FAQ / Tips for the Software

Admin

How can I contact the Helpdesk?

The helpdesk can be contacted by email: Lloyds-MRC-Help@lloyds.com.
Please note that all users are advised to review the Member Modeller user manual and this FAQ before directing queries to the Lloyd's Helpdesk.

I cannot login to Member Modeller anymore?

We will remove access for users that have not logged on for over 12 months. Managing Agents and Members Agents will be contacted to review their users when updating our system.

An error page is displayed, who should I contact?

If an error page is displayed or if the website is unavailable agents should contact ITGCustomerSupportCentre@Lloyds.com or 020 7327 5252.

Any admin queries should go via Market Services: Lloyds-Market-Services-Market-Returns@lloyds.com or 020 7327 5021.

I am an administrator, but one of my agency users is unavailable in admin to link members.

Each agent user of the software must login to the software at least once before they are available to link members to.

I cannot find syndicate 0623

Beazley's syndicate 0623 has been combined with syndicate 2623 for modelling purposes. We have developed the software to enable both syndicate numbers (0623 & 2623) to be included on the import files and is shown as syndicate 2623 / 0623 in drop down lists. The data will be modelled as syndicate 2623 as normal.

General

NEW 2014 year of account is not shown in the drop down box

The 2014 year of account is now generally assumed to be closed at the end of the 2017 underwriting year, unless we have specific information to the contrary. Only open years of account from 2015 to 2017 and run-off years for 2014 and prior, are now visible in the drop down boxes.

NEW I cannot see the horizontal scroll bar on the 'View Members' page

In response to feedback from users the horizontal scroll bar has now been replaced by a vertical scroll bar, which makes scrolling through members more seamless. In addition, alphanumeric sorting links have been added that allow for quick filtering and navigation of the member list. You will also notice that the search box has been moved outside of the list to ensure that it is visible while navigating through the entire member list.

Multimember functionality

A new group function now allows a member to see several members upon a single login. This is useful when a member may want to see the other members in their group / family without logging into each one individually. **Note: When a normal member chooses to be a multimember, some functionality will be restricted.**

Dummy MAPAs (Process change)

Members' Agents are requested to advise MRC of the intention to operate a new MAPA in the Proposed Year, as soon as the MAPA Number is confirmed. MRC will then ensure that the new

MAPA is available as a “true” MAPA. Dummy MAPAs should NOT continue to be used beyond this point, because of the difficulties caused when “true” MAPA allocation data becomes available.

How can I select all members on one page?

The ‘select all’ checkbox selects members from every page. Members may be selected individually by checking the boxes within and across different pages. If you want to re-use a selection then press ‘add selected’ and then they will be added to your selected members (accessible in the top right drop down box).

Creating Multiple Dummy Members

Agents can now import lists of Dummy Members (Dummy code and name) from a designated csv file. The ability to add members individually will remain.

Reporting

New I cannot see the ‘Active Set ECA’ report or the ‘Agent Summary’ report

Improvements have been made to a number of reports; this includes the creation of the new ‘Active Set ECA’ and ‘Agent Summary’ reports which contain Life OPL and Life ECA (%) columns. These are prefixed with “Extended”. We have maintained existing reports for continuity and these are prefixed with “Abridged”. We will consult later this year on whether we can remove these. In addition to this we have also amended the ‘Existing Conversions’ reports to make them more useful.

Is it possible to report on life member participation sets?

Yes. The ‘Member Summary’ report displays the results of your modelling in PDF or XLS format by selecting the ‘Life ECA’ tab. This is available via the ‘Member Participation Set Details’ page.

The ‘Final Life ECA (£)’ is available on the ‘Group Participation Set’ report as well as the ‘Agent Summary’, ‘Member Summary’ and ‘Active Set ECA’ reports via the ‘Reports’ menu.

How do I exclude Dummy Members from the ‘Active Set ECA’ Report?

Dummy members can now be excluded from the report by selecting ‘All Active Members’ from the Member Filter drop down and then selecting the ‘Exclude Dummy Members’ check box.

When scaling member participations, the ECA result on screen does not match the ECA value in the Reports?

The value displayed on screen represents the Pure ECA before the application of the prevailing minimum. The reported figures via the results tab and the reports section display the Final ECA value (with minimum applied).

Why do I get a pop-up blocker when I download reports?

