



Hexaware's Insurance Overview

Creating Smiles Across the Globe



Americas

~4,500

Employees

Europe

~1,100

Employees

Asia Pacific

~23,000

Employees



54 Offices

19 Countries

31% Women

90 Nationalities

125 Languages Spoken

1 Common Purpose

We Have Deep Understanding of Insurance

Global Specialty & Commercial Insurance



Personal Lines/General Insurance



Life, Retirement, and Health



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Insurance Fast Facts

20%

Of Hexaware's overall revenue

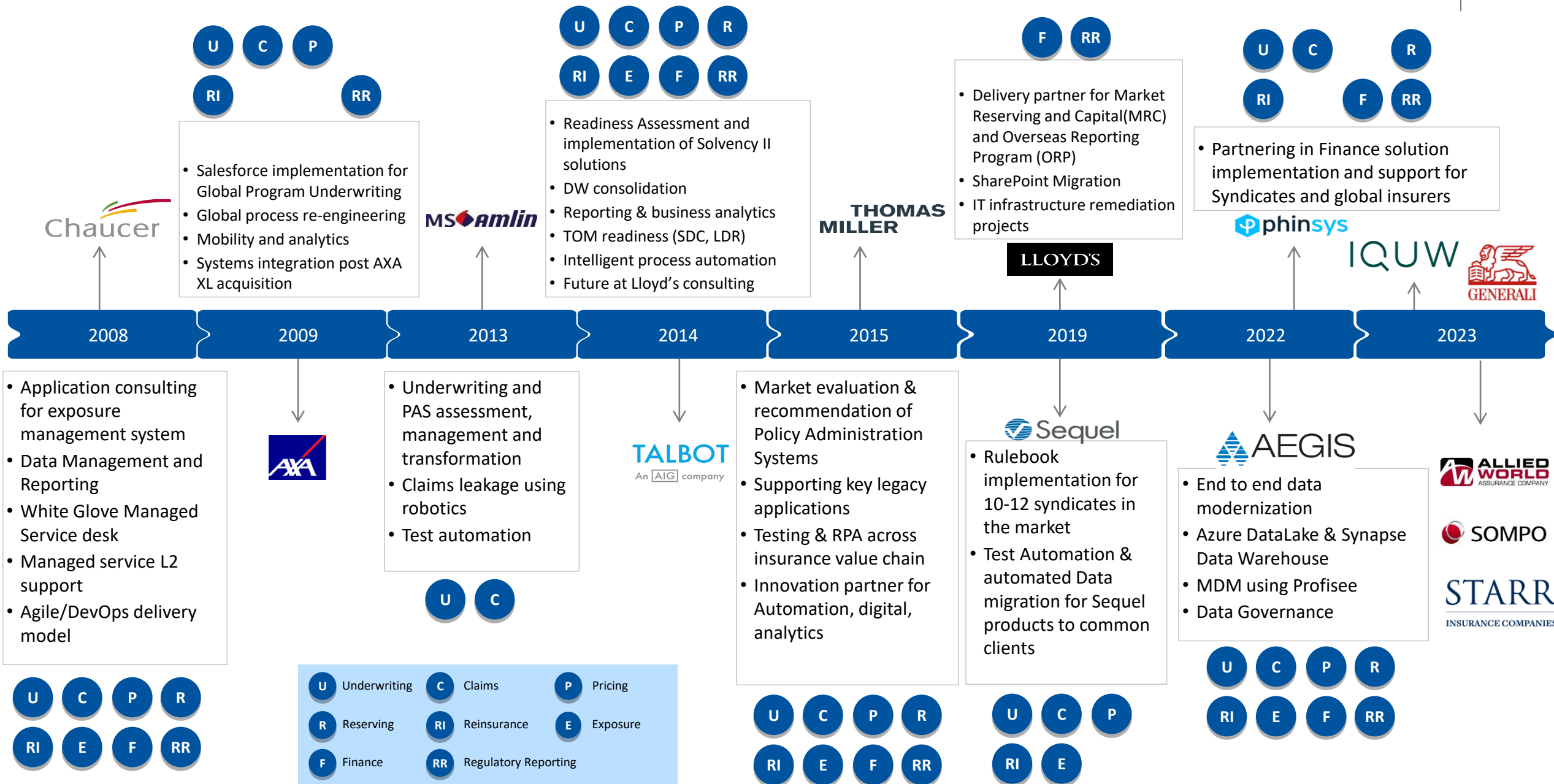
50+

Customers worldwide

60%

Of services delivered by Insurance certified professionals

Our Journey in London Market and Experience Across Operational Areas



Overview of the Blueprint Two Programme

The Blueprint 2.0 programme is a Lloyd's and London Market Change Programme involving all Brokers, Carriers and associated System Vendors in the Market.

