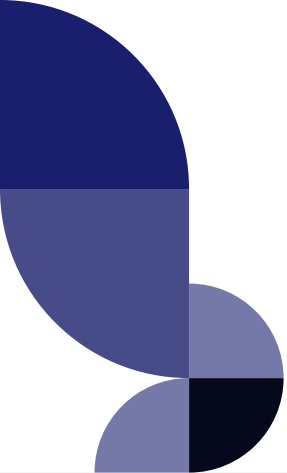




TAILORED SOLUTIONS

FOR THE COMMERCIAL LLOYD'S
CORPORATE INSURANCE MARKET,
SPECIALTY INSURERS AND
INTERMEDIARIES



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WE ARE POLOWORKS

We are a Lloyd's and London Market insurance services provider, with a clear vision:

To provide the knowledge and processes that remove the complexity that stands in the way of (re)insurers reaching their goals. Offering affordable solutions and a unique pricing model built around clearly defined KPI milestones as opposed to profit commissions, we are a force for innovation in the market.

We provide in-depth, technically adept, tailored service that is unburdened by legacy systems and offers genuine speed to market. We are responsive, nimble and experienced, with a superior operating model aligned to the success of our clients.



HOW WE HELP

PoloWorks enables you to concentrate on your core capabilities and grow your business. We provide the technical support that underpins your risk expertise.

Our services are capable of delivering across the breadth of your business, we cover all aspects of operations with only one exception, we do not underwrite. We are committed to the meticulous handling of crucial tasks such as accurate risk information capture and precise premium processing.

WHAT WE DO

We guide you to the best answer, bridging the gaps with the right people, systems and processes, to craft the solutions you need. We work with established insurers and new entrants to the sector to provide the skills and experience to help you succeed by offering an approach to insurance that's flexible, scalable, and robust.

OUR MISSION

We work in partnership with you to ensure the service you receive is completely bespoke to your operational requirements. As a leading provider of UK-based support services exclusively focused on the (re)insurance market, we deliver the knowledge, expertise and relationships needed for combined success.

STRONG SUPPORT

We have solid foundations, and since our establishment as an independent brand serving the Lloyd's and London Market in 2022 we have a financially strong and supportive parent group in the form of Marco Capital.



PoloWorks as an extension of your team

Providing the right people, systems and
processes aligned to your success.

POLOWORKS IN-DEPTH

PoloWorks is a market leader in its segment with a significant proportion of the Lloyd's market and a growing share of the corporate specialty market. We have secure client relationships, from well-established players to startups, including Lloyd's Syndicates, London Market carriers and MGAs.

Your back office is our front office. Quite simply, our teams will align themselves to your teams. This tested formula has worked well to-date and we are confident that it is a framework that delivers the flexibility to grow and evolve as you do.

We employ over 350 insurance specialists at our Cheltenham and City of London offices, providing

onshore outsourced services, encompassing a wide spectrum of capabilities such as; underwriting support; management accounting; claims management; compliance and regulatory; delegated authority management; technical accounting and workflow management.

LLOYD'S MARKET EXPERTISE

For those clients in the Lloyd's market, we are subject to Lloyd's 'principles based' oversight. The principles, introduced by Lloyd's during 2022, are at the heart of our activity and our delivery to you.



HOW WE WORK

PoloWorks comprises three divisions, Polo Managing Agency (PMA), Polo Commercial Insurance Services (PCIS) and Polo Digital.

POLO MANAGING AGENCY (PMA)

PMA offers comprehensive solutions for all stages of a syndicate's life cycle, from governance and oversight through to processing, IT and complete back-office support. PMA is also one of the few managing agents permitted by the Corporation of 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)

PCIS provides a complete suite of services – including underwriting support, management accounting, and claims management – for MGAs, brokers and London market carriers.

POLO DIGITAL

Polo Digital supports market reform initiatives as part of the Blueprint 2 vision and offers a variety of services including data storage, management and analysis of underwriting data sets and incorporates cutting-edge artificial intelligence.

CLIENT FIRST

Building a strong relationship with our clients is the foundation to the success of our service. From the initial set-up phase onwards, we seek to establish and develop relationships at all levels across both operational and underwriting teams.

