

MARKET BULLETIN

REF: Y4211

Title	Atlas – Launch of a new system to help manage coverholder data
Purpose	To inform the Market of the purpose and functionality of Atlas, and invite those interested to Market presentations
Type	Event
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Deadline	Not applicable
Related links	www.lloyds.com/coverholders

Atlas is now available online to all managing agents, Lloyd's brokers and coverholders. This bulletin outlines the purpose and functionality of the system and gives information on a series of presentations to be held to demonstrate Atlas.

What is Atlas?

Atlas deals with three main areas of coverholder activities:

- 1 New coverholder applications, including branch applications.
- 2 Changes to coverholder details and permissions that are applied centrally by Lloyd's, e.g. classes of business.
- 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.

Removing the paper based processes and putting this information online 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 is able to see the same source of information that Lloyd's, including Lloyd's international representatives, have access to and can make or request changes to it.

How are changes made?

The current process for making changes and applications, using forms available on lloyds.com, has been translated in to an online system, with the same review and approval requirements.

For example, a change of name or address will require the broker to enter the changes on to Atlas which will then be submitted to Lloyd's for review and approval. On approval **all** Lloyd's brokers and managing agents that have a relationship with the coverholder will be notified of the change.

Permission changes, including classes of business and region extensions, will require a managing agent's support. On approval **only** the Lloyd's broker and managing agent involved in the change will be notified.

How secure is the system?

Access to coverholder information on Atlas is based on relationships that are currently used in the Binding Authority Registration website. If a user does not have a relationship with a coverholder they will not be able to access that coverholder's information.

The system has been designed to keep these relationships confidential and has been successfully tested on numerous occasions by a third party security specialist.

Accessing Atlas

In order to access Atlas you will need to have at least one devolved administrator set up at your organisation; this person will then be able to set up other users. A similar process is used for the Binding Authority Registration and Restricted Coverholder websites.

Once a user is given permission by their devolved administrator to access Atlas, log on details will be the same as those used to access Lloyd's Crystal application.

Populating data

A lot of the data that Atlas will record will not be present at launch because Lloyd's does not currently hold any of this information, e.g. coverholder financials or PI. Over time this data will be populated via the annual compliance process and through new applications.

In order to assist with the initial population of Atlas with data Lloyd's is offering a service to upload a coverholders latest annual compliance return. This service will be offered for a fee of £30 per annual compliance return and would be available in early 2009.

It will be helpful to obtain an indication of demand to allow the proper resources to be put in place. If this service would be of interest please email ruth.habel@lloyds.com with the expected number of annual compliance returns you would like loaded on to the system.

Find out more

Lloyd's have organised a number of presentations to tell you more about Atlas and demonstrate the system.

The following presentations will take place at Lloyd's from 1pm – 1.45pm.

Thursday 11th December (Gallery 11 presentation room)

Tuesday 16th December (Old Library)

Monday 26th January (Gallery 11 presentation room)

If you would like to book a place on one of these presentations please email ruth.habel@lloyds.com.

In addition to the presentations a member of the Delegated Authorities Team will be available to answer questions at the Lloyd's International Trading Advice desk on the ground floor of the underwriting room from 10am – 12pm and 2pm – 4pm from 2nd to 12th December.

Next steps

If you are interested in finding out more you can use any of the methods detailed above.

Lloyd's Delegated Authorities Team will be contacting all managing agents and Lloyd's brokers in the near future to organise setting up devolved administrators.

Lloyd's will work with Lloyd's brokers and managing agents to set up those coverholders wishing to use the system during 2009.