Phase one digital services

London market user journeys

Version 2.0, March 2024

User journeys include:

Placement

Claims submission and agreement

Premium submissions signing

Claims settlement submission and release

Combined

Premium settlement review and release

Messaging approaches

Introduction: phased delivery

In June 2023 we confirmed a phased approach to the deployment of the Velonetic digital services.

Phase one will be live from a target launch date of October 2024

We will deliver a set of digital services that utilise the new digital processing platform with __minimal impact__ to brokers and carriers.

Phase two is available to adopt from April 2025

Phase two enhances phase one and introduces the complete set of services that fully utilise the new digital processing platform, enabling data-first interactions between broker and carrier that supports risk, premium and claims agreements from Lloyd's, company and global markets.

This updated user journey document focuses on the **phase one user journey only**, and a phase two user journey will follow.

User journeys are aimed at those leading the transition to Blueprint Two solutions within a market firm to prompt conversations within your own organisation. All firms will need to use phase one digital services from a target launch date of October 2024, so understanding the changes and the data flows, remain key to this transition.

The journeys should be read alongside the phase one adoption guide and the Blueprint Two working sessions which are available on the Blueprint Two website.
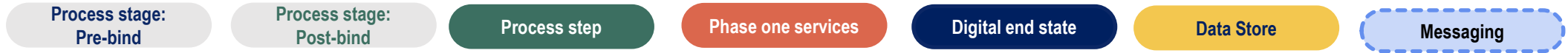
Notes

- The programme will be delivered in an agile manner, so this document represents a snapshot in time; not all of the detail is available, and some design decisions are still to be made. These processes will evolve over time, and we'll share more information in due course. When using this guide, please ensure that you check for the latest version on the website.

- The ASG Adept Gateway is now known as the **market gateway (ASG Adept).** These changes are referenced throughout the document.

- We have included placement in these journeys for the sake of clarity. When reading alongside the adoption guide, you will note that we have not included placement capabilities as IROS is not a phase one requirement. To support your understanding, we have included the adoption activities for MRC v3.

- In this document, we have combined the premium journeys (premium submission and signing and premium settlement, review and release) as the only variation is in the input. However, in the phase one adoption guide we have split these capabilities as there are differing inputs and outputs.

LLOYD'S   Velonetic

01   **Phase one
placement journey**

Phase one: placement journey

Process stage: Pre-bind | Process stage: Post-bind | Process step | Phase one services | Digital end state | Data Store | Messaging
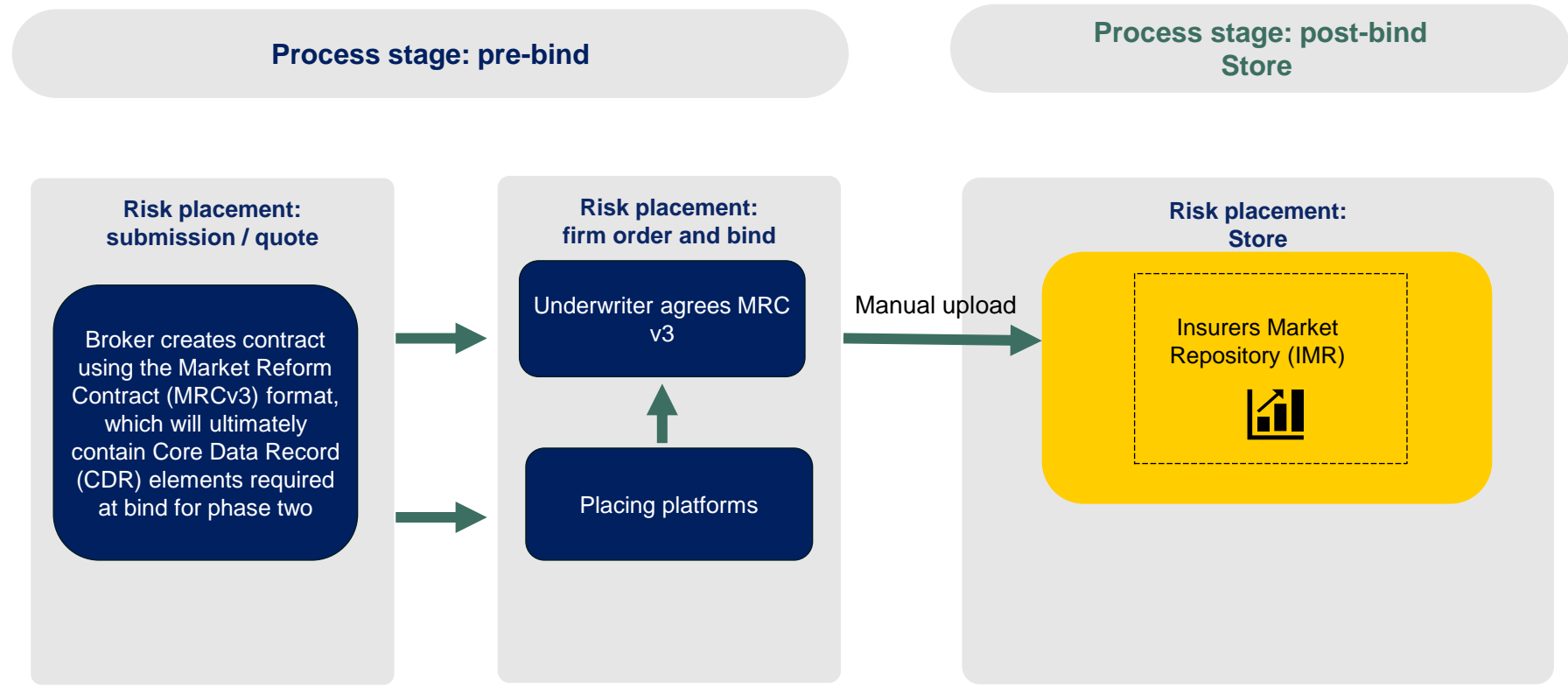
As phase one digital processing services focus on Velonetic processing transactions on IPOS and ICOS from October 2024(target launch), there will be no ability to interact with the market gateway (ASG Adept) at placement until April 2025 (phase two release).

There is still a requirement for market firms to implement MRC v3 for open market contracts incepting from 01/01/24 or demonstrate their capability to produce digital messages by the end of 2024.

If utilising an MRCv3, it can be stored in the IMR (as it is today), ready to be utilised by the digital processing service, or it can be uploaded with the premium submission.

