



Introduction to PoloWorks

Insurance Services and Outsource Provider

Who we are

PoloWorks

PoloWorks is a leading Lloyd's and London Market insurance services business employing 375+ insurance specialists across the City of London Cheltenham and Guernsey offices. Clients of PoloWorks represent some 40% of market operators at Lloyd's and the London Market.

- **Polo Managing Agency (PMA)** - one of the few 'Turnkey' managing agents permitted by Lloyd's to provide third-party management services to businesses looking to **enter** the market, either in the form of a syndicate or a syndicate in a box (SIAB).
- **Polo Commercial Insurance Services (PCIS)** - leading insurance outsourced services offering a complete suite of services – including underwriting support, management accounting and claims management.
- **Polo MGA** - supports new and scaling MGAs, risk-taking ventures, and InsurTechs with investment, compliance, office space, financial reporting, and technical expertise. We enhance business plans, offer preferential support services, and facilitate entry into Lloyd's aligned vehicles.
- **Polo Insurance Managers (PIM)** - an independent insurance manager active in Europe and serves captive, commercial and ILS clients using best-in-class technology, data insights and superior client service.
- **PoloPartners** - offers clients a tech-enabled and unique end-to-end service for setting up or operating insurance ventures. PoloPartners is a joint venture of PoloWorks and PwC UK and combines both firm's complementary expertise, capability and experience.

Marco Capital Group

- **Marco Capital** is a leading P&C Legacy consolidator backed by \$550m from Oaktree Capital Management, which manages \$192bn AuM.

PoloWorks is a member of the Marco Capital Group.



You're Unique and so is PoloWorks



Delivering exceptional Client service is our core mission. We aim to go beyond what is expected and deliver a value-added proposition that is **unique and tailored to fit your requirements**

We build platforms to enable our Clients to access their markets, whether at Lloyd's, the London Market, Offshore captives or MGA's - we can deploy and support the platform you need.

We offer support at every point of the lifecycle from data capture to Risk and Compliance requirements and can also deploy expertise in Claims, Finance and Treasury management. We have the skilled people and the knowledge and the process to provide a complete operational and service wrapper for your business.

Our Unique Strength

... is our flexibility to work with you to design and deploy **your bespoke service** requirement and fully support that service once delivered.

Our Unique Capability

375+ specialist insurance professionals operating across our offices in London, Cheltenham and Guernsey.

Ability to bring Tech to areas we support and the platforms we launch.

Our Unique Partnership

Our Alliance with PWC provides the ability to turbo charge the support we can provide to our Clients.

PWC's substantial technical resources leverage our capability to scale and support and ensures that we can outperform our peers achieving a level of service excellence that is second to none.



How we do it



There are some simple but crucial elements to **delivering and maintaining a high-quality service**

We listen - we really listen to what our Clients want. We understand that you know what service issues you have, our job is to design a service framework that fits and provides the service to address or remove the concerns or issues you are facing.

We have the relevant expertise - our business can provide a complete end-to-end service solution, whatever the need, whatever the complexity. We have over 375+ insurance support professionals and our alliance with PWC.

Collaboration - we always work collaboratively with our Clients and have an open-door policy at our offices. Our new office space in London and Cheltenham was specifically designed for us with client engagement as a priority. We encourage our Clients to meet directly with the teams that support them.

Innovation - our focus on client needs is relentless. We constantly strive to provide a broad and high-quality spectrum of services and solutions that offer our clients a unique and superior commercial experience.

Finally, **Engagement** - our engagement plan is always around taking good care of our Clients. We develop long-lasting personal and professional relationships by keeping in touch regularly, both in good times and in the times when issues appear.



Our Leadership Team



Paul Andrews
CEO, PoloWorks
CEO, PMA



Phil Smith
MD, PMA



Richard Lawson
CEO, PCIS



Matthew Bishop
CFO, PoloWorks



Mark Elliott
CEO, PIM
CEO, PoloPartners



Jenny Hummerston
Director of Underwriting, PMA



Paul Wooldridge
COO, PoloWorks



Polo Managing Agency

Entering & succeeding at Lloyd's



Polo Managing Agency - a route to Lloyd's



Polo Managing Agency (PMA) is the **only full-service** turnkey provider operating at Lloyd's



1

Advice and assistance during your start-up journey.

