PPL Broker Configuration

Introduction

The purpose of this document is to provide information and guidance to Broking firms on their configuration options (organisational set-up).

The topic areas explored in this document are as follows:

- **PPL Set-up**
  - Four-level hierarchy
  - Roles
  - Default teams
- **Non-configuration-related roles**
- **Frequently Asked Questions**

PPL set-up / hierarchy

The following section details how each level of the four-level hierarchy is structured in PPL, and the options it gives your organisation.

Organisation

This is the parent company e.g., Aon or Marsh.

- Whilst it is used for the Configuration set up and allow for MI Reporting from this level, it is only used for billing and reporting purposes and does not have functional impact and is not displayed anywhere on the platform or any documentation issued e.g., security pages, endorsements.
- You cannot reassign placements at this level
- Broker codes are set up at this level (linked at Team level – see below)

Company

This is the legal entity e.g., WTW UK or Gallagher Re. Stamps that you would like available are linked at Company level and for MI Reporting.

- You cannot reassign work (e.g. placement, firm order, endorsements) at this level
- You cannot see work from a different company under the same organization, unless you belong to a team in both companies
- When a Broker selects an underwriter, they will select them at Company level
- A user can be in more than one Company, with the same email address
- Brokers are linked to carriers at this level i.e., broker-carrier links
- Logos are set at this level. If you plan to have multiple companies, please supply us with a logo for each company.

Branch

This enables you to group your teams e.g., for Lockton this may be UK and Europe.

- You can reassign work at this level
- Branch does not show on the signing pages/documentation

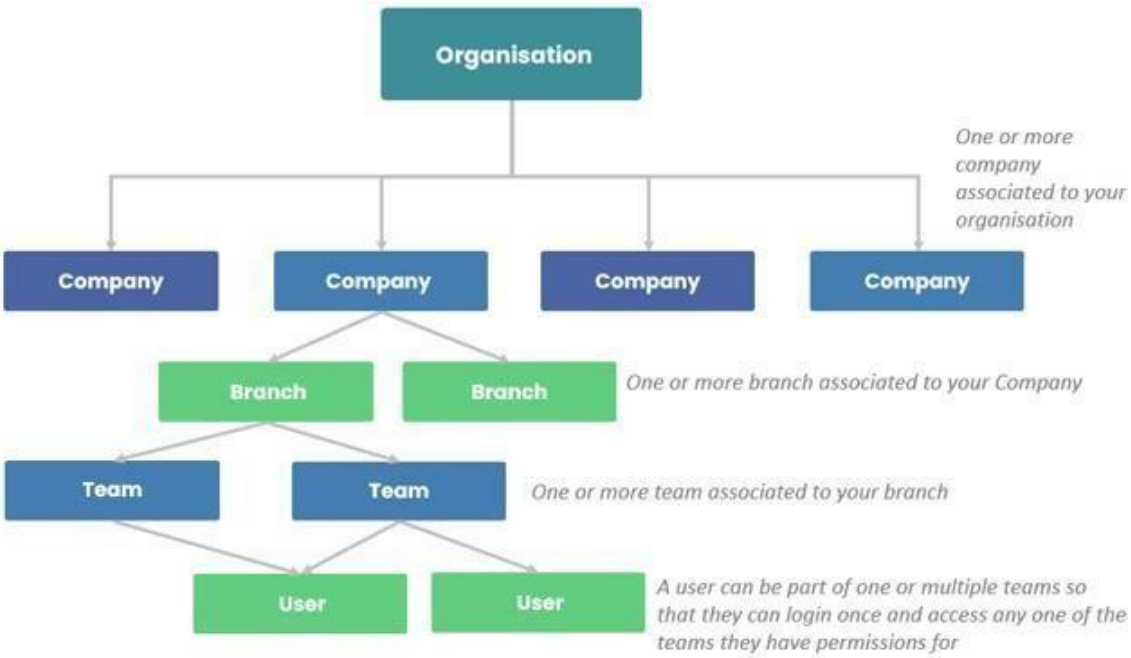
Team

This enables you to split out your teams and would normally be by class of business e.g., Marine or Casualty.