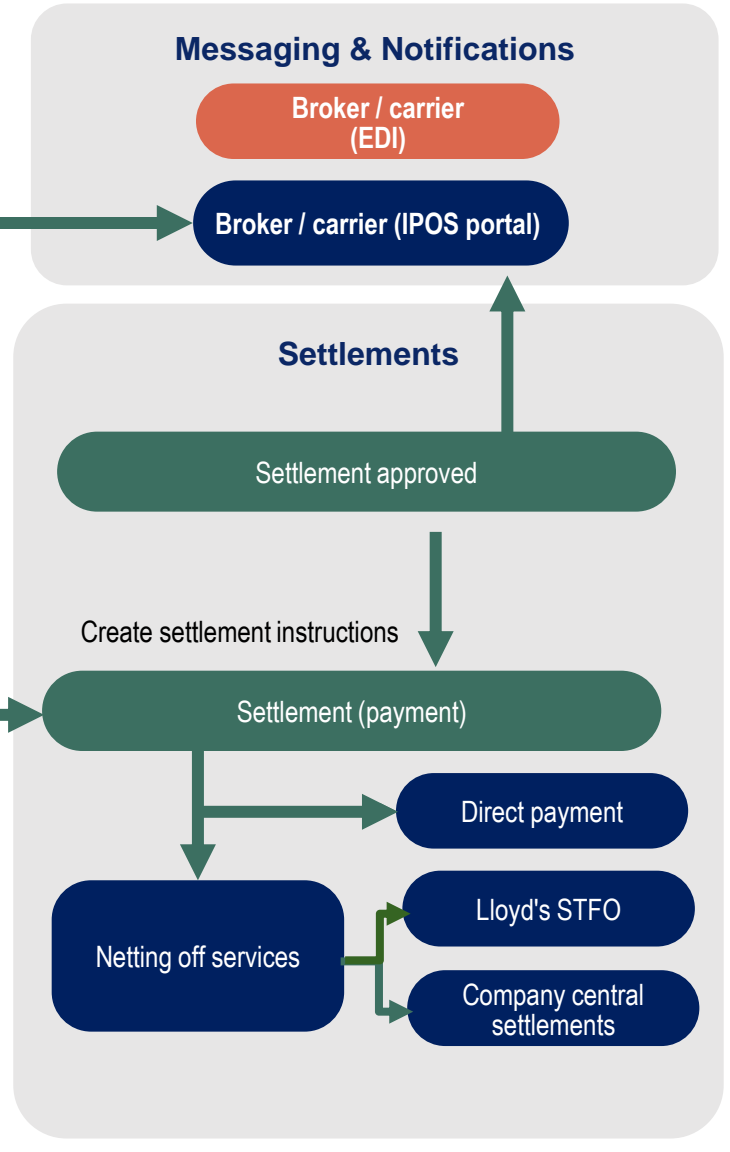A Core Data Record will not be created.

Process stage: pre-bind

Process stage: post-bind Store

Risk placement: submission / quote

Broker creates contract using the Market Reform Contract (MRCv3) format, which will ultimately contain Core Data Record (CDR) elements required at bind for phase two

Risk placement: firm order and bind

Underwriter agrees MRC v3

Placing platforms

Manual upload

Risk placement: Store

Insurers Market Repository (IMR)

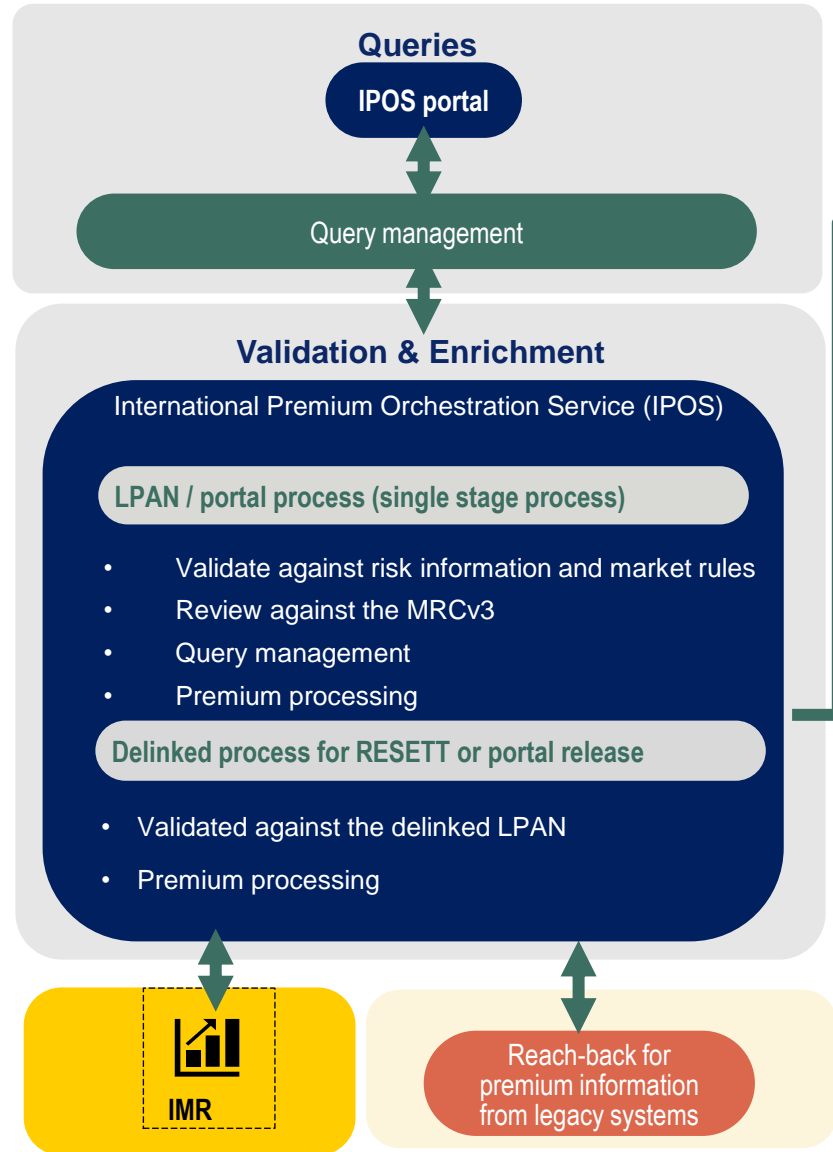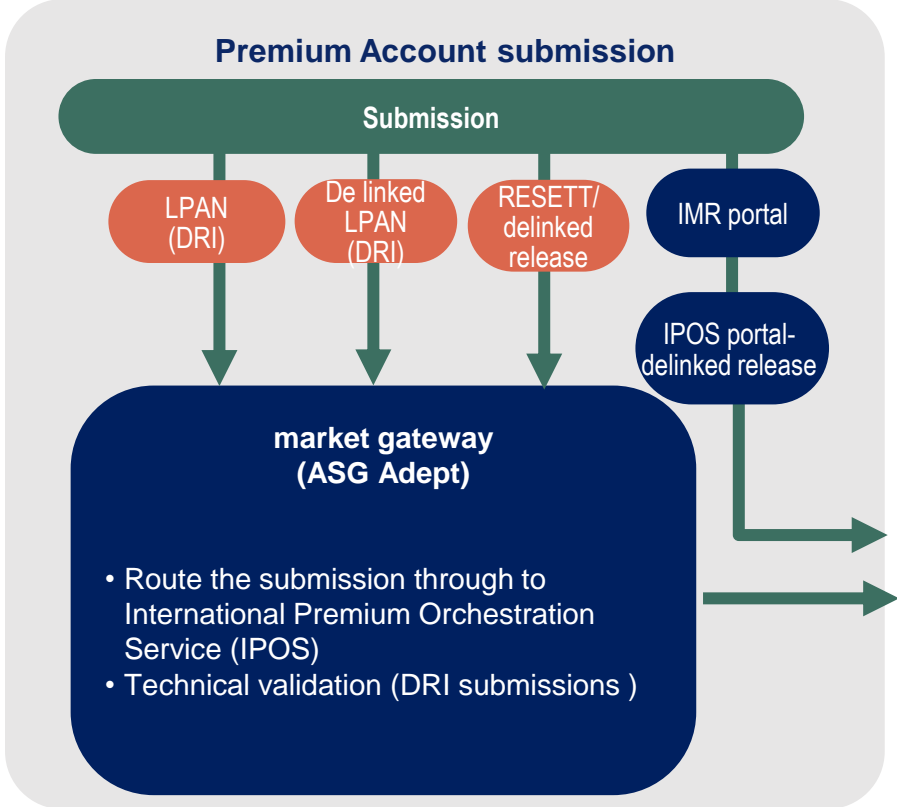**02** Phase one premium submissions, signing, settlement and release

