



# International insurance expertise

Delegated Authority Reviews

mazars





Our UK team leads the provision of Delegated Authority Review services worldwide.

## Introduction

**Our team have experience of carrying out Delegated Authority reviews (Coverholder/DCA) in the UK, across the European Union, Scandinavia, Switzerland, Hong Kong, Australia, Russia, South Africa, Chile, Argentina, Dubai, Canada and the US to name a few.**

These reviews have varied from the delivery of a full Coverholder review to specifically focussed reviews such as claims handling (DCA's), conduct risk, IT, DCA Lawyer or run-off. Our teams have the required skills to deliver whichever style of review is required by our clients and they also bring with them the ability to make comparisons against others in the industry, through their extensive knowledge and experience.

Our UK team leads the provision of these services worldwide. We use our experience to offer guidance and tools to our colleagues in other Mazars insurance centres in Europe and around the world.

The wide range of language skills in our teams also allows us to service our clients' needs in many countries including France, Norway, Germany, Greece, Italy, Portugal, Spain, Sweden, Switzerland, Dubai, Hong Kong, and the US. We also have access to additional language support through Mazars' international network.



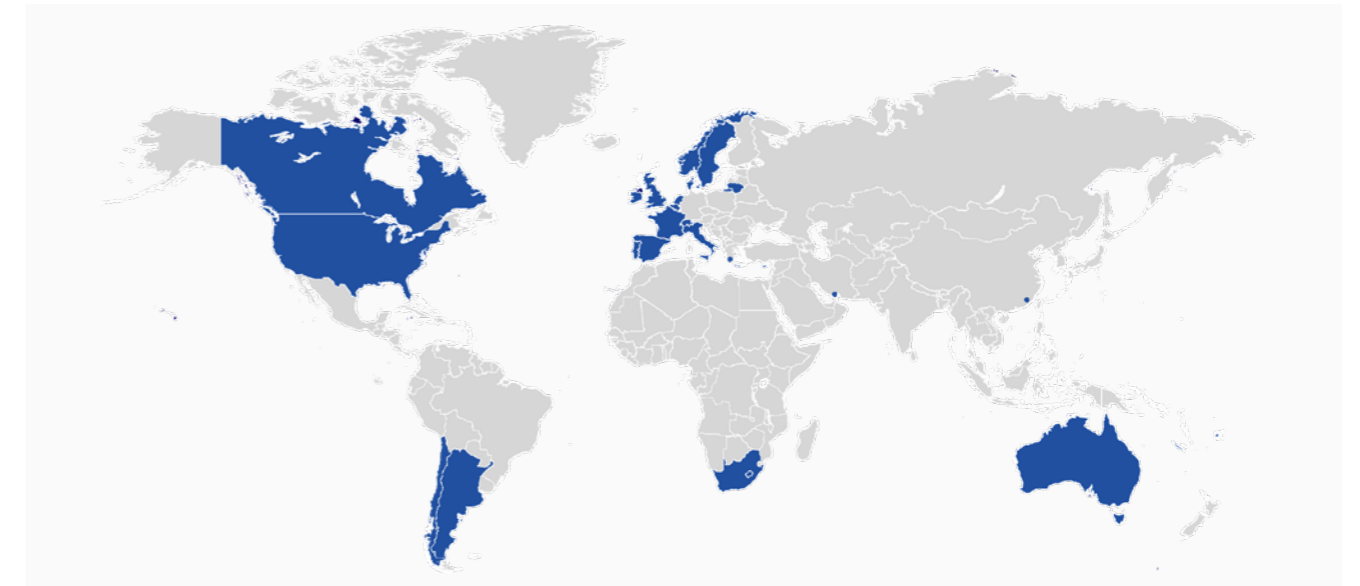
## Classes of business

- Accident and health
- Antique and art dealers
- Aviation
- Bloodstock
- Caravans
- Cargo
- Commercial property
- Construction
- Credit insurance
- Directors and officers
- Earthquake
- Errors and omissions
- Financial guarantee
- Fine art
- General liability
- Homeowners/household high value
- Hull
- Jewellers block
- Kidnap and ransom liability
- Life
- Marine
- Mobile phones
- Motor
- Personal accident and sickness
- Political risk
- Private medical
- Property
- Property reinsurance
- Professional indemnity
- Satellite
- Space
- Specie
- Sportsmen
- Terrorism
- Travel



