

Claims Update



Claims Q2 2025 Update

Hello and welcome to the Q2 2025 Claims newsletter!

As the summer break will soon be here, I wanted to share a roundup of the second quarter's activities, recent successes and upcoming initiatives. In this issue, you'll find updates on priorities as well as highlights from recent events, including the very successful LMA Claims Awards dinner, the insightful General Liability educational trip to Australia and Singapore and the Q2 Claims Briefing.

In May, the LMA claims team hosted a gala Claims Dinner and Awards Ceremony, attended by 320 members, the first after a hiatus of several years. This sell-out event saw the return of the LMA Claims Awards. Almost 90 submissions were reviewed and judged by our panel of Claims Leaders. The awards celebrated claims excellence both at an individual and group level. We also witnessed a touching moment when the community showed their gratitude in a standing ovation that recognized the years of support, education and friendship we've received from Charlotte Warr. [See the complete list of winners here.](#)

The Q2 "Claims Briefing" was held in the Old Library in June. Rachel Turk, Lloyd's Chief of Market Performance, presented the Lloyd's Claims Strategy. The strategy set out the internal Lloyd's changes required to deliver the oversight model for the elevated Claims Principle hurdle status; as well as outlining some priority focus areas requiring market attention. The LMACC is reviewing the strategy and will share feedback with Lloyd's in the Autumn.

The briefing also provided updates on the LMA Claims Strategy - Customer initiatives, including the conclusion of the yearlong Voice of the Customer pilot. Outside Perspectives in this session focused on Customers. Gracechurch Consulting's Ben Bolton shared analysis and insights on market trends, including a notable movement towards customer led service models. All presentations from the Claims Briefing including the Lloyd's claims strategy can be [accessed here.](#)

LMA Claims Committee (LMACC)

Topics making the LMACC agenda over the Q2 period included the extension of the Vitesse FCP contract, the Lloyd's Claims Strategy and a review of risks and opportunities. Below is a summary of other priority areas the LMACC explored in Q2.

Promoting claims: The LMACC initiated discussions on the potential value and opportunities in collectively promoting Lloyd's claims service, a recommendation that surfaced through broker forums and engagement. The session concluded with consensus that there is value, and that the opportunities span several use cases. A paper with recommendations will be presented to the LMACC in Q3.

Claims Strategy – digital and innovation: The LMA's collaboration with the Lloyd's Lab continues to find Insurtech solutions to tackle problems and elevate the claims proposition. Q2 initiated work on claims collaboration tools, with Cygnus selected as the provider to run a Proof of Concept. Following the KennedysIQ presentation held in Q1 and confirmation of market appetite to trial their Augmented AI solution, we will start a pilot after the summer with 8 participating Managing Agents focusing on US Casualty.

Claims Strategy – talent: the LMA hosted several workshops with claims, HR and learning and development professionals to develop the first draft of a claims pathway for new entrants, aimed at driving consistency and investment in claims training across the market. Separately, [the Forage claims job simulations](#) celebrated a significant milestone with over 1,800 enrolments from students exploring their career prospects.

CAT response and readiness: Liz O'Connell, chair of the CAT coordination group, led exploratory work with sector group chairs to establish a framework for scenario-based CAT planning, specific to the different lines of business, currently the framework is geared to response to natural catastrophes. Additionally, with the support of Lloyd's America and the Property Insurance Claims Group we are exploring opportunities to streamline data calls from the US state regulators.

Only one new event received a CAT code in Q2 (Albert Wildfires – 25B) which didn't require formal market response. Further events such as the *Middle East Conflict, Spain & Portugal Power Outages* and the *Air India Crash* have been assigned Major Loss Tracking Codes. The market received the annual Pre-Storm Season briefing in May from McKenzie Intelligence Services.

LMA Claims Sector Groups

In May the annual LMA PICG Conference, held at King's Place, celebrated its 10th anniversary with approximately 1,000 property insurance professionals attending lectures and seminars during the week. May also saw the Reinsurance Claims Group host a half day conference, ReConnect 2025, with 100+ attendees, the first of its kind since 2018.

Another highlight in May was the inaugural LMA General Liability Educational Trip, hosted by Wotton Kearney. The hugely successful trip offered valuable insights into the Australian and Singaporean general liability claims markets. The trip began in Singapore, where delegates visited with Lloyd's Singapore and learnt more about how cultural differences can impact claims handling. Delegates then made their way to Australia, attending sessions covering topics such as the Australian Insurance Contracts Act and emerging risks. The delegation met with a sitting judge and spent time with Lloyd's Australia learning more about the regulatory environment. They concluded their trip with a memorable Sydney Bridge climb experience. Our sincere thanks to the General Liability Claims Group and Wotton Kearney for spearheading this wonderful opportunity.

The DACMG committee continues to work towards their overarching objectives, with the group presently focused on updating guidance for the Co-Lead Claims Agreement (to be released in July) and streamlining onboarding for DCAs. Relating to onboarding, significant progress has already been made in reducing the number of questions asked and aligning, where possible, with new streamlined coverholder due diligence questions. Once complete, the next stage of this work is to explore options for a centralised system for coverholder and DCA onboarding.

The Cyber Claims Group held their annual Forum in June to a packed Old Library audience. Keynote speaker Ciaran Martin opened the forum with interesting reflections on his time with the National Cyber Security Centre and the SANS Institute. The Forum topics included cat exposure, AI and what we should be looking for in a cyber claims adjuster. With many panellists from the Market, it was a huge success all round.

Overviews of the priorities and planned activities of each claims sector group can be [found here](#).

Contact the LMA Claims Team

As you'll read from this update and the information in the attachments, there is a lot happening across claims at the LMA in 2025. We would love to hear from you if you'd like to get involved or want more information. You can reach us at claims@lma@lmalloyds.com or contact any member of the team. Their primary focus areas are listed below.

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