- You can reassign work at this level
- You use your Team 'drop down' to toggle between different Companies you belong to at Team level
- The team's name does not show on signing pages/documentation
- Users are linked to this level
- Broker codes are linked to this level

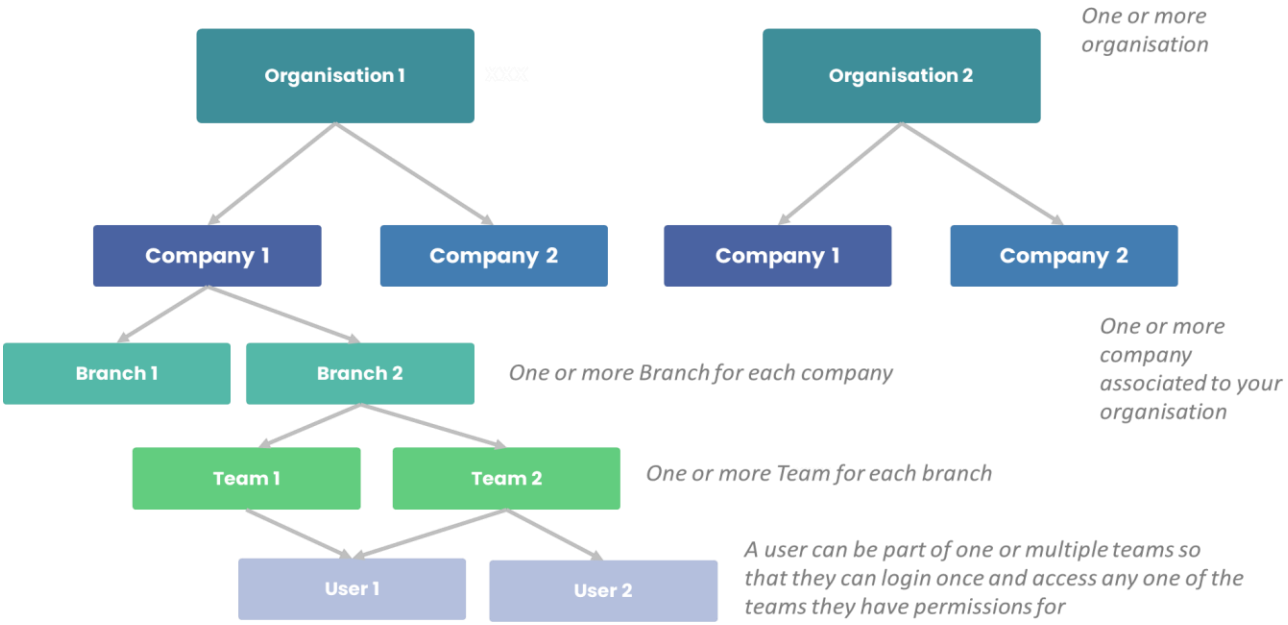
We believe the new four-level hierarchy provides the opportunity for market firms to either merge or separate their top-level organisations, as displayed in options A & B below.