Market Actions

Current Lloyd's Bureau Systems Switched off July 1st, 2024.

Lloyd's Bureau Central Services will switch off their current greenscreen mainframe systems and processes, and replace them with modernized, cloud based and automated premium and claims accounting & settlement and claims management processes.

Better, Faster and Cheaper Lloyd's Bureau Operation.

Planned Blueprint Two changes should ultimately lead to Managing Agents having significant reductions in Lloyd's Bureau Central Services Subscription costs.

Blueprint Two Adoption is expected to be mandatory

The first phases of the deployment of Blueprint Two (MRC v3, FCP and Digital Phase 1) have been mandated, and the full digital end state solution for Open Market and Fac RI business (Digital Phase 2) is expected to be mandated with two years from the Go-LIVE of Digital Phase 1.

Market Stakeholder Impact

Significant Process and System Changes Expected within Carrier and Broker Operations.

There will be significant people, process and system changes especially with the introduction of the Core Date Record (CDR). A new concept within the Placing Process required to improve the downstream accounting and settlement processes performed by Central Services (the Bureau).

Operation & System Vendor Impact.

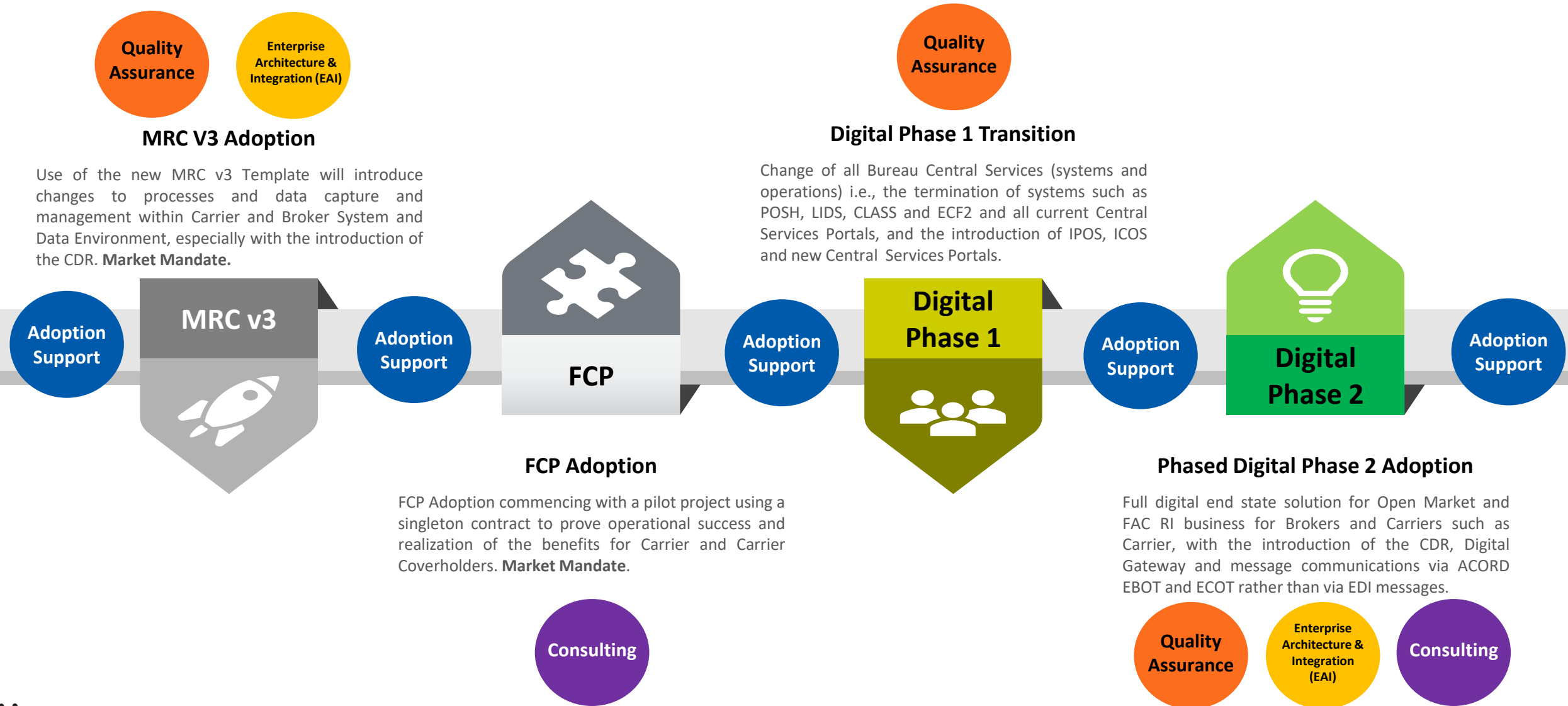
The impact will mainly be on Broking and Underwriting, Operations, Claims Operations, Overseas Offices and Service Company Operations, Processes and Systems. There are also major dependencies on Vendors of Policy Administration and Claim management Systems.

