

DCAs, LLOYD'S MARKET • SYNERGY ADJUSTING

Growth That Feels Like Momentum

A claims administrator working Lloyd's delegated authority programs took on more claims and more programs without the coordination falling behind, by making VCA the connected center of the tools and partners it already used.

THE CLIENT, NAMED

Synergy Adjusting,
claims administration
and adjusting for
Lloyd's

THE SEAT

**DCAs, Lloyd's
Market**

RUNS ON

**VCA ClaimsCore
ClientPortal
LloydsConnect**

ON THE RECORD

**Figure published.
Renewed for
another five years**

THE RESULT

50%

Less reporting time

From the Synergy Adjusting case study, under compliance and Lloyd's reporting.

Workflows aligned with the way our team actually operates, making growth feel like momentum, not burden.

Les White, Vice President of Operations and Innovation, Synergy Adjusting

THE OPERATION

Many Programs, Many Partners

Synergy Adjusting provides claims adjusters and third-party administration to Lloyd's of London, specializing in delegated authority programs and complex claims for insurers, MGAs and reinsurers.

Every new program arrives with its own Lloyd's contract and reporting demands, and every new partner adds a system the claim has to move through. Synergy chose to stay vendor-agnostic, so the connections between those systems were the thing to get right.

Tools that did not talk

Coordinating legacy tools and vendor systems created friction.

Clients asking for status

Insurers and MGAs expected more transparency than manual updates gave.

Work that took the day

Reserve, payment and compliance reporting tasks ran by hand.

WHAT CHANGED

VCA as the connected center

01

The condition

Disjointed systems and manual processes, with claim volume and the number of programs both growing.

02

The change

API connections to Synergy's tools and its partners' systems, a role-based client portal, and workflows for delegated authority under Lloyd's contracts.

03

What it left

Payments, reserves and reporting automated, and insurers, reinsurers and MGAs following their claims in the portal.

HOW THE WORK RUNS

What the case study describes

Each line is in Synergy's case study, named here by the module that does that job.

- ✓ **ClientPortal.** Insurers, reinsurers and MGAs follow claims progress through controlled, role-based access.
- ✓ **LloydsConnect.** Lloyd's reporting runs from the claim record, and the Lloyd's report set comes out of it.
- ✓ **Connected, not replaced.** VCA's API connects Synergy's own tools with its partners', so it keeps choosing the right fit for each client.

WHY IT MATTERS NOW

As of January 1, 2026, Lloyd's made Claims Management a hurdle Principle (Principle 4). The Principles bind managing agents (MAs), and coverholders and DCAs carry it through the managing agent's oversight, audit and reporting requirements.

HOW THIS STORY IS SOURCED

Synergy Adjusting is named because its own case study names the firm and quotes its vice president of operations and innovation. The figure is the case study's, in its words. It gives no claim volume, headcount, implementation duration or program count, so this document gives none.

Bring us a claim where the promise was hard to keep

Bring a program with its own Lloyd's requirements and the partners it runs through, and we'll show you how the claim carries both.

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Online, with the other case studies: vcasoftware.com/resources/case-studies/lloyds-dca-program-growth/