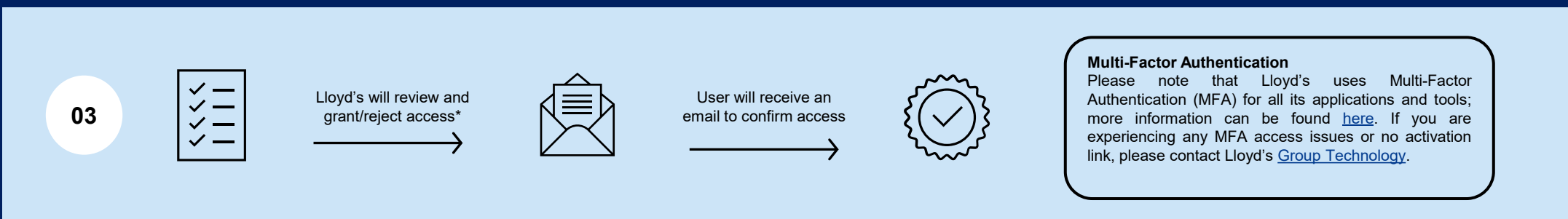
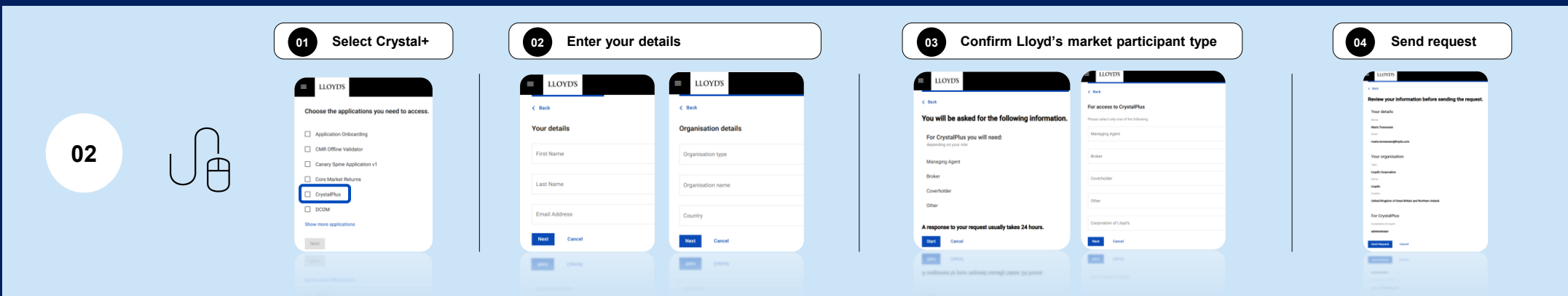
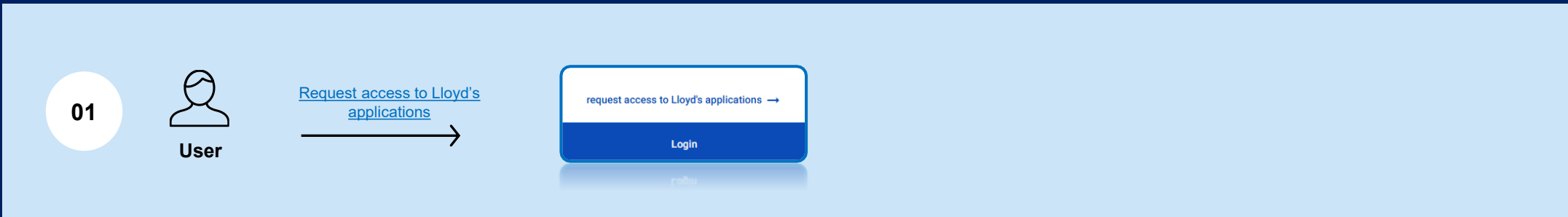


How to access Crystal +



Multi-Factor Authentication
 Please note that Lloyd's uses Multi-Factor Authentication (MFA) for all its applications and tools; more information can be found [here](#). If you are experiencing any MFA access issues or no activation link, please contact Lloyd's [Group Technology](#).

*Access to Crystal+ is for Lloyd's market participants only; Lloyd's managing agents, Syndicates, Lloyd's registered brokers and coverholders.

Crystal + Overview

Quick and easy access to global regulatory, compliance and tax information in one single, intuitive platform, supporting our market in writing globally compliant business.