Phased Market Adoption, therefore need for parallel operational processing.

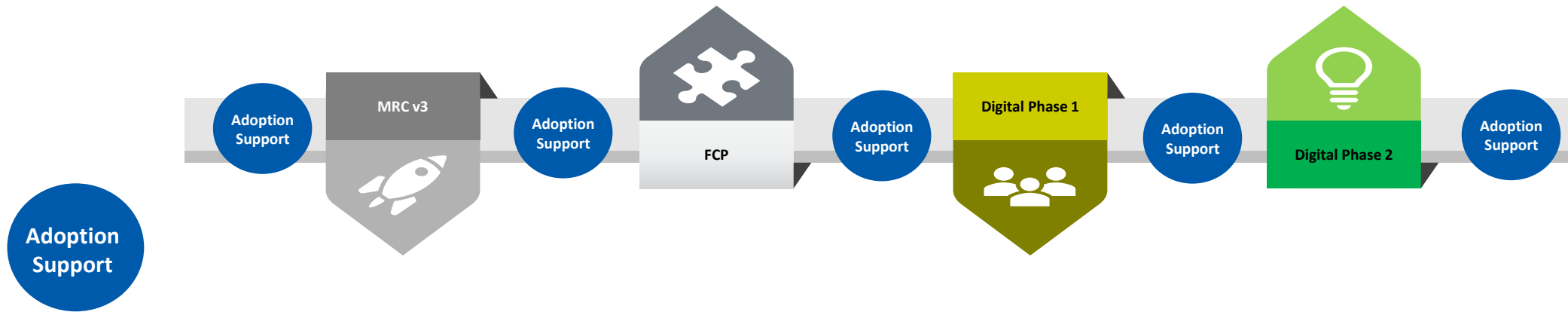
Carriers will likely have to manage parallel operations as the initial adoption of the full digital solution (Digital Phase 2) would be for Open Market and Facultative RI business only, and Delegated Authority and Treaty Business would continue operating based on current processes.

How we can help

We can help you with **Consulting** (including **Adoption Support**), **Quality Assurance** (Testing), **Enterprise Architecture and Integration** (including **Data** enhancements and solutions) while you execute your Blueprint Two Adoption Journey.



How we can help – Blueprint Two Adoption Support Service



A small core team consisting of project management, business consulting and technical consulting expertise required to meet the following key objectives:-

Keep up to date on market activities

Keep up to date on all Blueprint Two market activities and ensure all Carrier related activities are aligned with the Market Deployment Approach.

Alignment and consistency of Blueprint Two related projects.

Ensure continued alignment of all of Carrier's Blueprint Two related projects with the Blueprint Two Market Programme.

Up to date impact on all Blueprint Two related projects and changes.

Finger on the pulse on all Market Blueprint Two changes and impacts to Carrier to ensure timely assessment and resolution of identified impacts, risks and issues.

Reporting to Carrier's Blueprint Two Working Group

Continued and consistent reporting to Carrier's Blueprint Two working Group on all Blueprint Two activities within the Market and within Carrier to ensure consistency of activities within Carrier's programme of activities.

Input and Support for Carrier's Blueprint Two Implementation Projects.

