

A Step-by-Step Guide to the Whitespace Platform

Introduction

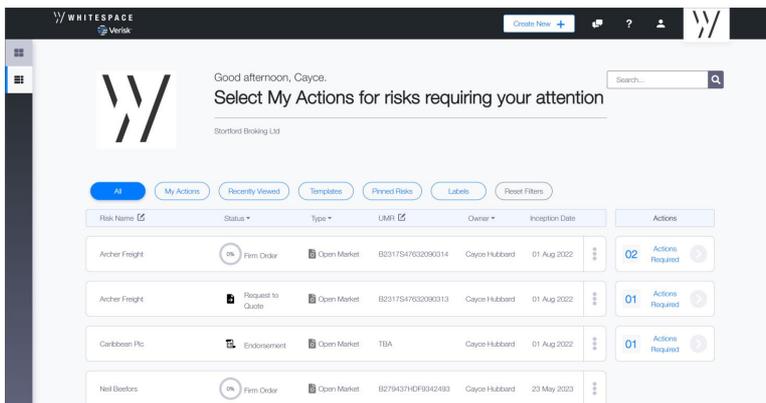
This document describes the core functionality of the Whitespace Platform for both Brokers and Underwriters, with an emphasis on everyday use and the process of negotiating and finalising a contract. Deeper, fully detailed discussion of individual topics and uncommon use cases is available on an item-by-item basis.

This version of the Step-by-Step Guide was last updated on February 28th 2023 for the 2.11 platform release.

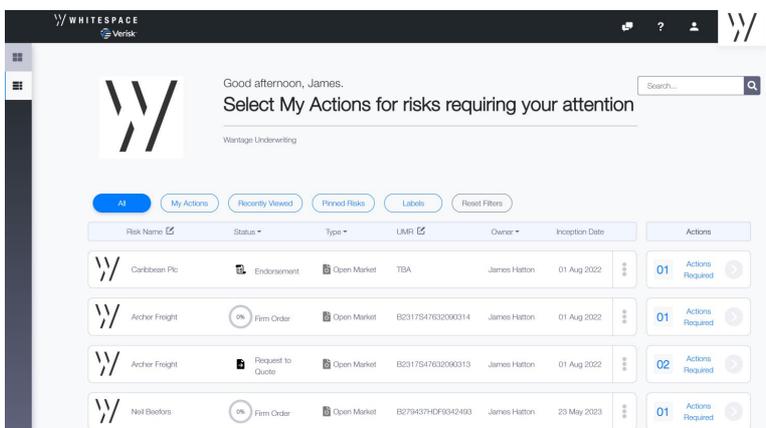
Using the Dashboard to Find Contracts

When signing in, the user is taken to the Dashboard, which serves as the primary access screen for functionality which is not tied to a specific contract. On some platform screens, the Dashboard is referred to as the 'Slipcase'.

It looks like this for brokers:



and this for underwriters:



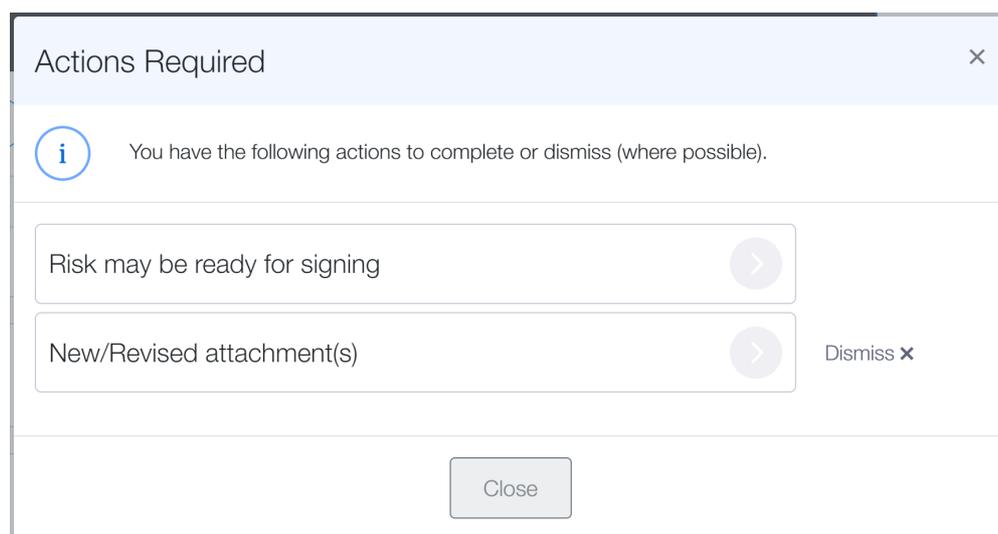
The bulk of the dashboard is devoted to the list of contracts that have been created by (for brokers) or sent to (for underwriters) the organisation's teams that the user is on. Each contract is assigned an entry on the dashboard, and the columns above the contract list both provide core information and provide options for filtering.