The screenshot shows the LLOYD'S Crystal+ web application interface. The header includes the LLOYD'S logo, the Crystal+ brand name, and a 'Log out' link. The navigation menu contains 'Home', 'Risk Locator', 'Territory Manuals', 'Taxes', and 'What's New'. A disclaimer is visible below the navigation, stating that Crystal+ is for general information purposes only. The main content area is divided into three columns: 'Risk Locator', 'Territory manuals', and 'Taxes'. Each column has a search input field and a 'Start new enquiry' or 'Explore' button. Below these columns is a 'What's New' section with a 'See all new' link and three news items: 'NEW - Belgium', 'NEW - US - Indiana', and 'NEW - US - Wyoming'.

Risk Locator

Assess your regulatory and tax risk locations and Lloyd's authorisation status

Territory Manuals

Provides global regulatory requirements applicable to Lloyd's underwriters and Lloyd's Europe

Taxes

Find global tax requirements applicable to Lloyd's underwriters and Lloyd's Europe

What's New


View the latest content updates from the territory manuals

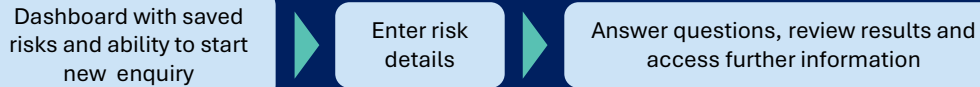
API Platform

Connect to Crystal+ content directly through our APIs


How to use Crystal +

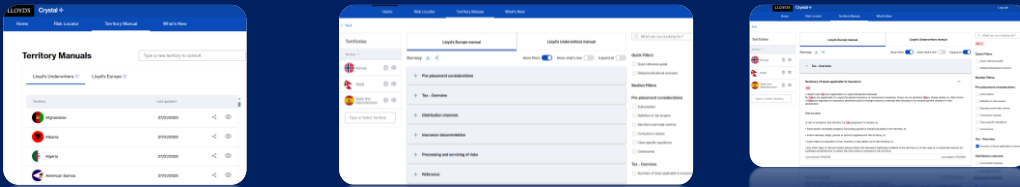
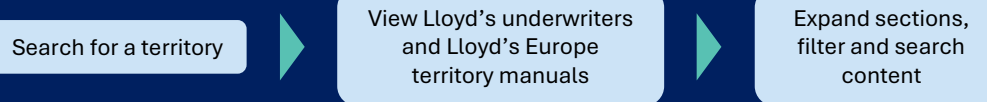
01 Risk Locator

 Assess your regulatory & tax risk locations, authorisation status and view territory manuals




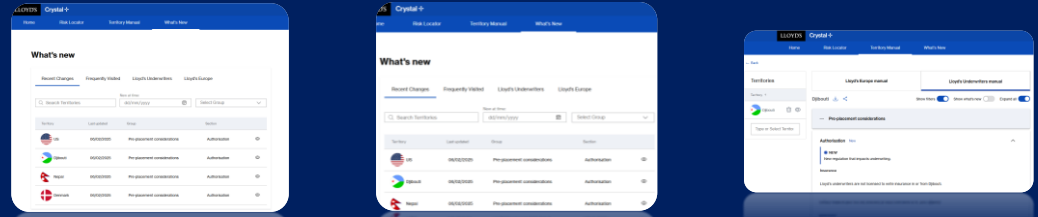
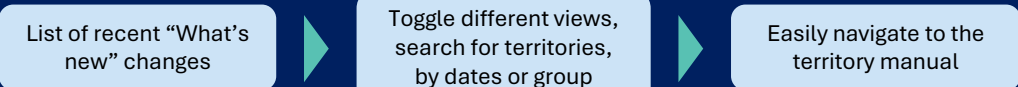
02 Territory Manuals

 View global regulatory requirements applicable to Lloyd's underwriters and Lloyd's Europe



