



# PPL Next Gen Frequently Asked Questions (FAQs)

September 2023

# Introduction

The purpose of this document is to provide answers to Frequently Asked Questions that have been raised by your peers in the market.

This document is available on the PPL website and will be kept up to date with any new questions raised.

The guide covers the following:

- General questions (page 3).
- Platform functionality and features (page 4).
- Technical and data questions (page 8).
- Decommissioning v3 questions (page 12)

## General Questions

Subject	Question	PPL Response
Availability	When will PPL Next Gen be made available to the market?	<p>The platform was made available to the market in April this year. Please note an MUA must be signed before access can be provided.</p> <p>PPL Next Gen will be the only PPL platform for new risks from 1<sup>st</sup> October. For more information on the decommissioning of the old platform, please refer to page 12 of this document.</p>
Brokers	Who is using the platform?	The brokers who placed 98.5% of risks with PPL in 2022 are all now signed up to the new platform. This represents the overwhelming majority of active brokers in the market, allowing them and their underwriting partners to benefit from the latest release.
Training	How will we be able to get our users up to speed quickly?	Training is available. An online learning management system (LMS) is available for all PPL users in the market.
Road Map	Is there a future roadmap?	<p>We are adding enhancements to Next Gen using an agile framework to allow us to rapidly bring continuous improvement in response to customer requests.</p> <p>We are running with two tracks: small enhancements to be released monthly, and larger upgrades which will be released two/three times a year, depending on the scale of the enhancement.</p> <p>Since April, we have deployed 2 major releases and 5 minor releases. Two further minor releases planned for this year.</p>
Road Map	What is the progress of the roadmap for aligning PPL with the Lloyd's Blueprint Two initiative and the work of the Data Council?	There has been a lot of progress and a clear integrated path is in place.

## Platform Functionality and Features

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Audit	Is there an audit trail of amendments?	Yes, in Next Gen the audit trail is referred to as the transaction log and it records all business interactions along with data, messages and references to documents transacted between the parties for each business event.
Corrections	Can an Underwriter amend their line ref after sign and close?	The Underwriter may amend their ref(s) up to and after they have been advised of their signed line. It is not part of the Broker correction function but remains the only correction that an Underwriter can initiate.
Corrections	Can you amend UMRs via corrections if the PPL reference is typed in wrongly compared to the MRC?	Yes, Cancel & replace can be used to correct the incorrect UMR if any UWs have already accepted to the Firm order request.  If none of the UWs have already responded, we can unlock the contract and create a new version to edit the incorrect UMR.
Data Fields	For policy period - can a time be added or say, "Both Days Inclusive"? We have policies that incept at 4pm rather than at midnight?	This can be included within the full period narrative, but the structured data field period type does not require a date/time stamp to be included.
Data Migration	Will my data from the old platform be available in Next Gen?	There is no data migration strategy as part of the move to Next Gen, therefore all existing open market placements and facilities that are still active, will need to be uploaded via the Archive Risk Upload function. <b>PPL Archive Placement Tool:</b> <a href="https://placingplatformlimited.com/ppl-next-gen-archived-placements/">https://placingplatformlimited.com/ppl-next-gen-archived-placements/</a> <b>PPL Bulk Upload Tool:</b> <a href="https://placingplatformlimited.com/ppl-next-gen-bulk-upload-december-2022/">https://placingplatformlimited.com/ppl-next-gen-bulk-upload-december-2022/</a>
Documents	Can I share the MRC with its security information?	Yes, via the following methods: 1. Forward the 'Sign & Close' email notification (which participating on-platform Underwriters receive) which contains a copy of the final MRC document with its security information; or