Superior service and a robust governance framework.

Complete start up wrapper that supports a legacy-free, quick entry to market.

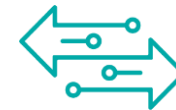


2

Expertise in support of live underwriting,

Expertise in mid and back-office support.

Expertise in digital transformation.



3

Proven ability to migrate syndicates to their own managing agency.

Simple 'lift and go' systems stack.

Continue services support capability.

PMA together with PCIS, delivers a complete 'plug and play' syndicate solution.

As part of the Lloyd's insurance market, PMA is subject to **Lloyd's 'principles-based' oversight**. The principles are at the heart of PMA's activity and our delivery to you. **Our client – you – can focus on core commercials (eg sourcing business, pricing, raising capital and placing reinsurance) – we can do the rest.**

PMA Functions

Underwriting profitability & Governance

Our underwriting team supports, challenges and approves your syndicate business plan. We provide a framework, which includes governance of activities procedures as well as portfolio & DUA (Delegated Underwriting Authority) management and pricing oversight.

We engage PCIS for outsourced services as required (eg risk capture, PBQA (Pre-Bind Quality Assurance), DA (Delegated Authority) processing).

Catastrophe exposures

We establish a catastrophe (nat-cat / non-cat) framework, including appetites & policy; MI & reporting; and a link to capital modelling as required.

We also engage PCIS data cleansing/capture as required.

Outwards reinsurance

PoloWorks provides an outwards reinsurance framework, including strategy and appetite; counterparty policy and approvals; and MI and reporting.

We engage PCIS outwards R/I (reinsurance) administration as required.

Claims management

We establish a claims management framework, including claims authorities and protocols; life cycle & service level management; and DCA (Delegated Claims Authority) approval and oversight.

We also engage PCIS claims handling services as required.

Customer outcomes

We deliver a delegated authority framework and a customer conduct risk framework, including customer appetite; and service level and complaints oversight.



PoloWorks at Lloyd's



Actuarial

Reserving

PoloWorks provides reserving guidance and establishing reserving strategy and procedures.

We also deliver reserving reporting, including Solvency II and GAAP.

Capital modelling

We develop and approve a syndicate internal model.

PoloWorks can also undertake a meaningful liaison with your syndicate team regarding model inputs.

We effect objective challenge through the validation process.

Finance

Investment

We establish robust investment governance and agree and set investment objectives and associated parameters.

We also oversee outsourced investment arrangements.

Liquidity

We implement a liquidity policy and associated appetites and reporting.

We forecast and monitor cash flow.

PoloWorks also develops and manages associated stress testing.

Financial reporting

We deliver financial reporting to you and to the regulators.

We engage with our Client Finance team.

Risk & Compliance

Governance, risk management and reporting

We establish an appropriate governance structure for the managing agency and managed syndicate.

PoloWorks implements a risk management framework with associated appetites & reporting. We oversee regulatory reporting.

Regulatory and financial crime

We embed a strong understanding of regulatory risk. We also implement associated training and compliance.

Operations

Operational resilience

We embed operational resilience in all relevant business services.

Culture

We drive a culture of openness and collaboration, both within the managing agency and in our dealings with our clients.

IT operating model

We offer an integrated, cost-efficient tech stack to support syndicate operations

Data first approach

As standard we offer an integrated, cost-efficient tech stack to support syndicate operations

Our proposition is not just about governance, it's about speed to market, flexibility and scalability and delivering a quality service. In 2023 we upgraded our tech stack to ensure our new entrants have the best possible start.

PoloWorks has implemented a modern IT operating model, complemented by a robust outsourcing strategy. We have implemented excellent levels of security for all infrastructure, endpoints and applications.

Polo has a **strategic arrangements** with our IT vendors. We pay an annual fee that allows us to set up multiple individual instances.

Each of our clients can obtain the best stack possible at a substantially reduced cost.

This ensures **substantial cost savings** for the initial start-up of syndicates where higher costs can be incurred against lower GWP in the early years of underwriting.

As syndicates transition into their own managing agency, our arrangements allow for the migration of the syndicate's data to a new independent instance, simply via lift and drop.