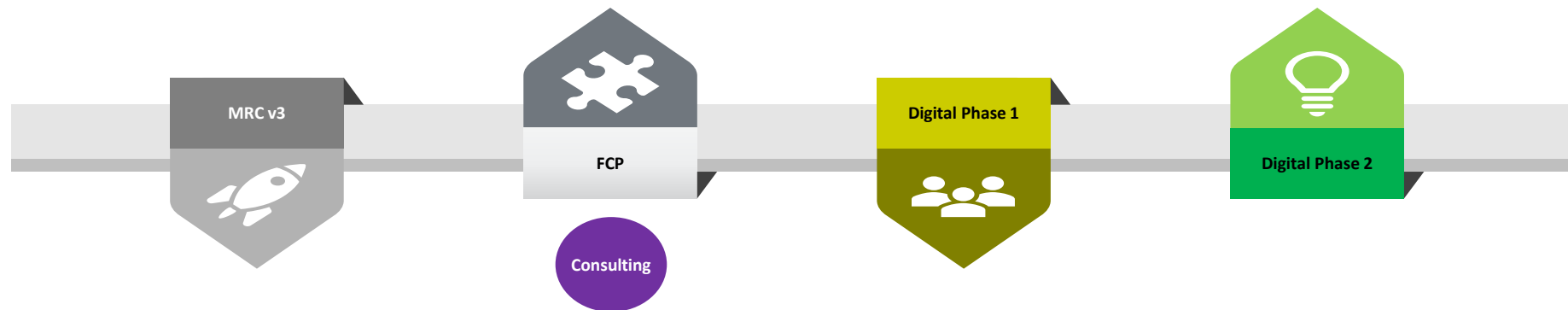
Project Definition and and solution requirements input and support for the Blueprint Two Implementation Projects i.e., the MRC v3 Adoption Project.

Use of Adoption Support Service Reports as communication to all Carrier Stakeholders

Support the Communication of all changes occurring within Carrier's operation with the adoption of Blueprint Two, using the output from the monthly report delivered by the Adoption Support Service team.

The team size and make up can adapt throughout the Blueprint Two adoption journey for example the team size can grow as Digital Phase 2 adoption is being implemented and assessment and planning for the Delegated Authority downstream phases get initiated.

How we can help – FCP Adoption Support



A small core team consisting of project management, business practitioner and analyst to support claims and finance operation teams in their adoption of FCP:-

Expert people and seasoned practitioner

Team of highly skilled and experienced Project managers, claims and finance practices, business analysts and Quality assurance specialist

Support with heavy lifting

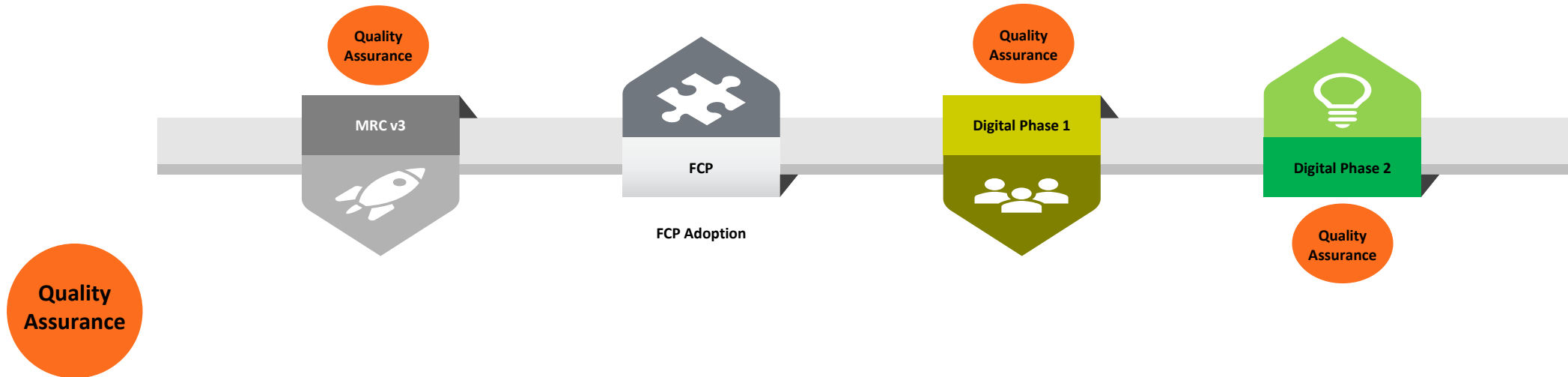
Heavy lifting services for the claims and finance operations team who are frequently overstretched.

