

LLOYD'S



Blueprint Two Phase one high-level processes

Interactive view, [for brokers & underwriters](#)

Extracted from version 1, September 2023



High-level processes for brokers and carriers

The capability model sets out the following processes:

Premium submission & signing



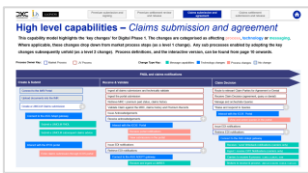
The premium submission and signing capabilities show how the market can submit premium advice submissions LPAN (London Premium Advice Note) either via DRI (Document Repository Interoperability) or IMR (Insurers' Market Repository) portal. Submissions are accompanied by a MRC v3 (Market Reform Contract v3), premium endorsements and supporting documentation, informing that the premium can be added to the system for processing. The data is captured and validated, queries raised and resolved and a SND (Signing Number and Date) is issued.

Premium settlement review & release



The premium settlement review and release capabilities show how the market can submit premium settlement release notifications via the RESETT message or the IPOS (International Premium Orchestration Service) portal informing that the premium is ready for settlement and can be assigned a payment date. The data is validated and cross referenced with the corresponding premium submission(s) before notifying relevant parties and passing all information into the relevant settlement service.

Claims submissions & agreement



The claims submission and agreement capabilities set out how users can submit a LIMCLM (London Insurance Market Claims Messages) and supporting documents via DRI or ICOS (International Claims Orchestration Service) portal. Submissions will include a UCR (Unique Claim Reference) and UMR (Unique Market Reference). The data will be validated and cross referenced and sent to the carrier(s) to agree / deny claim settlement and forward onto the settlement service.

Claims settlement submission & release



The claims processing capabilities show how the market can triage the claims, send to the carrier(s) to agree/deny claim settlement. The data will be validated and cross referenced with the corresponding claim submission(s) before notifying relevant parties and passing all information into the relevant settlement service. Once the claim is ready for settlement it can be assigned a payment date and forwarded onto the settlement service.

The processes outlined in the following slides are interactive, allowing the reader to click on the processes relevant for them to discover the 'key changes' for phase one.

You will find a broker- and carrier-focused 'static' version of each of the four processes listed above in the version 2 of the guide.



High level capabilities – premium submission & signing

This capability model highlights the 'key changes' for phase one . The changes are categorised as affecting process, technology or messaging. Where applicable, these changes will drop down from certain process steps if you click on the green plus icon: + This will also reveal the sub processes enabled by adopting the key changes. Use the < and > buttons below to go back or to skip directly to the next process.

Process Owner Key: Market Process Velonetic Process

Change Type Key: Message capabilities Technology changes Process changes No change



NB * Changes to messages can affect both process and technology depending on how you ingest and what type of messages you receive



High level capabilities – premium submission & signing

This capability model highlights the 'key changes' for phase one . The changes are categorised as affecting process, technology or messaging. Where applicable, these changes will drop down from certain process steps if you click on the green plus icon: + This will also reveal the sub processes enabled by adopting the key changes. Use the < and > buttons below to go back or to skip directly to the next process.

Process Owner Key: Market Process Velonetic Process

Change Type Key: Message capabilities Technology changes Process changes No change

Premium submission & signing

Create & submit +	Receive & validate +	Process & store +	Notify +
--	---	--	---

Log in to the IMR portal

Send premium submission via the IMR portal

Upload documents to the IMR

Create a premium submission via DRI (cash or delinked) * +

Connect to the market gateway (ASG Adept)

Submit LPAN original premium submission

Submit LPAN FDO premium submission

Submit LPAN additional premium

Submit LPAN return premium

Submit LPAN nil premium amendment

Upload documents to the IMR via DRI

Change 1: Re-point DRI submissions to the new market gateway (ASG Adept)

Change 2: Establish how messaging is changing and if there are any impacts on current processes

< BACK
NEXT >

NB * Changes to messages can affect both process and technology depending on how you ingest and what type of messages you receive

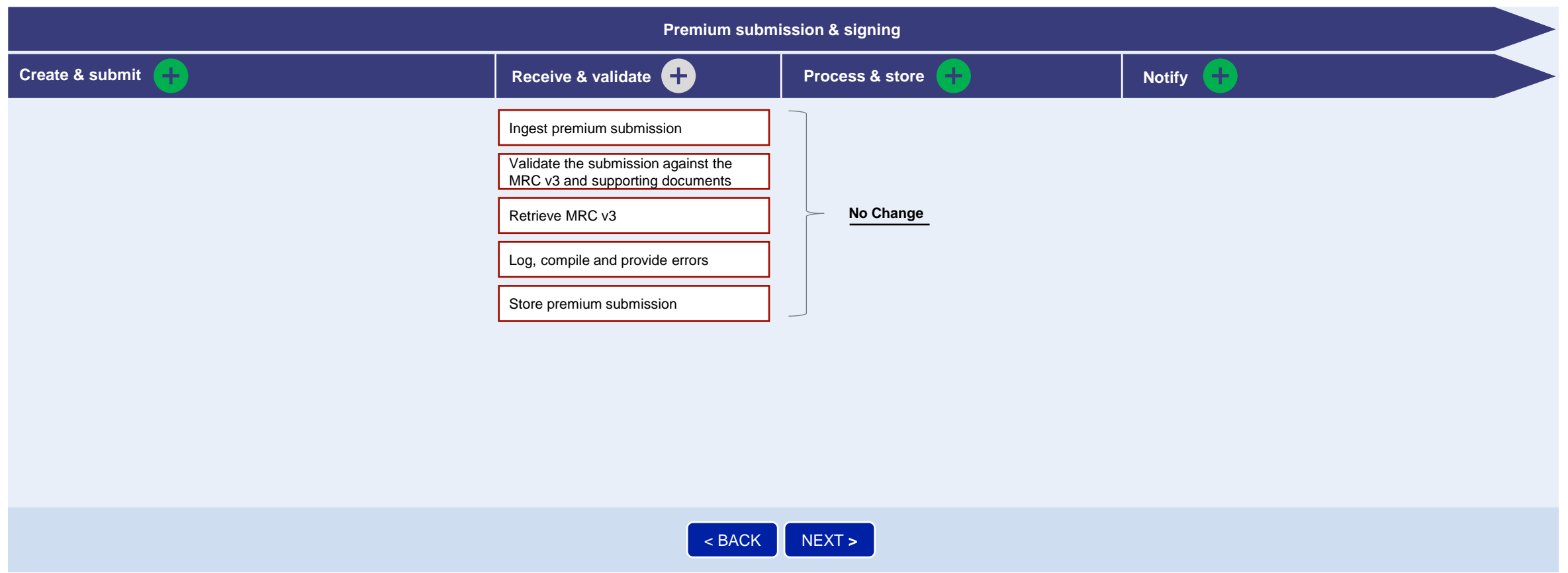


High level capabilities – premium submission & signing

This capability model highlights the 'key changes' for phase one . The changes are categorised as affecting process, technology or messaging. Where applicable, these changes will drop down from certain process steps if you click on the green plus icon: + This will also reveal the sub processes enabled by adopting the key changes. Use the < and > buttons below to go back or to skip directly to the next process.

Process Owner Key: Market Process Velonetic Process

Change Type Key: Message capabilities Technology changes Process changes No change





High level capabilities – premium submission & signing

This capability model highlights the 'key changes' for phase one . The changes are categorised as affecting process, technology or messaging. Where applicable, these changes will drop down from certain process steps if you click on the green plus icon: This will also reveal the sub processes enabled by adopting the key changes. Use the and buttons below to go back or to skip directly to the next process.

Process Owner Key: Market Process Velonetic Process

Change Type Key: Message capabilities Technology changes Process changes No change

Premium submission & signing

Create & submit	Receive & validate	Process & store	Notify
		<ul style="list-style-type: none"> Log in to the IMR portal View submissions in the IMR portal Process premium submission Process non-fundamental splits Log, compile and provide errors Manage and resolve queries Respond to queries Update premium records 	

< BACK NEXT >



High level capabilities – premium submission & signing

This capability model highlights the 'key changes' for phase one . The changes are categorised as affecting process, technology or messaging. Where applicable, these changes will drop down from certain process steps if you click on the green plus icon: + This will also reveal the sub processes enabled by adopting the key changes. Use the < and > buttons below to go back or to skip directly to the next process.

Process Owner Key: Market Process Velonetic Process

Change Type Key: Message capabilities Technology changes Process changes No change

Premium submission & signing

Create & submit +	Receive & validate +	Process & store +	Notify +
-------------------	----------------------	-------------------	----------

Log in to the IMR portal

View submissions in the IMR portal

Process premium submission

Process non-fundamental splits

Log, compile and provide errors

Manage and resolve queries

Respond to queries +

Interact with IPOS portal **Change 1:** Users to login to IPOS portal rather than current portal(s)

View and respond to queries in the portal **Change 2:** Users to interact with new IPOS portal screens

Update premium submission record

< BACK NEXT >

High level capabilities – *premium submission & signing*

This capability model highlights the ‘key changes’ for phase one . The changes are categorised as affecting process, technology or messaging. Where applicable, these changes will drop down from certain process steps if you click on the green plus icon: This will also reveal the sub processes enabled by adopting the key changes. Use the and buttons below to go back or to skip directly to the next process.