## Current geographical coverage

**We have experience conducting Delegated Authority reviews in the following countries:**



- Argentina
- Australia
- Belgium
- Canada
- Chile
- Cyprus
- Denmark
- Dubai
- France
- Greece
- Hong Kong
- Ireland
- Italy
- Latvia
- Lithuania
- Malta
- Netherlands
- New Caledonia
- Norway
- Portugal
- South Africa
- Spain
- Sweden
- Switzerland
- Tahiti
- United Kingdom
- USA

# Our services

## Coverholder reviews (based on the Lloyd's 2018 audit scope)

- Underwriting
- Underwriting file testing
- Contract Documentation
- Claims
- Claims file testing
- Accounts
- Transactional Accounting testing
- Reporting
- Compliance
- IT
- Customer Outcomes
- Recommendations

## Run-off reviews

- The company
- Bordereaux analysis
- Documentation
- Accounting and financials
- IT
- Claims management
- Compliance and governance
- Recommendations

## IT reviews

- IT systems
  - System set-up
  - Escrow
  - Logging policy
  - Cloud
  - Anti-virus/spam
  - Devices
  - Backups
- Data protection
  - Laws
  - Penetration tests
  - Passwords
  - PCI security
- Online platform
  - Website security and hosting
  - Logging policy
  - Hacking and penetration tests
  - Cookie policy
- Business continuity
  - Planning
  - Testing

## Conduct risk reviews

- Culture and governance
- Product design and distribution
- Complaints handling
- Sanctions
- Bribery Act
- Claim handling
- Anti-money Laundering
- Registry / Management Information
- Recommendations

## Pre-inception/application reviews

- The company
- Compliance and governance
- Bordereaux and reporting analysis
- Underwriting
- Documentation
- Accounting and financials
- Claims management (if authority)
- IT
- Recommendations

## Claims DCA reviews

- The company
- DCA financials
- Claims organisation
- Bordereaux analysis
- Accounting and financials
- IT
- Compliance and governance
- Recommendation

## DCA (Lawyer) reviews

- Appointment to Third Party
- Financial and Reporting
- Claims handling
- Compliance and regulatory
- Governance
  - BCP/DR
  - Surge claims
  - IT management
  - Internet business
  - Product design, customer experience
  - Recommendations



# The UK management team



**Andrew Hoyle**

Partner, Head of Risk Consulting, and Head of Financial Services Internal Audit

Andrew is a Partner with over 15 years of experience providing consulting and assurance services. His focus is financial services, and he leads our FS internal audit practice. As part of this role, he leads and oversees our provision of Coverholder/DCA audits to the UK insurance market.

Andrew has extensive experience in financial services and providing added value outsourced and co-sourced internal audit, and other internal controls-related services. Andrew is a Chartered Accountant (FCA) and Chartered Internal Auditor (CMIIA, IIA).



**Robert Moore**

Associate Director, DAR team

Robert has been with Mazars for over 16 years and has provided audit services to a range of sectors during this time.

Robert has worked with our external audit, IT audit, Internal Audit, Sarbanes-Oxley and Forensic Services teams, before bringing his breath of audit knowledge and skills to Mazars' Insurance market team and more recently focusing on the Lloyd's and Company delegated authority space for the last seven years.

Robert has an excellent knowledge of the Lloyd's Managing Agency market and requirements. Primarily Robert undertakes Coverholder and DCA reviews covering various classes of business in the UK and Europe. Robert provides technical peer review and oversight on all reviews.



