Vitesse

FCP Account Application Guide

Introduction

Welcome to the FCP Payment and Funding Application Form User Guide. This document will help you complete the new online Payment and Funding account application forms. It covers each step, from accessing the forms to submitting your application, so you can get started quickly and easily.

Product Overview

The Payment and Funding Application Forms are available in MAS for users to request new FCP accounts to be opened. These online forms will replace the Excel forms that were previously used to request new FCP account creation.

Associated FCP Application User Roles

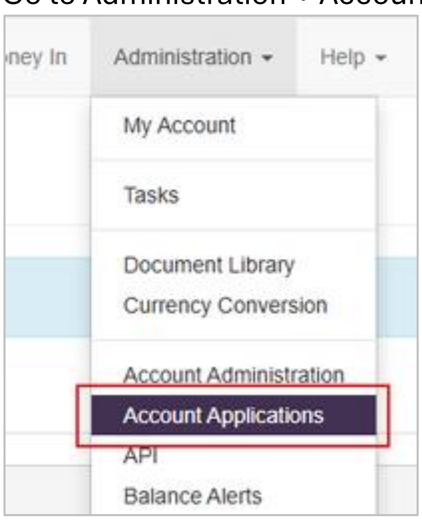
1. View and Create FCP Account Applications: Can View, Create (including Duplicate), Edit, Cancel, Reject (forms that they submitted)
2. View and Approve FCP Account Applications: Can View, Approve, Reject, Cancel

Roles are managed by the MA Admin. To prevent approval delays due to approver unavailability, it is recommended to assign at least two users to the approver role.

Access FCP Application Forms

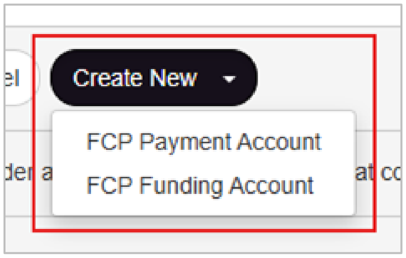
Log in to the Merchant Administration System (MAS)

Go to Administration → Account Applications → Create



Complete FCP Application Forms

Select “**FCP Payment Account”** or “**FCP Funding Account**” to create a new Payment or Funding Application Form



1. The state for the application form at this stage is “**Under Construction**”
2. Complete all Mandatory fields - all fields are mandatory except fields labelled with “(optional)”
3. Click “**Save**” to save the application form at any point
   a. The form can be saved even if Mandatory fields have not been completed
   b. The page will Return to the Grid once the Save button is clicked
4. Saved Application forms will be in the Grid view
   a. You can return to saved application forms by clicking the action button, and selecting “**Edit**”
   b. Search for application forms in the Grid by filtering the Reference. Other columns can also be filtered

The application form does not autosave. We recommend saving your progress regularly, as your login will expire and any unsaved information will be lost if the page is idle for more than 5 minutes.

Submit FCP Application Forms

MAS Approval - If the Merchant has **users** with the approver role assigned, once all the Mandatory fields have been completed, user can click “**Save & Submit**”.

1. All users with the Approver role will receive an email notification
2. The state for the application form is updated to “**Submitted for Approval**”
3. Users with the approver role assigned can “**Approve**” or “**Reject**” the application form
   a. Approve - The form is submitted to Vitesse, and the form can no longer be edited. The state for the application form is updated to “**Approved**”. The submitter and all approvers will receive an email notifying them of the approval.
   b. Reject - The form is sent back to “**Under Construction**”. The submitter and all approvers will receive an email notifying them of the rejection.

External Approval - If the Merchant has no user with the approver role assigned, once all the Mandatory fields have been submitted, user can click "Save & Approve" to use the external approver functionality.

1. Lead MA Sign Off section will be displayed, and the user must complete all fields in the section
2. The entered email address will receive a notification once the form is approved
3. The form is submitted to Vitesse, and the form can no longer be edited
4. Vitesse will contact the MA admin for verbal validation

Approval Mechanism: To ensure separation of duties and maintain process integrity, the application form does not allow self-approval. You cannot approve an application form that you have submitted yourself. If your merchant has another user with the appropriate approver role, that user must approve your application form. If no other users have the approver role assigned, you may submit the application form using the External Approval process.

What Happens Next

The Vitesse implementation team will be notified once a new application form is submitted and will proceed with the account creation process according to existing procedures. The team will contact you if they have any queries. Once the account has been created and linked to the application form, the status will be updated to "**Completed**", and account notification emails will be sent as usual.

Additional Features

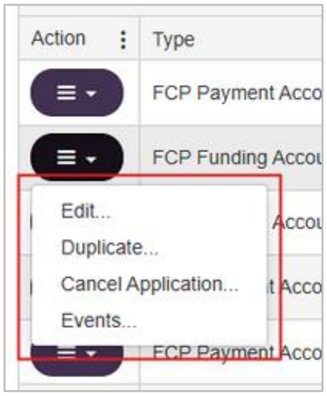
Duplicate

This functionality enables users to duplicate other application forms (in any state) that have been created using the MAS application form, thereby, reducing the effort required to open a new application form. To duplicate an application form, find the original form that you want to duplicate, then:

1. Click the Action button on the Grid view
2. Click "**Duplicate**" - the duplicated form is added to the top of the grid ***or***
3. Click "**Edit**" if you want to review the original application form first, then click "**Duplicate**" at the bottom of the application form - the duplicated form is immediately opened and visible on screen.

