



LIBRA

Product Benefits And Features

Developed with Insurers to meet the challenges of modern Delegated Authority via automatic claim validation, and loss fund management. Bringing efficiency to the fingertips of stakeholders along the claim process.

Accuracy

Claims are validated upon entry at source, ensuring accuracy of records, eliminating time sapped exchanging inaccurate information back and fourth between your stakeholders.

Improved Compliance

Compliance and reporting should not be your focus. All Lloyd's reporting and compliance requirements have been built in, ensuring your compliance and giving you meaningful data.

Centralised Loss Funds

Loss funds held in the UK are directly linked to binder sections in LIBRA enabling simple reconciliation and faster top-ups and processing

Global Payment Service

Claim payments can often be made globally within 24 hours and in almost any currency. Improving service to your insured.

Customised Reports

Get a birds eye view with the ability to add customised reports to your portal. Tell us what you need and we'll create it, giving you greater business insight

Swift Bordereaux Processing

With instant validation upon entry Ecliptic will process the Bordereaux on behalf of all stakeholders, immediately after month end thereby speeding up top ups, eliminating need for cash calls.

Security

Data protection and security is a high priority. LIBRA backups and protects your data in line with the requirements of the Lloyd's and London Market

Improved Compliance

A full audit trail of activity is maintained on each claim, allowing you to be in the know. Alerts will inform you of any fundamental changes such as denials, complaints and cases above authority, providing you with enhanced synergy between your Coverholders, TPAs and Brokers.



ECLIPTIC





LIBRA

Current Developments

We have a mission to evolve with you, a focus on continuous development as our industry continues to go through change. Here are some features that are coming soon to improve your processes, stakeholder relationships and service provided for the insured

Eliminate Bordereaux

Traditional bordereaux production, validation and reconciliation are removed, allowing straight through processing. Reports need no longer move through the hands of each and every participant in the value chain, consuming their resources voraciously only to deliver sub-standard results. The system eliminates the processing burden for everyone

Coverage Issues and Denials

Further lifting the burden of reporting. We automate this report with the Lloyd's requirements and provide you quick insight so you can understand the reason for denials and implement measures to reduce them. Enabling decreased administrative costs, improved compliance and unaffected cash flow.

Capture Referrals

Delegated Authority does not have to be complex and lengthy. Referrals outside of authority will be captured allowing you to maintain a clear log of any parties involved on a claim.

SLA Reporting

Service level agreements are part populated, saving you admin time and allowing you to easily see how TPAs are performing against deliverables

Enhanced Complaint Management

Siloed knowledge and lack of quick accessibility to dispersed data is made apparent when policy holders wish to issue a complaint. LIBRA will generate complaint reports with policy and insured information so you can review and deal with a complaint faster. You can get the insight to understand how to reduce complaints in the future. It also allows you to deliver compliant requirements at ease



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