

ATLAS AN INTRODUCTION

11 DECEMBER 2008

CONTENTS

1	What is Atlas?	4
1.1	Atlas	4
1.2	Benefits of Atlas	4
1.3	Who can use Atlas?	4
1.3.1	Lloyd's	4
1.3.2	Managing Agents & Lloyd's brokers	4
1.3.3	Coverholders	4
2	The Atlas homepage	5
2.1	Lloyd's brokers, managing agents and Lloyd's	5
2.1.1	Tasks tab	5
2.1.2	Company search tab	5
2.2	Coverholders	5
3	Relationships in Atlas	6
3.1	Lloyd's broker relationship	6
3.2	Deal direct managing agents	6
3.3	Associated managing agent	6
3.4	Managing agent permitted to lead binding authorities	6
4	The coverholder site	7
4.1	Summary tab	7
4.2	Details tab	7
4.3	Documents tab	7
5	Changes & Applications in Atlas	8
5.1	Initiating a change	8
5.2	Common elements of changes	8
5.2.1	Stakeholders	8
5.2.2	Add documents	8
5.2.3	Supporting comments	8
5.2.4	Save & next / Save & previous	9
5.2.5	Validation – green tick / red cross	9
5.3	Actions	9
5.3.1	Submit	9
5.3.2	Cancel change	9
5.3.3	Save for later	9
5.3.4	Approve	9
5.3.5	Reject	10
5.3.6	Return	10
5.4	Update changes	10
5.5	Details changes	11
5.6	Permissions changes	12
5.7	Annual compliance	13
5.8	New coverholder application	14

1 WHAT IS ATLAS?

1.1 Atlas

Atlas is an online market system that will make the process of managing coverholders faster and more efficient whilst raising standards.

Atlas deals with three main areas of coverholder activities:

- 1 New coverholder applications, including branch applications.
- 2 Changes to coverholder permissions that are applied centrally by Lloyd's.
- 3 Annual compliance data that can be made available to all interested managing agents and Lloyd's brokers.

It is only this compliance and permission based data that is held. Atlas does not collect any data on individual contracts or policies.

1.2 Benefits of Atlas

Atlas provides a number of benefits to the market:

- **Reduced duplication, increased availability** – Atlas allows the central storage and sharing of coverholder compliance information across the market reducing the burden placed on coverholders by many different agents and brokers requesting the same information.
- **Transparency of process** – The completion of applications, both for new coverholders and changes to permissions, via Atlas is a transparent process for all parties, including the coverholder. This removes some of the mystery of doing business with Lloyd's.
- **Ownership of data** – The market are able to see the same source of information that Lloyd's, including international representatives, have access to and can make or request changes to it.

1.3 Who can use Atlas?

1.3.1 Lloyd's

The main Lloyd's users of Atlas will be the Delegated Authorities Team (DAT) whose responsibilities include the approval of new coverholders and changes in coverholders permissions.

Other users within Lloyd's, including Lloyd's international representatives will have read only access to the system.

1.3.2 Managing Agents & Lloyd's brokers

All managing agents and brokers will have access to Atlas. Coverholder data can only be accessed where the managing agent or broker has a relationship with the coverholder.

See section 4 for further information on relationships within the system.

1.3.3 Coverholders

Lloyd's objective is to provide all existing coverholders with access to Atlas where possible.

Where new applications are completed on Atlas the applicant coverholders will be required to have access to Atlas in order to complete the process.

2 THE ATLAS HOMEPAGE

2.1 Lloyd's brokers, managing agents and Lloyd's

The Atlas homepage has two tabs that allow users to access all of their coverholders and tasks in the system.

2.1.1 Tasks tab

Changes and applications within Atlas are displayed on the tasks grid. The tasks will be filtered to those changes where your company is a stakeholder, i.e. where you are involved in the change.

There are four different views of the task grid:

- 1 **To Do** – The default view of the task grid is the 'To do' view which allows you to see all the tasks where the action is with you to complete something before the change moves on to the next stage in the workflow.
- 2 **Ongoing** – Ongoing tasks are those where you are involved but where the action is with another party to complete, for example a change that is with Lloyd's to approve.
- 3 **Completed** – All completed tasks you have been involved in. These can be reviewed but not edited.
- 4 **My tasks** – You can use the 'Assign to' option on the task grid to assign a task to an individual user at your organisation that is set up on the system. Selecting 'My tasks' will show any ongoing tasks that are assigned to you. Even if a task has been assigned to an individual all other users within your organisation will be able to access it.

