

30 Dec 2025

# CLAIMS REPORTING SUITE

## HELPDESK

The Claims Reporting Suite Helpdesk is managed and run by Velonetic.

Email address: [sm.business.intelligence@dx.com](mailto:sm.business.intelligence@dx.com)

When contacting the Helpdesk please advise them you are using the Lloyd's Claims Reporting Suite.

## SERVICE STATUS

The current service status for Claims Reporting Suite can be viewed online.

DXC Service Screen: <https://dxclm.statuspage.io/>

## CORE SERVICE HOURS

The core service hours are 7am to 7pm local UK time, Monday to Friday excluding English public holidays.

During the core service hours, the Claims Reporting Suite is fully supported by the Velonetic Helpdesk. Outside of these hours any issues raised, including service availability will be addressed the next working day.

## 24X7 ACCESS

Users will normally be able to access their data 24 hours a day, 7 days a week. From time to time there may be routine maintenance outside of UK business hours.

## USER REGISTRATION

### New User Registration

Requests for new user registration must be sent to [ClaimsMITeam@lloyds.com](mailto:ClaimsMITeam@lloyds.com) and include:

- Approval from the Managing Agent's Head of Claims
- Confirmation of the requested service:
  - Online access only, or
  - Online access plus monthly/quarterly emailed summary reports

### User De-registration

Requests for de-registration should also be sent to [ClaimsMITeam@lloyds.com](mailto:ClaimsMITeam@lloyds.com)

## PASSWORD RESET

### Password Reset

To comply with audit security requirements, Velonetic periodically resets user passwords.

- If your previously working credentials no longer work, check to see if you have been issued with a new password.

30 Dec 2025

# CLAIMS REPORTING SUITE

## Account Inactivity

Accounts inactive for more than four months may be removed.

- If you believe your account was removed due to inactivity, contact [ClaimsMITeam@lloyds.com](mailto:ClaimsMITeam@lloyds.com) to arrange a new account setup.

## Further Assistance

If you cannot locate your updated credentials and have accessed the platform recently, contact the Velonetic Helpdesk at [sm.business.intelligence@dxc.com](mailto:sm.business.intelligence@dxc.com).

## GLOBAL ACCESS

You can use the Claims Reporting Suite anywhere in the world, all registered users need is an internet connection and a compatible web browser.

## DATA AVAILABILITY

The data in the Claims Reporting Suite will be updated 5 times a week excluding bank holidays, on the following schedule.

"As-At" Date	Data available by 7am
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday
Thursday	Monday
Friday	Tuesday

## SUMMARY REPORT DISTRIBUTION

The monthly and quarterly summary reports will be distributed to email recipients in PDF format.

Recipients do not have to be registered as Claims Reporting Suite online users, but the email address cannot be a personal one e.g. Gmail or Hotmail.

Monthly summary reports will be distributed within 5 working days of the following month.

Quarterly summary reports will be distributed on the following schedule:

Period	Availability
Q1 Jan – Mar	By 5 <sup>th</sup> working day of April
Q2 Apr – Jun	By 5 <sup>th</sup> working day of July
Q3 Jul – Sep	By 5 <sup>th</sup> working day of Oct
Q4 Oct - Dec	By 5 <sup>th</sup> working day of Jan

Requests to be added or removed from the distribution list should be to [ClaimsMITeam@lloyds.com](mailto:ClaimsMITeam@lloyds.com).

30 Dec 2025

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## PERFORMANCE TIPS

A number of variables can impact the (system) performance of Claims Reporting Suite, including how many people are using Claims Reporting Suite at the time, your PC, network, and internet access.

**Intermittent problems:** may be due to heavy traffic on your network/internet, or because we have a surge in people using Claims Reporting Suite.

**Suggestion:** try again later and try to avoid peak periods e.g. if Monday mornings are always worse.

**Downloading transactional data problems:** may be due to the size of the data, causing a timeout or exceeding download thresholds

**Suggestion:** try to download in smaller blocks e.g. filter by COB10, or only the Latest Snapshot.

## BUSINESS UNIT MAPPING

The Business Units shown in Claims Reporting Suite are based on mappings provided by each managing agent.

If you wish to amend your business unit mapping please contact [ClaimsMITeam@lloyds.com](mailto:ClaimsMITeam@lloyds.com) .

## IT REQUIREMENTS

The Claims Reporting Suite is:-

- a web based solution
- available over the public internet
- available in any country
- users will need to login using a user name and password

## SUPPORTED WEB BROWSERS

The list of web browsers supported include:-

- Microsoft Edge (latest version for Microsoft Windows)
- Microsoft Edge (latest version for IOS and Android devices)
- Mozilla Firefox (latest version)
- Apple Safari 15 & 16
- Apple Mobile Safari (iOS 15 & 16 devices)
- Google Chrome (latest version for Microsoft Windows, Apple Mac, and Android devices)

## ADDITIONAL REQUIREMENTS

The web browsers must have the following:-

- Ajax (Java) support and Javascript enabled

## QLIKVIEW

The Claims Reporting Suite is based on Qlikview technology.

30 Dec 2025

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**QUESTIONS/COMMENTS/CHANGE REQUESTS** to [ClaimsMITeam@lloyds.com](mailto:ClaimsMITeam@lloyds.com)