Premium submissions: signing, settlement & release

Process step | **Phase one services** | **Digital end state** | **Data Store** | **Messaging**

Premium Account submission

Submission

- LPAN (DRI)
- De linked LPAN (DRI)
- RESETT/ delinked release
- IMR portal
- IPOS portal-delinked release

market gateway (ASG Adept)

- Route the submission through to International Premium Orchestration Service (IPOS)
- Technical validation (DRI submissions)

Queries

IPOS portal

Query management

Validation & Enrichment

International Premium Orchestration Service (IPOS)

LPAN / portal process (single stage process)

- Validate against risk information and market rules
- Review against the MRCv3
- Query management
- Premium processing

Delinked process for RESETT or portal release

- Validated against the delinked LPAN
- Premium processing

IMR

Reach-back for premium information from legacy systems

Messaging & Notifications

Broker / carrier (EDI)

Broker / carrier (IPOS portal)

Settlements

Settlement approved

Create settlement instructions

Settlement (payment)

Netting off services

Direct payment

Lloyd's STFO

Company central settlements

Notes

- This LPAN is submitted via DRI but LPANs can also be submitted via IMR portal.
- Digital data flowing into the market gateway (ASG Adept) will be pulled into IPOS via API. Attachment data will be rekeyed by Velonetic technicians.
- Neither brokers nor carriers can raise queries, but both can respond to queries, via the IPOS portal. Queries are managed as they are today (e.g., by email) should queries need to be raised.
- Reach-back is only accessible by the Velonetic technicians.

Phase one messaging approach: premium cash submissions

Premium submission

LPAN received

The LPAN is converted into a digital submission and sent to IPOS. Alternatively, the submission could be entered into the IMR portal directly by brokers. Submission is now viewable in the IMR portal by all parties.

IPOS validation

Submission validated

Submission is validated against risk (MRCv3)
If validation fails, then the query is notified to the broker via the IPOS portal. The broker then responds via the IPOS portal.

Queries and agreement

Submission completed

If there are no queries, or all queries are resolved, the submission is passed for settlement.
If queries are unresolved, then the submission is rejected, according to agreed SLA.

Messaging and notifications

Settlement instructions

Settlement instruction created and sent to relevant settlement service. At the same time, the following messages are created:
- Lloyd's - USM for carriers and BSM for brokers
- ILU - ILUCSM / ILUCSB for carriers and BSM (SIGNIN) for brokers
- LIRMA - DSIGN / WSETT for carriers and BSM / (SIGNIN) for brokers

Notes;
- If the LPAN is submitted via IMR portal, all data received digitally will be pulled into IPOS via API, otherwise, (e.g.) attachment data will be rekeyed by Velonetic technicians.
- If queries are raised by either the broker or carrier, they are managed as they are today in an offline format (e.g., emails).

Phase one delinked submission: messaging approach

Premium submission

LPAN delinked received

Converted to a digital submission and sent to IPOS.

Alternatively, the submission could be entered into the IMR portal directly by brokers, it must be marked as *delinked.*

Submission is now viewable in IMR portal by all parties.

IPOS validation

Submission validation

Submission is validated against risk (MRCv3).

If validation fails, then the query is notified to broker via IPOS portal. The broker then responds via IPOS portal.

Queries and agreement

Submission completion

Once all the queries are resolved, the settlement instruction is held, awaiting release from broker.

If queries are unresolved, then the submission is rejected, in accordance with SLAs.

Messaging and notifications

Submission messaging

The following messages are created:
- Lloyd's - USM for carriers and IPCBSM for brokers
- ILU - IPCCSM for carriers and IPCBSM for brokers
- LIRMA - IPCDSM for carriers and IPC BSM for brokers

Release submission

EDI LPAN RESETT received

RESETT received by market gateway (ASG Adept) and sent to IPOS.

Alternatively, release can be initiated in the IPOS portal by broker.

Submission is now viewable in IMR portal by all parties.

IPOS validation

Submission validation

Submission is validated against the delinked LPAN. If validation fails, then the query is notified to broker via IPOS portal. The broker then responds via IPOS portal.

Queries and agreement

Submission completion

If the queries are unresolved, then the submission is rejected.

If there are no queries, or all queries resolved, the submission is passed for settlement.

Messaging and notifications

Settlement messaging

Settlement instruction created and sent to relevant settlement service.

The following messages are created:
- Lloyd's - USM for carriers and BSM for brokers
- ILU – ILUCSB / ILUCSM for carriers and BSM (SIGNIN) for brokers
- LIRMA - WSETT/ DSIGN for carriers and BSM (SIGNIN) for brokers.

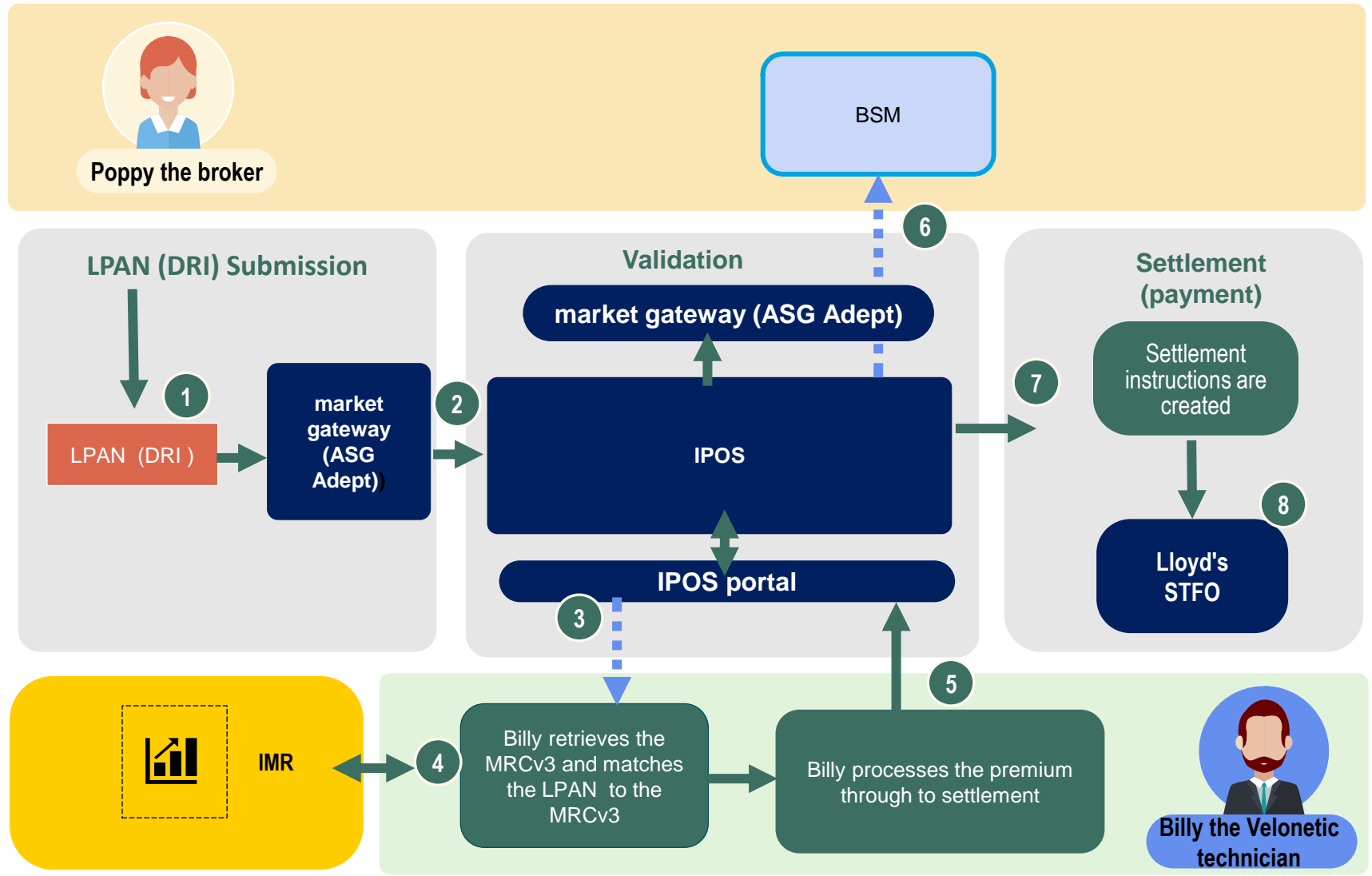# Scenarios: premium submissions, signing settlement and release