All views of the tasks can be sorted or filtered by selecting the column headings.

2.1.2 Company search tab

The company search function allows you to search for any company within Atlas. This can be carried out using the legal name, trading name or PIN of a company.

The results can be filtered by:

- **My coverholders** – All coverholders you have a relationship with and whose sites you can access. When the correct coverholder is found click on its name to go to its site.
- **All coverholders** – All coverholders on the system regardless of your relationship, if you do not have a relationship with the coverholder you will not be able to access its site
- **All companies** – Includes all companies in the system, many of which will not have a site.

In order to begin a new coverholder application you need to complete a search using the 'All coverholders' or 'All companies' option.

Information can be sorted by clicking on the column heading, or filtered by domicile of the coverholder.

2.2 Coverholders

All coverholders will be taken to their own site when they log in, see section 4 for more information.

3 RELATIONSHIPS IN ATLAS

3.1 Lloyd's broker relationship

A Lloyd's broker relationship is one that allows a Lloyd's broker to access a coverholder's information on Atlas. Users with this type of relationship can initiate changes for their coverholders.

3.2 Deal direct managing agents

A deal direct managing agent is a managing agent that acts as a broker when dealing with a coverholder. As with the Lloyd's broker relationship this type of user can initiate changes for their coverholders.

3.3 Associated managing agent

An associated managing agent relationship can be set up between a coverholder and a managing agent. This allows the managing agent to view a coverholder's details but they cannot initiate changes.

Atlas will automatically set up an associated relationship between a coverholder and managing agent where the agent leads a binding authority with the coverholder. This information is loaded on a daily basis from the Binding Authority Registration system.

A Lloyd's broker that has a relationship with a coverholder can create associated managing agent relationships between their coverholders and managing agents. This can be used to give follow market access to a coverholder's data or give potential followers access prior to a risk being written. The relationship lasts for a year, but can be renewed for a further year at any time.

3.4 Managing agent permitted to lead binding authorities

Some coverholders are restricted to the agents that can lead their binding authorities. This restriction can be applied by DAT when a coverholder is approved.

If a coverholder is restricted to managing agents that can lead their binding authorities then the managing agent(s) with permission to do so will be the only managing agent(s) that can support a change.

4 THE COVERHOLDER SITE

Every coverholder in Atlas has its own site. This site is accessed from the company search tab on the homepage, except for coverholder users who will be taken directly to their own site.

4.1 Summary tab

The summary tab provides an overview of the coverholder's tasks, permissions and contact details.

The task grid will be filtered to show tasks specifically for the coverholder and the user accessing a site.

A coverholder will be able to see all their tasks regardless of the Lloyd's broker or managing agent involved. A Lloyd's broker or managing agent will only be able to see tasks where they are involved in that task.

4.2 Details tab

The details tab includes all the information held on the coverholder.

When you click on the required section from the left hand menu you will be presented with the details in the main window. In the case of Financial Information and Professional Indemnity the most recent set of data will be displayed. Other periods can be selected from the drop down.

4.3 Documents tab

The documents tab allows users to upload general documents to the coverholder site.

All documents uploaded via this section will be accessible to all companies that have a relationship with the coverholder. You should avoid uploading documents of a commercial or sensitive nature.

5 CHANGES & APPLICATIONS IN ATLAS

5.1 Initiating a change

Changes to a coverholder's details can be initiated by:

- The coverholder
- A Lloyd's broker that has a relationship with the coverholder
- A Managing agent dealing direct with the coverholder, i.e. acting as the Lloyd's broker
- Lloyd's DAT

A change cannot be initiated by anyone that does not have a relationship with a coverholder, a managing agent that does not deal direct with a coverholder or a Lloyd's user not in DAT.

5.2 Common elements of changes

5.2.1 Stakeholders

All changes have stakeholders that can see the change in progress.

These stakeholders are selected from the stakeholders form and this will always be the first form in any change. Stakeholders are a combination of the:

- Coverholder – Always a stakeholder in changes to themselves
- Lloyd's broker – A stakeholder in all changes, unless a managing agent deals direct with the coverholder
- Managing agent – A stakeholder in changes that require the support of a managing agent, or in all changes where the managing agent is acting as the broker
- Lloyd's – A stakeholder in all changes. Lloyd's international representatives will also be able to see all changes

5.2.2 Add documents

You can add documents to any form that you are completing and in some cases these documents will be mandatory.

