PPL Policy Regarding Robotic Process Automation

Robotic Process Automation (hereafter RPA) is the use of software with artificial intelligence and machine learning capabilities to typically handle high-volume or repeatable tasks. In a PPL context, RPA might be used to populate PPL fields with data drawn from another application or system or vice versa. RPA as a method of integration is sensitive to UI changes in the source and/ or target application.

RPA is not a feature of existing PPL Carrier and Broker integration solutions (the specifications for which are available here). PPL can provide specifications, a test environment and support to firms pursuing integration via the PPL agreed integration solutions. The PPL integration solutions are based on market requirements drawn from brokers and underwriters themselves and use ACORD messaging standards. PPL does not provide support to firms pursuing RPA solutions. However, PPL does provide release notes to market Project Managers prior to each release which will inform firms pursuing RPA solutions of imminent changes to the PPL User Interface. PPL will aim to send these notes out approx. 2 weeks prior to each release. If you would like to receive these release notes, please email PPL at PPLEnquiries@lloyds.com