The internet settings of your browser will likely block the download of the xls and pdf reports. You can click the pop up and allow and then re-run the report and it will download, however this will continue to occur each time you download.
Users are advised to add the member modeller software to their list of trusted sites in the Internet Options section. This allows exporting and importing of data to be completed without pop-up blockers and delays occurring. Using Internet Explorer, from within the software, select the following:

“Tools” → “Internet options” → “Security” → “Trusted Sites” → “Sites” → “Add”

For the setting to take effect, please restart the browser and log back in.

When I run the MAPA syndicate participation report I cannot see the baseline MAPA?

If a MAPA is amended then the amended version will be shown in all reports. If you have a requirement to see the original MAPA in the reports then the MAPA will have to be reverted to baseline.

Why do I get a scaling report instead of results?
The system is limited to the number of calculations that can be executed at any one time. If the limit is reached in terms of large volume of members and scaling points then a report will be returned instead of the results presented on screen. We advise users to scale selected members using the 5 point scaling function rather than the 26 point scaling function (i.e 0 to 125%).

Why do I get an error message when opening reports in Excel 2003?
This occurs due to a compatibility issue. The reports are viewable by selecting ok to the error message and can then be viewed as normal.

Calculations

After applying a target ECA, why does the final ECA not match in the member results page?
The target ECA works on pure ECA results and does not round down to one decimal place. The target ECA functionality is designed to provide a guide to the possible member ECA and the final ECA in the results will always provide the final rounded value.

Why is the final ECA amount a round value?
Members' ECA values shown in the results pages and reports are rounded down to one decimal place. This enables members' agents to publish the final values as true member requirements.

How is the year of account volatility calculated on the 'Member Summary' report?
The volatility measure provided in the 'Member Summary' report is determined as the number of standard deviations from the mean result of the 1 in 200 Value at Risk (VaR) result for each year of account. This is provided as a simple relative measure of volatility for comparing different scenarios.

How is diversification credit calculated?
The member capital calculation is derived directly from the aggregation of the member's share of syndicate result distributions, the correlations being inherent in the ranking of the trial results. The member capital requirement is the 1 in 200 VaR result of the aggregated distribution.

Total diversification is the difference between the member capital requirement and the member's share of the 1 in 200 VaR of all syndicate years of account on which member underwrites in aggregate.

The year of account (YOA) diversification is calculated as the difference between the member capital requirement and the member share of the 1 in 200 VaR of all years of account on which member underwrites in aggregate.

The syndicate diversification is calculated as the difference between the member capital requirement and the member share of the 1 in 200 VaR of all syndicates on which member underwrites in aggregate (this number is not explicitly disclosed on the member report and will not be exactly equal to difference between total diversification and YOA diversification as there is some overlap between syndicate and YOA diversification).

How can I speed up imports?
Speed up the importing of data by removing the back year data from the .csv file. The back year data will be populated by the system anyway, as it cannot be edited without permission.

Participations

NEW The Life ECA option is missing from the menu. How do I model Life participations?
Life members can now be modelled within the Member Participation Set Details page via the View Members screen. **Please refer to page 51 of the user guide.**

The 'Create Participation' button is greyed out when I try to model Inactive members?
Inactive Members can now be modelled by contacting the MRC helpdesk who will make the 'Create Participation' button available again.

I cannot name my set 'Lloyd's Participation Set'
It is not possible to create a new participation set with the name 'Lloyd's Participation Set' as this name is reserved for the real Lloyd's participation set.

Back year participations do not appear when I import a Dummy Member file
The system now has the ability to store back year sets of participations, which will then be attached to the dummy member when they are included on single imports. **Please refer to page 47 of the user guide.**

Why has my participation set disappeared?
Currently the system allows any user to delete participation sets created by any other user from within your organisation. This may be reviewed in a future version of the software.

Unexpected error when creating a Participation Set
This occurs when a Participation Set is created using a symbol at the beginning or end of the set name. Using Symbols in a participation set name should be avoided. This error will be reviewed so that a more meaningful message is displayed.

Is it possible to create two Participation Sets with the same name for a given member?
The system now prevents you creating two participation sets with the same name and you will be asked to change the name if one already exists. Each participation set is named differently to avoid confusion and to be able to distinguish between the two sets.

Sorting the valid status of members' active participation sets
On the "View members" webpage, agents can now sort the valid status of members' active participation sets. Data releases can invalidate active sets and should this happen, it is now easier to review the extent, and likely cause, of sets becoming invalid.