**Amy-Louise Budd**

Delegated Authority Review, Manager

Amy-Louise has worked in the Lloyd's market for over eleven years, specifically in relation to delegated authority management and delegated authority audit. Amy-Louise has experience drawn from working within two Lloyd's Managing Agents and is the Lloyd's of London relationship Manager within Mazars.

Amy-Louise coordinates all reviews and manages relationships with Managing Agents working closely with Auditors to ensure resources are lined up ahead of time, and oversees the reviews closely to ensure the audit scope is adhered to and Mazars are able to add value where possible.

Amy-Louise is responsible for resource management and quality review and oversight of all reports prior to submission to our clients, for the London and International teams.



**William Sumption**

Delegated Authority Auditor

Will joined Mazars with 8 years' experience in handling claims for commercial clients specialising in Commercial Motor Fleet, liaising with insurers across the London Market.

In more recent years, Will has handled company projects highlighting clients with issues around their claims and tailoring claims processes to their needs through ECF (Acturis).

Will has a wealth of exposure across the claims handling process and London Market. Will is responsible for Coverholder and DCA reviews and is our claims leader and Subject Matter Expert.



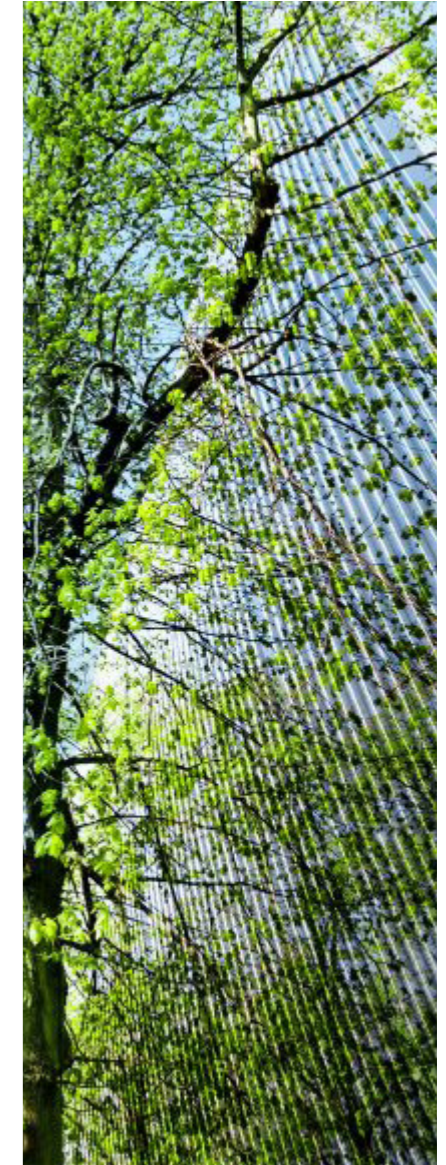
**Emma Jardine (nee Johnston)**

Director, Insurance Consulting

Emma is a Senior Manager in the Financial Services Consulting team at Mazars with experience primarily in the insurance and reinsurance industry. Emma has assisted clients in a number of areas including inspection of records, risk and compliance, litigation support, binding authority and commutation negotiations.

Her expertise is within both the live and run-off markets where she has conducted reviews of the operations of Coverholders, TPAs and Managing Agents. She has experience in compliance and risk inspections, investigations, claim reviews, pre-underwriting audits and pre-acquisition reviews.

Emma's main focus is the claims area.



# Contacts

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Mazars is a leading international audit, tax and advisory firm, aspiring to build the economic foundations of a fair and prosperous world. Operating as a united partnership, Mazars works as one integrated team, leveraging expertise, scale and cultural understanding to deliver exceptional and tailored services in audit and accounting, as well as tax, financial advisory, consulting and legal services\*. Founded in Europe, Mazars is present in over 90 countries and territories, with more than 44,000 professionals – 28,000+ in our integrated partnership, 16,000+ via the Mazars North America Alliance – dedicated to helping clients make the most of business opportunities and operate with confidence.

\*where permitted under applicable country laws

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