Payment Application: All fields will be copied from the original application form, except Renewal date, UMR, Year of Account, Currency, Funding Account Split %

Funding Application: All fields will be copied from the original application form, except Balance Alert Notification Threshold, ARCS Urgent Top Up Threshold, Currency



Cancel Application

All Create and Approve users can cancel application forms that are in "**Under Construction".** To cancel an application form:

1. Click the Action button on the Grid view
    a. Click "**Cancel Application**" ***<u>or</u>***
    b. Click "**Edit**" if you want to review the application form first, then click "**Cancel Application**" at the bottom of the application form
2. The state for the application form is updated to "**Cancelled**"

Other Buttons

Return To Grid

Users can return to the grid from the application form by clicking "**Return To Grid**" at the bottom of the application form

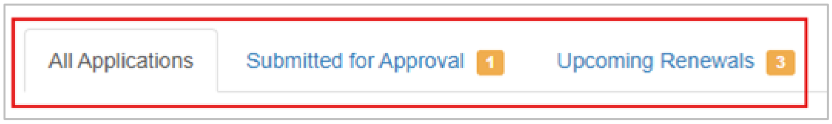
Export to CSV

Users can export the application form fields to CSV by clicking "**Export to CSV**" at the bottom of the application form

Events

Users can view the events history for the application form by clicking "**Events**" from the Action button on the Grid view

Tabs



All Applications

This is a grid view of all Payment and Funding application forms that have ever been created using the MAS application form. The most recently updated application form will be at the top of the grid, so that it is easy to access.

Submitted for Approval

This is a grid view of applications that are in the "**Submitted for Approval**" state. The forms will be ordered with the earliest submitted for approval at the top of the grid, to encourage MAs to review and approve forms in the order that they were submitted.

Upcoming Renewals

This is a grid view of all Payment Accounts due for renewal within eight weeks before or after today, with forms ordered by ascending renewal date. This serves as a reminder for users to submit new application forms for Payment Accounts approaching their renewal date.

Email Alerts/Notifications

Email alerts and notifications are configured to guide users through each key stage of the application process, making sure that all necessary actions are completed on time. The table below summarises the types of emails sent by the system and their recipients.

Email Type	Submitter (Create Role)	Approver (Approve Role)
Rejected email to Submitter	Yes - Submitter only	No
Rejected email to Approvers	No	Yes - All approvers
Approved email to Submitter	Yes - Submitter only	No
Approved email to Approvers	No	Yes - All approvers
Submitted for Approval email	No	Yes - All approvers
Externally Approved email to Approver	No	Yes - Approver email address on the form only
Externally Approved email to Submitter	Yes - Submitter only	No

Frequently Asked Questions

Q. Can I use the MAS Account Application forms for CAD Lineage and LIC?

A. No. CAD Lineage and LIC are currently out of scope for FCP, so these application forms must not be used for those accounts.

Q. Does the application form autosave?

A. No, the application form does not autosave. We recommend saving your progress regularly, as your login will expire and any unsaved information will be lost if the page is idle for more than 5 minutes.

Q. What is the Application Form Reference?

A. The Application Form Reference is a unique identifier assigned to each application form submitted. It helps you track, manage, and retrieve specific forms within the system. You can use this reference when following up on your application or if you need support from the Vitesse Solutions team. Please note, this reference will be different from the Account Name assigned after account creation.

Q. What do I do when I cannot find the Broker, DCA or MA in the dropdown list?

A. Confirm that the Broker, DCA or MA is registered with Lloyd's, as the fields are connected to Lloyd's Insights Hub. Once confirmed, contact FCPSupport@vitessepsp.com to request that the Broker, DCA or Syndicate be added to the internal dropdown list. FCP Support will update your support ticket once the dropdown list has been updated. Vitesse will contact LIMOSS and Lloyd's to ensure that the Insights Hub list is updated for future use. Please include the following information in your email:

- Syndicate - Syndicate ID, Syndicate Name, Managing Agent Name
- DCA - DCA PIN, DCA Name, Office Address, Country
- Broker - Broker Code, Broker Name, Office Address, Country

Note: The DCA PIN and Name fields also display Coverholder Name and Entity ID, sourced from Insights Hub.

Q. What if I don't know my DCA PIN or Broker Code?

A. When you select the appropriate DCA Name or Broker Name from the dropdown list, the DCA PIN and Broker Code fields will be filled in automatically.