Process Owner Key: Market Process Velonetic Process

Change Type Key: Message capabilities Technology changes Process changes No change

Premium submission & signing

Create & submit	Receive & validate	Process & store	Notify
			Log in to the IMR portal
			View documents in the IMR portal
			Issue EDI notifications
			Retrieve EDI notifications

BACK NEXT



High level capabilities – premium submission & signing

This capability model highlights the 'key changes' for phase one . The changes are categorised as affecting process, technology or messaging. Where applicable, these changes will drop down from certain process steps if you click on the green plus icon: + This will also reveal the sub processes enabled by adopting the key changes. Use the < and > buttons below to go back or to skip directly to the next process.

Process Owner Key: Market Process Velonetic Process

Change Type Key: Message capabilities Technology changes Process changes No change

Premium submission & signing

Create & submit	Receive & validate	Process & store	Notify
-----------------	--------------------	-----------------	--------

Log in to the IMR portal

View documents in the IMR portal

Issue EDI notifications

Retrieve EDI notifications

Change 1: Connect to the market gateway (ASG Adept) to retrieve EDI notifications

Change 2: Establish how messaging is changing and check process impacts

Connect to the market gateway (ASG Adept)

Carriers to receive and process (de-linked) IPCCSM,IPCDSM / USM

Brokers to receive and process (de-linked) IPCBSM

Carriers to receive and process (cash LPAN) USM / ILUCSB / ILUCSM/ WSETT/ DSIGN

Brokers to receive and process (cash LPAN) BSM, BSM (SIGNIN)

< BACK NEXT >

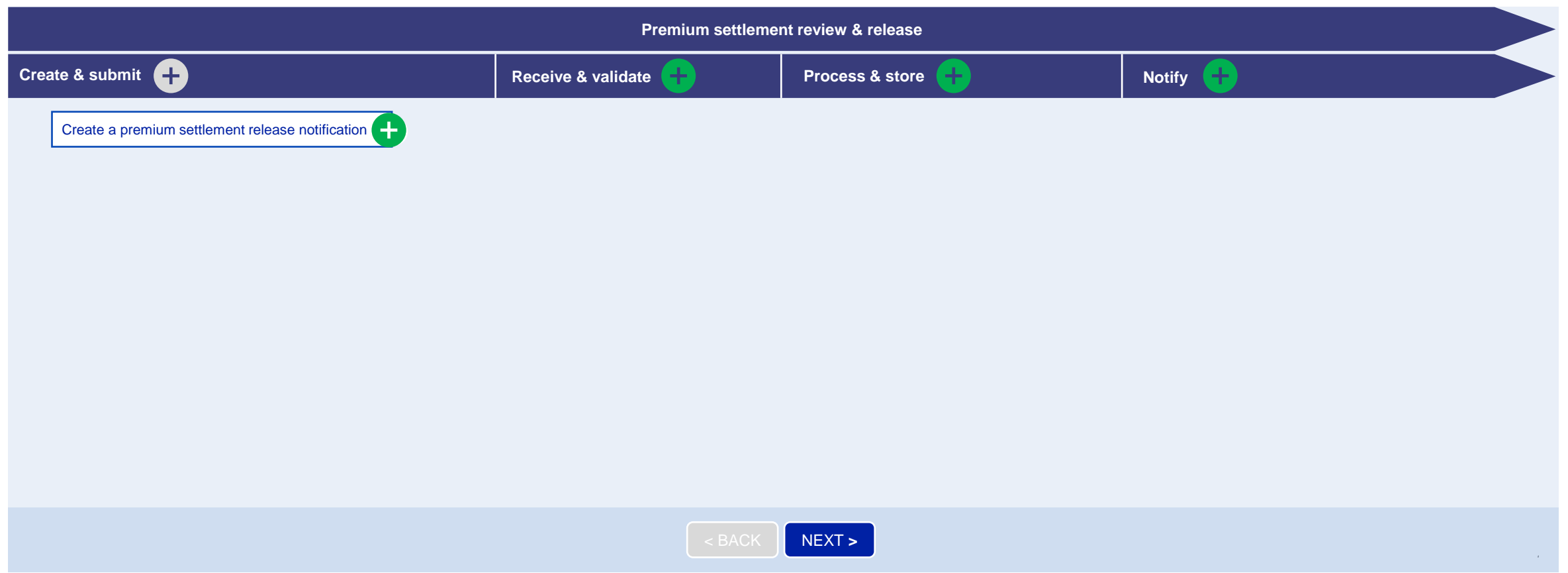
High level capabilities – *premium settlement review & release*

This capability model highlights the ‘key changes’ for phase one . The changes are categorised as affecting process, technology or messaging.

Where applicable, these changes will drop down from certain process steps if you click on the green plus icon: This will also reveal the sub processes enabled by adopting the key changes. Use the and buttons below to go back or to skip directly to the next process.

Process Owner Key: Market Process Velonetic Process

Change Type Key: Message capabilities Technology changes Process changes No change

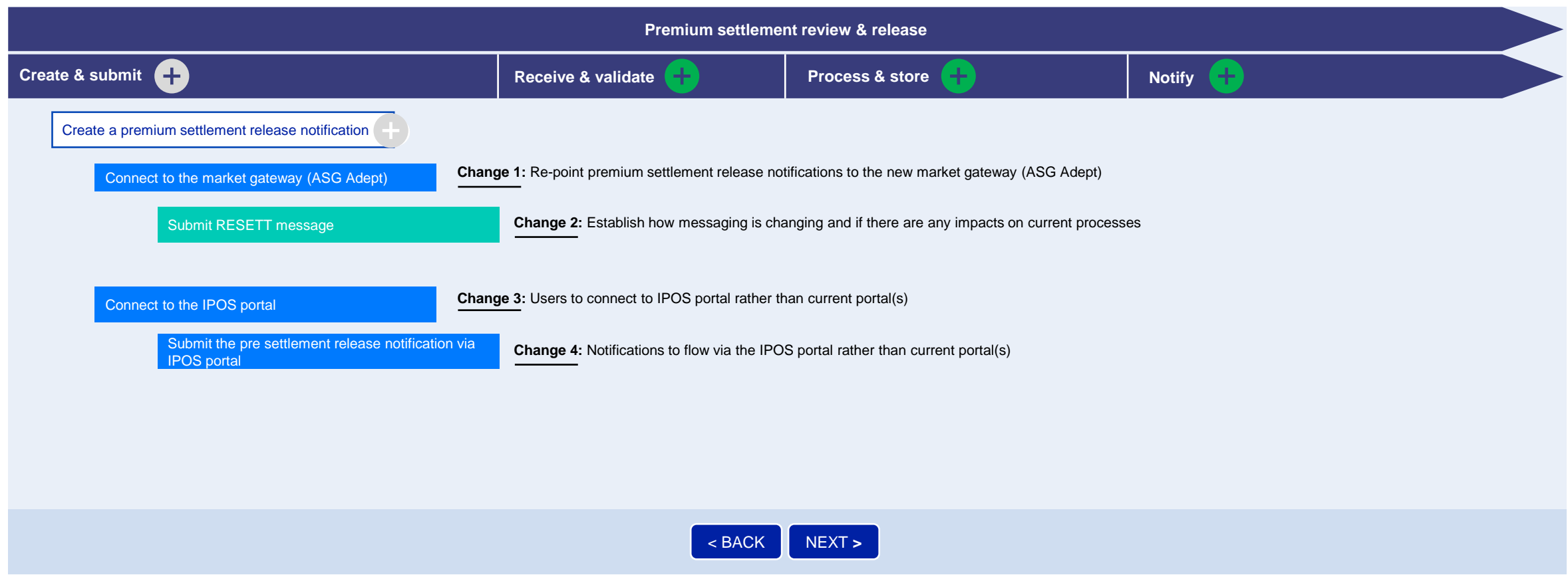


High level capabilities – premium settlement review & release

This capability model highlights the ‘key changes’ for phase one . The changes are categorised as affecting process, technology or messaging. Where applicable, these changes will drop down from certain process steps if you click on the green plus icon: This will also reveal the sub processes enabled by adopting the key changes. Use the and buttons below to go back or to skip directly to the next process.

Process Owner Key: Market Process Velonetic Process

Change Type Key: Message capabilities Technology changes Process changes No change



High level capabilities – premium settlement review & release

This capability model highlights the 'key changes' for phase one . The changes are categorised as affecting process, technology or messaging. Where applicable, these changes will drop down from certain process steps if you click on the green plus icon: + This will also reveal the sub processes enabled by adopting the key changes. Use the < and > buttons below to go back or to skip directly to the next process.