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		<p>2. Generate the final MRC with its security information, which will be downloaded locally, ready for onward business process use.</p> <p>Underwriters can see their own security details only if they have accepted and sent the response to the Broker. After the Contract is Signed &amp; Closed UW can see all participating Underwriter's security details.</p>
Endorsements	Is there the ability to amend endorsements in Next Gen?	No. If an endorsement is incorrect, you will need to raise a replacement with same effective date.
Features	Does the platform have bi-par / vertical placement functionality?	Yes! The platform supports bi-par /vertical placements using the concept of sub-panels. A sub-panel can consist of one or many carriers.
Features	Does PPL have the ability to allow for automatic follow lines?	Not yet. If a new requirement is submitted, this would follow the PPL change management process and governance to prioritise its place on the roadmap.
Functionality	Where are the super user roles?	PPL is looking to introduce this role in Q4 this year. In the meantime, if you require visibility of your organisational configuration, please contact PPL Enquiries.
Management Information	Do MI extracts allow Underwriter response times to be tracked?	Yes, not explicitly however, the data included within the extracts will enable end users to understand the elapsed time between requests being made and responses received from each Underwriter.
Notifications	When I receive a Next Gen notification via email, why isn't a link to the platform in the email?	Since the Ebix version of PPL (V3) went live, the security landscape has changed significantly, particularly in terms of volume and types of cyber-attacks. One of the easiest ways to attack a company is through a spoof email which includes a link to a fake log-in screen where hackers can then capture user credentials. Due to this, banks no longer send links within emails. For this security reason, PPL has removed platform links in email notifications generated from PPL Next Gen to protect the market.

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		PPL are happy to discuss this with you in more detail if required but would suggest that you raise this with your own Chief Information Security Officer (CISO) in the first instance.
Notifications	When a firm order slip is stamped no follow up email is received from PPL with the stamped documents - this is vital for record keeping and debiting.	A notification email containing the slip will only be sent out to underwriters once the broker has signed and closed the risk, but not when the underwriter has bound their line ahead of sign and close, although of course, the underwriter or any supporting users, will be able to still download the generated contract and security pages at this stage directly from the platform.
Placement	Can the Underwriters see if a placement is sent to other teams which an Underwriter may not have access to?	Underwriters can see all the requests sent to the underwriters in their own team. If they have access to multiple teams, they can view the requests after switching teams.
Placement	Is there be an easy way of seeing the progress across a placement in a similar vein to the V3 matrix?	Yes. In Next Gen the Broker will be able to see the status of any contract within a placement at any time using the placement overview functionality. This is similar to a Broker's "mud map" or marketing sheet. Each contract will also have its own progress tracking visible.
Post Bind	Can an underwriter change the Settlement due date post bind?	Slip lead can edit the settlement details only if there is premium change selected when creating an endorsement.
Quotes	Are quotes binding in Next Gen?	No, not for the initial build of Quote. The process of bindable quotes has not yet been agreed by the market. If bindable quotes are introduced on the platform, some processes would need to be enhanced and wording amended in order that all parties are aware of when a quote is bindable and when they are not.
Renewals	Will renewals functionally remain in the same hierarchy as the previous year, or will it get its own hierarchy?	Each placement will have its own hierarchy structure however the current structure could be cloned from that of the hierarchy that it is renewing. A best practice suggestion, currently being made to Brokers is for them to include the prior year's MRC as either version 1 of the renewed contract or as a supporting document.

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Roles	What is the re-assign/ 2nd approver options?	<p>A manager role can bulk reassign either within teams or across teams and everyone will be able to re-assign within their own team(s).</p> <p>For 2nd approval, an unmonitored underwriter can elect a peer to approve. For monitored underwriters, work is automatically sent for 2nd approval to a named peer.</p> <p>Points to note: -</p> <ul style="list-style-type: none"> <li>• There needs to be a team lead and approver on each team for 2nd approver to work.</li> <li>• Any role can request for 2nd approval.</li> <li>• Any UW role can reassign requests between or within teams.</li> <li>• Any broker role can reassign contract within or between teams.</li> </ul>
Roles	How can underwriters reassign on PPL Next Gen?	<p>When a broker sends a request to an underwriter, that underwriter is defined as the 'Responsible Underwriter' (this is the name of the underwriter that appears on the security pages).</p> <p>Everyone in the 'Responsible Underwriter's' team can see/access/action that request based on their permissions.</p> <p><b>Examples:</b></p> <p><u>Scenario 1: Reply "on behalf of"</u> The 'Responsible Underwriter' is on holiday or otherwise unable to respond, a team member can deal with the request on their behalf. This 'on behalf of' will be recorded in the transaction log.</p> <p><u>Scenario 2: Reassign and reply (= change the 'Responsible Underwriter')</u></p> <p>You only need to reassign a request to another team member if you want to change the 'Responsible Underwriter', e.g. another person's name appears on the security pages. <b>You don't need to request a Broker to withdraw a request and re-send it to someone else!</b></p> <p>NB. We have temporarily disabled the functionality for contracts to be reassigned once they have reached Sign and Close status. Therefore, it is important that the Responsible Underwriter noted</p>

