

LLOYD'S AGENCY NETWORK

Background

The Committee of Lloyd's established the Lloyd's Agency network in 1811 to protect the interests of Lloyd's underwriters. Since then, the mandate has broadened and the network now serves the global insurance industry and its customers.

The network comprises over 300 Lloyd's Agents and a similar number of Sub Agents in over 170 countries and thus forms the world's most extensive independent surveying and adjusting network. Lloyd's Agents are situated in all the main ports and commercial centres around the world.

The servicing of marine cargo, hull and transportation insurance is the bedrock of our network (however many Agents are experts in other classes of business as well). Our aim is to have as Lloyd's Agents the best marine service providers in the regions in which they operate. Our Agents offer on the spot support and, through the involvement of our claims team in London, our network is able to offer the highest possible service standards globally.

The Lloyd's Agency Department in London administers and manages the Agency network, provides quality control and supports clients' use of the network by the following means.

1. Claims Management Team

The Agency Department has a team of 4 experienced and technically proficient marine claims adjusters whose brief is to enhance the quality of our network's services and the support we provide to our clients.

David Lawrence, Jan Leaver, Aidan Holly and Keith Sturges have significant and varied marine insurance experience and, having been past users of service providers in the marine surveying and adjusting field, have a clear understanding of our clients' requirements.

Hereafter, any client can deliver its instruction to the Agency department, or copy us in on the instruction, and one of our claims management team will, **free of charge**, manage the instruction of the Lloyd's Agent for them. Short of being on the spot, our claims team will guide the process to ensure that our clients receive an appropriate work product¹.

This system will provide our clients with an extremely cost effective on-the-spot solution guided by London without any risk of a compromise in work product and with clear advantages in terms of speed of response.

Our claims team is also available to support our clients if they are not receiving an appropriate level of service from our Agents. We ask our clients to enlist our support if ever they do not receive an appropriate work product. Our involvement will ensure that all issues are immediately resolved to the client's satisfaction.

2. Training and Professional Standards

Each year all Lloyd's Agents sign a contract with Lloyd's under which they agree to adhere to our stringent service standards. The standards are on our website, www.lloydsagency.com.

¹ It is important to note that the client's contract is with the Lloyd's Agent but the Agency department is able to manage the undertaking of the assignment for the client and ensure that service standards are complied with.

In addition to supporting the Claims Management team, Keith Sturges is responsible for the ongoing training of Lloyd's Agents to ensure that all are able to meet our service standards.

The Lloyd's Agency department has devised 2 comprehensive cargo surveying training modules which are kept under review and Keith is now developing a claim adjusting module. The undertaking of this training is compulsory. All Lloyd's Agents must have on their team someone who has passed module 1 of our surveying training, failing which they will lose their Lloyd's Agency appointment. In 2009, module 2 will be compulsory and in 2010 all Lloyd's Agents authorised to handle claims under the Settlement of Claims Abroad scheme will be required to undertake the new claim adjusting module.

Whilst this training can be undertaken in the office throughout the year, the Agency department is assisting the Agents by holding regional training sessions 4 times a year at the department's expense.

3. Inspection and audit of Lloyd's Agents

The Agency department employs two experienced and respected Inspectors of Agencies to conduct comprehensive reviews of our Agents' operations.

Inspections are arranged on a regular basis to ensure that our Agents are meeting our standards and are also arranged on an ad hoc basis in response to customer complaint. If we receive more than one complaint about a Lloyd's Agent, our inspectors conduct an audit. Not only do they inspect the Agent concerned and others in the vicinity, but they also take the opportunity to meet with and assess all marine service providers in the region. Our aim is to have as Lloyd's Agents the very best marine service providers available in the regions in which they operate and we will change appointments if appropriate in that endeavour.

4. Global account co-ordination

With the ability of the Lloyd's Agents to provide immediate on-the-spot services, managed by the claims team in London, we can provide all marine insurers with a global survey and/or claim-handling and/or recovery solution by any means which best suits their business needs. We are completely flexible in our approach and able to adapt the services provided by the Lloyd's Agents to meet any of our clients' specific requirements.

For the London market, our Agents continue to support the Settlement of Claims Abroad Scheme which provides insureds and consignees with an on-the-spot claims service

The scheme can be adapted to accommodate any underwriter's particular needs - authority levels can be imposed and reporting or other criteria introduced. With the emphasis on segmentation of claims, and otherwise on cost effective claim handling, the scheme provides an effective solution to volume claim handling requirements.

5. Directory of Lloyd's Agents and their Sub Agents

A hard copy directory of Lloyd's Agents is available from the Agency department.

A directory is also contained on the Lloyd's Agency website, www.lloydsagency.com. Searches can be conducted by location, country or company name.

The Directory also includes 18 maps highlighting the location of Lloyd's Agents and their Sub-Agents.

6. Enquiries

Enquires regarding the Lloyd's Agency network can be addressed to:

Controller of Agencies	Karen Bizon karen.bizon@lloyds.com + 44 (0)20 7327 5735
Manager – Client Liaison	Aidan Holly aidan.holly@lloyds.com + 44 (0)20 7327 5525
Manager – Claims	David Lawrence david.lawrence@lloyds.com + 44 (0)20 7327 5093
Claims Co-ordinator	Jan Leaver jan.leaver@lloyds.com + 44 (0)20 7327 5450
Manager – Professional Standards & Training	Keith Sturges keith.sturges@lloyds.com + 44 (0)20 7327 5851
Network Manager	Mike Joyce mike.joyce@lloyds.com + 44 (0)20 7327 5500
Inspector of Agencies	Luc Verdonck luc.verdonck@lloyds.com + 32 (0)3 201 1256
Deputy Inspector of Agencies	Jannes de Vries jannes.devries@lloyds.com + 44 (0)7515 314 367

Additional contact details for the Lloyd's Agency Department and its personnel can be found on the Agency Contacts page on the Agency website.