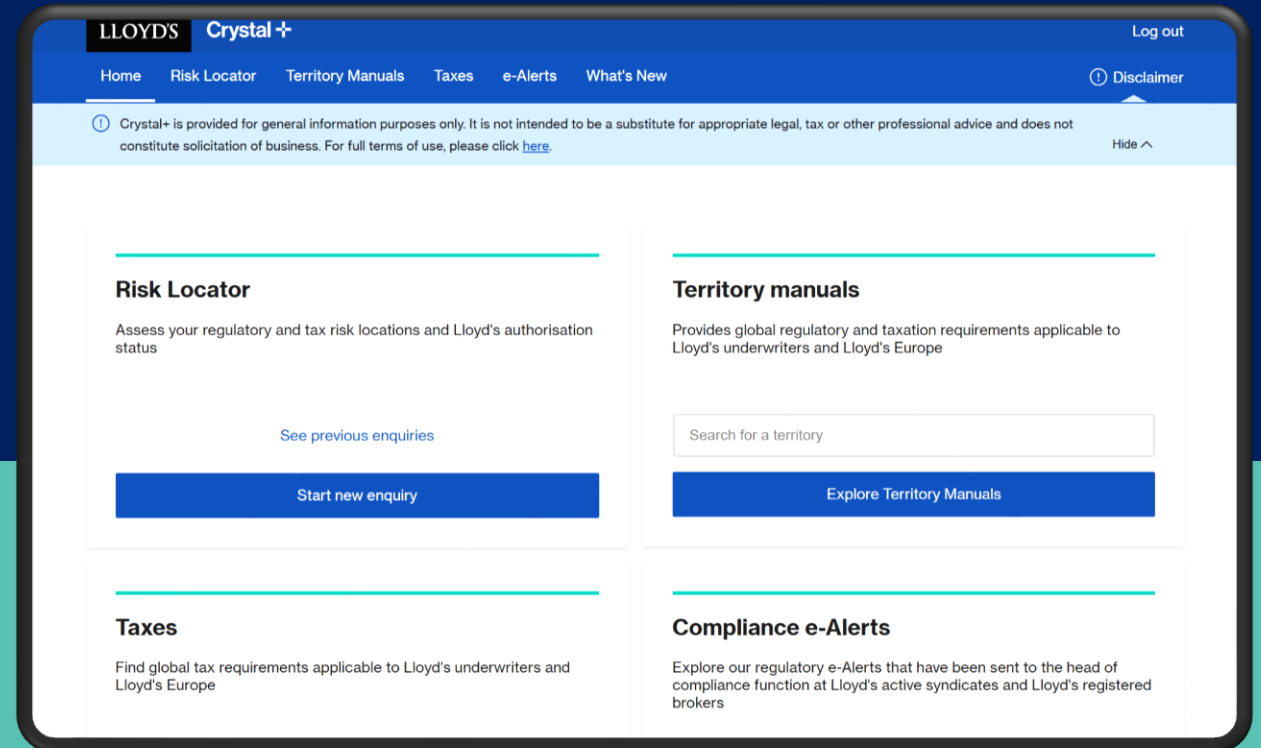


Crystal +

User guide

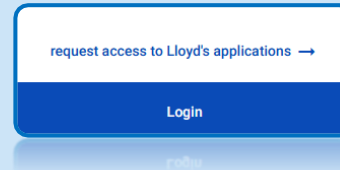


How to access Crystal +

01



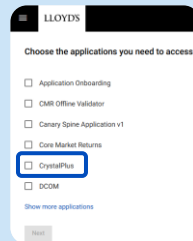
[Request access to Lloyd's applications](#)