Polo Commercial Insurance Services

Supporting insurance operations



PoloWorks as your service partner

Polo Commercial Insurance Services (PCIS) is an established insurance services provider that can deliver the full spectrum of services needed to operate in both the Lloyd's and non-Lloyd's market



1

Capability to deliver a full-service wrapper for businesses launching and in the UK insurance sector,

Design and delivery of bespoke underwriting support services.

Fluent in the speciality classes of business that the London market is known for.



2

Ability to support all or any part of the underwriting process lifecycle and functions needed to operate in the London and International insurance markets.

Centres of excellence in specialist Delegated Underwriting and Claims management.

Solid Expertise in mid and back-office support.



3

Proven ability to manage TOM design projects and data transition projects.

Ability to deploy "infill" management to support your internal projects.

Continue services support capability post-service design.

PCIS delivers exceptional, tailored client service with a team of senior leaders boasting decades of insurance experience. Interacting daily with 40% of Lloyd's and London Market insurers, we offer comprehensive data capture, claims, reinsurance, and finance services. In 2024, we expanded to provide the only complete delegated outsource service and launched new risk and compliance support services.

In a market where expert resource can be hard to find and retain, PCIS are your natural partner, filling in the gaps and helping you **scale your business in a way that is cost-effective and flexible.**

PCIS - Overview* of Functions

Data Capture

We capture risk data for all business classes and document types, process underwriter comments and ratings, and manage e-files.

Aggregations

We provide essential data access and modelling for underwriters, ensuring accuracy and timeliness with a contractual service commitment. Covering all business classes. Services include schedule manipulation, data validation, cleansing, mining, interpretation, and quality assurance.

Delegated Authority Practice

We manage Delegated relationships across the authority chain, including underwriting and claims. Our services include TOM (Target Operating Model) design, compliance checks, onboarding due diligence, audit management, stakeholder reporting, and bordereaux management.

Claims Management

We cover the whole claims management spectrum from legacy to live and from specialist lines to whole accounts.

Precision in Processing

We collaborate with underwriting teams for data dictionaries and quality checks. Our services include policy wording, coverholder registration, bordereaux management, endorsement handling, data analysis, credit control, and tailored solutions, ensuring high-quality, compliant service.

Project & Insourcing Solutions

We specialise in tailored project and insourcing solutions to enhance efficiency and accuracy. Our services include record reconstruction and updates, advanced IT solution design and implementation, reinsurance ledger cleansing, and detailed records audits.

Broker Services

PoloWorks offers brokers comprehensive services to streamline operations and ensure seamless transactions. We prepare accurate treaty statements, manage treaty policies, and handle policy wording issues. Our team prepares work packages, resolves sanction issues, and manages LORS (Lloyd's Outward Reinsurance System) processing and funding.

* See Appendix for detail



PCIS - Overview* of Functions

Reinsurance Asset Management

Our extensive experience in reinsurance asset management covers both 'live' and 'run-off' sectors. We serve Syndicates, SIABs, companies, reinsurers, and brokers. Our services include reinsurance cover validation, premium processing and adjustments, recovery calculations, and proforma documentation. We handle query responses, claims management, LORS messages, transaction processing, claims liaison, loss reporting, regulatory reporting, and structured input, ensuring accurate and efficient financial transactions and compliance with regulatory requirements.

Client Finance

The Client Finance team offers a comprehensive finance function for the general commercial insurance industry, from payment processing to complex regulatory reporting. Serving (re)insurers, UK branches, mutuals, agencies, captives, and holding companies, clients can select services to fit their needs. Key services include management accounts, annual financial statements, regulatory returns, reconciliations, payroll, tax, forecasts, purchase/sales ledger, and cashbooks.

Technical Accounting

PoloWorks specialist teams excel in premium and claims transaction management for live and run-off clients, ensuring efficient processing. We handle high volumes of interfaced messages, processing electronic messages within 24 hours. Services include USM (Unique Signing Message) and SCM (Syndicate Claims Message) processing, LORS message authorisation, London Market broker documentation, quality data control, catastrophe coding, large claims analysis, and case reserve review, ensuring accuracy and compliance.