The three scenarios show different channels to submit into the market gateway (ASG Adept) and/or IMR for premium processing.

They are examples of different notifications and messages that brokers and carriers will experience, together with various failed validation journeys using the query management facility in the IPOS portal to rectify.

For these journeys, we have assumed that the transactions are all Lloyd's only, but the messaging for ILU and LIRMA are included within the messaging slides, for your reference.

#	Title	Scenarios	Featuring
1	Submission and process	Poppy's carrier has bound a risk at 1m GBP. She completes the LPAN and sends via DRI to the market gateway (ASG Adept) for digital processing. The submission passes validation. It is then matched with the MRCv3 and processed by Billy.	Poppy the broker — DRI / Billy the Velonetic technician
2	Incorrect currency	Poppy's carrier has bound a risk at 1m GBP. She completes the LPAN and sends to the market gateway (ASG Adept) for digital processing. She uses an incorrect currency and fails validation.	Poppy the broker — DRI / Billy the Velonetic technician
3	TA and CDR validation fail	Divya's carrier has bound a risk at 1m GBP, it has been processed via the market gateway (ASG Adept). Divya now sends her premium submission, but it fails validation as the LPAN doesn't match the MRCv3.	Divya the broker — IMR Portal / Billy the Velonetic technician

Premium scenario 1: submission of the premium LPAN for processing

Poppy's carrier has bound a risk at 1m GBP. She completes the cash LPAN and sends it via DRI to the market gateway (ASG Adept) for digital processing. Billy processes the LPAN and triggers settlement.

1. The broker, Poppy, submits a cash LPAN via DRI which is routed to the market gateway (ASG Adept) where it is digitally validated.
2. The LPAN is then routed through to IPOS.
3. As there is no CDR and no extraction service available, IPOS will follow a manual process for the LPAN validation, and the process passes to Billy. Billy receives a portal notification that there is a submission to review and logs into the IPOS portal.
4. He retrieves the submission and matches the LPAN data to the MRCv3, which he retrieves from the IMR.
5. Billy then processes the premium.
6. Poppy then receives a Bureau Signing Message. (BSM). The carriers will receive an underwriting signing message (USM).
7. Settlement instructions can then be created and sent to STFO (also see premium slide).
8. As this is underwritten in Lloyd's, monies are moved via the Central Accounting process, the LPAN instructs settlement, and the net funds are processed via Lloyd's Settlement and Trust Fund Operations. Payment can now be scheduled for the next available or designated payment date.

Poppy the broker

BSM

LPAN (DRI) Submission

LPAN (DRI)

market gateway (ASG Adept) ①

Validation

market gateway (ASG Adept)

IPOS ②

IPOS portal ③

Settlement (payment)

Settlement instructions are created ⑦

Lloyd's STFO ⑧

IMR

④ Billy retrieves the MRCv3 and matches the LPAN to the MRCv3

⑤ Billy processes the premium through to settlement

Billy the Velonetic technician

⑥

Premium scenario 2: incorrect currency on LPAN submission

Poppy's carrier has bound a risk at 1m GBP. She completes the Cash LPAN and sends via DRI to the market gateway (ASG Adept) for digital processing. Billy queries the currency Poppy has used on her premium submission.