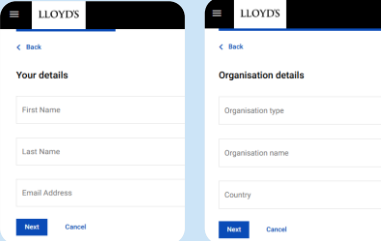
02



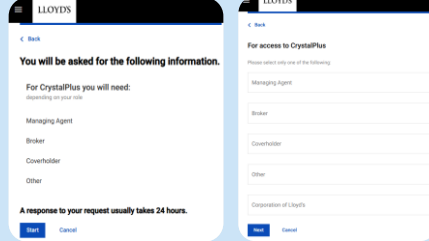
01 Select Crystal+



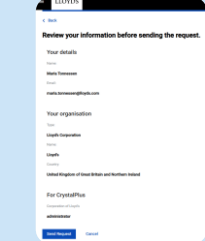
02 Enter your details



03 Confirm Lloyd's market participant type



04 Send request



03



Lloyd's will review and grant/reject access*



User will receive an email to confirm access



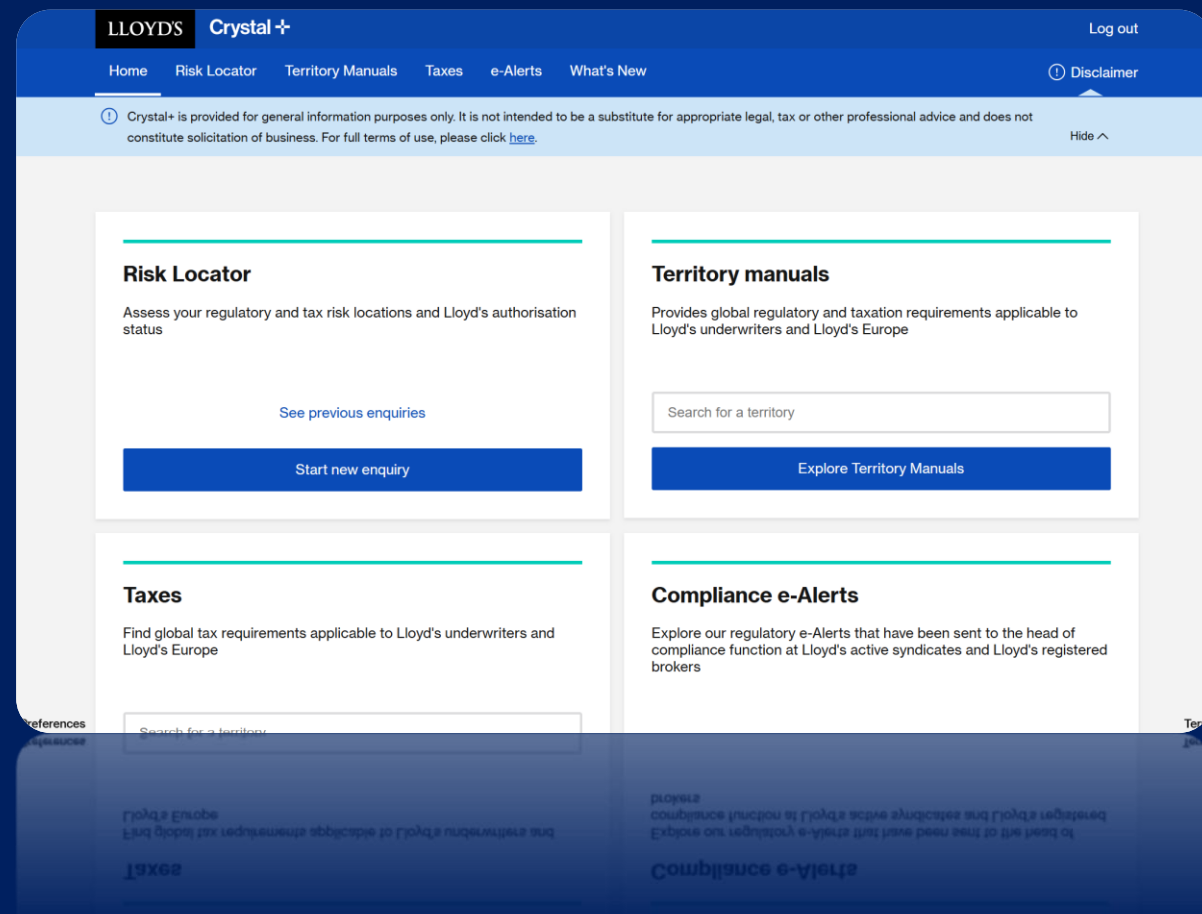
Multi-Factor Authentication

Please note that Lloyd's uses Multi-Factor Authentication (MFA) for all its applications and tools; more information can be found [here](#). If you are experiencing any MFA access issues or no activation link, please contact Lloyd's [Group Technology](#).

*Access to Crystal+ is for Lloyd's market participants only; Lloyd's managing agents, syndicates, Lloyd's registered brokers and coverholders.

Crystal+ Overview

Quick and easy access to global regulatory, compliance and tax information in one single, intuitive platform, supporting our market in writing globally compliant business.



Risk Locator

Assess your regulatory and tax risk locations and Lloyd's authorisation status

Territory Manuals

Provides global regulatory requirements applicable to Lloyd's underwriters and Lloyd's Europe

Taxes