SERVICE QUALITY

We are committed to the delivery of service quality. Our solutions are designed to deliver quality in terms of data accuracy, turnaround times and service reliability.


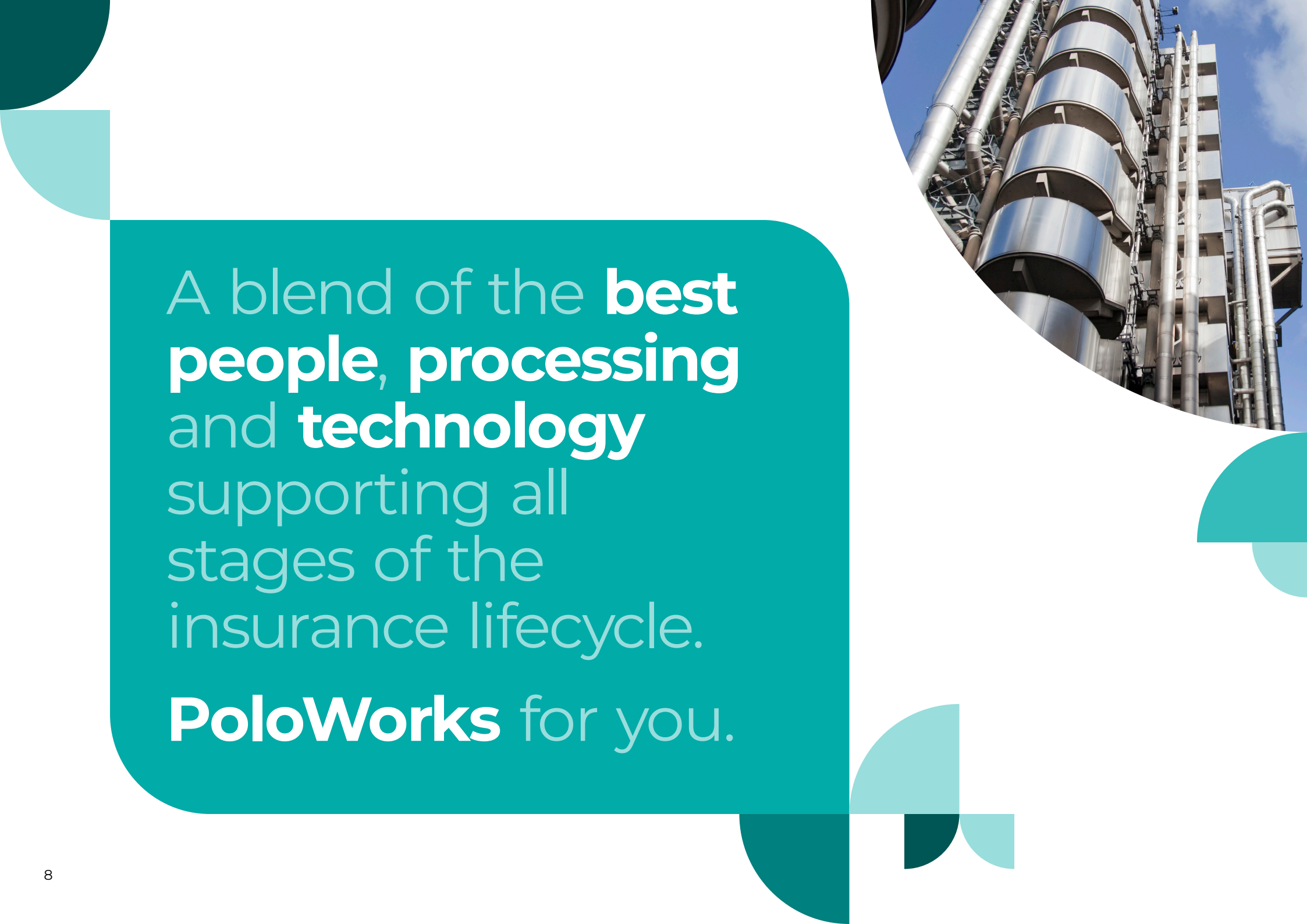
We are also dedicated to demanding contractual service levels. This provides security and peace of mind – which is especially important during times of change to operating models.