Process Owner Key: Market Process Velonetic Process

Change Type Key: Message capabilities Technology changes Process changes No change

Premium settlement review & release

Create & submit	Receive & validate	Process & store	Notify
-----------------	--------------------	-----------------	--------

Ingest RESETT message and validate premium submission against the delinked LPAN

Ingest the portal release and retrieve LPAN

Validate against the delinked LPAN for portal submission

Log, compile and provide errors

Issue EDI notifications

Retrieve EDI notifications

Store premium submission

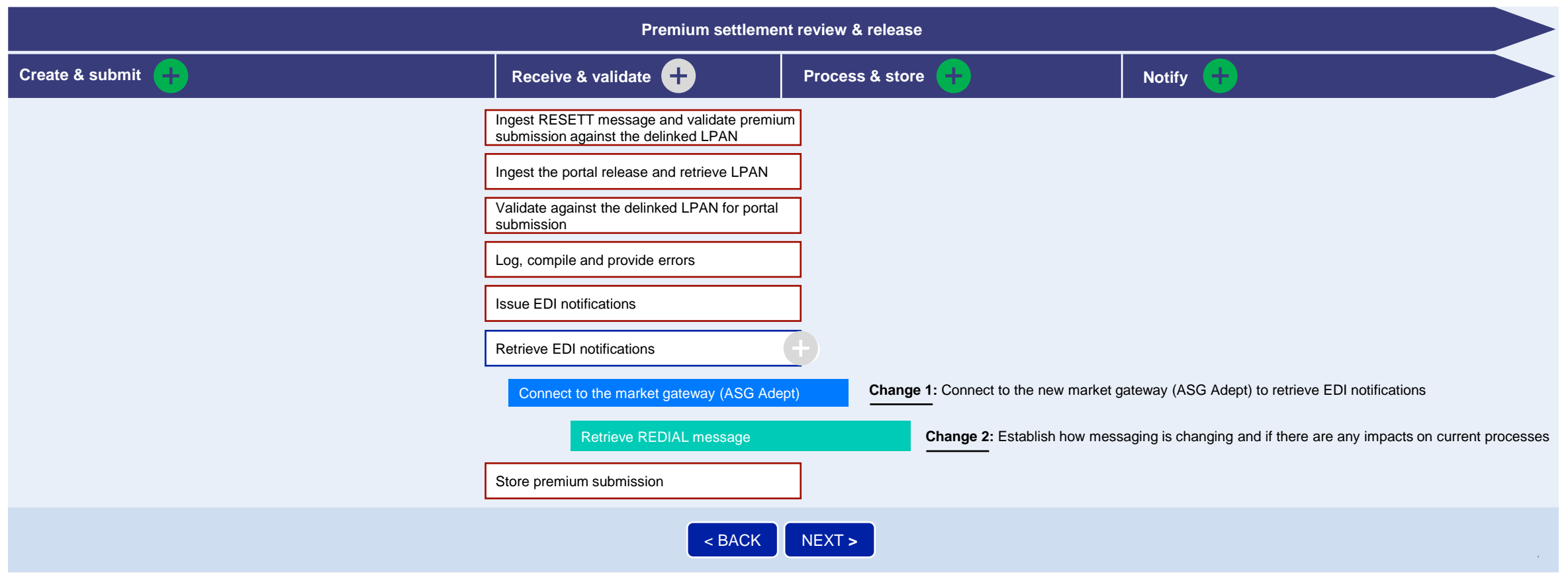
< BACK NEXT >

High level capabilities – premium settlement review & release

This capability model highlights the 'key changes' for phase one . The changes are categorised as affecting process, technology or messaging. Where applicable, these changes will drop down from certain process steps if you click on the green plus icon: This will also reveal the sub processes enabled by adopting the key changes. Use the and buttons below to go back or to skip directly to the next process.

Process Owner Key: Market Process Velonetic Process

Change Type Key: Message capabilities Technology changes Process changes No change



High level capabilities – premium settlement review & release

This capability model highlights the 'key changes' for phase one . The changes are categorised as affecting process, technology or messaging.

Where applicable, these changes will drop down from certain process steps if you click on the green plus icon: This will also reveal the sub processes enabled by adopting the key changes. Use the and buttons below to go back or to skip directly to the next process.

Process Owner Key: Market Process Velonetic Process

Change Type Key: Message capabilities Technology changes Process changes No change

Premium settlement review & release

Create & submit	Receive & validate	Process & store	Notify
		<div style="border: 1px solid red; padding: 2px;">Process premium settlement review and release and assign a payment date</div> <div style="border: 1px solid red; padding: 2px;">Log, compile and provide errors</div> <div style="border: 1px solid red; padding: 2px;">Manage and resolve queries</div> <div style="border: 1px solid blue; padding: 2px;">Respond to queries </div> <div style="border: 1px solid red; padding: 2px;">Update premium records</div>	

BACK
NEXT

High level capabilities – premium settlement review & release

This capability model highlights the 'key changes' for phase one . The changes are categorised as affecting process, technology or messaging. Where applicable, these changes will drop down from certain process steps if you click on the green plus icon: This will also reveal the sub processes enabled by adopting the key changes. Use the and buttons below to go back or to skip directly to the next process.

Process Owner Key: Market Process Velonetic Process

Change Type Key: Message capabilities Technology changes Process changes No change

Premium settlement review & release

Create & submit	Receive & validate	Process & store	Notify
----------------------------	-------------------------------	----------------------------	---------------

Process premium settlement review and release and assign a payment date

Log, compile and provide errors

Manage and resolve queries

Respond to queries

Interact with IPOS portal **Change 1:** Users to login to IPOS portal rather than current portal(s)

View and respond to queries in the portal **Change 2:** Users to interact with new IPOS portal screens

Update premium records

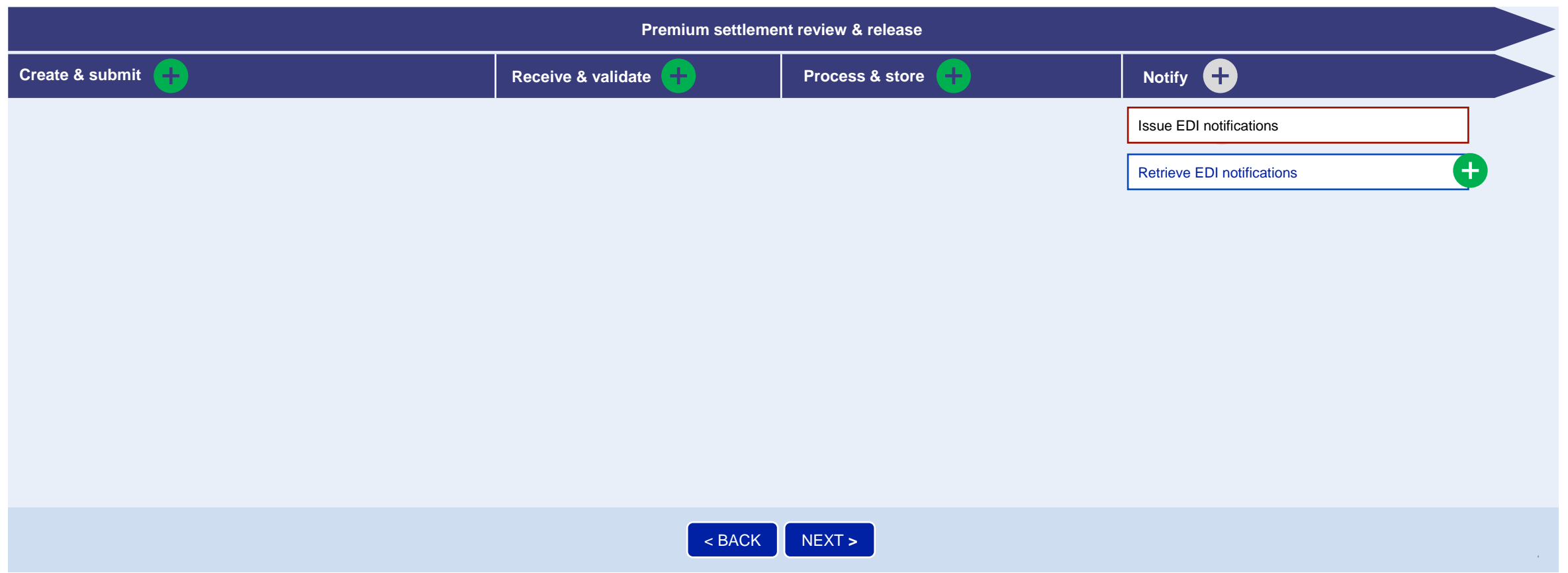
BACK **NEXT**

High level capabilities – *premium settlement review & release*

This capability model highlights the 'key changes' for phase one . The changes are categorised as affecting process, technology or messaging. Where applicable, these changes will drop down from certain process steps if you click on the green plus icon: This will also reveal the sub processes enabled by adopting the key changes. Use the and buttons below to go back or to skip directly to the next process.

