

DCAs, LLOYD'S MARKET · CLIENT NOT NAMED

London Reporting, **Without the Rework**

A delegated claims administrator (DCA) reporting into the Lloyd's market stopped checking and rechecking its own data once its bordereaux were produced from the claims themselves.

THE CLIENT, NOT NAMED

Delegated claims administration in the UK market

THE SEAT

DCAs, Lloyd's Market

RUNS ON

**VCA ClaimsCore
LloydsConnect**

ON THE RECORD

Figure published, from VCA's case study

THIS OPERATION

76

Hours a month saved on reporting

From VCA's published case study of this DCA's reporting work.

A SEPARATE CLIENT, NAMED

Vanguard Claims, another Lloyd's DCA, reduced manual data handling by approximately 40%.

Vanguard's own figure for its own work. It is not part of this operation's result.

THE OPERATION

Judged twice on every claim

A delegated claims administrator in the UK market, on the coverholder and DCA side of the Lloyd's market. Claims are handled under delegated authority and reported back to London.

That means the operation is judged twice: once on how it handles claims, and once on how it evidences that handling to the people who delegated the authority. Bordereau production is where the second judgment lands.

Reporting built outside the system

Pull the claims, shape them, reconcile what does not tie out, then check it all again, every cycle.

Two versions of the same data

Anything transcribed into a reporting layer is a second copy, and a second copy has to be reconciled.

Errors the market finds first

A reporting error is one somebody else notices, so the checking grows until it costs more than the reporting.

WHAT CHANGED

Reporting moved into the claim

01

The condition

Every reporting cycle rebuilt outside the claims system, then checked twice because nobody could see where the versions differed.

02

The change

Bordereau production moved onto the claim record. Each claim populates the reports it belongs to.

03

What it left

The same monthly reporting without the rounds of checking, because there was no second version of the data.

HOW THE REPORTING RUNS

What produces the bordereau

The contract is set up once, and the reports run from the claims each period.

- ✓ **Set up once, at the UMR.** The Unique Market Reference is set up once, and bordereaux populate per claim, for individual-risk and subscription market business.
- ✓ **The Lloyd's report set.** LloydsConnect produces the Lloyd's Standard Bordereau, the Standard Bordereau with Certificate Allocation, the Lloyd's MI report and the Lloyd's Solvency report.
- ✓ **The claims bordereau.** VCA produces the claims bordereau. The premium or risk bordereau comes from the system that writes the business.

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

The 76-hour figure is from VCA's published case study of this operation. No public reference names the DCA, so it carries no identifying detail. Vanguard Claims is named only for its own, separate figure.

Bring us a claim where the promise was hard to keep

VCA goes deep in claims, down to the report London reads each month. See a bordereau produced from the claim record rather than assembled in a spreadsheet.

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Online, with the other case studies: vcasoftware.com/resources/case-studies/lloyds-tpa-bordereau-reporting/