1. The broker, Poppy, submits the cash LPAN via DRI to the market gateway (ASG Adept**)** where it is digitally validated.
2. The LPAN is routed through to IPOS. As there is no CDR, and no extraction service available, IPOS will follow a manual process for the LPAN validation, and the process passes to Billy.
3. Billy receives a portal notification, that there is a submission to review and logs into the IPOS portal to retrieve the submission.
4. Billy then retrieves the MRCv3 from the IMR.
5. Billy tries to match the LPAN data with the MRCv3, but he notices that the currency is incorrect.
6. Billy sends a query to Poppy through the IPOS portal.
7. Poppy reviews the query and sees the incorrect currency on the premium submission.
8. Poppy answers the query through the IPOS portal, stating the correct currency.
9. Billy updates the submission with the correct currency and matches the LPAN data with MRCv3.
10. Billy processes the premium through to settlement.
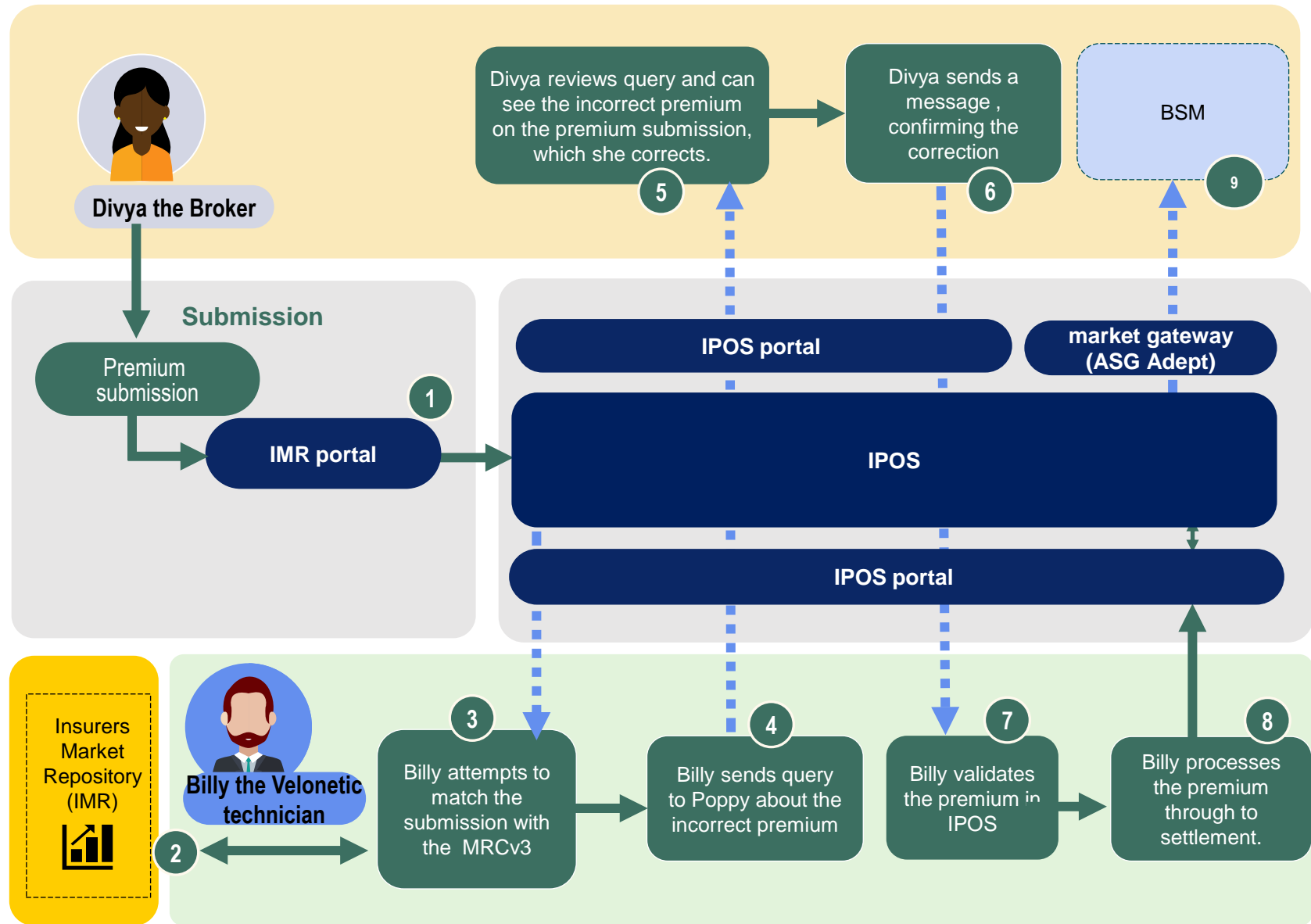11. Poppy then receives a BSM. Carrier will receive a USM.
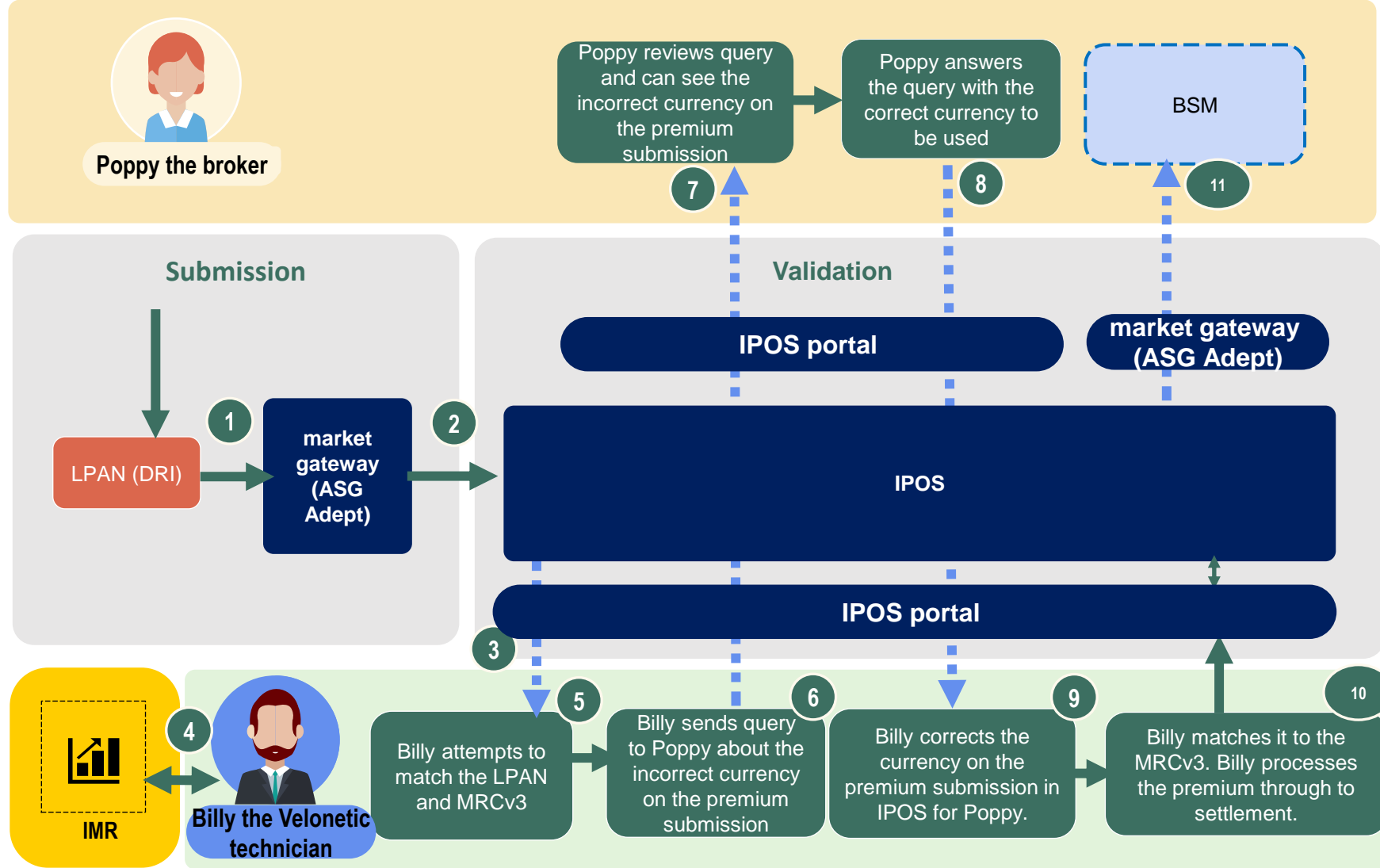
Premium scenario 3: premium submission and validation fail

Divya's carrier has bound a risk at 1m GBP. Divya now sends her premium submission, but it fails business validation at the IPOS stage.

1. The broker, Divya, sends her premium submission via the IMR Portal. Billy, the technician, retrieves the work package from the IMR and uploads/ rekeys the data into IPOS.
2. As there is no CDR, and no extraction service available, IPOS will follow a manual process so Billy will validate the premium submission. He retrieves the MRCv3 from the IMR
3. Billy attempts to match the premium submission data against the MRCv3 to validate, but this fails as the premiums do not match. The premium on the submission is 1m GBP, but Divya has accidentally entered the sum of 10m GBP.
4. A message is sent via the IPOS portal to Divya highlighting the failed fields.
5. Divya corrects the premium submission in the IMR portal and resubmits
6. Divya sends a message to Billy to confirm that the correction has been done.
7. Billy then successfully validates the revised premium submission against the MRCv3
8. Billy processes the premium submission through to settlement, in the IPOS portal.
9. Divya receives a BSM. Carrier receives USM. Divya can view the status at any time in either in the IPOS Portal, or the IMR portal.