Process Owner Key: Market Process Velonetic Process

Change Type Key: Message capabilities Technology changes Process changes No change



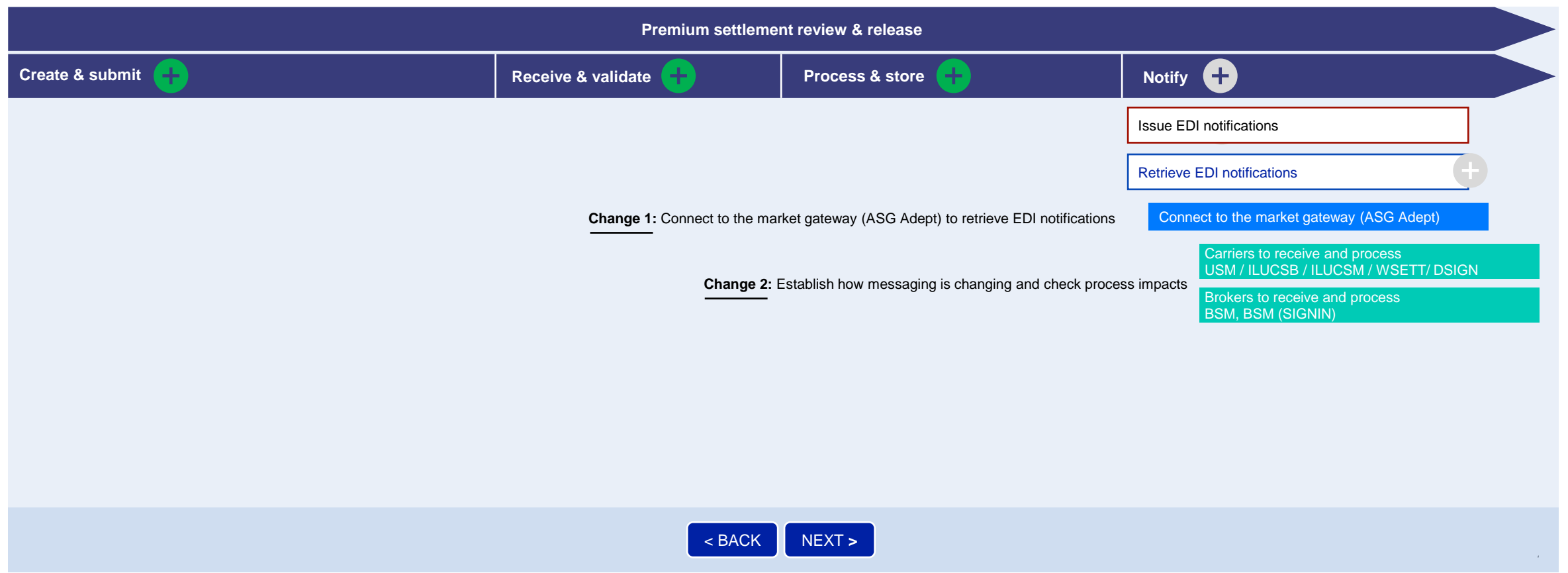


High level capabilities – premium settlement review & release

This capability model highlights the 'key changes' for phase one . The changes are categorised as affecting process, technology or messaging. Where applicable, these changes will drop down from certain process steps if you click on the green plus icon: This will also reveal the sub processes enabled by adopting the key changes. Use the and buttons below to go back or to skip directly to the next process.

Process Owner Key: Market Process Velonetic Process

Change Type Key: Message capabilities Technology changes Process changes No change

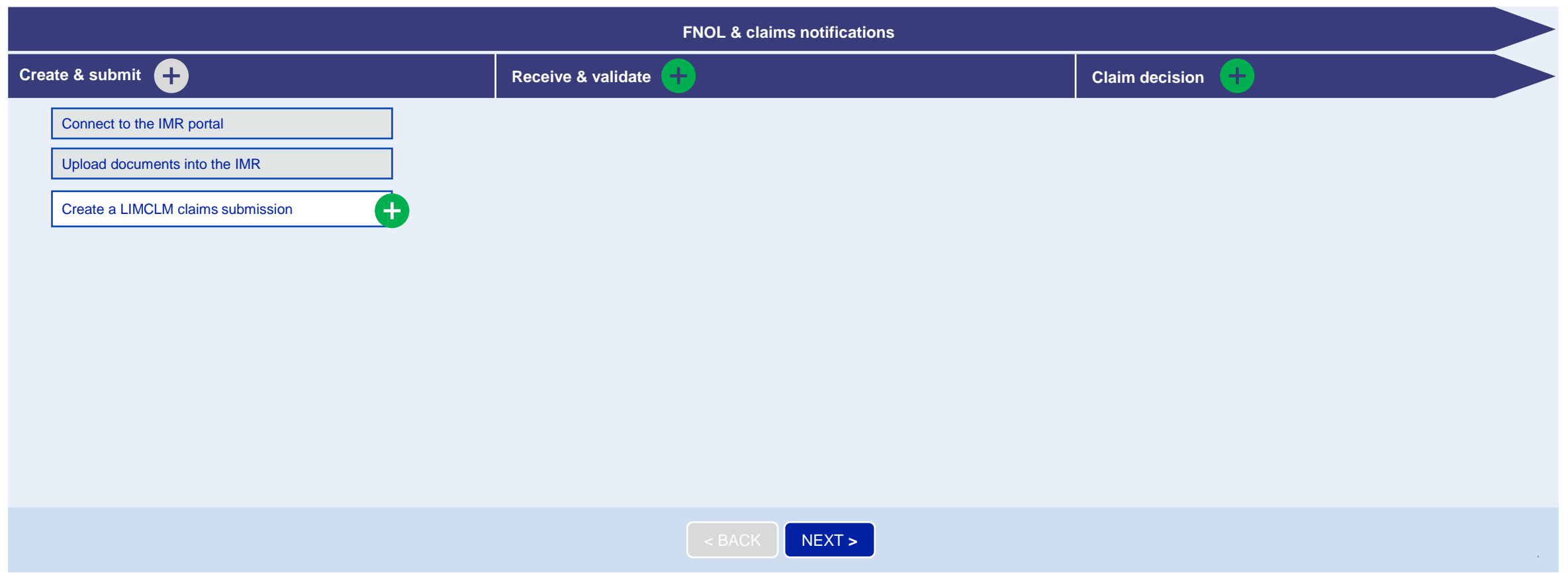


High level capabilities – *claims submission & agreement*

This capability model highlights the ‘key changes’ for phase one . The changes are categorised as affecting process, technology or messaging. Where applicable, these changes will drop down from certain process steps if you click on the green plus icon: This will also reveal the sub processes enabled by adopting the key changes. Use the and buttons below to go back or to skip directly to the next process.

Process Owner Key: Market Process Velonetic Process

Change Type Key: Message capabilities Technology changes Process changes No change



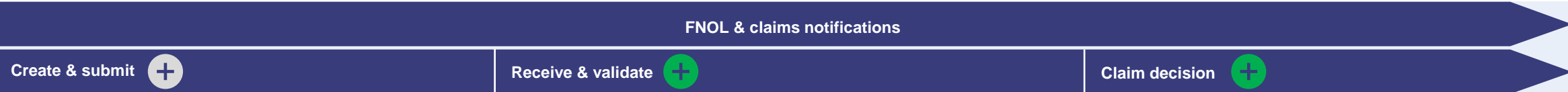


High level capabilities – *claims submission & agreement*

This capability model highlights the ‘key changes’ for phase one . The changes are categorised as affecting process, technology or messaging. Where applicable, these changes will drop down from certain process steps if you click on the green plus icon: This will also reveal the sub processes enabled by adopting the key changes. Use the and buttons below to go back or to skip directly to the next process.

Process Owner Key: Market Process Velonetic Process

Change Type Key: Message capabilities Technology changes Process changes No change



- Connect to the IMR portal
- Upload documents into the IMR
- Create a LIMCLM claims submission

Connect to the market gateway (ASG Adept)

Change 1: Re-point LIMCLM (London Insurance Market Claims Message) claims submissions to the new market gateway (ASG Adept)

Submit a LIMCLM FNOL

Change 2: Establish how messaging is changing and if there are any impacts on current processes

Submit a LIMCLM subsequent claims advice

Interact with the ICOS portal

Change 3: Users to interact with the ICOS portal rather than current portal(s)

Enter a claims submission through the ICOS portal

Change 4: Claims submissions to be entered via the ICOS portal rather than current portal(s)

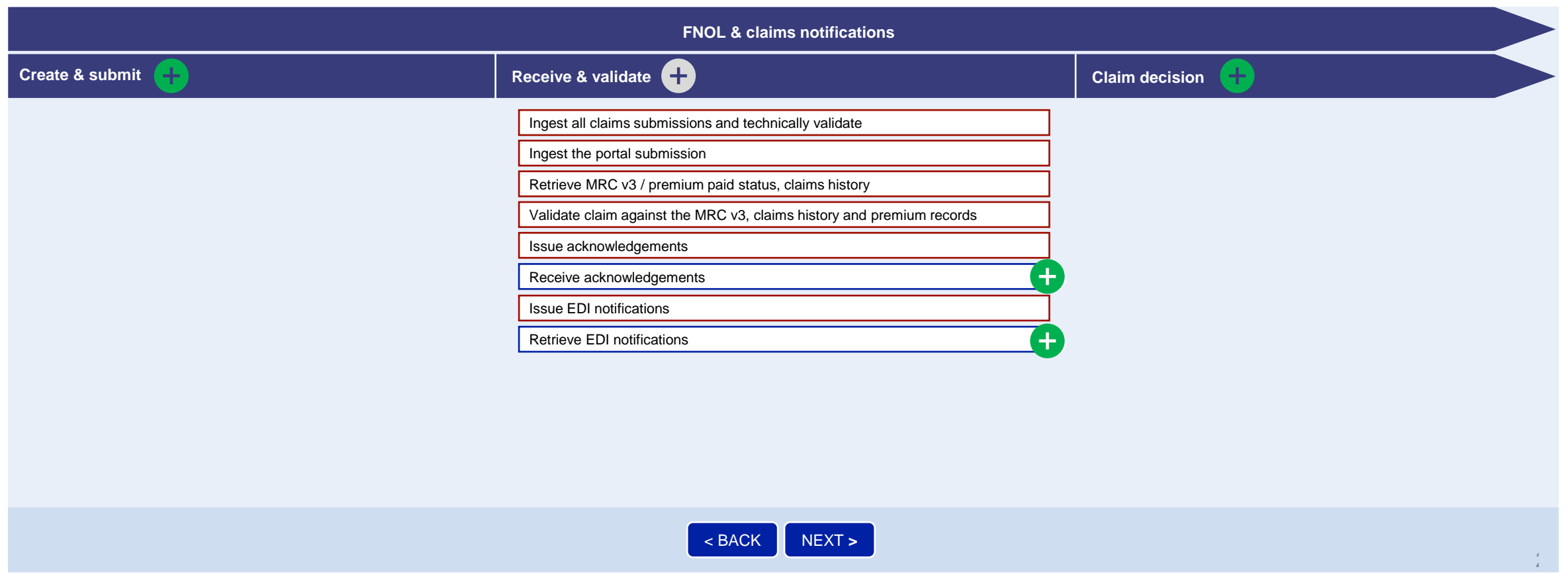


High level capabilities – *claims submission & agreement*

This capability model highlights the ‘key changes’ for phase one . The changes are categorised as affecting process, technology or messaging. Where applicable, these changes will drop down from certain process steps if you click on the green plus icon: This will also reveal the sub processes enabled by adopting the key changes. Use the and buttons below to go back or to skip directly to the next process.