Q. What should I enter in the Contract Reference (DCOM) field?

A. Enter a valid DCOM reference in the required format. If no DCOM reference exists or it is unknown for the binder, tick the applicable checkbox instead. The DCOM reference will be used for future FCP enhancements, and **you are responsible for ensuring this information is accurate.**

Q. What should I enter in the Section ID field?

A. The Section ID is a unique numerical identifier assigned to each section within a Lloyd's insurance contract to ensure clear identification. Please:

- Enter the section(s) that the application form or binder relates to.
- If there are multiple sections, separate them with commas.
- If Section ID is not applicable, enter a valid description instead.

The Section ID will be used for future FCP enhancements, and **you are responsible for ensuring that this information is accurate.**

Q. What should I enter in the Renewal Date field?

A. Enter the next renewal date for the account. This must be a future date. For run-off binders, where a renewal date does not apply, tick the checkbox instead.

Q. Why can't I submit my Account application form?

A. Ensure that you have completed all mandatory fields on the application form. Check that your user role has not been updated by your MA admin.

Q. Why can't I view Account application forms for my Merchant?

A. Check that you have been assigned one of the user roles needed to view application forms. Contact your MA admin to assign a user role to your Merchant user.

Q. Why can't I edit Account application forms for my Merchant?

A. You do not have the required role to create or edit application forms. The necessary user role to create/edit application forms is "View and Create FCP Account Applications."

Q. Why can't I approve Account application forms for my Merchant?

A. You do not have the required role to approve application forms. The necessary user role for approving application forms is "View and Approve FCP Account Applications."

Q. How many approvers should I assign?

A. Roles are managed by the MA Admin. To prevent approval delays due to approver unavailability, it is recommended to assign at least two users to the approver role. If your approver is unavailable, you should assign another approver to approve submitted application forms as soon as possible.

Q. Can I approve an application form that I submitted for approval?

A. No. To ensure separation of duties and maintain process integrity, the application form does not allow self-approval. You cannot approve an application form that you have submitted yourself. If the merchant has another user with the appropriate approver role, that user must approve your application form. If no other users have the approver role assigned, you may submit the application form using the External Approval process.

Q. Why does Vitesse need to contact me for verbal validation when I use the external approver functionality?

A. Verbal validation is required as an extra security measure to prevent self-approval and reduce the risk of fraud. When the external approver flow is used—because there is none or one user with the approver role—Vitesse must confirm with the Lead MA verbally to ensure that the process remains compliant and secure.

Q. How many Follow accounts are allowed on the application form?

A. We have restricted this to 30 Follow accounts. Please contact FCPSupport@vitessepsp.com to request an increase in the number of Follow accounts allowed on the application form. This number is higher than the number of Follow accounts on any existing Payment account.

Q. Why can't I see ARCS Urgent Threshold?

A. The field is only enabled for core currencies as extended currencies do not currently use the ARCS Urgent process.

Q. Can I view and duplicate accounts that were created in the past using the Excel Application Form?

A. No, this is not currently possible.

Q. What changed compared to the previous Excel forms?

A. To support improved data quality, better account management, and future product enhancements (including reporting improvements), several fields on the Payment Account

Application form have been added or updated. The form is also integrated with Lloyd's Insights Hub and LIMOSS MBG to provide enhanced data validation for relevant fields. To assist users, tooltips have been added where applicable. Below is a list of the new and updated fields on the Payment Account Application Form:

New

- DCA PIN (Mandatory)
- Broker Address (Mandatory)
- Class of Business (Mandatory)
- Risk Code (Mandatory)
- Lead MA read only access to the Payment Account (Checkbox)

Updated to Mandatory

- Underwriting Reference
- Section ID
- Expected monthly loss

Q. Why does the Funding Account Suggested Account Name contain [Managing Agent Name] instead of the actual values?

A. [Managing Agent Name] is a placeholder. The Vitesse Solutions team follows a standard format for each Managing Agent and will update this placeholder with the correct name during account creation.

Q. Why does the Payment Account Suggested Account Name contain [MA Shortcode] and [DCA Short Name] instead of the actual values?

A. [MA Shortcode] and [DCA Short Name] are placeholders used in the Suggested Account Name. The Vitesse Solutions team follows a standard format for each MA and DCA and will replace these placeholders with the correct values during account creation.

Q. How can I see the full Suggested Account Name?

A. Click on the Suggested Account Name field and scroll to the end to view the entire name.

Q. How can I update my ARCS Scheduled Funding Threshold?

A. This is set to the default value agreed with the market. Please contact FCPSupport@vitessepsp.com to change your ARCS Scheduled Funding Threshold.

Q. Can I use this for non-FCP accounts?

A. Presently, MAS application forms are exclusively available for FCP accounts.

Q. Can I update the Broker and MA view-only access for the Payment Account after account creation?

A. Yes, please contact FCPSupport@vitessepsp.com to request changes to the view-only access for the Payment Account.

Q. Do I need to provide Reach Out Proof for Follow MAs?

A. Following the introduction of the new tick box on the Payment Account Application Form, Leads can confirm they have follows approval by ticking the box, and are no longer required to provide Vitesse with email confirmation.

Support

If you need additional help or have suggestions for future enhancements, please contact the FCP support team at FCPSupport@vitessepsp.com or your Relationship Manager.

Tip: For fastest support, please include a detailed description of your issue