Technical Accounting

We offer Premium Credit Control services to efficiently convert tracked EPI (Estimated Premium Income) into cash. Our services include age analysis and statement issuance, collaboration and query resolution with brokers, cash allocation and prevention, document management, legal issuances, and detailed monthly reporting. This allows underwriters and brokers to focus on generating premiums while we handle cash monitoring and management.

* See Appendix for detail



Polo MGA

Our unique market proposition

Polo MGA



Polo a full-service multi-platform turnkey provider

1

Advice and assistance during your start-up journey.
Superior service and a robust governance framework.
Complete start-up wrapper that supports a legacy-free,
quick entry to market.
Potential investment.



2

Expertise in support of live underwriting, Expertise in mid and
back-office support. Expertise in digital transformation.
Expertise in the FCA Appointed Representative (AR) and Lloyd's
Coverholder approval models.



3

Proven ability to manage syndicates and support a variety of
London market and other insurance businesses.
Simple 'lift and go' systems stack.
Can provide non-insurance services such as HR, IT and
Company secretarial support.



How We Help

Polo MGA is there to support you during your growth journey. We work with -

- New MGA launches.
- Existing MGA's that want to scale.
- MGA's that want to take risk - Captives or Syndicates in a Box (SIAB's).
- Emerging unique product offerings or distribution channels.
- Insurtech's looking to support their propositions with a regulated vehicle.
- MGAs/MGUs aiming to assume underwriting risk in their operations.

Our Capital

For strong propositions that sit within our risk appetite, we can also provide investment. On these occasions, we -

- Collaborate with you to evaluate and enhance your business plan.
- Provide support services at a preferential rate.
- Support that journey into your own aligned vehicle at Lloyd's.
- Look for participation, not control.

Our Capacity

- Leverage our extensive insurance management experience for top-tier MGA knowledge and services, ensuring compliance with PRA and FCA frameworks for robust risk and client finance management.
- Focus on underwriting while we provide a complete, tailored service package, including financial reporting, treasury support, and technical expertise from our Cheltenham hub.
- Our London hub offers office space, regulatory guidance, and compliance support, along with scalable services and specialist access to match your business needs.





Polo Insurance Managers

Independent and offering more

Polo Insurance Managers

Polo Insurance Managers (PIM) is an independent, licensed insurance manager, specialising in providing innovative and bespoke insurance management solutions.

We serve a wide range of clients, including captive, commercial and ILS entities. Our skilled and experienced management team utilises market-leading technology to offer a fresh approach to the insurance sector backed by a wealth of market experience.

We have access to a wide range of specialist capabilities across the insurance ecosystem and can provide a range of solutions and expertise to fit your needs. Founded in Guernsey and now part of the wider PoloWorks platform we have an experienced team of 375+ insurance service professionals spread across Cheltenham, London and Guernsey.

Bespoke insurance management solutions

Our Guernsey hub

Guernsey is recognised as the largest European captive domicile and a leading centre for captives, reinsurance and insurance-linked securities.

Guernsey's insurance industry is regulated by the Guernsey Financial Services Commission (GFSC).

PoloPartners

Combined resources for our clients



PoloPartners - PoloWorks & PwC

PoloPartners combines the strengths and resources of two leading professional services firms in the insurance market. PwC UK's technical expertise well established problem-solving and strategy-building prowess and PoloWorks' dynamism and industry expertise.

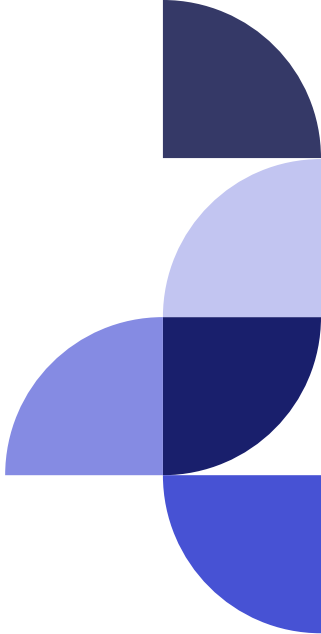
As a tech-enabled, end-to-end service suite that spans actuarial expertise, claims management, risk and compliance, and financial services PoloPartners provides unique support to corporate clients looking to navigate the challenges of the evolving insurance market.