Process Owner Key: Market Process Velonetic Process

Change Type Key: Message capabilities Technology changes Process changes No change

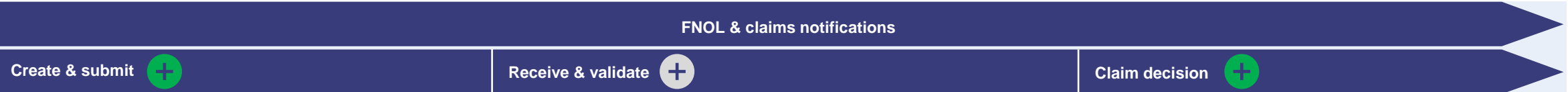




High level capabilities – *claims submission & agreement*

This capability model highlights the 'key changes' for phase one . The changes are categorised as affecting process, technology or messaging. Where applicable, these changes will drop down from certain process steps if you click on the green plus icon: This will also reveal the sub processes enabled by adopting the key changes. Use the and buttons below to go back or to skip directly to the next process.

Process Owner Key: Market Process Velonetic Process
Change Type Key: Message capabilities Technology changes Process changes No change



- Ingest all claims submissions and technically validate
- Ingest the portal submission
- Retrieve MRC v3 / premium paid status, claims history
- Validate claim against the MRC v3, claims history and premium records
- Issue acknowledgements
- Receive acknowledgements

- Interact with the ICOS portal **Change 1:** Users to interact with the ICOS portal rather than current portal(s)
- Receive portal notifications **Change 2:** Users to interact with new ICOS portal screens
- View submissions in the portal

- Issue EDI notifications
- Retrieve EDI notifications



High level capabilities – *claims submission & agreement*

This capability model highlights the ‘key changes’ for phase one . The changes are categorised as affecting process, technology or messaging. Where applicable, these changes will drop down from certain process steps if you click on the green plus icon: This will also reveal the sub processes enabled by adopting the key changes. Use the and buttons below to go back or to skip directly to the next process.

Process Owner Key: Market Process Velonetic Process

Change Type Key: Message capabilities Technology changes Process changes No change

FNOL & claims notifications

Create & submit	Receive & validate	Claim decision
	<div style="border: 1px solid red; padding: 2px; margin-bottom: 2px;">Ingest all claims submissions and technically validate</div> <div style="border: 1px solid red; padding: 2px; margin-bottom: 2px;">Ingest the portal submission</div> <div style="border: 1px solid red; padding: 2px; margin-bottom: 2px;">Retrieve MRC v3 / premium paid status, claims history</div> <div style="border: 1px solid red; padding: 2px; margin-bottom: 2px;">Validate claim against the MRC v3, claims history and premium records</div> <div style="border: 1px solid red; padding: 2px; margin-bottom: 2px;">Issue acknowledgements</div> <div style="border: 1px solid blue; padding: 2px; margin-bottom: 2px;">Receive acknowledgements </div> <div style="border: 1px solid red; padding: 2px; margin-bottom: 2px;">Issue EDI notifications</div> <div style="border: 1px solid blue; padding: 2px; margin-bottom: 2px;">Retrieve EDI notifications </div>	
	<div style="background-color: #0070c0; color: white; padding: 2px; margin-bottom: 5px;">Connect to the market gateway (ASG Adept)</div> <div style="background-color: #00b050; color: white; padding: 2px; margin-bottom: 5px;">Receive and ingest a LIMRES</div>	<p>Change 1: Re-point EDI notifications to the new market gateway (ASG Adept)</p> <p>Change 2: Establish how messaging is changing and if there are any process impacts</p>

< BACK
NEXT >



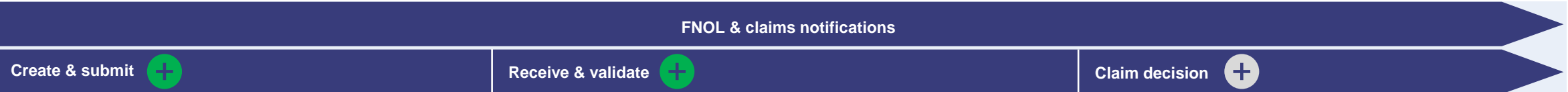
High level capabilities – *claims submission & agreement*

This capability model highlights the 'key changes' for phase one . The changes are categorised as affecting process, technology or messaging.

Where applicable, these changes will drop down from certain process steps if you click on the green plus icon: This will also reveal the sub processes enabled by adopting the key changes. Use the and buttons below to go back or to skip directly to the next process.

Process Owner Key: Market Process Velonetic Process

Change Type Key: Message capabilities Technology changes Process changes No change



- Route to relevant claim parties for agreement or denial
- Receive claim decision (agreement, query or denial)
- Manage and orchestrate queries
- *Raise and respond to queries
- Issue EDI notifications
- Retrieve EDI notifications

< BACK NEXT >

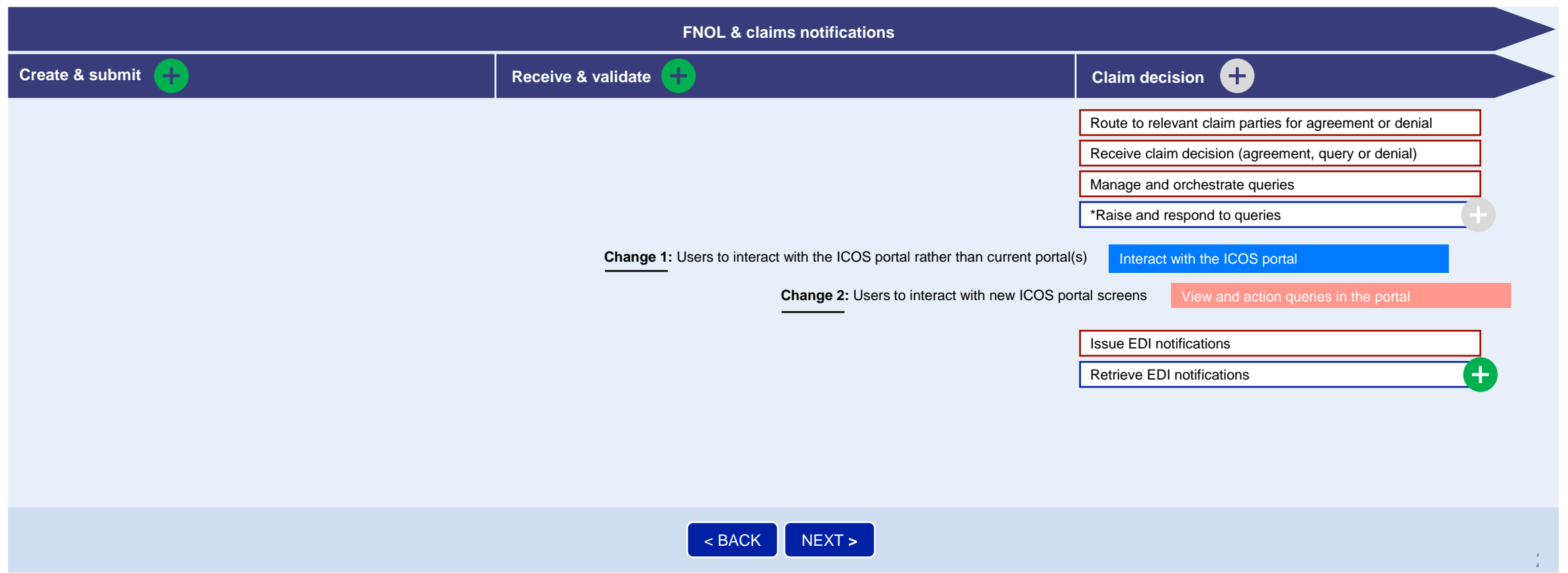
NB * Only carriers are able to raise queries

High level capabilities – *claims submission & agreement*

This capability model highlights the ‘key changes’ for phase one . The changes are categorised as affecting process, technology or messaging. Where applicable, these changes will drop down from certain process steps if you click on the green plus icon: This will also reveal the sub processes enabled by adopting the key changes. Use the and buttons below to go back or to skip directly to the next process.

