

# Claims Update



## Claims Q1 2025 Update

Hello and welcome to the Q1 2025 Claims newsletter!

It was wonderful to see so many of you at the March Claims Briefing. Our next briefing will be on Wednesday 25 June. The topics and information shared during the session are covered in the headlines and attachments below.

We began the year collaborating with the [LMA Claims Committee \(LMACC\)](#) and other sector groups on horizon scanning and priority setting. Together, we explored the risks, both present and emerging, that are commonly encountered across specific business lines. We continue to work with these groups to identify opportunities for collective action, whether to develop a better understanding of the risks or to take action to mitigate them. We will share more on these risks and opportunities as our work progresses.

Earlier in Q1, the LMACC set its 2025 priorities, segmenting them into those it will lead, sponsor, support, and those it wants to be actively informed about. The claims sector groups have all met at least once this year and, like the LMACC, have documented sector group priority focus areas for the year ahead. You can read about these and upcoming events by accessing the information in the [attached folder](#).

Work continues across the four pillars of the LMA claims strategy. The components of the talent strategy have accelerated with support from the claims community, other associations and the London Market Group (LMG). Customer workstreams, including the Voice of the Customer feedback pilot and broker engagement forums, are in progress. Plans to advance data and digital workstreams have been outlined for 2025.

At the March Claims Briefing, we invited you to share feedback on your experience with compiling your Lloyd's Principle Based Oversight (PBO) attestation for 2025. The short survey was open for a limited time, and we used the feedback received to inform a discussion with Lloyd's the day after the Claims Briefing. The survey conclusions are included in the folder. Lloyd's was receptive to the feedback and has since published PBO supporting examples to provide more guidance. Please do share any further feedback on your experience in adopting the revised principles.

This year, we introduced a new feature to the Claims Briefings, aiming to bring outside perspectives across the strategic pillars and other areas of interest. In the March session, Kennedys IQ joined us to discuss neuro-symbolic AI. They introduced their solution, SmartRisk, exploring the science behind its development, which aims to complement claims handling by accelerating case reviews and analysis while improving accuracy and consistency in decision making. Kennedys has shared a video explaining more about SmartRisk.

As you'll see from the information covered in the various [documents stored in this folder](#), there is a lot happening across claims at the LMA in 2025. We would love to hear from you if you'd like to get involved or want more information. You can reach us at [claims@lma@lmalloyds.com](mailto:claims@lma@lmalloyds.com) or contact any member of the team. Their primary focus areas are listed below.

Claims strategy, NexGen and delegated authority: [jenny.neale@lmalloyds.com](mailto:jenny.neale@lmalloyds.com)

Market services, data and digital: [sebastian.rolf@lmalloyds.com](mailto:sebastian.rolf@lmalloyds.com)

Claims sector groups and Emerging Professionals Claims Community:  
[courtney.blinco@lmalloyds.com](mailto:courtney.blinco@lmalloyds.com)

You can reach me at [janine.powell@lmalloyds.com](mailto:janine.powell@lmalloyds.com) or phone +44 7771117305.