Note: If Divya had entered the premium incorrectly in the original MRCv3, she would need to correct the MRCv3 before she sends another premium submission.
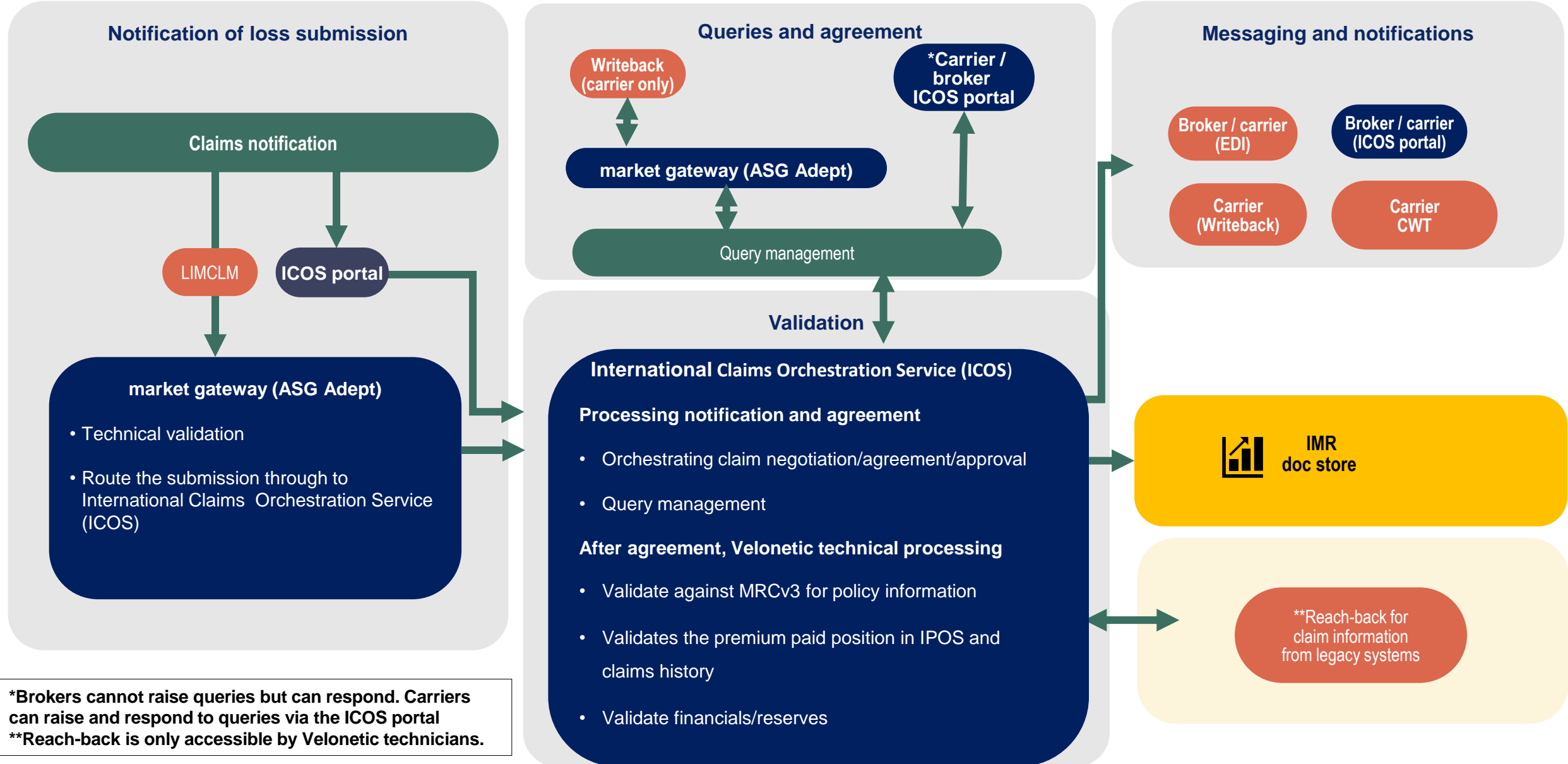
**Phase one
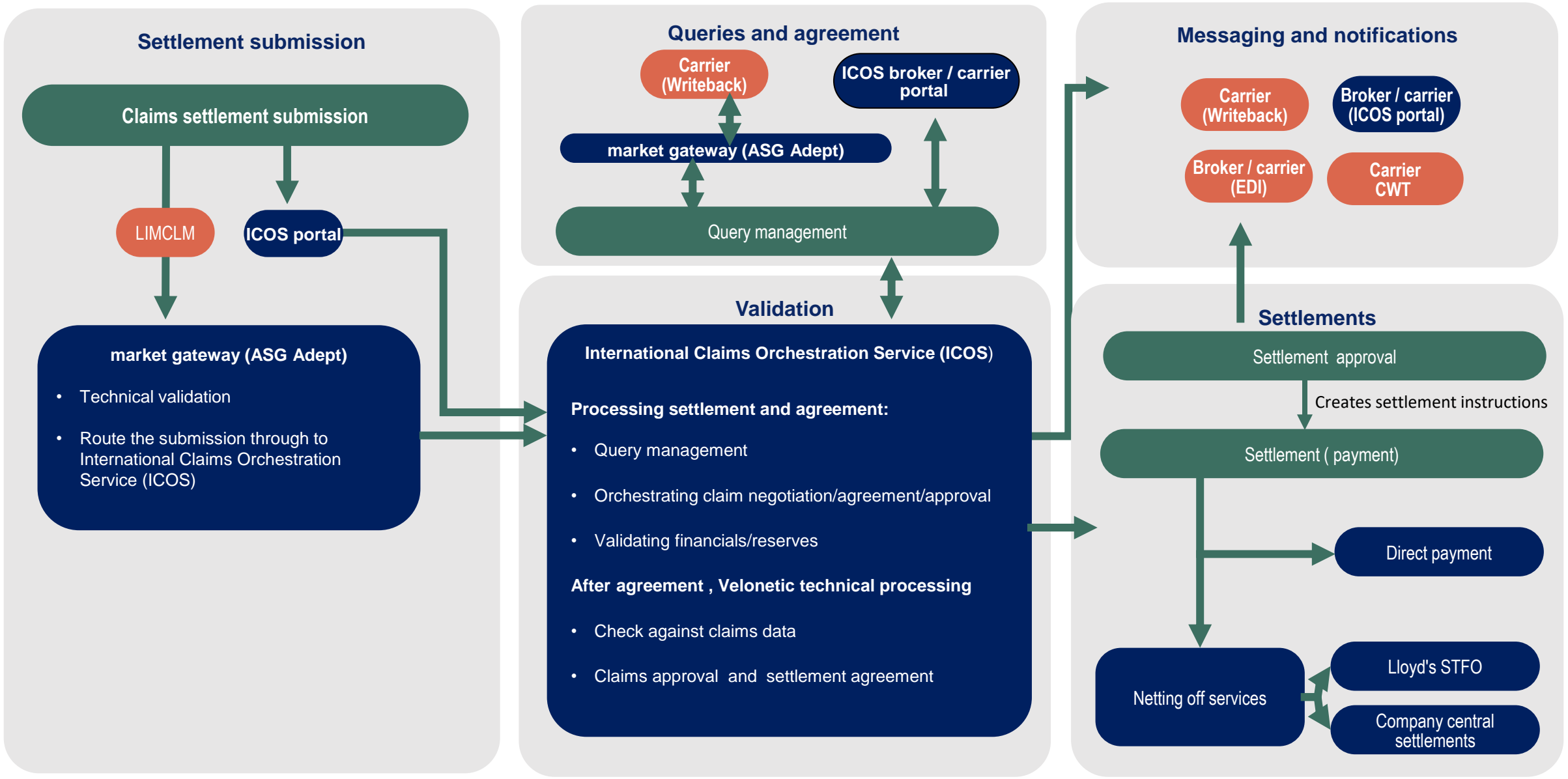Claims submission and agreement.
Claims settlement submission and release**

03

Claims submission and agreement

Legend: Process step | Phase one services | Digital end state | Data Store | Messaging

Notification of loss submission

Claims notification

- LIMCLM
- ICOS portal

market gateway (ASG Adept)
- Technical validation
- Route the submission through to International Claims Orchestration Service (ICOS)

Queries and agreement

Writeback (carrier only)

*Carrier / broker ICOS portal

market gateway (ASG Adept)

Query management

Validation

International Claims Orchestration Service (ICOS)

Processing notification and agreement

- Orchestrating claim negotiation/agreement/approval
- Query management

After agreement, Velonetic technical processing

- Validate against MRCv3 for policy information
- Validates the premium paid position in IPOS and claims history
- Validate financials/reserves

Messaging and notifications

- Broker / carrier (EDI)
- Broker / carrier (ICOS portal)
- Carrier (Writeback)
- Carrier CWT

IMR doc store

**Reach-back for claim information from legacy systems

*Brokers cannot raise queries but can respond. Carriers can raise and respond to queries via the ICOS portal
**Reach-back is only accessible by Velonetic technicians.