We will follow the guidance and direction from our clients' claims and finance operations team

Reconciliation Support

Hands on support for all the reconciliation activities performed as part FCP implementation be it for an initial pilot project or full adoption

How we can help – Quality Assurance Services



A dedicated, skilled and deeply experienced team consisting of Project Test Management, Business Consulting, Quality Assurance and Testing expertise ready for deployment to meet the following key objectives:-

Business Continuity Assurance

Provide quality assurance services to ensure that Carriers are aligned to the Blueprint Two related project with minimal impact on Business Continuity. Suitable for Digital Phase 1.

Assure operational reliability

Ensure continued quality assurance support by providing a team of highly skilled and experience quality assurance resources with exposure of complete London Market Insurance Eco-system (Underwriter, Broker, Carrier, Managing Agents, TPs etc.).

Data Integrity

With the new digital services and legacy portals changing we will help ensure that the data is accurate and in expected format, type etc. Also confirming there is no data loss across systems by performing E2E Business Process flow and Resilience testing.

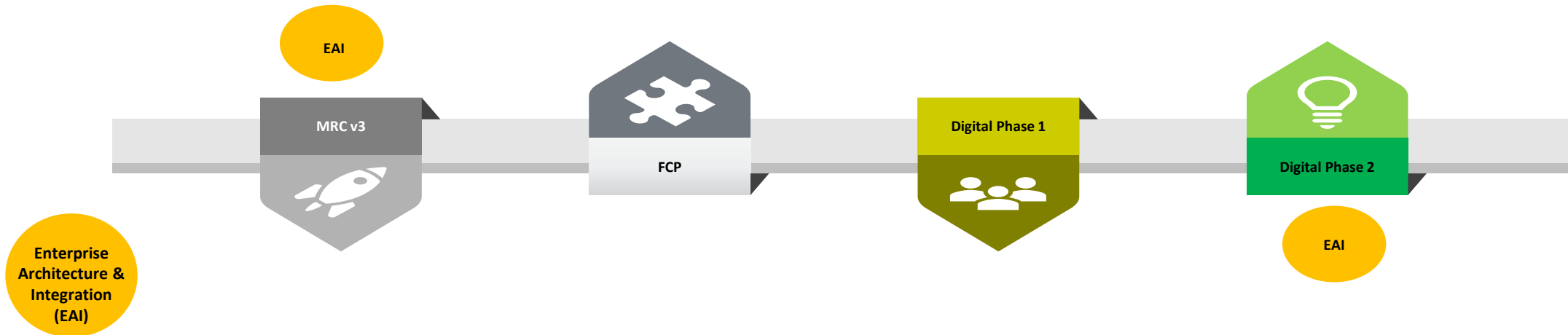
Effective Digital Transformation Customer Experience

Do the heavy-lifting and provide the Carriers with the best quality assurance services in Digital Testing field during their digital transformation journey as part of Blueprint Two related projects.

JIT - MAT Support

Help assure Carriers with their Blueprint journey success by participating on their behalf in Joint Integration and Market Acceptance Testing on Velonetic and Vanguard test environments.

How we can help – Enterprise Architecture & Integration Services



Technology and business specialists helping to delivery solution needs for business value.

Placement Process Integration

Provide Integration services capable to integrate different system e.g., Trading Platform, Carrier Platforms

Data Extraction

Provide Extraction Services capable to extract Core Data Record (CDR) from Central Services and inject into Carrier systems

Transformation

Provide Transformation Services which allow platform e.g., Trading platform or Broker system to connect with Digital Gateway for soft or hard submission of CDR

Accounting & Settlement Integration

Provide Integration services which enable broker system to integrate with IPOC service via ASG Gateway for accounting & settlement process

Claims Integration

Provide Integration services which enable broker system to integrate with IPOC service via ASG Gateway for accounting & settlement process

GRLC Transformation

Provide Transformation Services which could understand EBOT/ECOT message and transform into system compatible messages for broker and carrier which lesser the impact on systems