Our proposition is simple - to empower our clients with the tools and insights to streamline operations and drive unparalleled success. Our support helps our clients with the challenges of risk management while addressing the continued regulatory scrutiny on outsourcing models and relentless cost pressures and the necessity to ensure confidence in any outsourcing relationship.

Our service offering will include the following:

- Underwriting management services
- Actuarial managed services
- Risk including Enterprise Risk Management (ERM) and compliance services
- Exposure management services
- Claims managed services
- Counterpart managed services
- Finance managed services

Cutting-edge solutions supporting clients respond to immediate market needs and anticipate future trends.





Appendix

PCIS service offering in detail



Data Capture

Our objective is to build strong working relationships with underwriting and operational teams to gain a clear understanding of specific requirements. We understand how to work with underwriting teams and, most importantly, what's critical to ensure the delivery of accurate data.

Key features of our service -

Risk data capture for all classes of business and document types, including slips, endorsements, declarations, quotes and binders.

We processed ~250,000 of documents in 2023 .

- Capture of all relevant information, such as underwriter comments and notes and rating details
- Indexing and coding according to appetite.
- E-File management and document collation.
- Quality assurance and PBQA checks.
- File documentation audits.

Aggregations

Accessing and modelling accurate data is essential for the underwriter whether considering a new risk or a renewal. We work closely with underwriting teams to provide the most effective level of support, delivered with a contractual commitment to service-level performance for both accuracy and timeliness.

We cover all classes of business including upstream energy, and work with various aggregation systems including **Open Xposure**, **RMS**, **AIR**, **Exact Advantage** and **Sequel Impact**, delivering services on a pre and post-bind basis.

We provide a range of aggregation-related services including -

- Schedule manipulation
- Data validation and cleansing
- Data mining
- Interpretation of relevant policy information
- Quality assurance





Delegated Authority Practice

We understand the need to manage Delegated relationships effectively and our service capability operates across the whole authority chain, regardless of whether it's underwriting or claims authority that's delegated.

Assistance with **TOM design** of delegated management frameworks.

Compliance checking of BAA (Binding Authority Agreements) or DCA (Delegated Claims Agreement) documents ensuring terms and conditions reflect the jurisdictional and regulatory environments where they operate.

Conducting **onboarding due diligence** checks including verification and collation of supporting documentation.

Audit appointment and management on your behalf, agreeing scopes, ensuring audits are completed within required time frames, and most importantly managing and closing recommendations in line with your requirements.

Stakeholder reporting on actions undertaken and work in progress being managed on your behalf. Ensuring that you are informed at all times.

Bordereaux management, verification and checking. Maintaining service standards and data quality requirements.

Key features of our service -

- Full "wing to wing" delegated management service.
- Claims and Underwriting delegation covered.
- Full service offering unique to PoloWorks.
- Can grow with your portfolio.
- "Pick and Mix" approach that dovetails with your in-house capability.

Claims Management

We can meet our clients' needs, whether they operate at Lloyd's or in the Company market. We cover the whole claims management spectrum from legacy to live and from specialist lines to whole accounts.

We have highly skilled claims specialists who provide resource across all major classes of business, supported by experts in reinsurance and management information. We offer a fully flexible and totally transparent service that gives clients complete control.

Our key services include -

- Technical claims handling on complex individual losses or on books of business
- Planning with run-off and business reconstruction strategies
- Peer review service – ad-hoc or structured regular reviews of claims adjusting, both operational and technical aspects
- Support for growing syndicates and new business lines – flexible resource, tailored precisely to claims workflow
- Short-term cover to assist at times of increased pressure, following a catastrophic event, for example, or to help with covering maternity and sickness leave.

Precision in processing

We collaborate closely with underwriting teams to establish thorough data dictionaries, and conduct a meticulous 100% quality control check, ensuring mutual clarity on requirements. Through rigorous Service Level Agreements (SLAs) for risk capture, continuous benchmarking, and performance monitoring, we ensure our staff and procedures remain current with the latest regulatory standards. This approach guarantees that we consistently deliver the highest value and service quality to our clients. Key services provided include:

Policy Wording & Registration - expert creation of policy wordings and streamlined processes for seamless coverholder and binding authority registrations.