Process Owner Key: Market Process Velonetic Process

Change Type Key: Message capabilities Technology changes Process changes No change



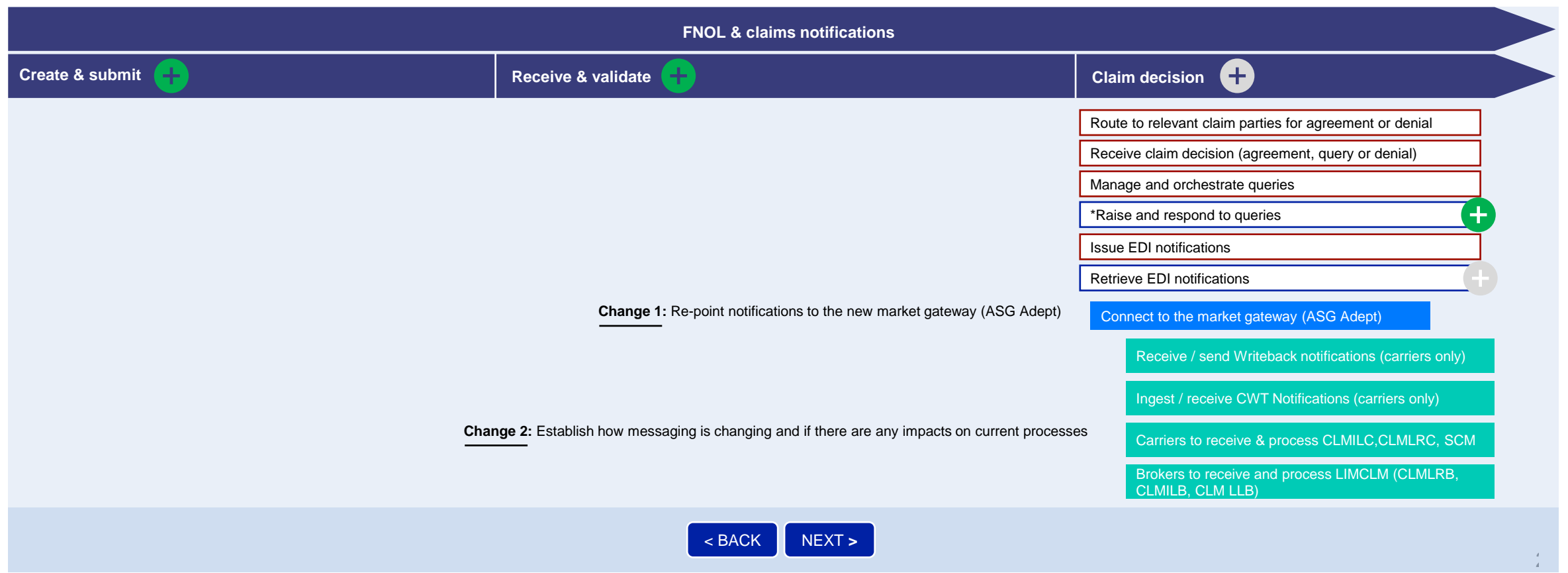
NB * Only carriers are able to raise queries

High level capabilities – *claims submission & agreement*

This capability model highlights the ‘key changes’ for phase one . The changes are categorised as affecting process, technology or messaging. Where applicable, these changes will drop down from certain process steps if you click on the green plus icon: This will also reveal the sub processes enabled by adopting the key changes. Use the and buttons below to go back or to skip directly to the next process.

Process Owner Key: Market Process Velonetic Process

Change Type Key: Message capabilities Technology changes Process changes No change



NB * Only carriers can raise queries



High level capabilities – *claims settlement submission & release*

This capability model highlights the ‘key changes’ for phase one . The changes are categorised as affecting process, technology or messaging.

Where applicable, these changes will drop down from certain process steps if you click on the green plus icon: This will also reveal the sub processes enabled by adopting the key changes. Use the and buttons below to go back or to skip directly to the next process.

Process Owner Key: Market Process Velonetic Process

Change Type Key: Message capabilities Technology changes Process changes No change



Technical processing and advise relevant claims parties (Lloyd's only)

No Change

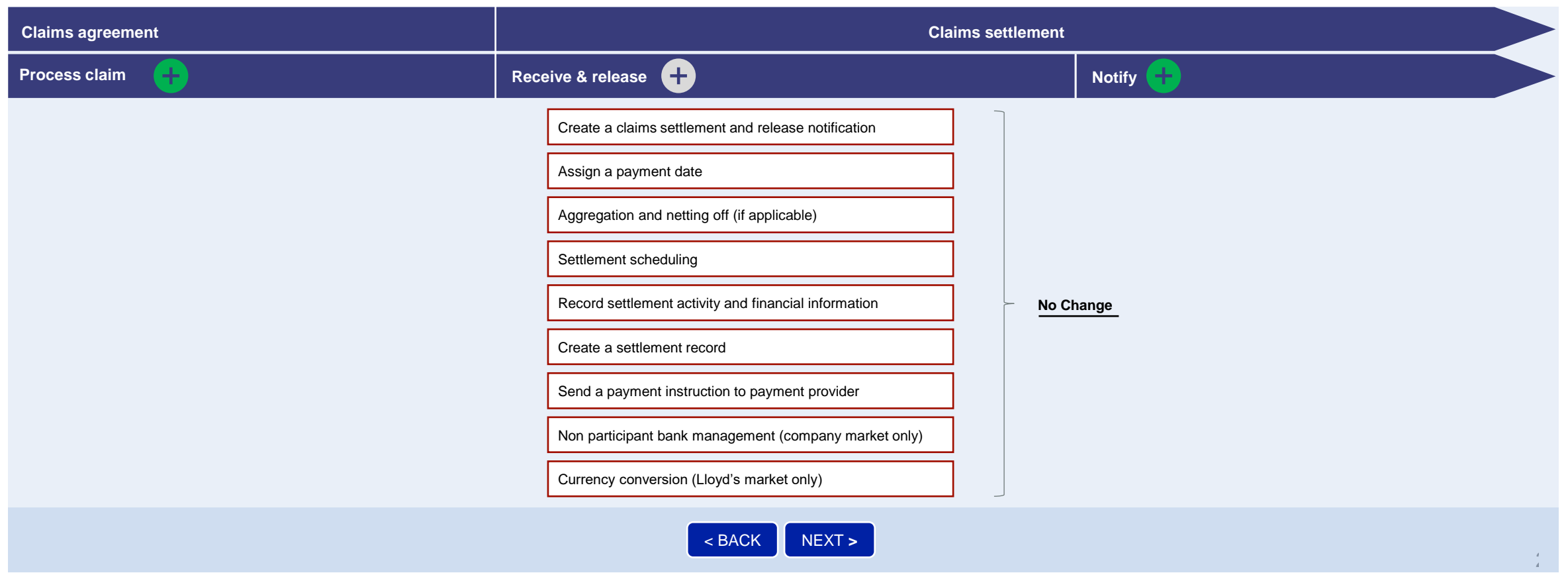


High level capabilities – claims settlement submission & release

This capability model highlights the 'key changes' for phase one . The changes are categorised as affecting process, technology or messaging. Where applicable, these changes will drop down from certain process steps if you click on the green plus icon: + This will also reveal the sub processes enabled by adopting the key changes. Use the < and > buttons below to go back or to skip directly to the next process.

Process Owner Key: Market Process Velonetic Process

Change Type Key: Message capabilities Technology changes Process changes No change





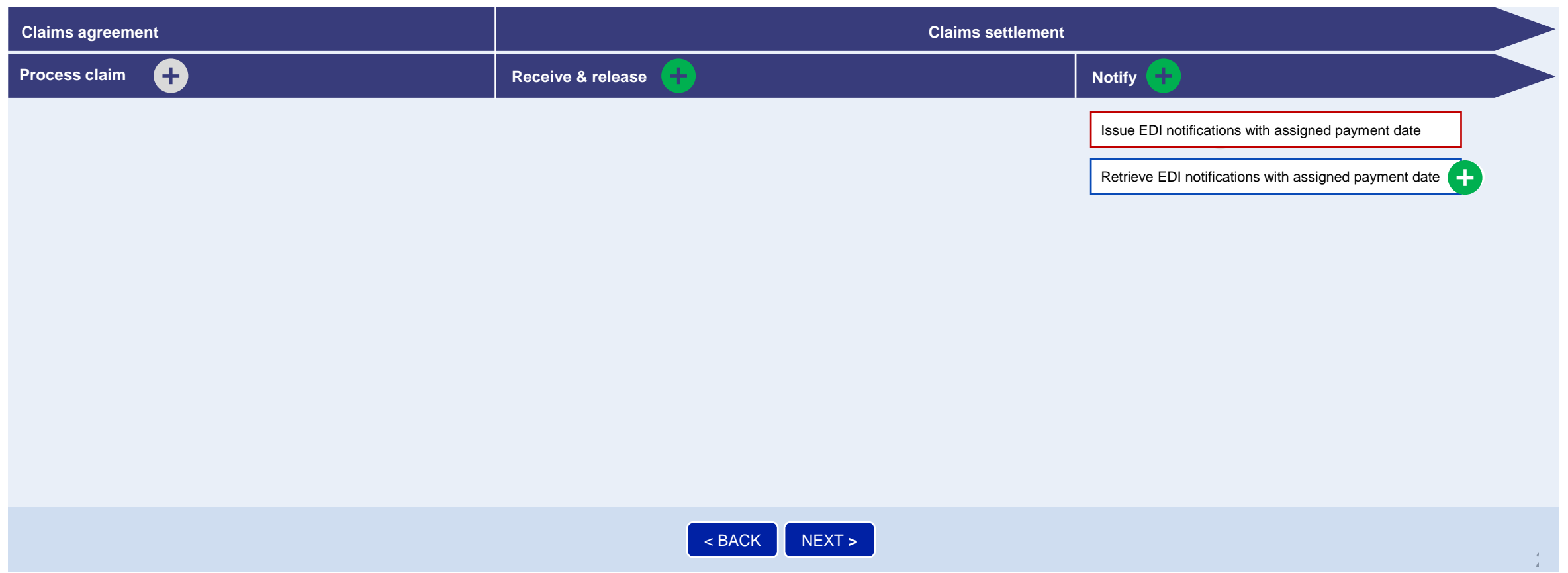
High level capabilities – *claims settlement submission & release*

This capability model highlights the ‘key changes’ for phase one . The changes are categorised as affecting process, technology or messaging.

