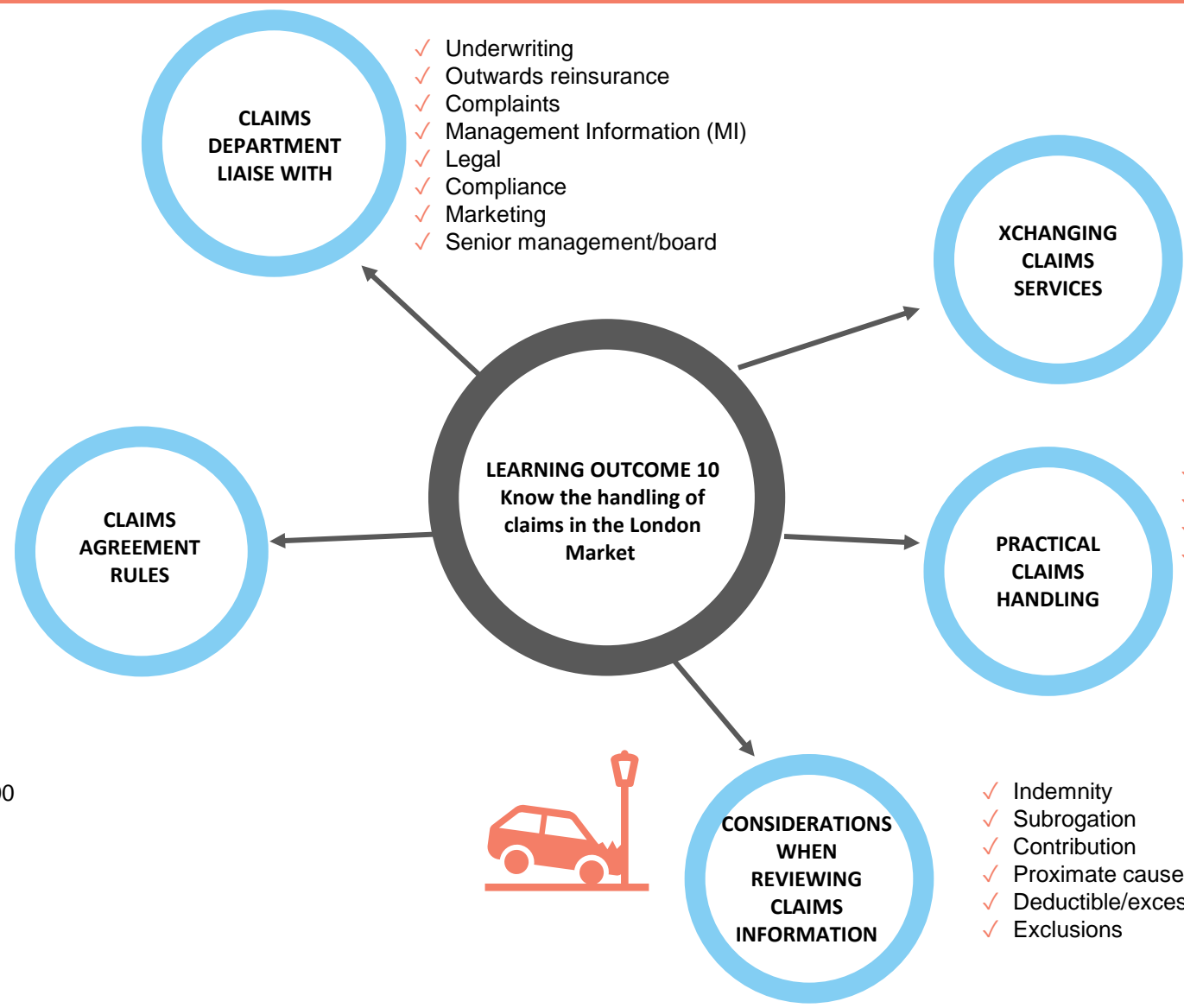




- ✓ IUA Company Market (non-marine) – no binding possible
- ✓ IUA Company Market - Marine business (not excess of loss)
- ✓ IUA Company Market - Aviation business (not excess of loss)
- ✓ Excess of loss reinsurance
- ✓ Lloyd's Market – Lloyd's Claims Schemes
- Standard claims (<£500,000 or <£1,000,000 for energy)
- Complex claims (>£500,000 or >£1,000,000 for energy)
- ✓ Claims Transformation Programme (CTP)
- ✓ Single Claims Agreement Party (SCAP)



- ✓ Underwriting
- ✓ Outwards reinsurance
- ✓ Complaints
- ✓ Management Information (MI)
- ✓ Legal
- ✓ Compliance
- ✓ Marketing
- ✓ Senior management/board

- ✓ Technical processing
- ✓ Electronic Claims File (ECF)
- ✓ Unique Claims Reference (UCR)

- ✓ First notification of loss
- ✓ Advising the insurers
- ✓ Updates/negotiations
- ✓ Settlements

- ✓ Indemnity
- ✓ Subrogation
- ✓ Contribution
- ✓ Proximate cause
- ✓ Deductible/excess
- ✓ Exclusions