03 What's New

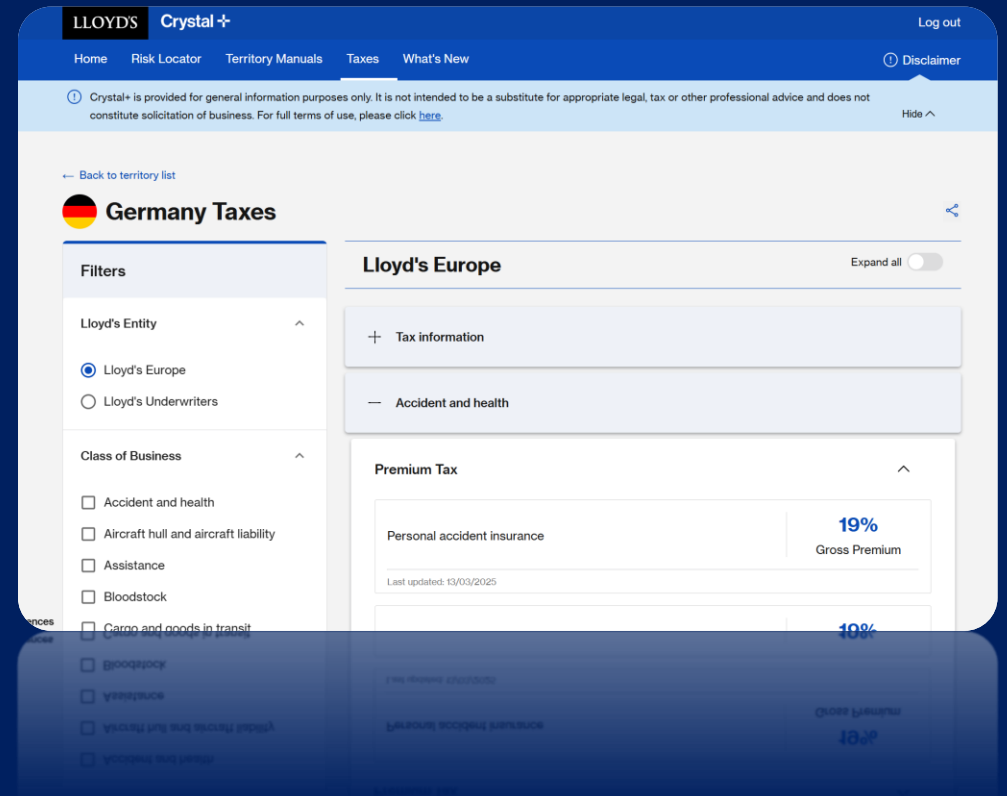
 View new content that has been updated or added to the territory manuals. Changes to tax content are also included here.



How to use our new tax dashboard

View global tax requirements applicable to Lloyd's underwriters and Lloyd's Europe

- 01 Select a territory from the territory lists or drop-down search box
- 02 When viewing a territory's tax page, ensure you have selected the correct Lloyd's entity: Lloyd's Europe for policies with a Lloyd's Europe stamp or Lloyd's underwriters for policies with a syndicate stamp
- 03 Select the class of business you are interested in to view the applicable taxes. For each rate, you can see the value, method of calculation, and any footnotes to provide additional information about specific rates
- 04 For further details about how taxes are calculated and administered, select the relevant tax type within the Tax Information section at the top of the page
- 05 To refine your search, use the filter panel to filter by class of business, or hide any classes of business where no taxes apply (where applicable)
- 06 Use the 'Share' icon to copy the link to a territory taxes page, or share it with another user in your organisation via email



Do you need help?

Crystal+ Market Support Portal

The screenshot shows the Crystal+ Market Support Portal interface. On the left, there is a 'Create a support request' form with a search bar and a dropdown menu for 'Support request categories'. The main content area features a 'What can we help you with?' section with a search bar and a 'Create support request' button. Below this is a table titled 'Your latest support requests' with columns for 'Support request', 'Status', 'Service', 'Category', and 'Date updated'. The table lists several requests with a status of 'New working on it'. At the bottom, there is a 'Knowledge articles' section with a search bar and a 'Find a knowledge article' button.

Requires identity account – same as Crystal+

User can check the status of the ticket

Knowledge articles – How to guides

[Log a ticket](#)

Lloyd's User Support

The screenshot shows the Lloyd's User Support form titled 'Something broken or not working'. The form asks for 'Incident Details' and includes fields for 'Who is the impacted user?', 'Please enter the email address for the impacted user', and 'Please enter a contact phone number for the impacted user'. It also has a dropdown for 'Which application or service is not new accessible or not functioning as required?' and radio buttons for 'How can we help you?'. A 'Date / Time that the incident occurred' field is also present. The form ends with 'Reset' and 'Submit' buttons.

Requires identity account – same as Crystal+

Problems accessing Lloyd's applications and services

User can check the status of the ticket

[Log a ticket](#)