CORE OFFERINGS

We understand what it takes to manage operations and deliver a quality service in the modern London Market. Companies need to be nimble, efficient and have a low cost operating model. As such, we have developed a comprehensive set of capabilities which provide those working in the market with the tools they need to succeed; a truly superior operating model.





A blend of the **best people, processing** and **technology** supporting all stages of the insurance lifecycle.

PoloWorks for you.

PoloWorks at Lloyd's: Polo Managing Agency (PMA)

We provide comprehensive syndicate management solutions for your business:

Lloyd's Market Access:

PoloWorks facilitates access to Lloyd's for insurers lacking existing tenancy rights, opening doors to a world of opportunities in the marketplace.

Breadth of Services:

Our services encompass a wide range of offerings, including business planning support, underwriting expertise, actuarial services, and meticulous regulatory compliance, ensuring a holistic approach to syndicate management.

Support across the lifecycle:

We provide dedicated services for syndicate start-ups, assisting from the initial stages, guiding through growth, and providing ongoing support throughout the entire life cycle.



At PoloWorks, we are dedicated to empowering syndicates with the essential tools, expertise, and support necessary for success in the competitive landscape of the Lloyd's market.



Comprehensive Syndicate Management Solutions

PoloWorks offers an array of specialised services tailored to meet the diverse needs of syndicates, ensuring seamless operations, regulatory compliance, and strategic growth:

Run-off Syndicates Management

We excel in the management of run-off syndicates. Our specialised services in run-off syndicate management include meticulous planning, strategic decision-making, and precise execution, aimed at achieving a smooth transition while meeting all regulatory and compliance requirements.

Lloyd's Captives Operating Model

We offer a tailored operating model designed to facilitate efficient and effective operations for captives within the dynamic environment of Lloyd's market. PoloWorks' Lloyd's Captives Operating Model is a strategic solution that empowers captives to thrive within the Lloyd's marketplace while adhering to best practices and achieving operational excellence.

Syndicate in a Box: Streamlining Market Entry

Syndicate in a Box is a cutting-edge solution designed to optimise the market entry process for syndicates. By employing advanced digital technologies, Syndicate in a Box significantly reduces operational expenses, allowing syndicates to allocate resources efficiently and maximize their budget for strategic initiatives. This solution expedites the launch process, ensuring rapid market entry.

PoloWorks stands as a trusted partner, providing unwavering support to syndicates throughout their entire lifecycle for as long as required. Our proven success is grounded in a comprehensive approach that covers every stage, from inception to the establishment of your own agency.

PoloWorks to your advantage

Tailored solutions that leave
you to focus on what you
do best.



PoloWorks at Lloyd's: your partner across operations

Underwriting

Underwriting profitability

Our underwriting team supports, challenges and approves your syndicate business plan.

We provide an underwriting framework, including governance, procedure, portfolio management and pricing oversight.

We engage PCIS outsourced services as required (eg risk capture, PBQA, DA processing).

Catastrophe exposures

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

We also engage PCS 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 administration as required.

Claims management

We establish a claims management framework, including claims authorities and protocols; life cycle and service level management; and DCA approval and oversight.

We also engage PCS 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.



Actuarial

Reserving

PoloWorks provides reserving guidance, 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 parameter.

We also oversee outsourced investment arrangements.

Liquidity

We implement a liquidity policy and associated appetites and reporting.

We forecast and monitor cashflow.

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 as required.

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 and reporting.

We also 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.



PoloWorks at Lloyd's: from inception to delivery

Inception Support:

During the inception phase, PoloWorks offers strategic guidance and actionable insights. We assist in the development of robust business plans and underwriting strategies, setting the foundation for a successful syndicate.

Operational Excellence:

We ensure operational excellence, streamlining processes and workflows. We optimise underwriting, claims management, and regulatory compliance, allowing syndicates to operate efficiently and effectively.

Governance and Oversight:

Our expert team provides meticulous oversight and governance, ensuring that your syndicate adheres to industry standards and regulatory requirements. This governance framework enhances decision-making and fosters compliance.

Strategic Transition:

As your syndicate grows, we guide you through strategic transitions. Whether it's expanding market presence or diversifying offerings, PoloWorks offers tailored solutions to support syndicates in their evolution.