Option A – Single organisation



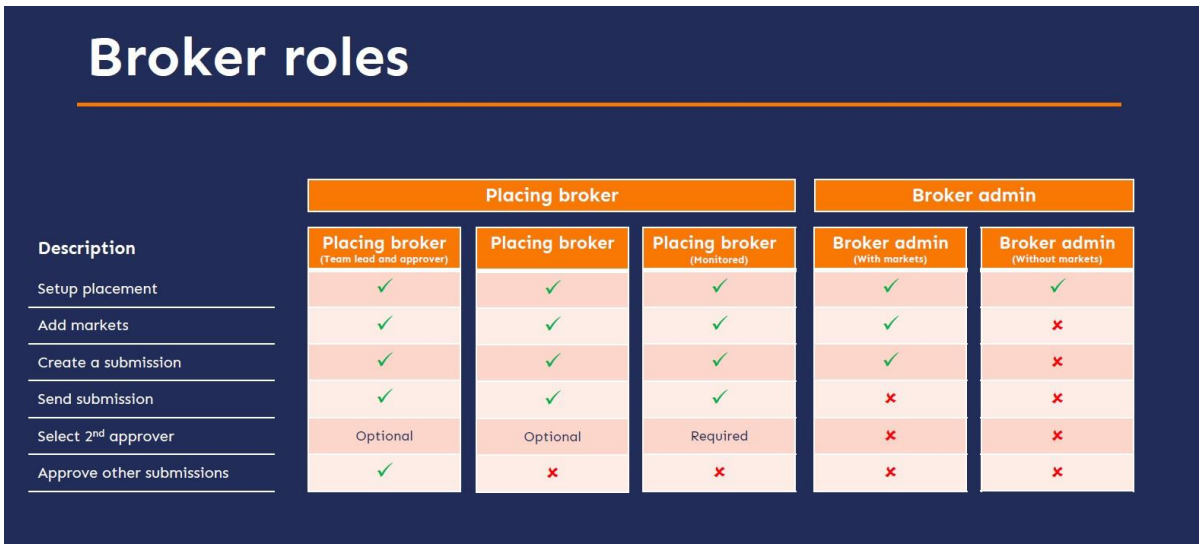
Option B - Multiple organisations

NB. If you choose to set up multiple organisations, users will need to have different email addresses.



Roles

The roles are detailed in the following table.



Default teams

Where a user belongs to more than one team (per company), they will need to choose where all their work (e.g., placements, firm orders, and endorsements) is sent. This is achieved by populating the

'Is Default' field in the Broker Hierarchy file. However, a user can reassign to the other teams they are a member of.

Other roles (non-config)

To address our communications to the correct people, we store the below user contacts outside of your organisation configuration.

PPL Point of Contact: The day-to-day conduit to the PPL Team for onboarding, configuration, training, and other general inquiries.

User Approver: Will authorise the setup of new users, if required, authorise changes to your company details - we encourage the nomination of two approvers.

Finance Manager: We direct all our invoicing queries and send our invoices to the Finance Manager.

Business as usual (BAU): The contact for BAU and Service Management queries.

Data Protection Officer (DPO): The DPO contact will be the contact for GDPR queries.

Contract Notices Contact: Notices to the MUA will be sent to this contact. This includes the annual pricing notice.

CEO (Chief Executive Officer): It is the highest-ranking executive position.

CFO (Chief Financial Officer): They are the highest-ranking executive responsible for managing the financial actions of a company.

COO (Chief Operations Officer): is a high-ranking executive who oversees a company's day-to-day administrative and operational functions.

Head of Change: is a senior executive responsible for overseeing an organisation’s strategic transformation and large-scale projects

Frequently asked questions

Q: How do I request any amendments after the Organisation has been onboarded?
A: Please contact the support team via email support@pplnextgen.com or phone +44 808 178 8081

Q: When can I get in touch with the service desk?
A: The business service desk is open 8am-6pm GMT Monday to Friday (excluding bank holidays).

Q: Where can I get new user/team/stamp forms?
A: You can download the forms from our website under the client support section. Alternatively, you can request the necessary form from support@pplnextgen.com

Q: Why do you need to know if we're a member of a trade organisation?
A: This is for billing purposes and bears no impact on functionality or display within the platform.

Q: What is a Technical User?
A: This is new to PPL. A technical user will not log into the platform, instead will use APIs to conduct business.

Q: What does a Point of Contact role allow a user to do on the platform?
A: These contacts are not used or displayed anywhere on the platform by users. This is solely for the PPL Support Team to have quick access to the main contacts at each firm e.g., User/Stamp approvers.

Q: How can I get my configuration extract?
A: Please contact the support team support@pplnextgen.com

Q: How do I arrange training?
A: You can find the training materials on LMS, which is accessible through the menu on the platform. Alternatively, you can contact training@ppl-london.com