



BROKERS AND AGENTS

Empowering Broking Operations

Transform your business with the combined strength of operational excellence and digital solutions from Xceedance





Tackle today's challenges with Xceedance.

From advanced analytics and AI-driven insights for optimizing pricing strategies, to seamless technology integration through automation and cloud solutions – we're delivering real value for (re)insurance brokers.

Improve client satisfaction and loyalty with fast, personalized service through intelligent policy checking and data-driven customization.

Resolve long-term staffing issues and ensure quality service with the support of 700+ qualified market experts.

Reduce regulatory concerns with compliance standards integrated into every process with automated checks and audit-ready documentation.



Setting Brokers up for Success

Up to 50% reduction in policy checking turnaround time



Halve the time it takes to review and validate insurance policies. Quicker discrepancy identification, automated data extraction, and real-time validation.

- Speed up the entire lifecycle
- Respond to clients quicker
- Reduce manual errors and rework
- Improve overall operational agility

Up to 35-40% cost savings through automation



Minimise manual labour in routine tasks through automation, leading to substantial savings in staffing, training, and error correction.

- Lower overhead and operational expenses
- Increase scalability without proportional cost increases
- Gain a strong ROI on technology investments

Enhanced regulatory compliance and client satisfaction



Ensure that every policy meets regulatory standards and client requirements, minimise non-compliance risks and provide accurate, timely customer service.

- Reduce legal and financial risks
- Enhance reputation and credibility with regulators
- Improve client retention and satisfaction

Error reduction



Leverage ISO-certified processes and experienced insurance professionals from Xceedance to minimise errors and omissions (E&O) exposure.

- Ensure accurate policy documentation
- Boost confidence in regulatory compliance
- Build client trust

On-demand broker support



Quickly access Certificate of Insurance (COI) and policy-checking support.

- Increase responsiveness
- Reduce bottlenecks in service delivery
- Enhance broker-client relationships

Talent retention



Utilise the Xceedance people-process-technology model to ease internal staff pressure and create a sustainable, enjoyable working environment.

- Gain competitive advantage via improved talent retention
- Empower teams to work to their strengths
- Mitigate the impact of industry-wide talent shortages
- Support business continuity

Xceedance Broker Offerings

Domain expertise

Xceedance customisable digital solutions support:

Preparation of placement pack

- Market Reform Contract (MRC) readiness with all client details, risk details and coverage requirements
- London Premium Advice Note (LPAN) generation
- Query handling with XIS (Xchanging Ins-sure Services)/ Velonetic Services
- Broker Signing Message (BSM) processing
- Exceptions handling

Understanding complexities in Broking Process

- Interpreting mud maps to create quotes and proposed lines
- Handling deductions: tax, gross/net, mandatory, and Lloyd's sanctions updates
- Managing multi-layered contracts and capturing key data
- Robust interpretation of Lloyd's Clauses & Risk Code

Policy issuance

- Confirming the acceptance of the terms with the insurer.
- Ensuring all policy documents are correctly issued and received by the client

Insurance Broker Accounting (IBA)

- Premium collection and remittance
- Premium reconciliation, commission management, claims handling, funds transfer
- Monthly account reconciliation – issue resolution in case of discrepancies

Delegated underwriting

- Full underwriting process support from submission to post-bind

Post placement

- Handling mid-term alterations (MTA)
- Handling renewals and endorsements
- Print and distribution services

Bordereaux (BDX) management

- BDX management and reporting
- Technology enabled solution to reduce manual data handling, flag missing data and accelerate turnaround time

Claims management

- First notice of loss (FNOL)
- Triage and advisory
- Settlement
- Claims support
- Loss run reporting
- Captive and third-party handling
- Digital contact centre

Account & Portfolio data analytics

- Single account analytics and insights
- Portfolio performance analytics, including facilities and lineslips
- Facilities and binder
- Actuarial services and capital optimisation
- Catastrophe modelling and exposure management

“The global insurance industry is fast-evolving and faces several market challenges, including policyholder expectations, regulatory considerations, legacy automation limitations, cost pressures, and the shortage of skilled talent. The Xceedance team assists in mitigating these challenges with profound insurance proficiency and intelligent technology.”

— ISG Provider Lens

Why Xceedance?

The support you need, when you need it.

Helping (re)insurance brokers deliver exceptional service across the entire value chain, Xceedance empowers brokers to focus on their priorities: whether that's minimizing E&O risk, maximizing operational efficiency, or driving sustainable growth in EBITDA and market value. Working with Xceedance means broking teams can focus on building client relationships, strengthening market presence, and increasing enterprise value.

Xceedance in EMEA & APAC

4000+

team members
across nine
global offices

700+

UK market experts,
including 75+ CII
qualified team members

250+

clients in the
global P&C
insurance industry

600+

years of insurance
experience within the
leadership team

70%

of our team members
are insurance industry
professionals

22-hour

global, high-quality
coverage

50+

digital accelerators
that drive efficiency

15+

transformative GenAI
PoCs (Proof of Concepts)

30%

Lloyd's Managing
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