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		against every contract is the person who will be handling the contract going forward and we recommend doing this before or immediately after the participation is bound.
Roles	Who can see across multiple teams and users within a programme if each business unit is making a different submission on behalf of the same client?	Permissions around who can see what are tightly controlled in the Next Gen platform. A Programme has a named owner who sits in one or many teams. Any of the users within the teams shared by the Programme owner can see that the Programme exists, but they can only see the contract details within the programme if they are also in the team of the contract owner.
Roles	For a Broker of Record (BOR) change, can the details be transferred from old Broker to new Broker?	No, there is no automatic transfer functionality.
Stamps	Where MGAs have many stamps with very little difference on the name (usually 1 digit) - is there a way to have alias/nicknames so stamps are easier to find?	No, there is no option to save an alias/nickname against a stamp. If a new requirement is submitted, this would follow the PPL change management process and governance to prioritise its place on the roadmap.



## Technical and Data Questions

Subject	Question	PPL Response
Availability	Is there an area that gives the status of service and if there is any planned / unplanned outage?	Yes. Any planned maintenance events and/or service status warnings will be displayed in the screen header or on the landing page.
Connectivity	When will Next Gen APIs be available?	PPL will be working with a small number of brokers in Q4 to test our pilot API delivery.  The development of our API capability will set the foundations for PPL to support the market's ambition of becoming better, faster and cheaper through digital transaction processing. Our plans include adding CDR support to enable connection with the Blueprint 2 digital gateway in time for its initial rollout in 2024.
Connectivity	How will our PPL APIs feed into Lloyd's APIs	PPL will build APIs to pass all available CDR data to the JV Gateway. These APIs will be complete when the JV Gateway goes live.
Connectivity	Will PPL aim to connect to the Lloyds Digital Gateway?	PPL is a member of the Data Council's Process & iMRC technical groups. We are working closely with the JV to ensure that Next Gen can communicate with the gateway.
Data	How does PPL manage the quality standards of the data?	PPL Next Gen uses the ACORD GRLC Data Standard, the standard the London Market is already familiar with for Central Services. In alignment with the work underway with the Core Data Record, we will continue to adopt ACORD GRLC code lists wherever possible, which in turn will help to maintain and better the level of data quality the market is looking for in the long-term.
Data	Does the list of products match the FCA product category list?	The Next Gen platform does not match its products to the FCA Product Category list. The Next Gen platform continues to use the ACORD GRLC A34 code list to classify its Contracts and Sections. At present, we have accommodated the use of the 3-tier hierarchy that ACORD have produced in consultation with London Market representatives from the Placing User Subcommittee Group.