When uploading a document you are required to select a security:

- **Restrict document access to only companies involved in this change** – This will restrict the document to the stakeholders only, no other companies with a relationship with the coverholder will ever be able to see or access this document. This is useful for documents that may be commercially sensitive, for example business plans.
- **Restrict document to all companies that have a relationship with this coverholder** – This will restrict the document to all Lloyd's brokers and managing agents that have a relationship with the coverholder. This is useful for documents such as licences where they are not commercially sensitive and every company that has a relationship with the coverholder would benefit from seeing it.

5.2.3 Supporting comments

You can add supporting comments to all changes; this allows you to add any other information that is relevant to the form. All stakeholders in a change can see the supporting comments and reply to them.

Supporting comments are the only area of a form that can be updated after a change has been submitted.

Your supporting comments will never appear on a details page, they will only be available to stakeholders in the change by accessing the completed item via the task tab.

5.2.4 Save & next / Save & previous

Save & next and Save & previous will save the form you are working on and move on to the next form. When saving changes, the form will be validated to check if all mandatory data has been entered.

If you move to another form using the left hand menu you will lose any changes that have been made since going to the form and a warning message will appear.

5.2.5 Validation – green tick / red cross

When clicking on Save & next or Save & previous Atlas will save the form and move on to the next. When a form is saved a green tick or red cross will appear next to the name of the form on the left hand menu.

If any forms have a red cross next to them it means that some mandatory data has not been completed, or that a mandatory document has not been uploaded.

All forms require a green tick before a change can be submitted.

5.3 Actions

5.3.1 Submit

When a change has been completed the final page will allow you to submit it to the next stage in the process. If the submit button is not active you need to ensure that:

- all the forms in your change have passed validation (green ticks)
- the tick box confirming you have read the declaration has been ticked
- relevant sign off information has been entered for new applications

Once submitted a change will become locked and none of the data can be changed, except supporting comments. To make amendments it will need to be returned to the originator.

5.3.2 Cancel change

A change that has not been submitted can be cancelled. Cancelling a change will mean that it becomes locked and will move to your completed tasks. Once cancelled you will not be able to reactivate a change and if required it will have to be started again.

5.3.3 Save for later

If a change cannot be completed you can use the 'Save for later' option to save it and come back to it at a later date. If you start a change then navigate away to the home page or log out of the system it will also be saved.

5.3.4 Approve

Following the submission of a change it will be reviewed and can be approved by the user. Approval allows the change to move on to the next stage of the review process, except for Lloyd's users where approve confirms that the change can be completed within Atlas and any other related systems should be updated.

5.3.5 Reject

Following the submission of a change it can be rejected by the user at the next review point in the process. A rejected change will appear in the users completed task list and cannot be reactivated. A supporting comment should always be added to rejected changes to provide the reasons for rejection.

5.3.6 Return

Following the submission of a change it can be returned to the originator by the next user in the review process. This option will send the change back to the user that created it so that it can be edited. A supporting comment should always be added to explain why a change has been returned and what subsequent information is required.

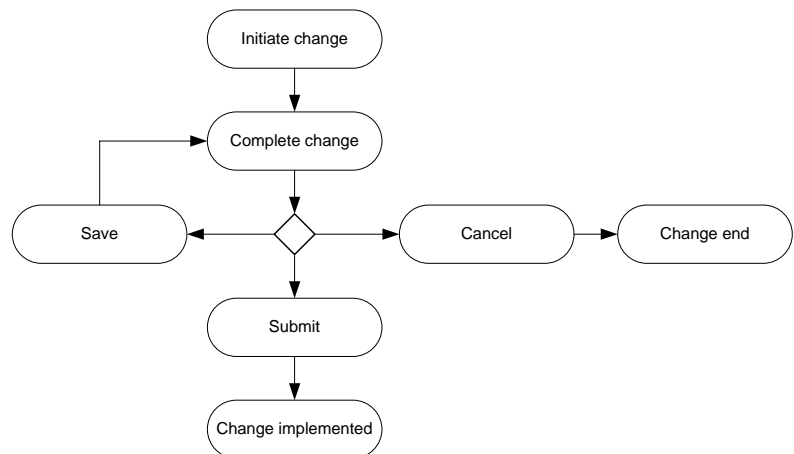
5.4 Update changes

Update changes do not involve any approval process. When the user 'Submits' the new form, the details within Atlas are updated immediately.