Where applicable, these changes will drop down from certain process steps if you click on the green plus icon: This will also reveal the sub processes enabled by adopting the key changes. Use the and buttons below to go back or to skip directly to the next process.

Process Owner Key: Market Process Velonetic Process

Change Type Key: Message capabilities Technology changes Process changes No change



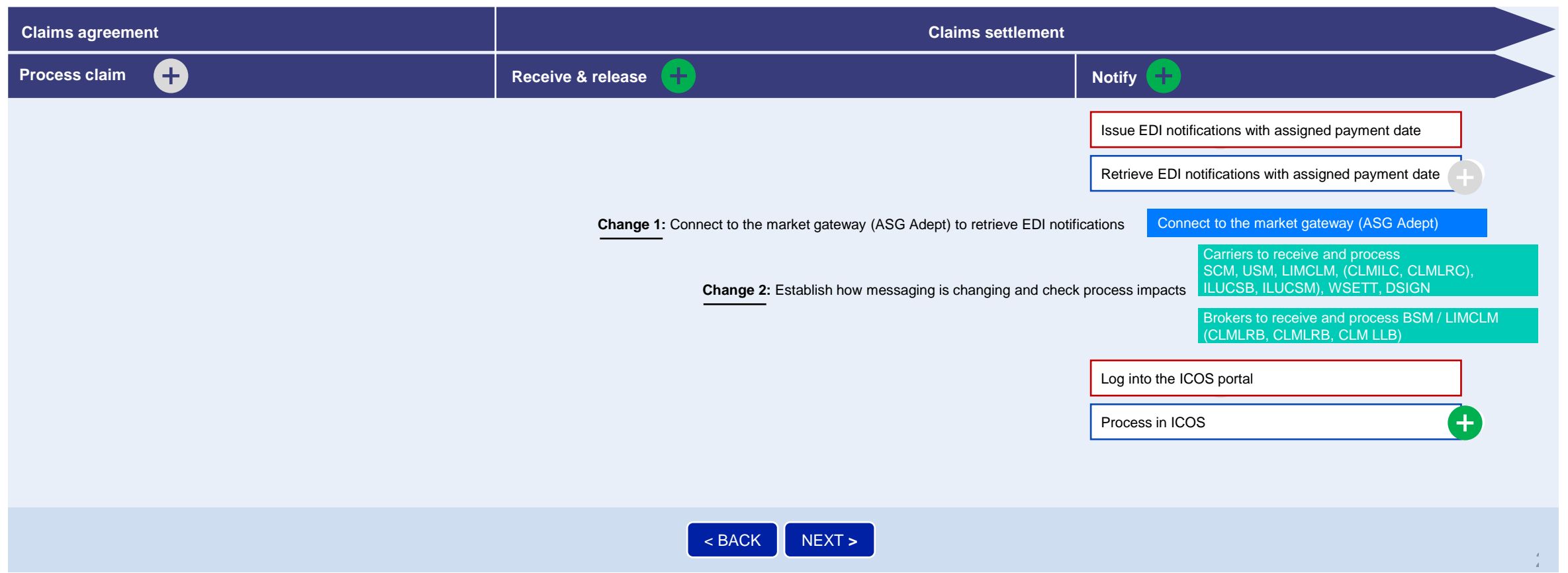


High level capabilities – *claims settlement submission & release*

This capability model highlights the 'key changes' for phase one . The changes are categorised as affecting process, technology or messaging. Where applicable, these changes will drop down from certain process steps if you click on the green plus icon: This will also reveal the sub processes enabled by adopting the key changes. Use the and buttons below to go back or to skip directly to the next process.

Process Owner Key: Market Process Velonetic Process

Change Type Key: Message capabilities Technology changes Process changes No change

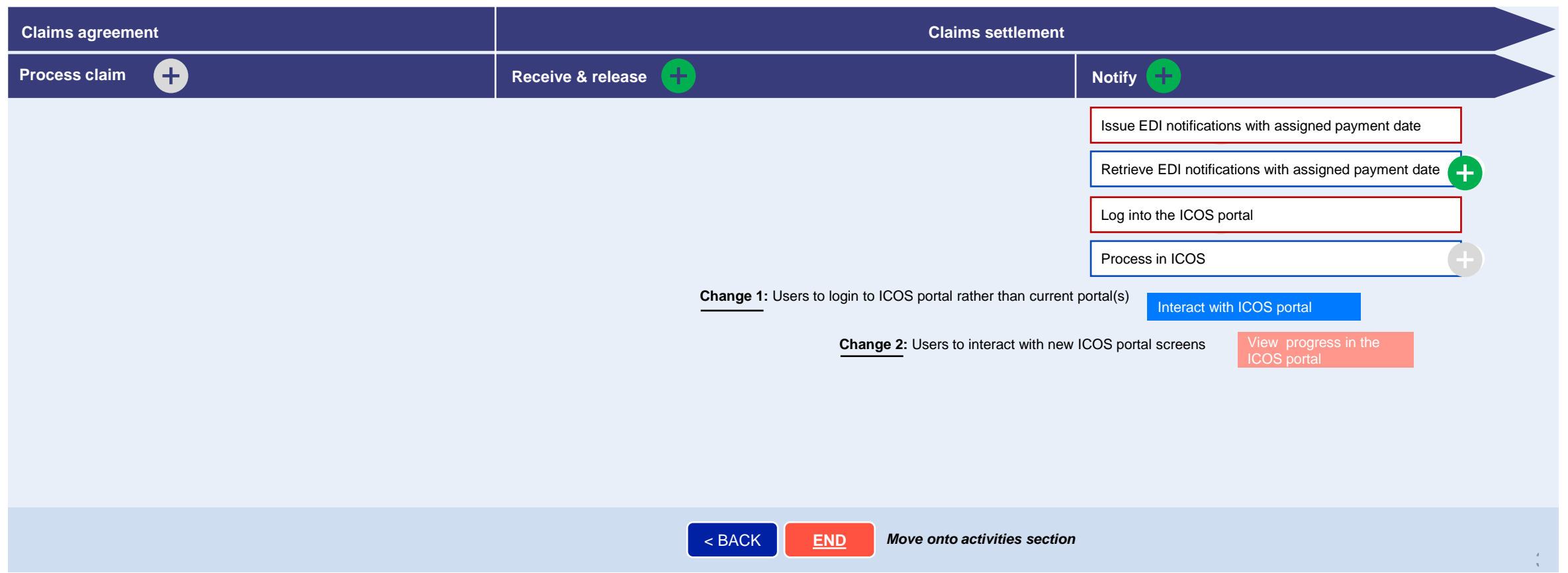


High level capabilities – claims settlement submission & release

This capability model highlights the 'key changes' for phase one . The changes are categorised as affecting process, technology or messaging. Where applicable, these changes will drop down from certain process steps if you click on the green plus icon: + This will also reveal the sub processes enabled by adopting the key changes. Use the < and > buttons below to go back or to skip directly to the next process.

