

OUR PARTNERSHIP JOURNEY: WE'VE GOT IT COVERED

A strong partnership is critical to your success. There is a lot to consider and many steps to keep on track... but we've got it covered.

Our partnership journey is designed to ensure everything is thought of, catered for and addressed properly, so that we start our relationship on the right footing. Our framework keeps you updated every step of the way, from where we are in the process, what's coming next, to what we each need to do before we can start trading.

Click on the buttons along the top of each page to navigate between each step.



OUR PARTNERSHIP JOURNEY: **GETTING TO KNOW YOU**

This phase takes us from our first meeting through to agreeing the outline of a deal in principle.

These discussions will allow us to:

- Start to get to know your business and understand what we both want and need from the partnership
- Bring our underwriting experts together to gain an understanding of each other's practices and methods
- Establish if and how we can help each other.

By the end of this phase, you will have:

 A good understanding of what it will be like to work with us

· The outline of a deal agreed in principle

A clear view of what will happen in the next phase, Building our Partnership.



OUR PARTNERSHIP JOURNEY: **BUILDING OUR PARTNERSHIP**

This phase ensures we have everything we both need to commit to our future deal.

In this important stage, we will:

- Create a collaboration between our respective experts so that we can build a really detailed picture of all key aspects of your business
- Ensure you are clear on how we work and what we want to achieve through our partnership
- Identify ways in which we could provide you with an edge and help to realise your ambition
- Create a 'key commercial terms' agreement.

By the end of this phase, you will have:

 Demonstrated your capability and established a mutual trust, which will give you the space to thrive

· Confidence in us as a partner

Agreement on the key commercial terms.



Need to know more? Click on the links above for further information

OUR PARTNERSHIP JOURNEY: **SWITCH ON**

We're now into the final straight. Our focus is to:

- · Agree a plan to 'go live'
- Translate our key commercial terms agreement into formal legal and commercial documents that align our objectives and drive a thriving strategic partnership
- Agree how we will work together going forwards
- Set up operational processes, data requirements and reporting
- · Sign a contract and start trading
- Continue to evolve the partnership once we go live through the next phase, <u>Better Together.</u>

Need to know more? Click on the links above for further information





Go live

BUILDING OUR PARTNERSHIP:A. EXPERT-TO-EXPERT COLLABORATION

We believe passionately that strong expert-to-expert relationships are the foundation to a great partnership. By connecting specialists who speak the same language, from underwriters to finance, we know they will solve issues and reach decisions quickly.

These foundations are developed as we build our partnership, coming into their own when we are live and trading.

You can count on our partnership managers to ensure this model runs smoothly. They act as the glue, the watchful eye and the conscience, but never the bottleneck, so everyone can work efficiently.



Go live

BUILDING OUR PARTNERSHIP:B. BUILDING A DETAILED PICTURE OF YOUR BUSINESS

We know that every business is unique. That's why we make sure we fully understand yours. Our checklists and questions are there to facilitate a discussion and ensure we get to the heart of your business.

We would expect to discuss the following information with you:

- · Underwriting and Pricing
- · Data and MI
- · Distribution, conduct and compliance
- Governance and controls
- Claims
- · Complaints handling.

For further information, please click here



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Outline	of a	deal	agreed	in	prin	cinl

in principle Key commercial terms agreed

Go live

BUILDING OUR PARTNERSHIPC. KEY INFORMATION TO COVER

UNDERWRITING AND PRICING	DATA AND MI	DISTRIBUTION, CONDUCT AND COMPLIANCE	GOVERNANCE AND CONTROLS	CLAIMS	COMPLAINTS HANDLING
Risk appetite and underwriting strategy Underwriting guide Policy wordings and associated documentation Historic underwriting/ pricing performance data Underwriting controls framework Underwriting licence and authority structure Training and competency procedures Rating and management information tools Background of senior underwriters Process to manage and monitor underwriting performance.	 Data strategy, operating model and core systems Data storage, access and protection measures Data reconciliation and transfer to insurers Understand and test of dummy data feeds for underwriting, conduct and, if relevant, claims and/or complaints handling information Data required from RSA to partner. 	 Distribution chain – length, breadth, responsibilities Ambitions for future business development Customer base – size, nature and average tenure Understand conduct performance and key KPIs Conduct risk oversight/ framework Pricing and remuneration model FCA status and details of other parties (e.g. principal of Appointed Representative) Product design and product governance processes. 	 Anti money laundering and sanctions questionnaire Systems and controls for handling customer money How customer records are kept, and for how long Overview of policy administration system Quality management and self audit processes Conflict of interest and gifts and hospitality processes Recruitment and training policy/processes and how they conform to FCA regulations Site security, business continuity and whistleblowing. 	 Claims model and role/remuneration of each party Levels of delegated authority limits Processes for non-delegated authority Claims control framework and oversight Agreements with third party administrators. 	Complaints handling framework and supporting manual Review of complaints database Current complaints handling performance statistics Complaints handling training Quality assurance and root cause analysis processes for complaints handling Evidence of outcome testing on complaints handling.

SWITCH ON:D. THE PLAN TO 'GO LIVE'

At the start of the Switch On phase, we will meet with you to agree everything that needs to be done, with an expected timeframe.

We will assign our Deals Implementation Manager to guide us through and keep us on track, ready to 'go live'.



SWITCH ON:

E. HOW WE WILL WORK TOGETHER

The way we work with our partners makes us different. It's critical that a partnership is based on common values and a shared vision.

To build on the foundations, we meet with you to agree how the partnership will operate, including:

- · Our shared principles and values
- · The operating rhythm
- Our joint commitments and service levels, including the role we shall play
- A strategy for how we will respond should things not work out as we both intended.



BETTER TOGETHER:

F. BUILDING A SUCCESSFUL PARTNERSHIP

Once live, we will constantly look for ways to continue to develop a productive and fruitful relationship.

We want to:

- Strengthen our expert-to-expert relationships
- Ensure we continually evolve our understanding of your business
- Build a strategic view of our partnership to identify opportunities to realise your ambitions
- Agree on annual objectives together, so we focus on delivering what is most important

 Share ideas and insight on how we can support you with a competitive edge

Periodically reviewing all aspects of the partnership to ensure it is running as we both intend

Continue to get excited about opportunities to grow the relationship.

