

Velonetic Broker MI Dashboard Webinar



FAQ



Frequently Asked Questions

Managing Agents face frequent rework caused by queries and discrepancies across the placement and settlement process. The Broker Performance Dashboard helps identify where this friction occurs. In our recent webinar, we demonstrate how the Broker Dashboard supports clearer conversations with brokers and helps Managing Agents address the root causes of operational delays.

Following the session, we've compiled the most common questions asked, along with our responses, to support further understanding of the dashboard.

1. Do managing agents have to sign up to the dashboard?

Yes. Each tier has a factsheet and registration form to complete. Once submitted, registration is typically processed within a 10-day SLA, although access is often provided within a few days. Users then receive a URL and password to access the portal, with no download required.

2. Will this be for all brokers?

All brokers with business processed through Velonetic are included.

3. Is it possible to display as broker Group? - for eg AJ Gallagher appears many times

Yes. Where there are variations in broker naming, users can apply filters and group those entries to view a consolidated set of data for the relevant broker group.

4. What market level discussions have/will be shared with Brokers to influence change and what has been the reaction from Brokers?

The data provides clear visibility of premium payment performance, helping to highlight where delays and inefficiencies exist across the market. The focus is now on how this insight can be used to support market-wide discussions on improving processes, reducing rework, and identifying any training or support needs. It also enables more productive conversations with brokers, based on a single and consistent view of the data rather than different interpretations. Ultimately, the aim is to improve cash flow, increase efficiency, reduce costs, and address wider impacts on areas such as claims and investment income.

5. Will there be a way to look at claims performance only?

Yes. We have a range of reports focused on claims performance, including the Claims Reporting Suite and ECF Reporting. If you would like to discuss this further, please contact veloneticsales@dxc.com.

6. Can you filter by Syndicate / individual managing agent data in tier 1 model?

Not in Tier 1. Tier 1 is intentionally aggregated because managing agent-specific data cannot be shared at that level. Tier 2 provides managing agent-specific data and, if you have multiple stamps, you can select each one individually. The purpose of Tier 1 is to provide a market benchmark and enable comparison across measures such as broker, slip type, class of business, and risk code.

7. Assuming this is 100% bureau data covering both Lloyds and company market?

At present, the service covers Lloyd's data only. Discussions with the IUA are ongoing.

8. How is the SDD calculated, is it from the slip? as we have seen some examples where the payment terms mentioned in slip is between C/h to broker but not broker to insurer.

The settlement due date entered by the Velonetic technician are the terms allocated by the Lead Underwriter and added to the inception date of the risk (i.e. 90 days from inception).

9. Will brokers also have access?

Not currently. Discussions with LIIBA are ongoing.

10. Do you have a data dictionary to show where calculated values come from?

Yes. The Help section contains the FAQs and factsheet, which explain where the calculated values come from. We also provide a technical specification document which includes more detailed definitions of the measures used.

11. Is there any plan to produce a dashboard to monitor Coverholder Performance for delegated agreements ?

Yes, to a degree. We report on Coverholder business within this service, although there are some limitations but you can certainly filter by coverholder business using the “slip type” filter. If you would like to discuss your requirements in more detail, please contact veloneticsales@dxc.com.

12. Have you validated the output numbers with brokers? I.e. does this dashboard match their view of the position?

We have not validated the outputs directly with brokers. However, the dashboard faithfully represents the data held within the source systems and has been through both testing and market testing. We also recognise that some brokers use slightly different measures of lateness, such as presentation date rather than SDD, which is why that measure has also been included in the service.

13. From a reinsurance perspective, how can this dashboard help in assessing counterparty or broker performance across portfolios, particularly for delegated authority or multi-broker placements ?

The platform focuses on inwards insurance and reinsurance premium settlements, enabling the tracking of performance against the terms on the slip.

14. For reinsurance portfolios where business flows through multiple brokers and coverholders, how do you see this helping identify true root causes versus just pointing to symptoms?

By monitoring and managing inwards portfolios, users can identify upstream factors impacting any outwards reinsurance programmes. This enables the identification of material root causes rather than just surface-level symptoms.

15. Can the premium data be stitched together with claims data?

This would be a roadmap discussion for the service; however, in principle, yes—premium and claims data can be joined. If you would like to explore this further, please contact veloneticsales@dxc.com.

16. Regarding data being Lloyd's/Company, and it was confirmed only Lloyd's. Does this mean LBS data is excluded? Please let me know - many thanks

Yes, LBS data is included. In Tier 1, only the direct transaction is included to avoid double counting. In Tier 2, there is an additional tab showing both direct and reinsurance data. There is also a toggle that allows you to select direct-only data when comparing against the market benchmark in Tier 1.