Update changes are:

- Professional indemnity
- Financials
- Bank accounts
- Updating an existing member of staff
- Licences
- Associated managing agent relationships

The diagram below illustrates how the change is made:



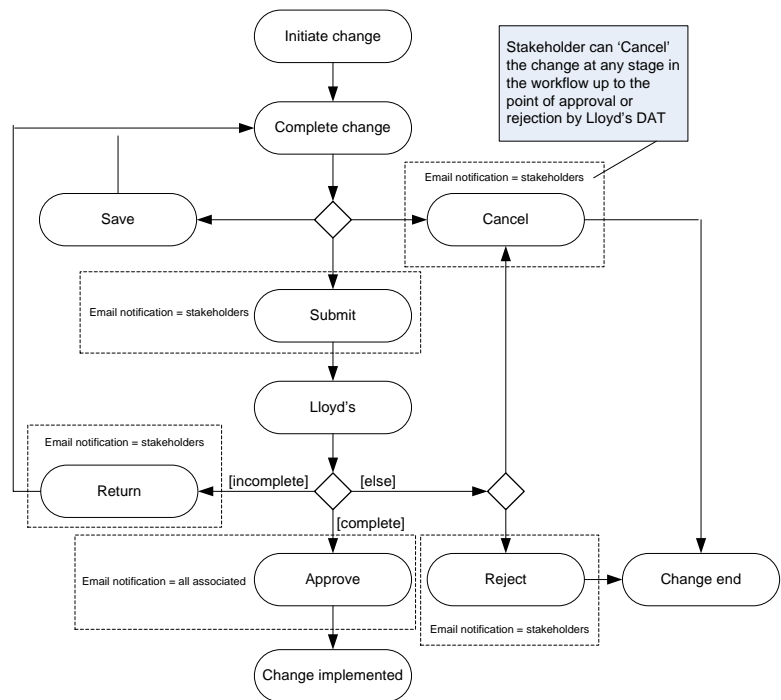
5.5 Details changes

Details changes require Lloyd's approval, on approval all Lloyd's brokers and managing agents with a relationship with the coverholder will be notified of the change so they can update their records if required.

Details changes are:

- Company information
- New staff
- Ownership
- Direct deal managing agent relationship (notifications do not go to all interested parties)
- Annual Compliance (when submitted by the Lloyd's broker)

The diagram below illustrates how the change is made:



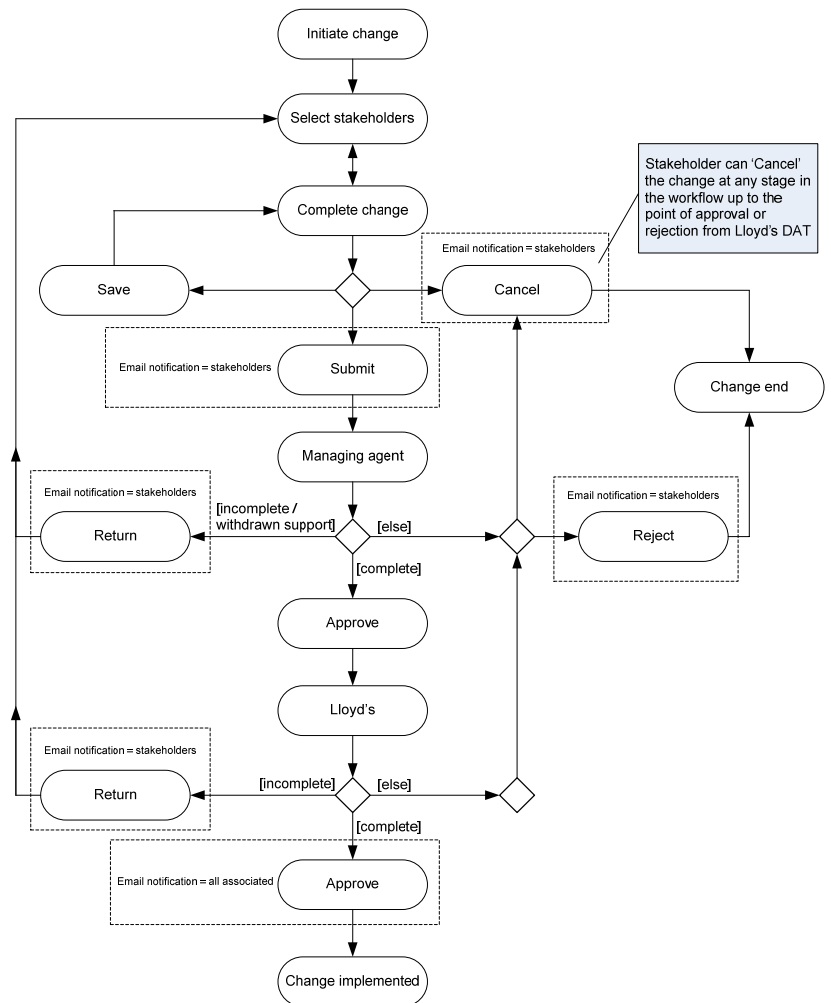
5.6 Permissions changes

Permission changes require the approval of a managing agent and Lloyd's before the change can be made. Notification of these changes is restricted to just those stakeholders involved in the change.

Permissions changes are:

- Class of business
- Regions
- Underwriting/claims authority
- Lloyd's broker relationship
- Permitted lead managing agent relationship

The diagram below illustrates how the change is made:

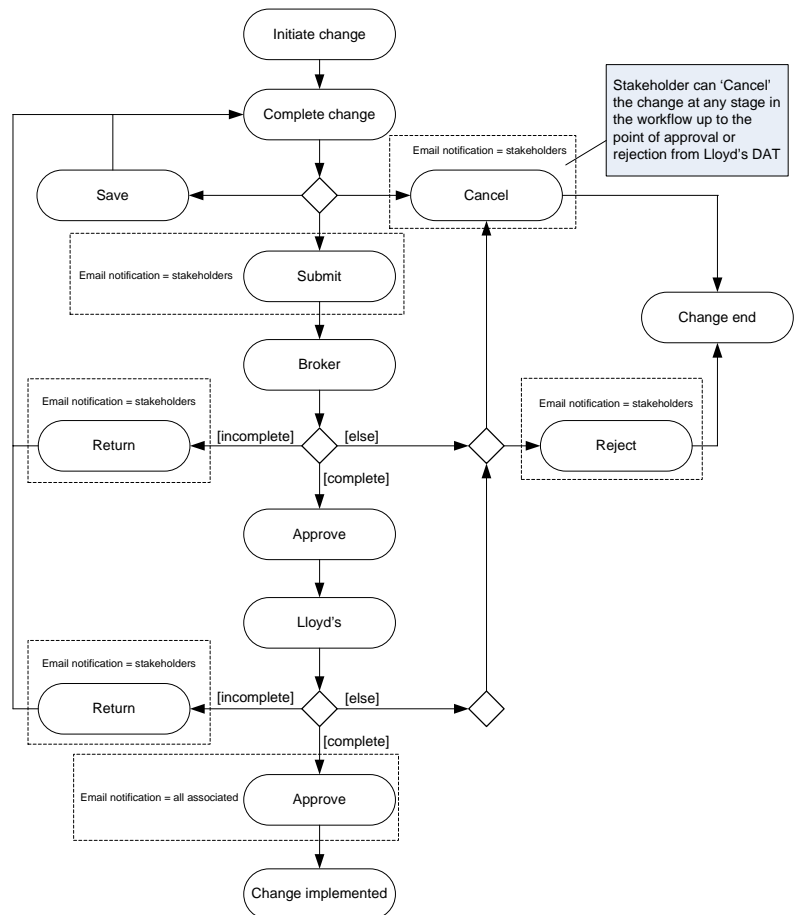


5.7 Annual compliance

The annual compliance process can be completed by the coverholder, or by the broker on behalf of the coverholder.

If the broker completes the annual compliance process it will be sent directly to Lloyd's in the same way details changes are. In this circumstance the broker will be required to upload a copy of the coverholders annual compliance questionnaire.

