

Mono Liability & Mono Property Cancellations v1.0



Contents

Page	Process Step	Description
1		Title
2		Contents
3		Change Control
4		Scenario Matrix
5		Key Data
6	1.1	Mono Lapse
7	1.1	Mono Lapse Cont'd
8	1.2	Mono Mid term cancellation

Change Control and Approval Sign off

Version Control

Version	Date	Change Detail	Reason For Change	Process Steps Amended	Changed By
0.1	03/06/2025	New process mapped	New process mapped	N/A	Paul Jones
1.0	06/06/2025	Go live process	Achieved sign off	N/A	Paul Jones

Approval/Reviewer List

Name	Role/Position	Location	Date Approved
David Cook	Technical Coach	Manchester	05/06/2025

Process Changes:

For queries on process and to discuss amendments, please contact:
CL.OPEX@uk.rsagroup.com

Process Controls:

For queries on process controls, please contact your local Risk & controls Team

Scenario Matrix

The following table lists the various scenarios under which the ?? process operates. The matrix details how each scenario is accommodated by this process map

Scenario Number	Description	Included	Specific sub-process which covers the scenario
1	Laspe a Mono Liability or Mono Property policy at renewal	Y	1.1
2	Cancel a Mono Liability or Mono Property policy mid term	Y	1.2

KEY: Process Artefacts

Activity



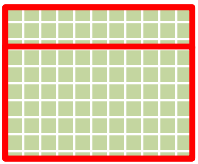
Standard process



Green background and horizontal dashed background indicates a Control



Red outline and hashed background indicates FSA / compliance requirements



Red outline, green background and cross hashed indicated regulatory/ compliance requirements AND a Control



Customer / prospect free format response



Database

Event



Connector (for multiple process channels)



Email

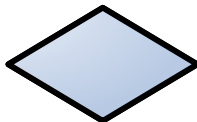


Start / End event



Phone

Gateway



Decision point

Annotation

The height of the text box and its associated line increase or decrease as you add text. To change the width of the comment, drag the side handle.

On/Off Page Ref



Indicate that flow now moves to another page



Indicates that another process or process component is deployed from this point

Sequence Flow



The 'Sequence' flow object shows the order in which the activity will flow

Association Flow

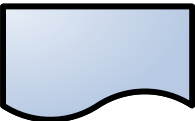


'Associations' used to link non-flow objects into flow objects, usually to provide additional documentation or information about them

Data Object



Web/Mail document



Physical document

Control Indicators & Control number

⊖

Preventative

controls are designed to keep errors or irregularities from occurring in the first place

