



# Why Lloyd's?

## Flexible/ Creative

The place to go for complex risk, bespoke products and flexible solutions

## Talent

Centuries worth of insurance knowledge and professionalism

## Location

Lloyd's and its syndicates are geographically located in the City of London, which allows for greater cooperation and knowledge sharing

## Collaboration

Lloyd's quota share and claims agreement rules result in collaboration with our peers, and unified markets when it comes to claims

## Global reach

Lloyd's holds licences to write insurance in over 70 countries, allowing a global view on risk and trends

## Stability

This international footprint allows for a greater diversity of portfolios, creating balance and stability

## Reliability

AA- financial strength rating from S&P, Kroll and Fitch

## WHY IQUW?



Rapid response



Initial rating of risk



An alternative view

## A+

AM Best

## AA-

Standard and Poor's



Global reach

## LLOYD'S CLAIMS LEAD ARRANGEMENTS

All Lloyd's syndicates are contractually bound by these rules, which streamlines the claims process, resulting in fewer touch points and less friction at the claims stage. For most claims only the Lloyd's lead will handle the claims on behalf of follow syndicates

Claims handlers triage the claims throughout their lifecycle as either Standard or Complex

### Complex

### Standard claims

#### Four thresholds:

1. Financial: £1m third party / £2m first party
2. Dispute: Coverage dispute
3. Extracontractual liability
4. Regulatory breaches

Handled by the Lloyd's lead and second agreement party

All claims that are not complex

Handled by the Lloyd's lead **only**

Company markets are not bound by these rules

## CLAIMS HANDLING

### Company vs Lloyd's

- Q Company markets are notified and updated directly via email
- Q All Lloyd's syndicate claims should be notified via the central Lloyd's claims management system, ECF, which is facilitated by the London brokers

### Lloyd's Leads

#### Leads have control of claims handling

- Q Appoints experts
- Q Provides direction and makes decisions
- Q Authority to settle on behalf of the slip
- Q Authority to deny coverage

#### Leads have responsibility to followers

- Q The Claims Lead Arrangements include certain triggers for mandatory updates to followers about a claim
- Q Important to have strong leads with good claims handling capabilities
- Q Leads owe a duty of care to follow syndicates

## LLOYD'S CHAIN OF SECURITY

# £92bn

Syndicate Level Assets

The first link in the chain: Managing agents hold all premiums from syndicates until all liabilities are paid.

# £30bn

Members' Fund

The second link in the chain: Managing agents must ensure that each syndicate has enough capital to cover all losses to a 99.5% confidence level.

# £3bn

Lloyd's Central Fund

The third link in the chain: A central fund may be used in any cases where the second link fails. This is overseen by the Prudential Regulatory Authority.

## OUR COLLABORATIVE APPROACH TO CLAIMS

Through close collaboration, our claims team provides valuable technical, data and analytical insights to our underwriting teams. We spend time with our brokers and clients to deeply understand their risks and provide valuable insights to ensure we help to deliver entirely appropriate coverage.



**Gavin Williams**  
Head of Claims

[gavin.williams@iquw.com](mailto:gavin.williams@iquw.com)



**Stuart Bell**  
Head of First Party Claims

[stuart.bell@iquw.com](mailto:stuart.bell@iquw.com)



**Tony Kriesel**  
Head of Professional Lines & Cyber Claims

[tony.kriesel@iquw.com](mailto:tony.kriesel@iquw.com)



**Darren Stewart**  
Head of Marine, Energy & Aviation Claims

[darren.stewart@iquw.com](mailto:darren.stewart@iquw.com)

# Intelligent underwriting. Seamless risk.

## Our products

Our diverse and versatile portfolio comprises of Specialty insurance and reinsurance products:

Insurance					Reinsurance	
	Crisis Management		Direct & Facultative Property		Financial Institutions + FortiFI Australia + FortiFI US	
	Cyber		Directors & Officers		Marine & Energy Liability + Ports & Terminals	
	Delegated Authority Property		Energy		Political Violence & Terrorism + Active Assailant	
						Property Treaty International

## Our journey

Acquired Arcus 1856 and Agora syndicates and launched 11 new lines of business	Bermuda office launches focusing on Reinsurance	Aviation and Crisis Management products launched	Winners of Insurance Insider M&A Transaction of the Year	New HQ at 30 Fenchurch Street, London opens	Portfolio Solutions, Ports & Terminals and FortiFI products launched	Awarded Gracechurch Outstanding Service Quality Marque	IQUW Bermuda Rated A- by AM Best	Starr announces acquisition of IQUW Group	IQUW's Syndicate Business Forecast for 2026 is \$1.48bn
2020	2021	2022		2023	2024		2025		2026
GWP	\$275m	\$711m		\$925m	\$1.12bn		\$1.34bn		\$1.48bn

## Our service

We combine data, automation and human expertise to make fast informed decisions. We provide a seamless service by giving a rapid response, an initial assessment of risk and an alternative view to help turn a maybe into a yes.

## Our culture

At IQUW Group, we empower everyone to make bold, impactful decisions. Driven by excellence and innovation, we strive for success and value diverse ideas. Collaboration fuels us, knowing that together, we win.

## Our impact

We know that everything we do has an impact on the environment, society and those we work with. That's why we're committed to integrating Environmental, Social and Governance considerations into every facet of our business.

Visit [iquwgroup.com](http://iquwgroup.com) to find out more.