The columns of the contract list provide information as follows:

- The contract's title ('Risk Name')
- The furthest stage the contract has reached in the Platform's placing process ('Status')
- The method used when placing the contract ('Type')
- The contract's unique reference number ('UMR')
- The team-member currently assigned to manage the contract on the platform ('Owner')
- The date the contract goes live ('Inception Date'), which is followed by a three-dot activity menu; and
- Whether there are any outstanding actions required to progress the contract ('Actions')

Additionally, underwriters see the company logo of the broker issuing the contract, located directly to the left of the contract's name.

If the platform has registered that a contract might require your attention, it displays a blue 'Actions Required' box in the 'Actions' column. This box shows how many issues may require attention. Clicking on it pops up a new pane, listing the issues that the system has identified.



Clicking on any action will take you to the contract's 'Overview' page, which provides access to tasks and information relating to the contract as a whole. To dismiss an action where possible, click on the 'Dismiss x' button after the action description.

The Dashboard contains all the contracts that you have access to. For legal and archival reasons, contracts remain accessible indefinitely, and cannot be deleted from the dashboard. Contracts are displayed on the dashboard by the time and date of their last update, with the most recent first, but the list can be scrolled, searched, and filtered in a wide variety of ways, discussed below.

The scroll-bar is at the right of the screen, and shows whenever there are more contracts in the list than can be simultaneously displayed.

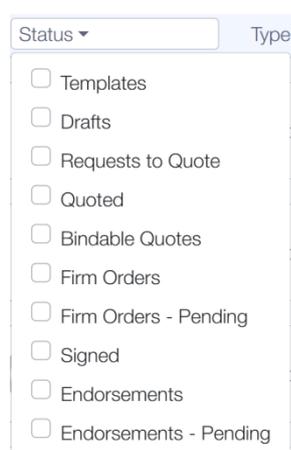
To search the list of contracts in the Dashboard by either contract name or unique market reference, click and type in the search box towards the top right of the dashboard. The list of contracts updates as you type. Contracts with matching names are displayed.

To apply a quick filter, click one of the blue-outlined lozenges above the columns of the contract list.

- 'All' shows all contracts
- 'My Actions' shows only contracts with outstanding actions for which you are the owner, and replaces the 'Inception Date' column with icons showing how many chat entries (speech balloon icon) and attachments (paperclip icon) are associated with each contract
- 'Recently Viewed' shows contracts that you have opened in the past week
- 'Templates' is a broker-only filter that shows only contract templates
- 'Pinned Risks' shows contracts that you have marked as pinned, which is done by clicking on the three-dot activity menu icon to the right of the contract's inception date.

More detailed filters are available next to the title of most columns. For 'Risk Name' and 'UMR', you can click the pencil-and-pad icon to open a search box for that column instead of using the search field near the top right. Type into the search box to show only contracts that match the term entered.

The 'Status', 'Type' and 'Owner' columns are followed by down-arrows, and clicking on one opens a drop-down menu that you can then filter by. Click on one or more tick-boxes to show contracts matching that option, and untick them to remove those contracts. When all boxes are unticked, the whole list is shown.



The 'Status' drop-down allows you to restrict the dashboard to only show contracts at the indicated stage/s in the placing process.

