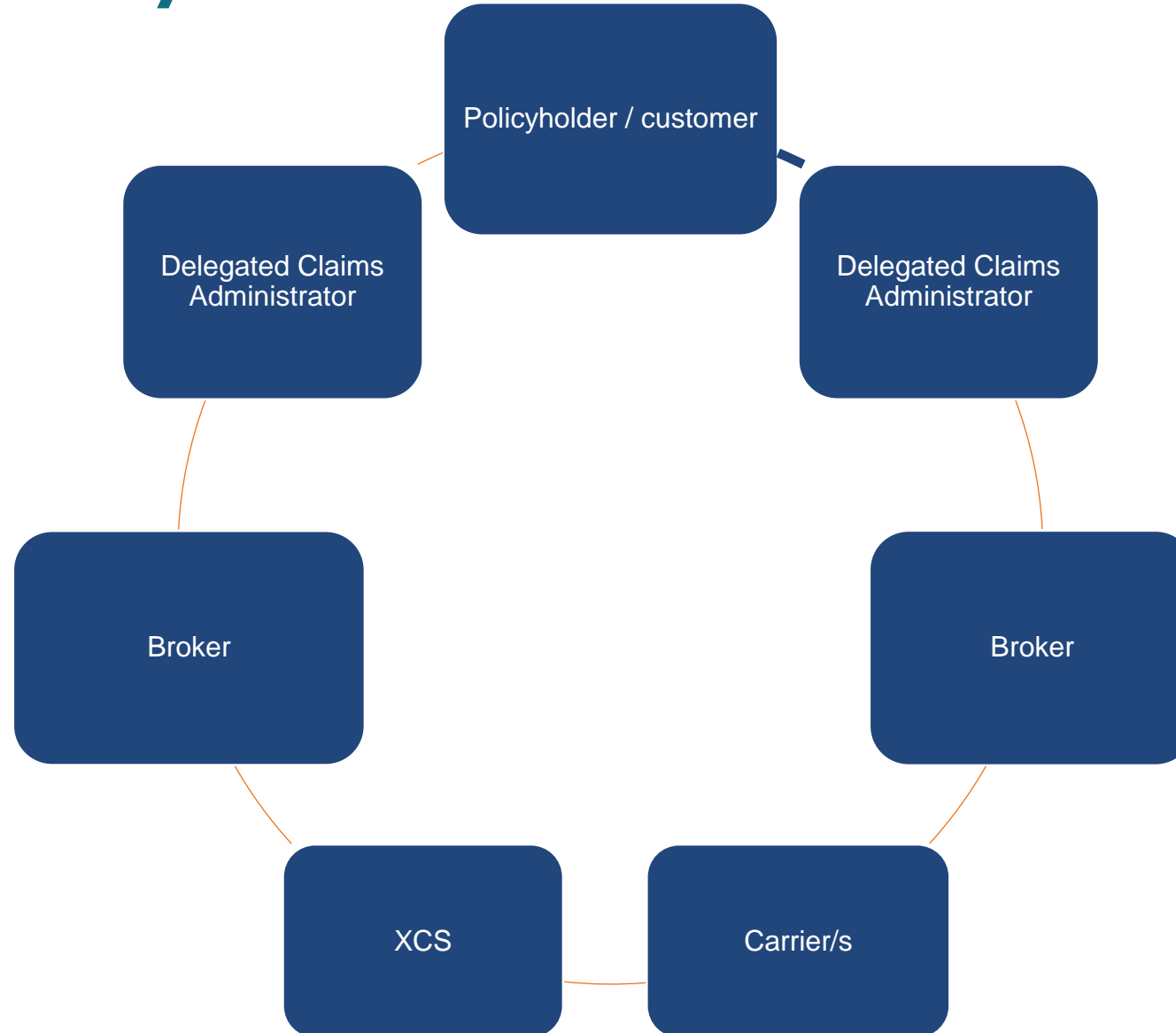
Delegated claims – why it's important

- 40% of premium in Lloyd's is via DA arrangements
- Closer to the customer – speed is important
- Customer expectations are increasing
- If we can reduce inefficiencies, we reduce cost
- This is where the opportunity is...

Issues and opportunities



Breaking the cycle



Direction of travel – what next...

- Move to adoption phase of work completed to date
- ASM – MIS / Drones / We Go Look
- Market payment mechanism
- DASATs
- Chorus / Aims
- More Digital trading
- Future at Lloyd's

Round table questions...

- What are we missing / are we on the right track?
- What are the barriers to success / how will we overcome them?
- How will The Future at Lloyd's impact?



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Thank you

A dramatic sky with dark, heavy clouds and several bright lightning bolts striking down, creating a sense of urgency and intensity.

Questions

- 1. What are we missing / are we on the right track?**
- 2. What are the barriers to success / how will we overcome them?**
- 3. How will The Future at Lloyd's impact?**



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Thank you