Claims settlement submission and release

Legend: Process step | Phase one services | Digital end state | Data Store | Messaging

Settlement submission
- Claims settlement submission
- LIMCLM
- ICOS portal
- market gateway (ASG Adept)
  - Technical validation
  - Route the submission through to International Claims Orchestration Service (ICOS)

Queries and agreement
- Carrier (Writeback)
- ICOS broker / carrier portal
- market gateway (ASG Adept)
- Query management

Messaging and notifications
- Carrier (Writeback)
- Broker / carrier (ICOS portal)
- Broker / carrier (EDI)
- Carrier CWT

Validation
- International Claims Orchestration Service (ICOS)
- Processing settlement and agreement:
  - Query management
  - Orchestrating claim negotiation/agreement/approval
  - Validating financials/reserves
- After agreement , Velonetic technical processing
  - Check against claims data
  - Claims approval and settlement agreement

Settlements
- Settlement approval
- Creates settlement instructions
- Settlement (payment)
- Direct payment
- Netting off services
- Lloyd's STFO
- Company central settlements

Phase one messaging approach: claims settlement submissions, agreement & release

Claims submission

LIMCLM submission

Converted to digital submission by market gateway (ASG Adept) and sent to ICOS.

Once digitally validated the broker will receive a LIMRES (confirming acceptance / rejection of the submission).

Or the submission can be entered directly into the ICOS portal.

Submission now viewable in ICOS portal by all parties.

ICOS validation

Submission validation

ICOS validates the submission against the risk (MRCv3), the premium paid position and the claims history and passes the submission and the validation output to the carrier.

Queries and claims agreement

Query management

Queries can be raised by the carrier via ICOS portal/ Write-Back. The broker responds via ICOS portal or resubmits the LIMCLM.

(This is for claims advices only, settlements cannot be queried).

Submission completion

For claims advices, if there are no queries, or all queries are resolved, the carrier agrees the submission via the ICOS portal or Write-Back.

The claim information is saved in the claims data store and awaits subsequent updates or claim settlement requests, to complete the processing.

For claims settlements - the carrier agrees or rejects the submission via the ICOS portal or Write-Back and the claim information is saved in the claims data store.

If rejected, rejection reason shown in ICOS portal.

Messaging and notifications

Submission messaging

For claims advices, once the claim is approved by the carrier (and the technical processing for Lloyd's is complete) the following messages will be sent:

- Lloyds - SCM for carriers and LIMCLM (CLMLLB) for brokers.
- ILU - LIMCLM (CLMILC) and LIMCLM (CLMILB) for brokers.
- LIRMA - LIMCLM (CLMLRC) and LIMCLM (CLMLRB) for brokers.

For claim settlements, once claim is agreed by the carrier (and the technical processing for Lloyd's) is completed the following messages will be sent:

- Lloyd's - SCM / USM for carriers and BSM / LIMCLM (CLMLLB) for brokers.
- ILU – LIMCLM (CLMILC / ILUCSB) ILUCSM for carriers and BSM / ILULRB for brokers.
- LIRMA – LIMCLM (CLMLRC) WSETT/ DSIGN for carriers and BSM / LIMCLM (CLMLRB) for brokers.

Notes;
- All data received digitally will be pulled into ICOS via API, otherwise, (e.g.) attachment data will be rekeyed by Velonetic technicians.
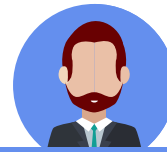- If queries are raised by the broker, they are managed as they are today in an offline format (e.g., emails)

Scenarios: claims

The three scenarios show different channels to submit into the market gateway (ASG Adept) and ICOS from the first notification of loss to settling a claim. They are examples of different notifications and messages that brokers and carriers will receive when engaging with each other through the process, while being on, and using, different platforms.
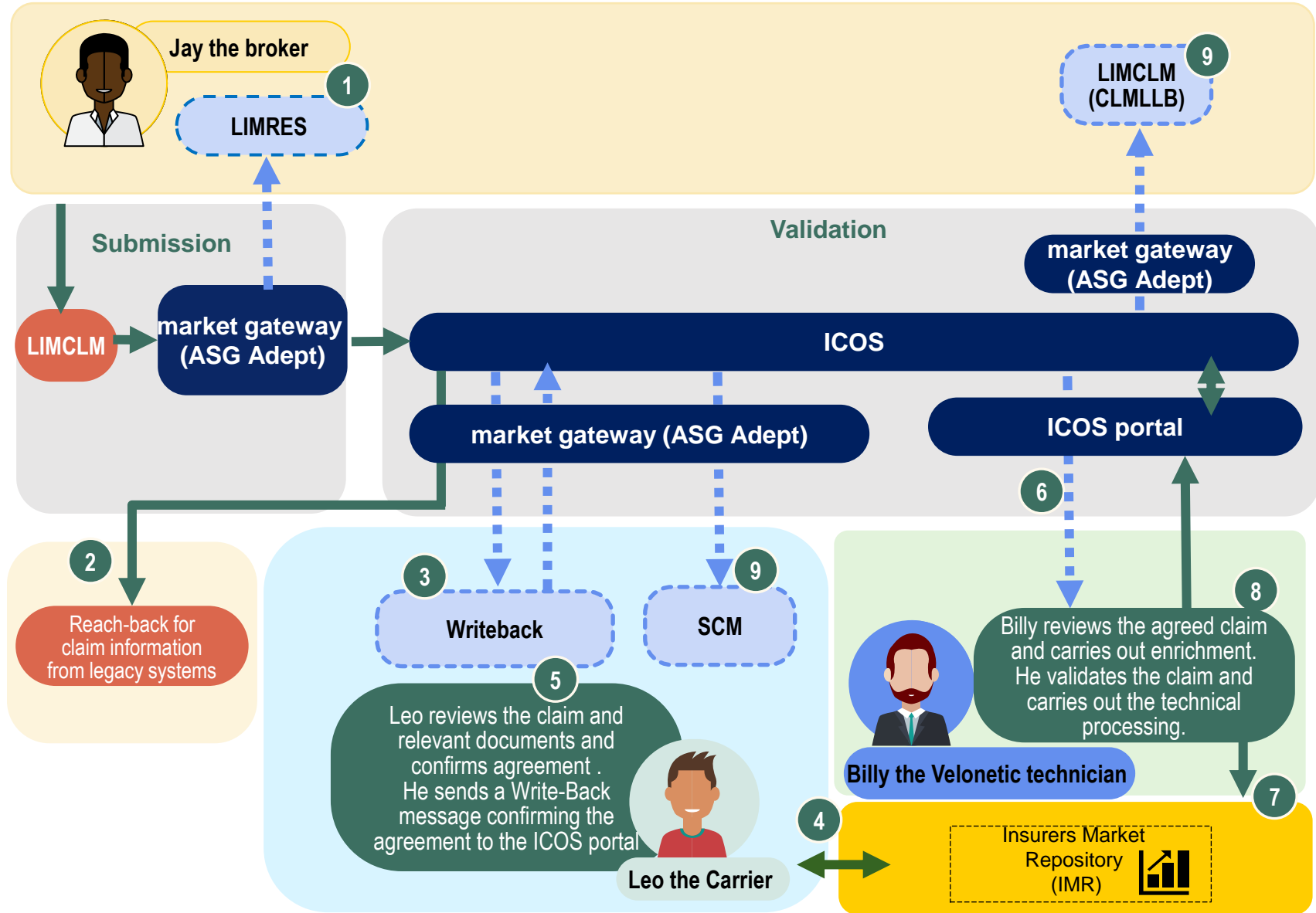
For these journeys we have assumed that these are all Lloyd's transactions, showing the Lloyd's messaging and the business validations performed by the technician. These validations are not carried out for the company market. All other messages (ILU and LIRMA) are shown in the messaging slides.