17. On the Tier 2 dashboard, can other functions be added e.g. tracking broker de-registrations, name changes etc., or is this dashboard purely for premium monitoring? the premium data be stitched together with claims data?

The dashboard is primarily focused on premium monitoring. However, where reference data such as broker name changes is held in the source systems and passed through to the data warehouse, those updates will flow through automatically into reporting. Therefore if, for example there were changes throughout the three years of data, you would see those in the transactional data. If we have interpreted this questions incorrectly and you are looking for a separate dashboard that tracks solely broker organisation movements, please contact us at veloneticsales@dxc.com so that we can explore further.

18. May have misunderstood but if no there is no filter by syndicate, we may not want our multi clients seeing the MA level data and it would be much more meaningful to be on a syndicate basis?

Tier 2 includes that functionality. Tier 1 must remain aggregated because it is designed as a market-level view. We would be happy to arrange a Tier 2 demonstration and walk through those examples in more detail. Please contact veloneticsales@dxc.com.

19. How does the dashboard deal with broker acquisitions?

Our source data comes from the mainframe and flows through to the reporting data warehouse. Any changes of this nature, including broker acquisitions and related structural updates such as RITC, will flow through in the underlying data and be reflected in reporting as the source data is updated.

The following questions have been directed to Kieran Wilkinson, LMA:



20. Why is the LMA sponsoring tier 1?

The LMA sponsored the Tier 1 service to address shared market challenges, overcome cost barriers, and deliver clear market-wide benefits. Managing agents consistently highlighted issues such as late premium payments and poor-quality submissions, while existing MI was too fragmented to support effective benchmarking. The Velonetic dashboard was presented to LMA committees and the Board to confirm demand and secure approval. As this is a market-wide issue with clear collective value, the service is supported through central funding. The tool was designed to be common, non-competitive, and focused on overall market behaviour. It gives managing agents fact-based insight and benchmarking to support better conversations with brokers and more informed decision-making.

21. What have the LMA heard from their members in terms of feedback?

Feedback from members has been largely positive, particularly from Underwriting Committees. The Tier 1 service allows users to drill into areas such as class of business, risk codes, and broker codes, and some underwriters are planning to use the data within portfolio discussions. There is also growing demand for broader conversations around credit control processes, including NOCs and data quality. The LMA is working with Velonetic to establish a user group to support ongoing feedback, prioritisation of enhancements and fixes, and an additional forum outside the standard ticketing process.

23. What value does this unlock for the market?

The dashboard delivers value through improved credit control, stronger underwriting insight, and better overall market visibility. For credit control teams, it highlights friction points and supports fact-based conversations with underwriters and brokers, enabling benchmarking against market data and helping to identify root causes. Improvements in premium settlement can also drive wider benefits across related processes such as NOCs and data quality. For underwriters, it supports stronger portfolio management by helping them assess performance against the market, understand where issues sit—for example by broker, binder, or process—and inform decisions such as settlement terms. At a market level, it gives the LMA a clearer view of performance, enabling more informed, data-driven conversations to support continuous improvement.

**The following questions
have been directed to
Chris Harvey, MS Amlin:**



24. How does MS Amlin use the dashboard day-to-day?

Historically, we relied on multiple fragmented reports—such as query rates, rejections, and right-first-time measures—which then had to be pulled together manually for portfolio and credit control discussions. The dashboard now provides a clear and consistent view of performance at both market and carrier level. Underwriters are already using the data in discussions with brokers, including around potential changes to settlement terms. It is also helping teams identify trends, understand the root causes of delays, and support more informed conversations with both brokers and Velonetic, ultimately improving settlement efficiency and highlighting any wider training needs.

25. What key benefits have MS Amlin realised?

Cash flow is critical, so reducing friction in the settlement process benefits both carriers and brokers. By helping brokers identify bottlenecks and reduce rework, the dashboard drives efficiencies on both sides. Rework not only delays individual premium settlement, but can also slow brokers' ability to manage wider cash positions, creating cost implications across the market, including within Velonetic processes.

26. Can you speak about the benefits MS Amlin has seen in relations Tier 1 and Tier 2?

Tier 1 provides, for the first time, a simple market-level benchmark against which firms can measure performance. Tier 2 then adds the granular data needed for detailed analysis and supports more targeted, informed discussions with brokers.

27. Has MS Amlin noticed any surprising improvements observed?

The most notable improvement has been the level of demand for consistent performance data, alongside a strong market focus on reducing rework and improving processes. Together, these indicate a clear appetite for using shared data to drive greater efficiency across the market.

28. Does MS Amlin have any advice for new users and organisations considering adoption?

Our advice would be to start using the dashboard and explore the data in the context of your own processes and portfolio. Users often find that it quickly highlights trends, friction points, and opportunities for more informed discussions and operational improvement.

Want to know more? Contact: veloneticsales@dx.com