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Data	How do we get our data out of the old platform (Ebix)?	<p><b>MI Extracts</b></p> <p>The PPL v3 platform allows market firms to run a detailed extract to provide a list of firm orders at contract level by organisation hierarchy, contract status and class of business. These can be requested either at risk or transaction level by Super Users.</p> <p>NB. The maximum period for an extract is 367 days, so it is recommended that you download and store each year separately.</p> <p><b>Single Risk Audit Trail and Associated Documents</b></p> <p>The PPL v3 platform allows market users to download their Audit Trail and associated documents on a risk by-risk basis.</p> <p><b>Audit Trail and Associated Documents for all Platform Activity</b></p> <p>PPL is working with Ebix to provide a single extract covering all activity and associated documents. An update on how this will be achieved is to be communicated in October.</p>
Data	Will PPL support the CDR?	PPL Next Gen includes 47 CDR 3.0 fields. We have created a Blueprint Two alignment roadmap.
Data	How will PPL activity work with DDM and DCOM?	Currently it is not linked and there are no plans to link them in any way. If our governance groups desire this in the future, this can be added to the roadmap.
Data	Can you provide an update on the approach we should be taking in respect of things like a 2017 Profit Commission needing to be paid in 2024 and submitted through by the broker for a risk which is in the old PPL platform for the 2017	Each firm will have the opportunity to ask Ebix to provide a full audit history from V3 (see above). If profit commission is normally agreed via endorsement, then brokers will be able to endorse risks written on V3 on Next Gen but will need to upload a core record beforehand. This has been communicated to brokers.

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	YOA but we won't be able to access in 2024?	
SSO	How will SSO work if the user is working from home?	SSO works with an organisational logon ID and password, you will log-on as you do normally and Next Gen will be visible on your device, therefore location has no bearing on how to login to the platform.

### Decommissioning of the old platform

#### Reminder of the key dates

The key dates for the planned shutdown of the old platform (Ebix v3), are as follows:

- *1st October 2023*: the option to initiate new placements on the old platform (PPL v3) will be disabled.
- *15th December 2023*: User access will be disabled and no further activity will be possible on v3, with the exception of Super Users (for the purposes of accessing MI extracts).
- *31st December 2023*: All remaining user access to PPL v3 will be removed.
- Subsequently the platform will be decommissioned and all data held will be deleted.

#### Disabling new business & endorsements

This section sets out the options a user has once the ability to initiate new placements and endorsements via PPL v3 is disabled.

##### *1st October 2023 – Switching off new business (quote & firm order).*

- a) The option to create a new firm order from 1st October 2023 onwards will be removed.
- b) Any firm orders created prior to 1st October 2023 on v3, regardless of inception date, can be completed via the platform until 15th December 2023. Meaning: –
  - Underwriters can respond with and without line conditions and subjectivities.
  - Underwriters can update references and risk code allocation.
  - Brokers can negotiate line conditions and subjectivities.
  - Brokers can sign and close.
  - Brokers can cancel and replace.
- c) The ability to endorse a firm order will not be impacted. Endorsements can be created and completed on or before 15th December 2023.

### 15th December 2023 – Switching off endorsements.

- a) All non- Super User\* access will be disabled to ensure no further activity can be undertaken.
- b) Any endorsements that have only been partially agreed will require all relevant underwriters to re-agree on PPL Next Gen.
- c) Super Users will be able to access MI extracts until 31st December 2023.

\* Super User is a role on PPL v3 that enables a user to download MI extracts from the platform. You can review your Super Users via the PPL platform or by contacting [support@pplnextgen.com](mailto:support@pplnextgen.com).

### What preparation can you do in lead up to 1st October?

- **Get all your users to log on to Next Gen**
- **Ensure your users can access the LMS, are trained and familiar with the platform** – 43 carriers/19 brokers have at least one person who can log on and view their company users training record. Let Matt Brewer know if you want someone set up on the LMS.
- **Next Gen Champions**
  - Do your users know who your Next Gen Champions (those who are most familiar or been selected to answer questions internally)?
  - Will your NG Champions be available now up to mid-October?
  - Ask your users to contact your internal NG Champions first if they have an issue and if it cannot be resolved, contact the Business Service Desk (BSD).
- **Ensure your colleagues know how to contact the Business Service Desk (BSD).**
- **PPL will provide an updated FAQ document which you may want to share with your colleagues.**
- **Brokers – add facilities, declarations and risks to the archive for onward processing.**
- **If you need new stamps for 1st October** - please let us know ASAP and if you can, do not raise stamp requests for the first week or two of October. If stamp authorisers are not going to be around, please let us know of an alternative contact.