



Frequently Asked Questions

1 What is Gemini?

Gemini will deliver an efficient, straight-through fee agreement and payment process, that captures and reports to managing agents on granular structured data on expert spend that will allow managing agents to have true visibility of expert spend, usage and performance.

In summary, experts will submit invoices in to Gemini, and Advent will (through Gemini) create a Parallel UCR to process all fee payments, ensuring additional structured data is captured, allowing managing agents to have clear visibility on expert spend by territory, class of business, expert type, expert firm, individual expert etc.

Gemini is being delivered for Open Market business. Binder business is out of scope.

Gemini also has function that allows a managing agent to manage expert onboarding, the creation of panels, and manage the contracting process. This was delivered in November 2018 as phase 1 of Gemini.

2 Who are Advent?

Advent Insurance Management Limited have developed the Gemini platform following successful tender in 2017. Gemini will be managed and governed by LIMOSS, the Lloyd's and London Market's contract management body. A wider market group, to include the LMA and Market insurers, will advise on future developments and enhancements.

3 Why was Gemini developed?

Gemini was developed because the Lloyd's and London Market required a better understanding on how much it was spending with experts globally. Additionally, it was recognised that it was taking too long to settle expert invoices and brokers were increasingly less inclined to process invoices on behalf of experts. Alternative fee settlement offerings were often cumbersome and/or expensive.

4 What are the 3 main goals of Gemini?

1. To allow managing agents to manage expert onboarding, the creation of their own expert panels within Gemini, manage the contracting process, and settle their invoices.
2. To provide experts with a simple and consistent means of submitting invoices for payment on London Market claims and receiving payment quicker than before. Faster. Cheaper. Consistent.
3. To provide meaningful management and reporting information to managing agents and the Market on expert spend across the globe.

5 Who is it for, and what does it cover?

The delivery of Gemini will initially be for the Lloyd's market only, but a short follow roll out will be delivered for both LIRMA and ILU Members subject to signing Market agreement with LIMOSS.

At a high level, Gemini covers;

- **For registered experts:**
 - Experts interact directly with Gemini through an intuitive web-based portal to:
 - Record their fees and fee splits, and to submit supporting invoices directly into Gemini to eliminate fee collection charges and improve credit control
 - Submit due diligence and capture company and individual level information
 - Wider access to claim and instruction information
- **For managing agencies:**
 - Expert appointments are captured as part of the claim's management process either within their claim's management solution or via the Gemini portal
 - Set up and approval of new and existing experts, panel management and due diligence review
 - Expert management, reserves, budgets, fee payments are handled seamlessly as part of the existing claims management process
 - Advent access claims data from an expert invoice to trigger the fee payment process on behalf of experts and carriers
 - The captured data is reported back to managing agents to provide insight into expert usage, performance, and claims expense – allowing for cost savings, collective bargaining power and smarter decisions on claims expense and leakage

6 What are the changes to expert fee payment process for a managing agent?

There is only one real change (which is critical) for a managing agent, and that is that the claims adjuster needs to record the appointment of every expert on a claim within their Write-Back enabled claims management system. The instruction of experts and the agreement of expert fees all remains unaltered, and any changes in that regard through the Future at Lloyd's will utilise Gemini as the expert management solution that will bolt on to new claims processes.

We have been working with the main Write-Back vendors to deliver the changes in their products that will allow this appointment. Where an expert is being appointed by the lead managing agent, or where the appointment has already been made by the broker, the claims adjuster will need to record the appointment of the expert (from a drop down list of all experts pulled through from the Gemini platform) in their claims management system. That in turn will inform Gemini (via an API feed) of the expert appointment, and at the same time copy details of the claim to Gemini, to allow a record to be created. This will allow Gemini to engage with the expert, to instigate the change to billing and payment process.

Where a managing agency does not use a Write-Back solution, they can still use Gemini to process fees, but they will need to record the appointment of the expert directly in to Gemini, which will require more data input to replicate the API feed of data.

Charles Taylor and DOCOSoft have been involved in the design, development, implementation and testing of the solution here, so you should be able to onboard/test/deploy after initial delivery in July 2020. We are working with Sequel and Guidewire now to ensure Gemini is available for

managing agents using those platforms, and the onus is now on them to deliver the integration via the API feed.

7 What are the changes to process for claims experts?

Experts currently have a myriad of ways to get paid;

- Some still rely on the broker to collect their fee.
- Some have their own Central Settlement Number, so process their own Parallel UCR to collect their fee.
- Some pass the fee to the MA, for payment via Fees Direct (£94).
- Most pass their invoice via a fee collection agency/fee broker, who charge a % of the invoice to collect the fee.

Gemini will replace these 4 inconsistent approaches with a single solution that delivers certainty for experts, increases speed of settlement, and at zero cost to the expert.

Once the lead MA has recorded the instruction of the expert in their claims management solution, Gemini will automatically create a claim record, and will then send an email out to the expert firm advising them of their appointment. When the expert is ready to submit an invoice, they will return to Gemini and upload a copy of their invoice as a .pdf document (browse and attach or drag & drop). The expert is then asked to populate some structured data fields;

- Invoice reference
- Description of invoice
- Whether interim/final invoice
- Select their bank account for payment
- The invoice amount
- The relevant tax rate applied and tax amount
- The currency
- The service the invoice relates to (i.e. adjusting, defence fees, subrogation fee etc)

The invoice is then processed by Advent under a Parallel UCR, and the funds collected via central settlement, before being sent directly from Gemini to the claims expert in the bank account they set up as part of the registration process, and which they selected when they uploaded the invoice.

8 How will I benefit?

Gemini is a new digital platform and settlement service for claims experts, appointed by Lloyd's managing agents. Gemini delivers the following benefits to Lloyd's carriers, experts, and brokers:

- Carriers
 - Supply chain, risk, and performance management
 - An active and highly visible directory of the experts available to the market
 - A much-reduced cost of processing expert fees
 - Operational savings
 - Enhanced management information on expert usage, performance, and claims costs
- Experts
 - Fast and reliable settlement of fees
 - No charges to get paid

- Status tracking of invoices
- Visibility to all registered Market participants
- Brokers
 - Will be able to step out of the invoice process entirely

9 I'm an expert. How long will it take for me to get paid?

The Market is aiming to ensure that all expert invoices are settled in less than 30 days, and more quickly thereafter as the Market take up increases. This is a free service for experts to collect their fees from London Market insurers. However, it will take some time to get all Market insurers and experts on board and all invoices processed this way.

10 I'm an expert. Can I integrate my invoicing system with Gemini?

After delivery of phase 2, Advent will be developing an expert invoice API to allow experts to integrate their invoice system with Gemini. This will allow Gemini to become more streamlined with all Market platforms and reduce the time for your invoices to be paid. Advent have targeted Q1 2021 delivery for this expert invoice API.

11 What Write-Back vendors are building a Gemini integration?

Charles Taylor and DOCOSoft have been involved in the design, development, implementation and testing of the solution here, so you should be able to onboard/test/deploy after initial delivery in July 2020. We are working with Sequel and Guidewire now to ensure Gemini is available for managing agents using those platforms, and the onus is now on them to deliver the integration via the API feed.

You should therefore look to engage with your Write-Back vendors to plan an upgrade to your claims management solution to take advantage of Gemini

12 Can I integrate my Carrier Claims System with Gemini?

We will be happy to discuss the opportunities to develop other API feeds outside of the Write-Back solutions to connect directly with your own claims management system.

Please contact gemini@advent.claims for more details.

13 I'm an expert, do I have to submit invoices via Gemini?

Where you have received instruction via Gemini of your appointment, this means the managing agent is specifically requesting you to submit your invoice via Gemini. Without the fee being processed within Gemini, the expert spend will not be recorded, and the managing agency will not have sight of the spend.

Gemini is free for experts, provides a fast, secure and reliable payment of invoices, so we really don't envisage any issue here from expert take up.

If you are an expert, and have any question/concerns here, please contact the market sponsor, tim.bowling@lmalloyds.com.

14 Is my data safe?

Yes. All data is managed and stored in line with Market data storage, usage and security standards and will be monitored, controlled, and audited by LIMOSS on behalf of the Market. Please find detail on our system security below.



Gemini Due
Diligence.pdf

15 When does Gemini phase 2 go live?

Gemini has been live since November 2018 for expert set up, due diligence and contract management. The invoice settlement service for experts and fee spend analysis (phase 2) will be added at the end of July 2020.

16 How does my managing agency get access to Gemini?

36 managing agencies have already signed up for Gemini. If you now wish to sign up, please complete the attached registration form and return to: gemini@advent.claims. This will enable you to access to the Gemini platform, including the list of all registered experts, the due diligence, and the expert management pages.



Carrier Registration
Form.docx

To take advantage of Gemini phase 2 (the new expert payment process, and enriched structured expert spend data) you have 3 options;

- Write-Back enabled claims platform – speak to your Write-Back vendor regarding the adoption of new functionality that allows Gemini to work (DOCOSoft, Charles Taylor, Sequel and Guidewire). Tim Bowling at the LMA (tim.bowling@lmalloyds.com) is acting as a market representative with the Write-Back vendors, so please do not hesitate to contact him to assist with any queries regarding Gemini generally, or specifically the Write-Back integration
- Claims platform, not utilising the Write-Back messaging solution - Please contact gemini@advent.claims for more details.
- No claims platform – using just ECF/CLASS - Please contact gemini@advent.claims for more details, as the solution will be a more manual recording of instructions directly into Gemini.

17 How Do I Get More Information?

You can get more information from any of the following sources:

- LMA – Tim Bowling - tim.bowling@LMALloyds.com
- Advent – Tom McArthur – tom.mcarthur@advent.claims