Bordereaux Management - efficient retrieval, processing, and management of bordereaux data from diverse sources, including broker portals and shared mailbox folders.

Endorsement Handling - facilitation of endorsement changes, encompassing questionnaire creation and prompt resolution of associated queries.

Analytics & Credit Control - in-depth analysis of bordereaux data, tracking EPI, receipt patterns, compliance with binder terms, and movements/loss ratio of declarations.

Implementation of robust credit control measures - including premium chasing, thorough compliance analysis with settlement due dates, and meticulous validation against binding authority terms and conditions.

Bespoke Solutions & PM Assistance - tailored solutions, including customised field creation and mapping, rigorous risk, premium, and claim validation, and expert system evaluation assistance.

Project & Insourcing Solutions

We specialise in tailored project and insourcing solutions, offering a range of services to enhance operational efficiency and accuracy. Our key services include:

Record Reconstruction and Update - we excel in reconstructing records and updating data, ensuring accuracy in every detail. This includes organising schematics, bringing records and recoveries up-to-date, and providing a comprehensive and clear overview of the financial landscape.

IT Solution Implementation and Design - we design and implement advanced IT solutions to replace inefficient manual processes. By leveraging technology, we optimise workflows, enhance data security, and improve overall operational effectiveness.

Reinsurance Ledger Cleansing - our team conducts thorough cleansing of reinsurance ledgers, meticulously analysing data to identify and rectify discrepancies. We also focus on collecting aged balances, ensuring that financial records are up-to-date and accurate.

Records Audits and Inspection - we conduct detailed audits and inspections of records, ensuring compliance, accuracy, and completeness. By scrutinising records, we provide valuable insights that enable businesses to make informed decisions, enhancing their overall financial management.

Broker Services

For brokers, PoloWorks provides a range of comprehensive services aimed at streamlining operations and ensuring seamless transactions. Our key services include:

Accurate treaty statements - we meticulously prepare treaty statements based on submitted client technical accounts, cash calls, and profit commissions. Our focus is on accuracy, ensuring that these statements align perfectly with financial records. We handle queries and discrepancies efficiently, resolving issues directly with reinsureds to maintain accuracy and transparency.

Treaty policy management - PoloWorks facilitates the setup of treaty policy FDOs (Follow the Dictates of the Leader) using DXC systems. We expertly handle policy and wording issues through collaborative efforts with the broking department, ensuring clarity and compliance throughout the process.

Efficient work package preparation - we prepare work packages by obtaining lead agreements and meticulously ensuring that statements and accounts meet DXC requirements. Our team manages the entire process, from submission for signing to liaising with DXC, brokers, and reinsureds to swiftly resolve any outstanding matters.

Sanction issue resolution - PoloWorks collaborates with broker compliance teams to find optimal solutions for sanction-related issues with DXC and reinsureds. By navigating these complexities effectively, we ensure compliance while facilitating smooth transactions.

LORS processing and funding management - we handle LORS processing meticulously, guaranteeing that there are no funding issues for brokers. Our attention to detail ensures that brokers can focus on their core tasks, confident in the financial aspects being well-managed.



Reinsurance Asset Management

Our wealth of experience in reinsurance asset management spans across both 'live' and 'run-off' sector. We offer our expert services to a diverse client base, including Syndicates, SIABs, companies, reinsurers, and brokers. Our asset management service offers:

Reinsurance Cover Validation - we meticulously validate reinsurance cover notes and accurately capture all pertinent details within the processing system, ensuring that the information is comprehensive and error-free.

Premium Processing and Adjustments - PoloWorks handles reinsurance premium processing and performs precise adjustment calculations, guaranteeing accurate financial transactions.

Recovery Calculations and Proforma Documentation - our team calculates reinsurance recoveries due and determines reinstatement premiums payable. We also generate proforma collection notes and prepare associated loss bordereaux, ensuring detailed and organized documentation.

Query Responses and Claims Management - we provide prompt and appropriate responses to queries raised by reinsurers. Additionally, we proactively manage the presentation of claims to reinsurers, facilitate agreement on claims, and ensure timely settlement of amounts due.