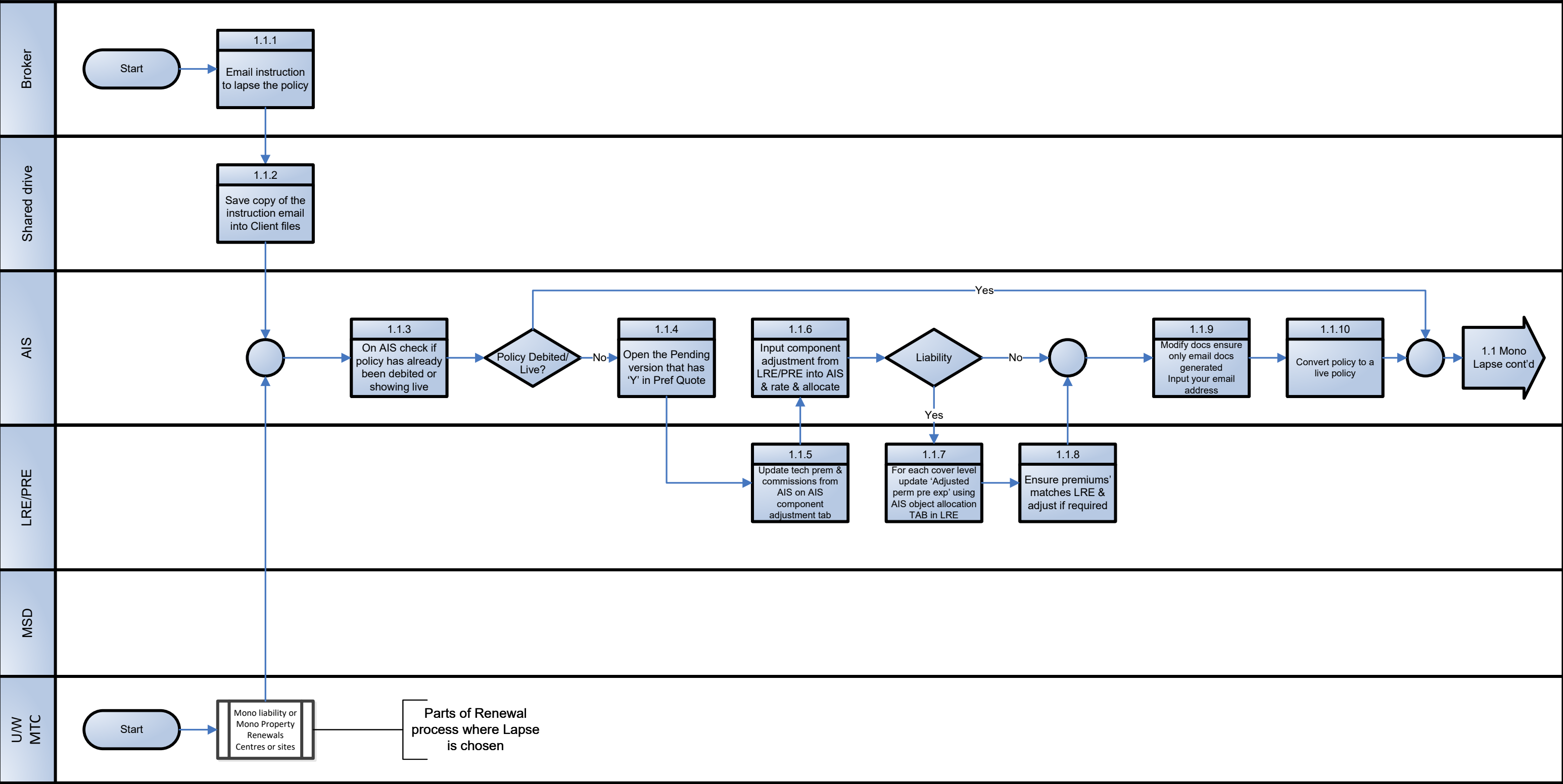
Δ

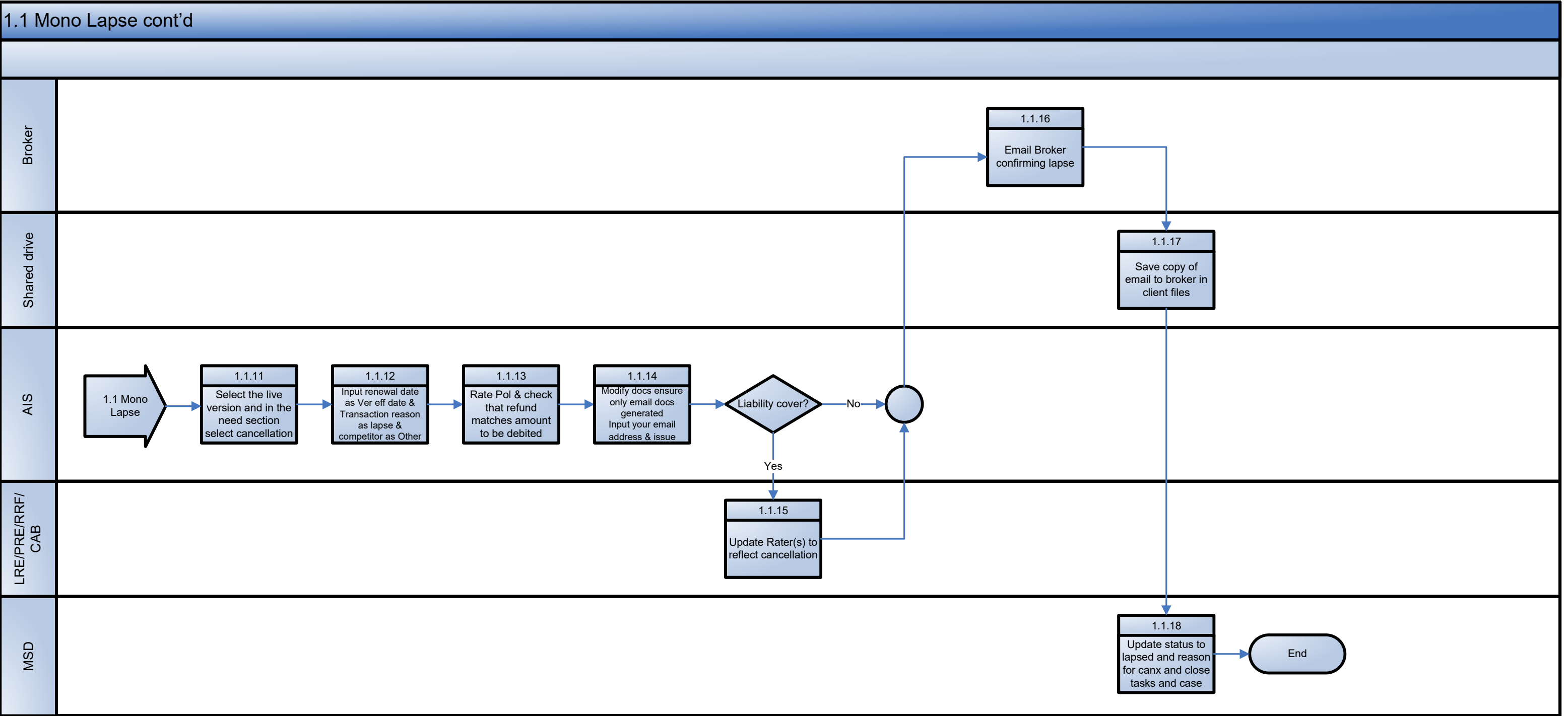
Detective

controls are designed to detect errors or irregularities that may have occurred

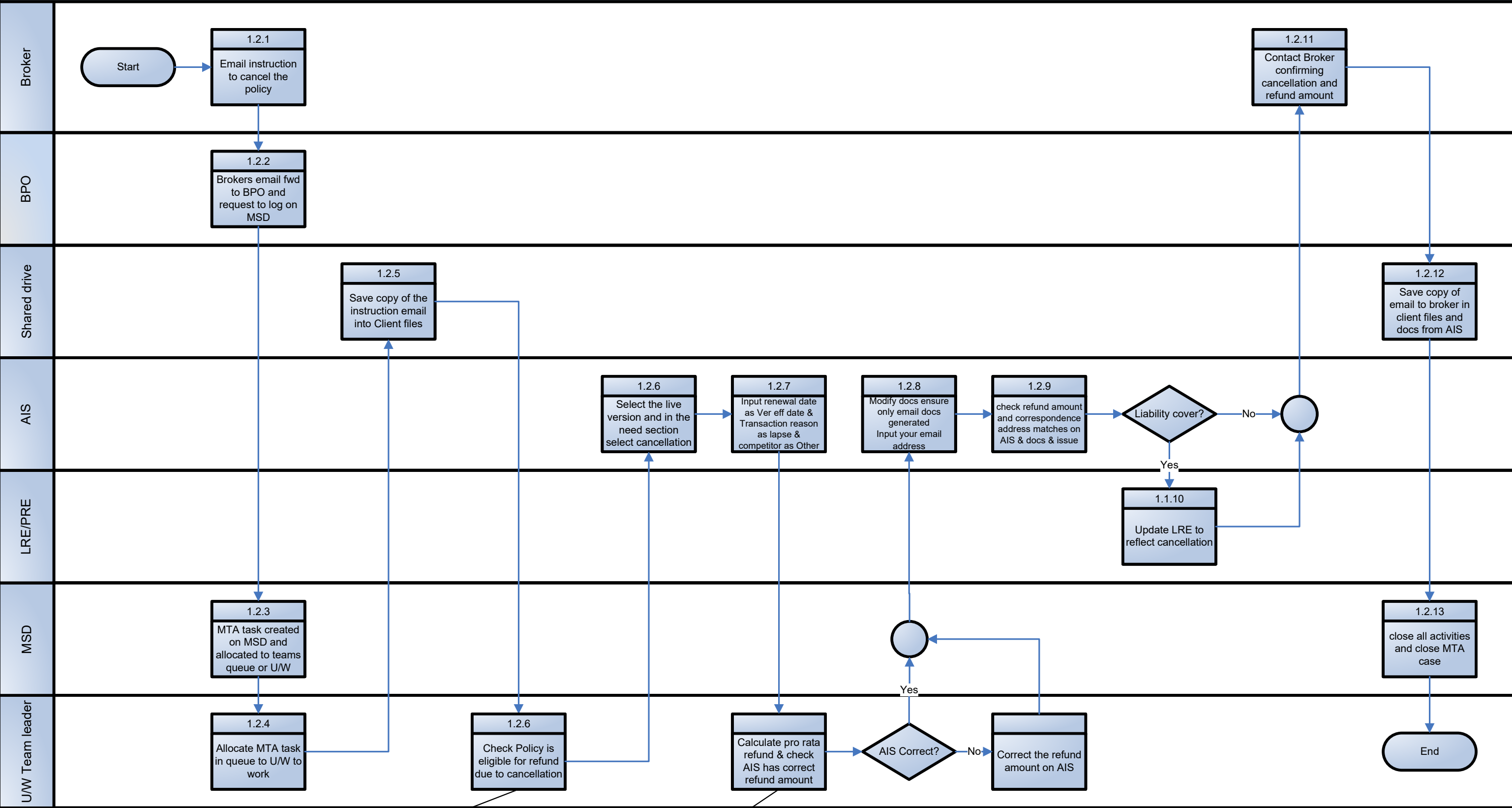
MC1234

1.1 Mono Lapse





1.2 Mono Mid term cancellation



Open Claims if ineligible then no refund

Pain Point
Have to manually calculate the refund because AIS doesn't always calc correct