



DELEGATED AUTHORITY AUDITS

Your partner in Delegated Authority



GreenKite delivers expert audit services tailored to the delegated authority insurance sector for Lloyd's Managing Agencies and the global insurance market. With deep knowledge of Lloyd's Principles, LMA audit scope and company insurance practices, GreenKite ensures thorough, stakeholder-focused audits that meet and exceed client expectations. Our international reach allows for seamless global assignments, while commitment to communication and feedback fosters strong, collaborative relationships.

Our approach combines technical expertise with personal engagement, ensuring every audit is comprehensive and aligned with regulatory and operational requirements. Whether in the UK, Europe, or beyond, GreenKite is your trusted partner for delegated authority monitoring and compliance.

WHY GREENKITE FOR DELEGATED AUTHORITY AUDITS

- **Regulatory compliance:** Proven methodologies aligned with Lloyd's and local regulatory expectations
- **Cross-Functional Expertise:** Deep understanding of the end-to-end insurance lifecycle
- **Collaboration:** A collaborative approach that supports long-term value creation
- **Insights:** Practical insights that drive improvement and resilience
- **Adaptable:** Audit scope and reporting style can be adapted to meet your requirements

OUR SERVICES

Coverholder audits

Ensure Delegated Authority arrangements meet Lloyd's and regulatory standards. We assess governance, underwriting controls, and reporting accuracy to safeguard your reputation and compliance.

TPA/DCA audits

Evaluate the performance and compliance of Third Party Administrators and Delegated Claims Administrators. We focus on claims handling quality, data integrity, and customer outcomes.

Conduct risk audits

Identify and mitigate risks related to customer treatment, product suitability, and distribution practices. Our audits help you embed a culture of fair customer outcomes.

Pre-bind audits

Review underwriting processes and controls before risks are bound. We help ensure that your operations align with regulatory and market expectations from the outset.

Pre-inception audits

Assess readiness and compliance before launching new products or partnerships. Our reviews provide assurance that your infrastructure and governance are fit for purpose.

Run-off audits

Support legacy business management with reviews focused on claims handling, data retention, and regulatory obligations during the run-off phase.

Complaints reviews and audits

Evaluate your complaints handling framework to ensure it meets FCA standards. We help you turn feedback into actionable insights and improve customer satisfaction.



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WHY CHOOSE GREENKITE?

We are of the market, for the market – our multidisciplinary team of insurance experts offer the benefit of their extensive experience in all aspects of delegated authority.

Access deep and broad technical expertise, directed by informed strategic advice and delivered with current market best practice in mind. In addition to an extensive library of templates and reports, we can provide a tailored blend of seasoned expertise through an engagement model designed for your specific needs.

Our commitment to truly collaborative consultancy and dedication to excellent client service provides clients with a long term, trusted partner on whom they can rely, to help grow their business and avoid potential pitfalls.

OUR APPROACH

Accountability matters – we believe in the importance of having a single, senior, dedicated point of contact for every client who is responsible for the overall success of the engagement. Throughout each client relationship, we continually review and reassess resources to ensure we are deploying the appropriate multidisciplinary team that will deliver real value for every client.

Unlike competitors, we do not flood projects with junior technicians, overseen by managers who are often one step removed. We work closely with each client to understand their unique requirements, then strategically apply appropriate technical expertise in the appropriate areas.

This approach delivers actionable, cost-effective solutions to our clients and material improvements to their bottom line.

WE ARE GREENKITE

GreenKite is an award-winning, B Corp-certified, independent professional services consultancy, operating in the UK insurance market. We deliver practical, sustainable solutions that efficiently support internal change while ensuring future resilience and regulatory compliance.

Our flexible solutions are built around three core pillars and underpinned by our team's extensive market expertise and commitment to meaningful collaboration to ensure the best possible client outcome.



HOW CAN WE COLLABORATE?

Talk to us about how we can address your challenges.

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