LORS Messages and Transaction Processing - we authorise LORS messages and process relevant transactions efficiently, maintaining a streamlined flow of communication and transactions.

Claims Liaison and Loss Reporting - we collaborate closely with claims teams to ensure the prompt notification of all losses, accurate reserve updates, and precise allocation of inward claims cat codes. This meticulous approach maximises recovery opportunities. Detailed loss bordereaux are provided to reinsurers for comprehensive understanding.

Regulatory Reporting and Structured Input - PoloWorks assists in regulatory reporting, including SRS (Syndicate Reinsurance Structure) submissions, and provides essential input required for the QMA (Quarterly Monitoring Report), ensuring compliance with regulatory requirements.



Client Finance

The Client Finance team provides a complete finance function for the general commercial insurance industry, from processing payments to very complex regulatory reporting.

Clients – including (re)insurers, UK branches, mutuals, agencies, captives and holding companies – are able to pick and mix from the services on offer.

We foster strong relationships with our clients' senior finance staff, building mutually beneficial partnerships. By entrusting us with their financial functions, clients gain peace of mind, knowing they have a reliable, efficient, and expert partner supporting their financial operations.

Key services we offer include -

- Management accounts, including commentary and variance analysis (solo and group)
- Annual financial statements (solo and group in UK / US GAAP or IFRS)
- Regulatory returns (PRA, FCA, Lloyd's, Companies House, ONS, ELTO, HM Treasury, DEFRA etc.)
- Reconciliations and controls, including clearing legacy items
- Payroll
- Tax (VAT, IPT, draft corporation tax computation, overseas tax)
- Forecasts / budgets / plans
- Purchase / sales ledger
- Cashbooks, including maintaining mandates and internet banking where required (for current, deposit, trust fund and LOC bank accounts, in any major currency and bank)

Technical Accounting

PoloWorks sets the industry standard in the management of premium and claims transactions. With unparalleled expertise, we cater to both live and run-off clients, ensuring seamless and efficient processing.

Our dedicated specialist teams are adept at managing high volumes of interfaced messages, meeting demanding service levels, including processing electronic messages within 24 hours of receipt. Our Premium & Claims Transaction services include:

USM and SCM processing

Expert handling of USM and SCM processing, including investigation and correction of invalid messages.

LORS messages review and authorisation

Thorough review and authorization of LORS messages in strict adherence to contract terms.

London Market broker documentation

Comprehensive review and processing of London Market broker documentation and attorney reports, ensuring accuracy and compliance.

Quality data control

Stringent quality control of data entry to meet individual clients' service levels, ensuring precision and reliability in all transactions.

Catastrophe coding and large claims analysis

Specialised service to ensure comprehensive understanding and effective handling.

Detailed Case reserve review

For accurate and up-to-date information.

Premium Credit Control

We understand that cash flow is crucial. PoloWorks offers Premium Credit Control services designed to convert tracked EPI (Estimated Premium Income) into cash efficiently. We understand the complexities of settlement due dates, premium warranties, and centralised settlements. Our service goes beyond the conventional, focusing on monitoring, managing, and chasing cash effectively, allowing underwriters and brokers to concentrate on generating premium rather than chasing it.



Our Premium Credit Control service includes -

Age Analysis and Statement Issuance

Thorough analysis of premium debt post-settlement due date and issuance of detailed statements to brokers.

Collaboration and Query Resolution

Collaborative engagement with brokers, managing chase activities and resolving queries promptly.

Cash Allocation and Prevention

Investigation of unallocated cash, raising queries with client teams, brokers, and DXC when needed to enable allocation and prevent recurrence in subsequent payments.

Document Management


Chasing missing documents and facilitating their processing, ensuring seamless transactions.

Legal Issuances

Issuance of LBAs (Letters Before Action) and NOCs (Notices of Cancellation) in accordance with Client guidelines and with the consent of Underwriters.

Detailed Monthly Reporting

Provision of comprehensive monthly reports detailing progress, highlighting issues, and escalating matters when necessary.



For enquiries relating to Polo Managing Agency or Polo Commercial Insurance Services please email us.

enquiries@polo.works

[**www.polo.works**](http://www.polo.works)