Establishing Own Agency:

When the time is right, we assist syndicates in establishing their own Agency. We navigate the complexities of regulatory approvals and provide support in setting up boards, including Non-Executive Directors, to ensure smooth operations.

Continuous Support:

Even after the establishment of their Agency, PoloWorks continues to offer you support. Our ongoing assistance includes regulatory reporting, compliance monitoring, and strategic consultancy, enabling your syndicate to thrive in the competitive market.

MGA Solutions

PoloWorks offers comprehensive MGA solutions to provide unparalleled support. Our tailored services include:

Robust Oversight:

PoloWorks ensures robust oversight, allowing MGAs to operate with confidence. We monitor operations closely, ensuring adherence to regulatory standards and internal protocols.

Governance Excellence:

With a focus on governance, PoloWorks provides structured frameworks and strategic guidance. Our governance expertise ensures that you make informed decisions and maintain compliance at all levels.

Market-Leading Processing Expertise:

Leveraging our market-leading processing expertise, we streamline operations, enhance efficiency, and optimize processing workflows. This ensures swift, accurate, and compliant transactions for MGAs, allowing you to focus on strategic initiatives.



Risk Management Solutions

PoloWorks specialises in providing tailored risk management solutions that empower syndicates to navigate the complexities of the insurance landscape effectively. Our comprehensive services include:

Risk Governance:

We assist syndicates in establishing robust risk governance structures, defining roles, responsibilities, and decision-making processes. Clear governance ensures effective risk oversight at all levels of the organization.

Risk Frameworks:

We help syndicates develop customized risk frameworks tailored to their specific needs. These frameworks define risk categories, tolerance levels, and mitigation strategies, providing a clear roadmap for risk management activities.

Continuous Monitoring:

Our team ensures continuous monitoring of risks, using advanced tools and techniques. Real-time monitoring allows syndicates to identify emerging risks promptly, enabling proactive measures to mitigate potential impacts.

Primary Validation of Solvency II Internal Models:

PoloWorks conducts primary validation of Solvency II internal models, ensuring compliance with regulatory standards. Our meticulous validation process ensures accuracy and reliability, meeting regulatory requirements effectively.

Compliance Assurance:

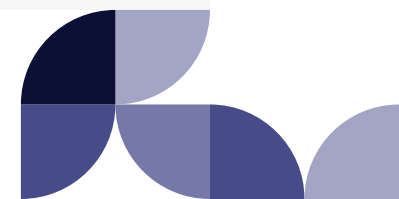
We assist syndicates in aligning their risk management practices with regulatory guidelines. By ensuring compliance, syndicates can operate confidently, knowing they adhere to industry standards and legal requirements.

Scenario Analysis and Stress Testing:

PoloWorks conducts scenario analysis and stress testing to assess the resilience of syndicates under various adverse conditions. This proactive approach helps syndicates prepare for potential challenges and make informed risk mitigation decisions.

Risk Mitigation Strategies:

We collaborate with syndicates to develop effective risk mitigation strategies. By identifying vulnerabilities and implementing tailored solutions, syndicates can proactively manage risks and enhance their overall resilience.





PoloWorks – right alongside you.

350 UK-based insurance specialists across Cheltenham and City of London offices.

Discover our comprehensive suite of services.

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 (Letters of Reassurance) 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 maximizes recovery opportunities. Detailed loss bordereaux are provided to reinsurers for comprehensive understanding.

Regulatory Reporting and Structured Input:

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



Aggregations

Being able to have accurate data available swiftly is essential for the underwriter whether considering a new risk or one that is up for 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



Data Capture

Capturing accurate risk data is a fundamental part of reporting requirements and the ability to demonstrate this is an essential element of Solvency II. Each member of our Cheltenham-based team has accumulated significant experience and expertise across many classes of business. 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 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. In 2020 we processed circa 200k of documents.
- Capture of other relevant information, such as underwriter comments and notes and rating details
- Indexing and profiling
- Scanning
- Quality assurance

Delegated Authority Management

We understand that data quality is vital to underwriters and managing agents. Bordereaux (premium/risk, claims and cash) are currently supplied to all participating underwriters in a number of different formats, some of poor quality and with little standardisation, often making it a slow process to obtain a clear overview of each binding authority and, indeed, the whole business.