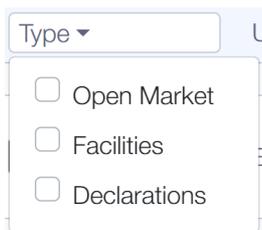
The contract stages in the drop-down are shown in (approximately) descending order of progress through the placing process. A newly-created live contract starts at draft, moves to request to quote when sent to an underwriter, then to quoted when an underwriter returns a quote, and so on.

The contract's status is shown the furthest stage it has reached in the process, rather than the most recent stage. So if a broker receives a quote and then sends another request to quote on the same contract, it will remain at 'Quoted' status, and 'Requests to Quote' will not show it.

The 'Firm Orders – Pending' and 'Endorsements – Pending' status types appear after their root status, but in fact refer strictly to contracts/endorsements respectively that have not yet been shown. So 'Firm Orders' will show all contracts currently at firm order, including those that are unshown, awaiting lines, and written, while 'Firm Orders – Pending' will only show unshown firm orders.

Since a written firm order can have an endorsement, the 'Endorsements' status includes endorsed firm orders, if any.

Finally, for convenience, the 'Signed' status also includes signed contracts that have been endorsed, so may show a mix of contracts displaying the 'Signed' and 'Endorsements' status labels.



The 'Type' drop-down allows you to filter the list of displayed contracts by 'Type', a classification used at contract creation to indicate the main placement intention.

- 'Facilities' are contracts that establish the terms of a binding authority/lineslip that can then be accessed within the platform.
- 'Declarations' are contracts that must be shown to an existing 'Facility' set up in the platform before they can be shown to the open market.
- 'Open Market' is the default, and indicates a contract that can be shown freely to either individual underwriters or an on-platform 'Facility'.

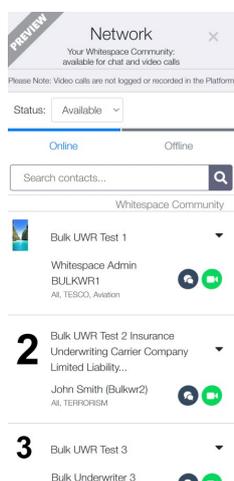


The 'Owner' drop-down allows you to filter the contracts for ones specifically relevant to you.

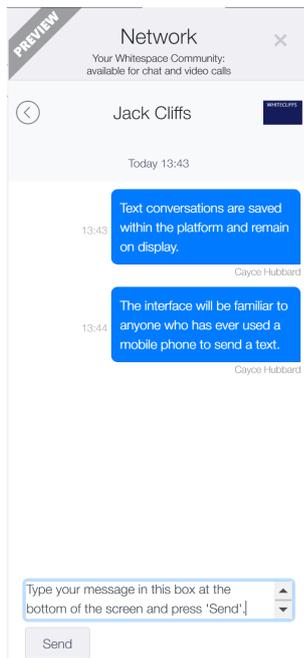
- 'My Risks' shows contracts which you are the owner of – that is, that the system considers you primarily responsible for. As the owner, you will get certain notifications that other team members will not.
- 'Unassigned Risks' are contracts which do not currently have an owner set. Brokers automatically own new contracts that they create, so only underwriters can encounter an unassigned contract, and this will usually indicate that the contract is a newly-received request/order.
- 'Other Risks' are contracts owned by other members of your team. You can still access and progress them as needed, but you will not see all notifications for them.

The Dashboard's Network Pane

The black bar along the top of the Dashboard provides access to three additional panes. To open the Network pane, click on the icon showing two overlapping chat bubbles, located to the left of your organisation's logo. The Network pane looks like this:



Users from other accessible organisations that are currently online are shown in the 'Online' tab. Click the black speech-bubble icon to open a text chat with that user:



Text chats are recorded within the system.

Clicking on the 'Offline' panel of the Network pane shows a list of users who you've previously contacted from this pane, but who are not currently logged in. You can send text chat messages to these users by clicking the black speech bubbles icon, and these will be delivered when the user next logs in, but you cannot open a video call to them.