#	Title	Scenarios	Featuring
1	**LIMCLM Submission for agreement of claim**	Jay submits his LIMCLM via the market gateway (ASG Adept) for agreement of the claim. The claim is approved by Leo carrier using Write-Back and is processed by the Velonetic technician.	**Jay the broker** — LIMCLM / **Leo the Carrier** — Write-Back / **Billy the Velonetic technician**
2	**Claim submission for agreement and settlement via the ICOS portal**	Divya creates a claims settlement advice via the ICOS portal. The claim is approved by Nicky using the ICOS portal and the approval is processed by the Velonetic technician. The carrier then awaits a settlement advice.	**Divya the broker** — ICOS Portal / **Nicky the carrier** — ICOS portal / **Billy the Velonetic technician**
3	**Query management for missing loss report**	Jay submits a claims advice to Nicky, via the market gateway (ASG Adept). It which passes digital validation. Nicky reviews the submission, and she sees that there is a missing loss report. She utilises query management facility within the ICOS portal to ask Jay to attach the loss report.	**Jay the broker** — LIMCLM / **Nicky the carrier** — ICOS portal / **Billy the Velonetic technician**

Claims scenario 1: submitting a claim for agreement

Jay submits a LIMCLM via the market gateway (ASG Adept) for negotiation and agreement of a claim.

1. Jay the broker, submits a claim transaction on an existing claim via LIMCLM to market gateway (ASG Adept). He uploads his documents directly into the IMR. Jay receives a LIMRES, confirming acceptance of the LIMCLM.
2. The LIMCLM is routed through to ICOS. As there is no claims history, ICOS will Reach-back to the legacy systems and pull back the claims history.
3. ICOS performs the business validations and sends a Write-Back message to Leo notifying a claim is awaiting review. Leo locates the claim and reviews in in his own system.
4. As there is no CDR, Leo will retrieve the MRCv3 from the IMR to approve the claim.
5. Leo reviews the claim and documents and approves the claim and sends a Write-back message to ICOS via the market gateway (ASG Adept) and updates the record.
6. Billy receives a portal notification that the claim is waiting to be reviewed.
7. He logs into the portal and picks up the claim. Billy reviews the claim and enriches the data in ICOS and carries out business validations, including validation against the MRC v3
8. Once the claim is validated, he processes the claim agreement in ICOS.
9. ICOS generates an SCM to Leo and the broker will receive a LIMCLM (CLMLLB).
10. Leo will now await the settlement advice.

Notes: Billy only validates for Lloyd's claims.

Legend: Process step | Phase one services | Digital end state | Data Store | Messaging

Jay the broker — 1 — LIMRES

9 — LIMCLM (CLMLLB)

Submission

LIMCLM → market gateway (ASG Adept) → ICOS

Validation

market gateway (ASG Adept)

market gateway (ASG Adept)

ICOS portal

2 — Reach-back for claim information from legacy systems

3 — Writeback

9 — SCM

5 — Leo reviews the claim and relevant documents and confirms agreement. He sends a Write-Back message confirming the agreement to the ICOS portal

Leo the Carrier

6 — Billy reviews the agreed claim and carries out enrichment. He validates the claim and carries out the technical processing.

Billy the Velonetic technician

8

4 — Insurers Market Repository (IMR) — 7

Claims scenario 2: claims settlement advice

Divya sends a claims settlement advice via the ICOS portal

1. The broker, Divya, creates her claim transaction on an existing claim via the ICOS portal. The portal validates the data as it is entered. Divya receives an acknowledgment notification in the ICOS portal.
2. As there is no claims history available, ICOS will retrieve the previous information from the legacy systems via Reach-back.
3. Nicky receives a notification via the ICOS portal that there is a claim for her to review.
4. Nicky reviews the claim in the ICOS portal with supporting documents and retrieves the MRC v3. She approves the claim in the ICOS portal.
5. Billy the technician receives a portal notification that the claim is ready to be reviewed. He reviews the claims history, the premium paid position and the risk data from the MRC v3. He enriches the data and carries out the business validations.
6. Once validated, Billy then processes the claim settlement advice through to settlement and releases the claim for settlement in ICOS.
7. ICOS then sends an BSM message to Divya the Broker, and a USM/ SCM to Nicky, to confirm the claim settlement is agreed and has been processed.

Notes: If Divya had entered the premium incorrectly in the original MRCv3, she would need to correct the MRCv3 before she sends another premium submission.
Nicky uses the ICOS portal, so there is no need to process in her own system.
Billy only validates for Lloyd's claims.

Legend: Process step | Phase one services | Digital end state | Data Store | Messaging

Divya the Broker — Portal acknowledgment notification — 1

Submission — Claims submission — ICOS portal — 1

ICOS — BSM / LIMCLM (CLMLLB) — 7 — market gateway (ASG Adept)

ICOS portal — market gateway (ASG Adept) — 5

2 — Reach-back for claim information from legacy systems

Nicky the Carrier — 3 — Nicky reviews the documents and confirms agreement of the claim through the portal — 4 — USM / SCM — 7

6 — Billy receives the approval of the claim from Nicky. He then enriches the data and processes the claim

Insurers Market Repository (IMR)

Billy the Velonetic technician

Claims scenario 3: query management for missing loss report

Legend: Process step | Phase one services | Digital end state | Data Store | Messaging

Jay submits a LIMCLM to Nicky, but Nicky (the claims handler) notices that there is a missing loss report.

1. Jay the broker, submits a LIMCLM claim transaction on a new claim via the market gateway (ASG Adept) and he submits his documents directly into the IMR. Jay receives a LIMRES once the LIMCLM is digitally validated.
2. Nicky the carrier, receives a notification via the ICOS portal that there is a claim for her to review.
3. Nicky starts to review the claim in the ICOS portal. She notices that there is no loss report and sends a query message via the ICOS portal to Jay.
4. Jay receives a portal notification and reviews the query in the ICOS portal. Jay uploads the loss report directly into the IMR.
5. Jay sends a response message, via the ICOS portal stating the report is now uploaded.
6. Nicky reviews the claim and documents and approves the claims' advice in the ICOS portal.
7. Billy the technician receives a portal notification that the claim is ready to review and retrieves the claims history, the premium paid position and the risk data from the MRC v3. He enriches the data and carries out the business validations.
8. He then processes the claim in the IPOS portal.
9. Nicky will receive an SCM, and the broker will receive a LIMCLM. Nicky will now await the settlement advice.

Notes: Billy only validates for Lloyd's claims.