Process Owner Key: Market Process Velonetic Process

Change Type Key: Message capabilities Technology changes Process changes No change



Appendix

1. High-level capabilities (single process overviews)

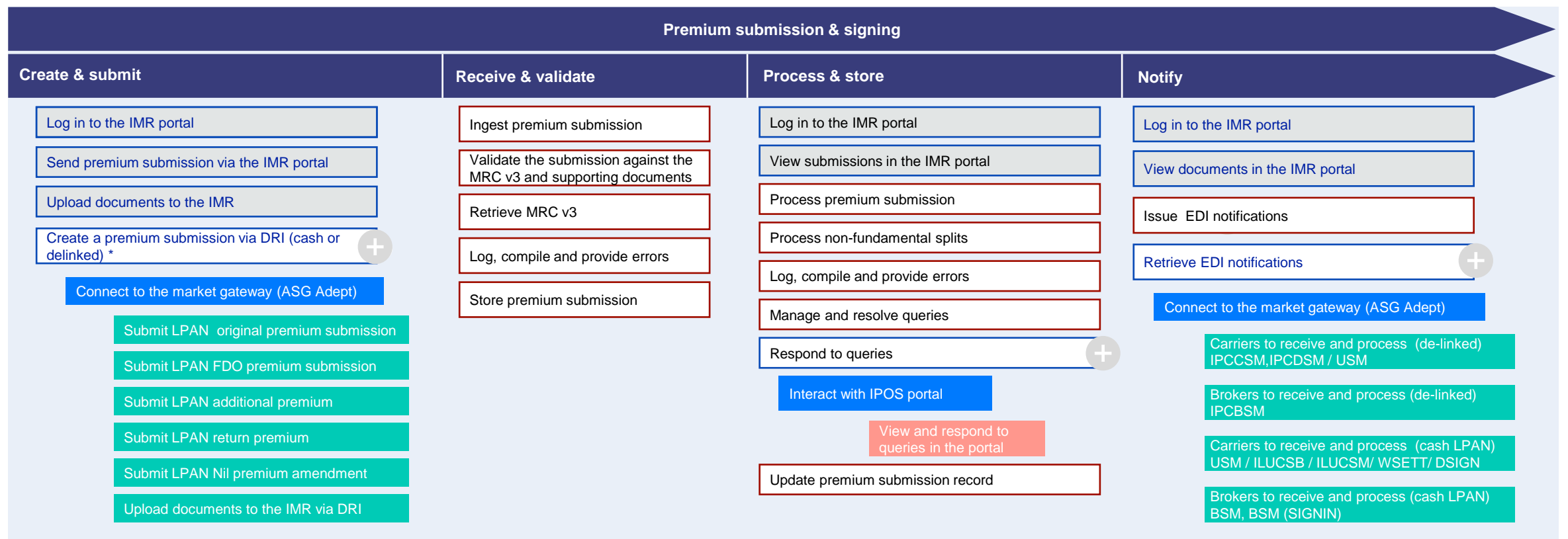


High level capabilities – premium submission & signing

This capability model highlights the ‘key changes’ for phase one. The changes are categorised as affecting **process**, **technology** or **messaging**. Where applicable, these changes drop down from market process steps (as a level 1 change). Any sub processes enabled by adopting the key changes subsequently unfold (as a level 2 change). Process definitions, and the interactive version, can be found from page 10 onwards.

Process Owner Key: Market Process Velonetic Process

Change Type Key: Message capabilities Technology changes Process changes No change



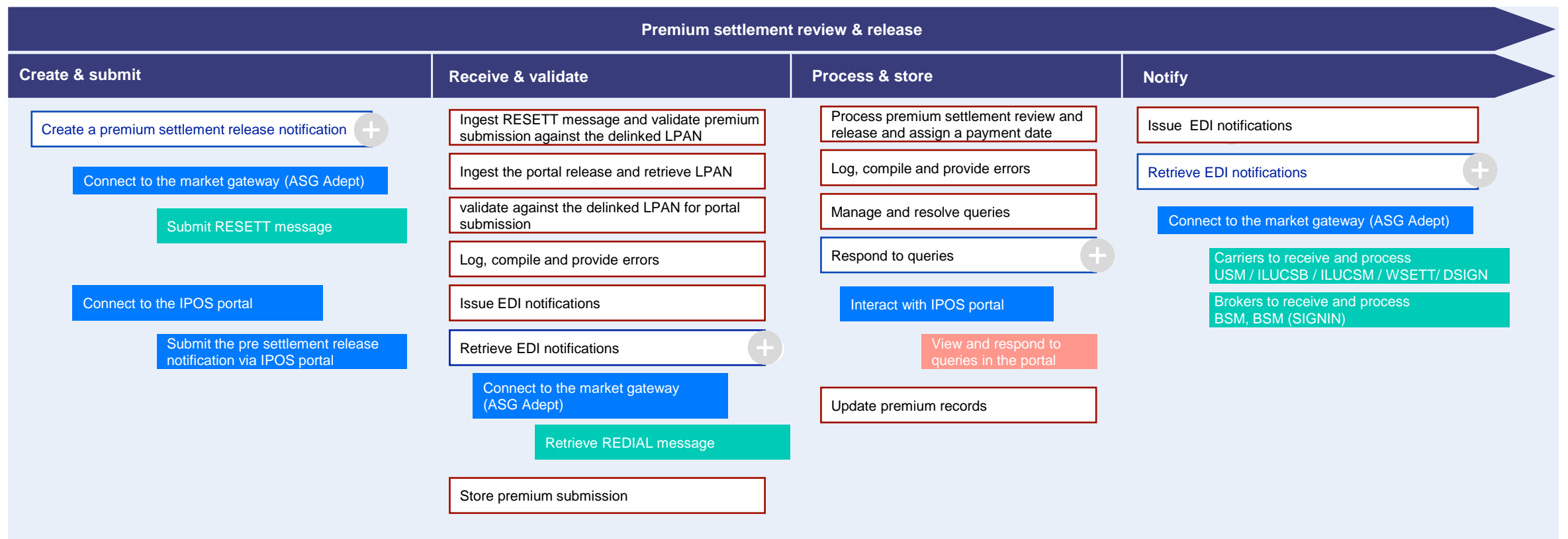
NB * Changes to messages can affect both process and technology depending on how you ingest and what type of messages you receive

High level capabilities – premium settlement review & release

This capability model highlights the ‘key changes’ for phase one. The changes are categorised as affecting **process**, **technology** or **messaging**. Where applicable, these changes drop down from market process steps (as a level 1 change). Any sub processes enabled by adopting the key changes subsequently unfold (as a level 2 change). Process definitions, and the interactive version, can be found from page 10 onwards.

Process Owner Key: Market Process Velonetic Process

Change Type Key: Message capabilities Technology changes Process changes No change

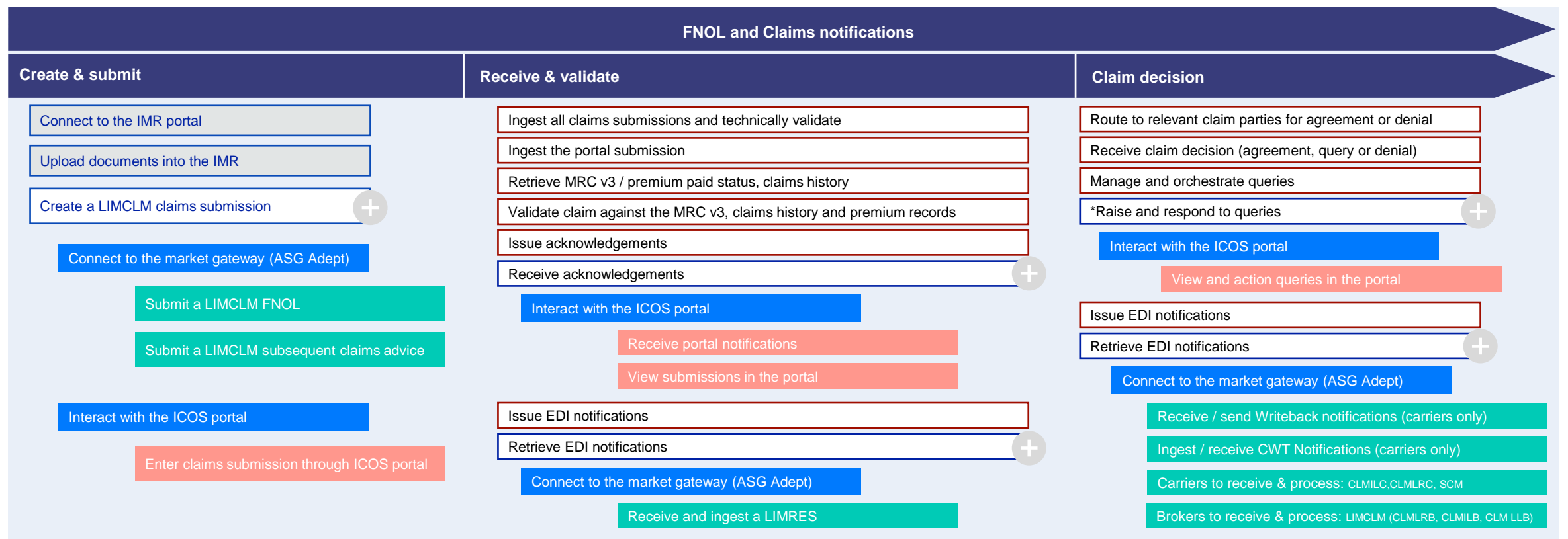


High level capabilities – claims submission & agreement

This capability model highlights the ‘key changes’ for phase one. The changes are categorised as affecting **process**, **technology** or **messaging**. Where applicable, these changes drop down from market process steps (as a level 1 change). Any sub processes enabled by adopting the key changes subsequently unfold (as a level 2 change). Process definitions, and the interactive version, can be found from page 10 onwards.

Process Owner Key: Market Process Velonetic Process

Change Type Key: Message capabilities Technology changes Process changes No change



NB * Only carriers are able to raise queries

High level capabilities – claims settlement submission & release

This capability model highlights the ‘key changes’ for phase one. The changes are categorised as affecting **process**, **technology** or **messaging**. Where applicable, these changes drop down from market process steps (as a level 1 change). Any sub processes enabled by adopting the key changes subsequently unfold (as a level 2 change). Process definitions, and the interactive version, can be found from page 10 onwards.

Process Owner Key: Market Process Velonetic Process

Change Type Key: Message capabilities Technology changes Process changes No change

