

Capita Managing Agency - Syndicate Management Matrix										Key: ACTION REQUIRED	
A. Syndicate approval	B. Syndicate Strategy	C. Underwriting & Claims	D. Underwriting Management	E. Governance and risk	F. Syndicate Operations	G. Finance	H. Actuarial	J. Corporate member	K. Managing Agency	Client	These would be subject to Managing Agency oversight.
Syndicate proposal	Syndicate Strategy	Pricing Models	Risk-taking controls	Legal	Facilities/BCP	Management of External audit	Rating tool development	Raise capital	Governance (Board)	Capita Managing Agency	These are our usual Managing Agency services.
Syndicate HLP	Distribution strategy	Risk acceptance	Peer review	Risk management oversight	HR	Syndicate Tax Returns	Capital model	Create corporate member	Lloyd's Min Standards	Joint	These are areas where we both need to contribute.
Lloyd's approval process	RI strategy	Policy & aggregate data entry	Exposure management	Compliance oversight	Policy admin system	Setting up and monitoring of Working capital facility	Internal model use	Manage CIL	Policy and procedures	Capita Commercial Insurance Services	CMA's sister company providing outsourced back office services.
Syndicate business plan	Pricing strategy	PBQA & Sanctions checks	Exception handling	Company secretarial	Claims system	Investment management	Internal model validation	Regulatory and Tax returns	Regulatory framework and advice		
Lloyd's MIH	Capital Strategy	Claims handling	Underwriting Management	Internal audit	Workflow application	Regulatory and Financial reporting preparation	Reserving				
Recruitment & Resources	SBF Production	RI Purchase	Independent peer review	ORSA	Exposure (Cat) management system	Book-keeping credit control					
		RI processing	RI Oversight		MI / Data warehouse	Lloyd's reporting					
			Claims Oversight		IT hosting/ data services	Financial reporting					
			DUA & Customer Oversight		Outsource oversight						
			Price monitoring		Lloyd's Bureau processing						