If the coverholder completes the process a broker that already has a relationship with the coverholder must be selected as a stakeholder. This broker will then be required to review and approve at which point it will be sent to Lloyd's. The diagram below illustrates this process:



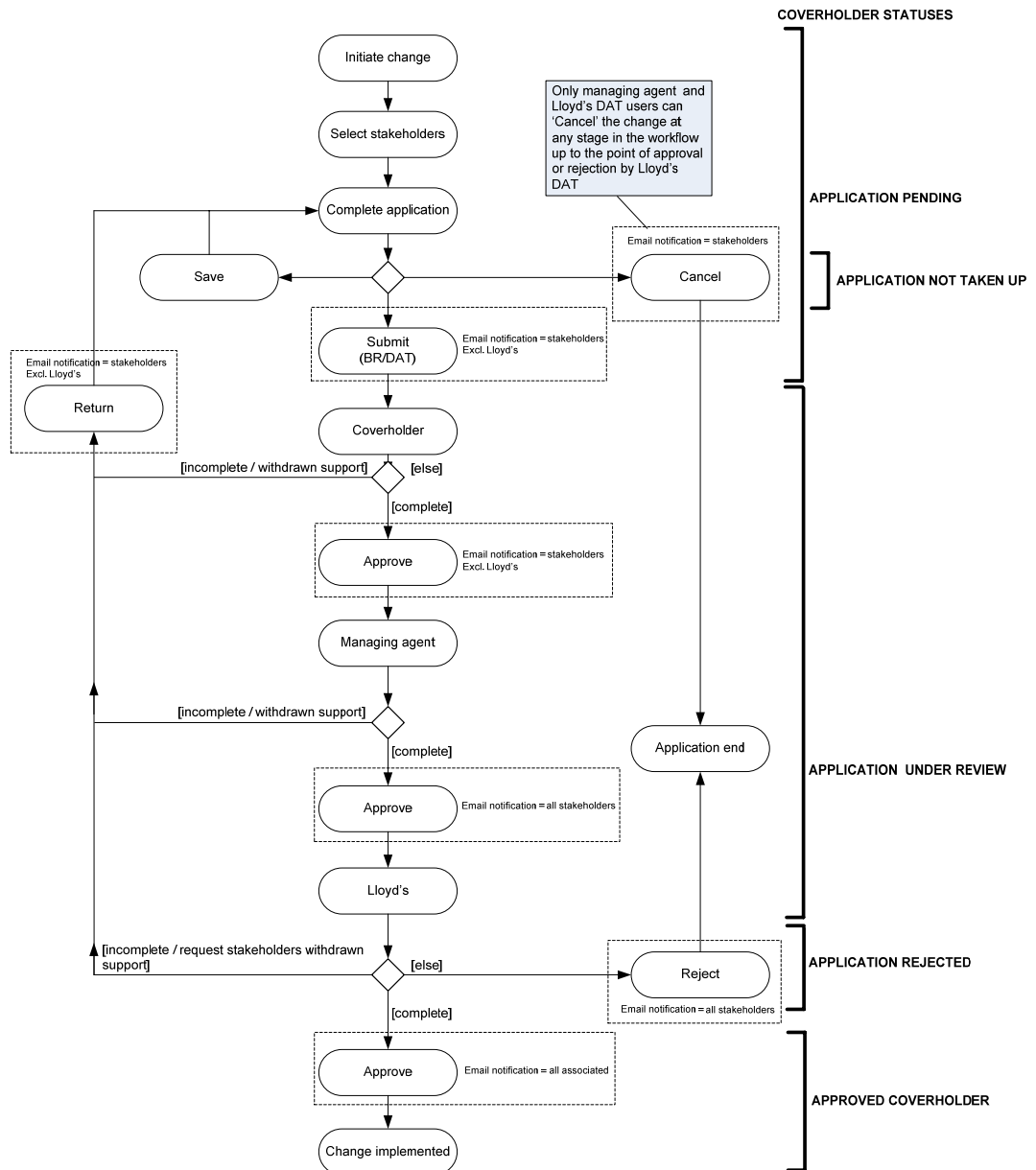
5.8 New coverholder application

New coverholder applications, including branch applications, can be initiated by a Lloyd's broker or a managing agent.

Once an application is made the Lloyd's broker or managing agent will need to complete a form to set the coverholder up with access so that the application process can be completed.

Lloyd's also requires an original signed coverholder undertaking before the application can be approved.

The diagram below illustrates how an application is processed where it is initiated by a managing agent:



The diagram below illustrates how an application is processed where it is initiated by a Lloyd's broker:

