

# Binder Brokers

## How do Brokers deal with Hollard for claims relating to active Lombard Policies with Date of Loss (DOL) before 1 November 2025?



PROCESS	QUESTION	RESPONSE
Claims Submission & Payments	How do I submit and pay claims 'within mandate', with DOL before 1 November 2025 but notified after 1 November 2025?	Continue using the current LBP process. If a binder exists, an addendum will be issued to maintain claims authority.
	How do I submit and pay claims 'outside of mandate', with a DOL before 1 November 2025 but notified after 1 November 2025?	Continue using the current LBP process. If a binder exists, an addendum will be issued to maintain claims authority.
Claim Estimate Movement	How will changes to claim estimates be managed?	Continue using the current LBP process. If a binder exists, an addendum will be issued to maintain claims authority.
Claims Float	What happens to the Lombard (LBP) claims float account?	Continue using the current LBP process. If a binder exists, an addendum will be issued to maintain claims authority.
Outstanding Claims	How will existing claims be managed?	Continue using the current LBP process. If a binder exists, an addendum will be issued to maintain claims authority.
Contact/Enquiries	Who can assist with claim queries?	Kaycee Dampies kayceed@lombardins.com <a href="mailto:lbpcclaims@lombardins.com">lbpcclaims@lombardins.com</a>
Rejections	How will rejections be dealt with?	Continue using the current LBP process.
Complaints	How will complaints & OSTI matters be dealt with?	Continue using the current LBP process.
Month End File Upload	Currently a month end file is imported into Grail for claims raised and paid. How is this going to work from 1 November 2025?	Continue using the current LBP process.

# Outsource and on Platform Brokers

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Claims Submission	How do I submit claims, with a DOL before 1 November 2025 but notified after 1 November 2025?	Continue using the current LBP process.
Outstanding Claims	How will existing claims be managed?	Continue using the current LBP process.
Contact/Enquiries	Who can assist with claim queries?	Kaycee Dampies - <a href="mailto:kayceed@lombardins.com">kayceed@lombardins.com</a> <a href="mailto:lbclaims@lombardins.com">lbclaims@lombardins.com</a>
Rejections	How will rejections be dealt with?	Continue using the current LBP process.
Complaints	How will complaints & OSTI matters be dealt with?	Continue using the current LBP process.

# Binder Brokers

## How do Brokers deal with Hollard for claims with DOL on or after 1 November 2025?



PROCESS	QUESTION	RESPONSE
Claims Submission and Payments	How do I submit and pay 'out of mandate' claims with a date of loss on or after 1 November 2025?	Once the Prudential Authority approval has been granted, the respective Hollard branch Claims Managers will be in contact to discuss the Hollard framework and processes.
	How do I submit and pay 'within mandate' claims with a date of loss on or after 1 November 2025?	
Outstanding Claims	How will 'within mandate' outstanding claims be notified post 1 November 2025?	
	How will 'out of mandate' outstanding claims be notified post 1 November 2025?	
Contact/Enquiries	Who can assist with claims queries?	
Claims Float	How do I open a Hollard claims float account?	<p>If Hollard has issued your brokerage with a claims binder, they will provide a new bank account for claims with a date of loss on or after 1 November 2025.</p> <p>Hollard will open the bank account and the Relationship Manager assigned to your brokerage will communicate the details of the bank account and any associated processes.</p>
Month End File Upload	Currently a month end file is imported into Grail for claims raised and paid. How is this going to work from 1 November 2025?	Depending on the agreement with Hollard, different processes may apply. Hollard will communicate the process during the onboarding process.

# Outsource and on Platform Brokers

## How do Brokers deal with Hollard for claims with a DOL on or after 1 November 2025?



PROCESS	QUESTION	RESPONSE
Claims Submission	How do I submit claims with a date of loss on or after 1 November 2025?	Once the Prudential Authority approval has been granted, the respective Hollard branch Claims Manager will be in contact to discuss the Hollard framework and processes.
Claims Management	What is the process for dealing with claims with a date of loss on or after 1 November 2025?	
Contact/Enquiries	Who can assist with claims queries?	

# Binder & Outsource Brokers

## How should brokers manage policy maintenance with Hollard for Lombard policies that are transferring to Hollard with effect from 1 November 2025?



PROCESS	QUESTION	RESPONSE
Change of Insurer	How do I change Insurer from Lombard to Hollard?	Hollard has engaged with the system providers (C360, Flexi, and Integrity) around the process to update the branding to reflect Hollard's identity, and to change the Insurer to Hollard. The providers will support you with this process. Should any actions be required from your brokerage, a detailed process will be communicated in due course.
Data Transfer	How do I change the data downloads to the Hollard FTP site?	Hollard will provide the FTP details and instructions on how to load the data files.
Renewals Nov 2025	What is the Hollard process for renewals that are effective in November 2025, which have been prepared by LBP?	Policies renewing in November 2025 will remain on the existing LBP version of the product, but will be rebranded under Hollard.
Renewals from 01 Dec 2025	What is the Hollard process for renewals from December 2025?	These policies need to be renewed on the Hollard product, according to the Hollard processes and product set ups.  For policies renewing in December 2025 and January 2026, the LBP-agreed rates will still apply.
System Transfer	How long do brokers have to move policies to Cardinal from Flexi?	Policies will need to be transferred at renewal.
Endorsements in the LBP Domain	How will endorsements be processed on policies in the LBP Domain?	Endorsements will be carried out in line with Hollard's standard underwriting processes. Your Hollard Relationship Manager will be in touch to discuss these with you.
Endorsements in the Hollard Domain	How will endorsements be processed on policies in the Hollard Domain?	

# Binder & Outsource Brokers

## How should brokers manage policy maintenance with Hollard for Lombard policies that are transferring to Hollard with effect from 1 November 2025?



PROCESS	QUESTION	RESPONSE
Endorsements on Annual Policies in the LBP Domain	How will endorsements on annual policies be processed on policies in the LBP Domain?	Because the transfer takes effect on 1 November 2025, any endorsements on annual policies that run across this date will need to be split into two parts: <ul style="list-style-type: none"><li>• One endorsement on the Lombard policy (up to 30 October 2025), and</li><li>• One endorsement on the Hollard policy (from 1 November 2025).</li></ul>
Endorsements on Annual Policies in the Hollard Domain	How will endorsements on annual policies be processed on policies in the Hollard Domain?	For annual policies that start on or after 1 November 2025, endorsements will only be applied to the Hollard version of the policy.
Binder Fees	How will binder and outsource fees be paid?	This will be discussed during the Hollard onboarding process. Any fees due for cover periods prior to 1 November 2025 will still follow the LBP process.
Annual Policies Premium	For annual policies with cover dates that cross over 1 November 2025, how will the portion of premium relating to cover from 1 November 2025 onwards be paid to Hollard?	LBP will pay the Unearned Premium Reserve balance over to Hollard. No action is required from brokers.
One Loyalty Assistance Services	How will the Assistance Services operate for brokers who utilise One Loyalty?	Hollard will fund this facility until the policies transition on to the Hollard product setup (on renewal from December 2025 onwards). After renewal, brokers will be responsible for sourcing these Assistance Services.

# Binder, Outsource & on Platform Brokers

## How do Brokers deal with Hollard for Claims support functions (Salvage, Recoveries, 3rd Party Motor Liabilities & Procurement) after 1 November 2025?

PROCESS	QUESTION	RESPONSE
Motor Liability Claims	What process will be followed on motor liability claims received?	Your Hollard Relationship Manager will review these questions with you as part of the onboarding process. (For claims with DOL before 1 <sup>st</sup> November continue using the current LBP process).
Motor Recovery Claims	What process will be followed on motor recoveries received?	
Summons - Motor Liability	Should a summons be received for motor liabilities, what process should be followed?	
Service Provider Invoice Payments	What is the process for payment of Service Providers?	
Motor Write Off	What is the process to write off vehicles?	
Excess Refunds	How will excess refunds be managed, upon successful recoveries?	
Non-Motor Salvage	What process will be followed for non-motor salvage recoveries?	
Receipting Process	How will brokers be made aware of successful recoveries or salvages banked?	
Unicode Process	What is the process for stolen and hijacked vehicles (Unicode registrations)?	
Service Providers Panel	Which service providers will be appointed on claims?	