Our managed service delivers cleansed, enhanced and checked data in Acord XML formats, for direct use with core underwriting systems and analytical/aggregation tools – while meeting demanding service levels and accuracy levels at a reasonable cost.

Key features of our service:

- Focus on analysing the data, not processing it
- Effectively plan resources while keeping control of your cost
- Receive processed data which has been cleansed and checked within a defined SLA
- Quickly give a full position for each binding authority
- Clearly link premium and claims bordereaux

Reinsurance Management

Reinsurance Programmes are geared to enable underwriting and protect loss ratios. They are therefore a huge asset to the insurer and as such need to be professionally administered in a timely fashion to ensure that the potential benefit is maximised.

We are conversant with all types of facultative and treaty arrangements and both proportional and non-proportional methods of placement.

Key features of our service include:

- Security analysis
- Payment of premiums
- Collection of recoveries and calculation and payment of reinstatement premium where applicable
- Reserve movements
- Management reporting





Claims Management

We can meet our clients' needs, whether they operate in the Lloyd's or company markets, are a regional insurer, an international reinsurer or an insolvency practitioner. We cover the whole claims management spectrum from legacy to live and from specialist lines to whole account. 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

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 to suit their needs.

The Client Finance team currently comprises around 20 qualified and part-qualified accountants, with nearly 250 years' experience between them. Client Finance utilises SUN 6 as its ledger, which enables transactions (in any currency) to be easily uploaded to the ledger and downloaded into reports. The team is based in Cheltenham, so can readily visit clients when required, which avoids the costs associated with being based in London. Training is a key part of Client Finance, with support for our trainee accountants through their professional qualifications and continuing professional development for our other staff, which covers changes to accounting standards, IT and the ever-evolving insurance regulatory environment.

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)
- Company Secretarial work

PoloWorks at every point in the insurance lifecycle

A complete suite of services from start-up to scale-up for as long as you need us.



Risk Capture

Our experienced team enables your underwriters to concentrate on their core task of underwriting. Our service encompasses a wide variety of classes across the market – including aviation, cargo, cyber, D&O, energy (both upstream and downstream), hull, personal accident, property, treaty, and war, to name but a few. Key services we offer include:

Electronic indexing of scanned documentation:

streamlined organisation of scanned documents, ensuring easy accessibility and efficient data retrieval.

Detailed entry of policy and syndicate specific information:

thorough input of policy and syndicate-specific details, including meticulous recording of underwriter notes into your policy administration system.

Quality control of data entry:

rigorous quality checks to ensure accuracy and reliability, guaranteeing that your data is error-free and dependable.

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, 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:

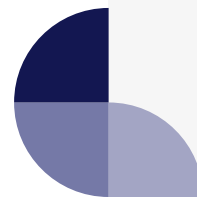
We meticulously prepare treaty statements based on submitted client technical accounts, cash calls, and profit commissions. Our focus is on accuracy, ensuring that these statements align perfectly with financial records. We handle queries and discrepancies efficiently, resolving issues directly with 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 (Letters of Reassurance) 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.



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 Letters Before Action (LBAs) and Notices of Cancellation (NOCs) 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.

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

USM and SCM processing:

Expert handling of USM (Underwriting and Service Model) and SCM (Service Company Model) processing, including investigation and correction of invalid messages.

LORS messages review and authorisation:

Thorough review and authorization of Letters of Reassurance (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 client's service levels, ensuring precision and reliability in all transactions.

Catastrophe coding and large claims analysis:

Specialised catastrophe coding and in-depth analysis of large claims, ensuring comprehensive understanding and effective handling.

Case reserve review:

Detailed review of case reserves to ensure accurate and up-to-date information, vital for informed decision-making.



LEADERSHIP TEAM



**Paul
Andrews**
CEO,
PoloWorks and PMA



**Richard
Lawson**
CEO,
PCIS



**Paul
Wooldridge**
COO,
PoloWorks



**Phil
Smith**
MD,
PMA



**Matthew
Bishop**
CFO,
PMA



**Kath
Gioiosa**
MD, London Market
Services, PCIS



Contact Us

For enquiries relating to **Polo Managing Agency** or **Polo Commercial Insurance Services** please email us at enquiries@polo.works.

polo
WORKS



www.polo.works