Find global tax requirements applicable to Lloyd's underwriters and Lloyd's Europe

Compliance e-Alerts

Explore our regulatory e-Alerts that have been sent to the head of compliance function at Lloyd's active syndicates and Lloyd's registered brokers

What's New

View the latest content updates from the territory manuals

API Platform

Connect to Crystal+ regulatory and tax content directly through our APIs

How to use Crystal+

01 Risk Locator



Assess your regulatory & tax risk locations, authorisation status and view territory manuals

Dashboard with saved risks and ability to start new enquiry

Enter risk details

Answer questions, review results and access further information



02 Territory Manuals

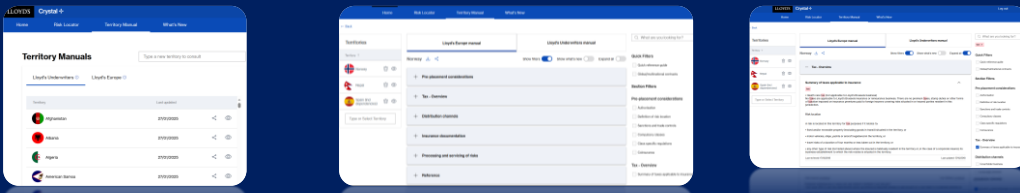


View global regulatory requirements applicable to Lloyd's underwriters and Lloyd's Europe

Search for a territory

View Lloyd's underwriters and Lloyd's Europe territory manuals

Expand sections, filter and search content



03 What's New

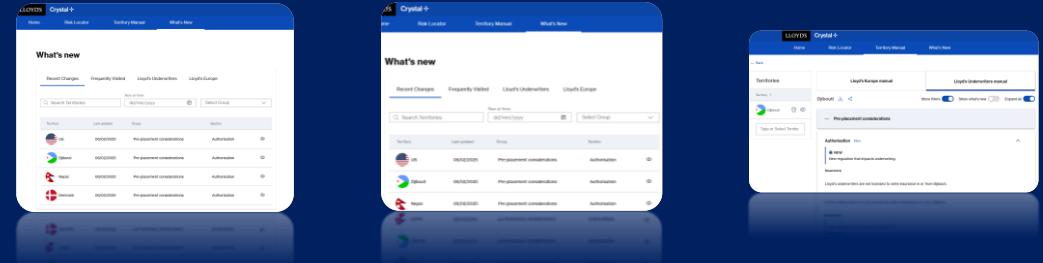


View new content that has been updated or added to the territory manuals. Changes to tax content are also included here.

List of recent "What's new" changes

Toggle different views, search for territories, by dates or group

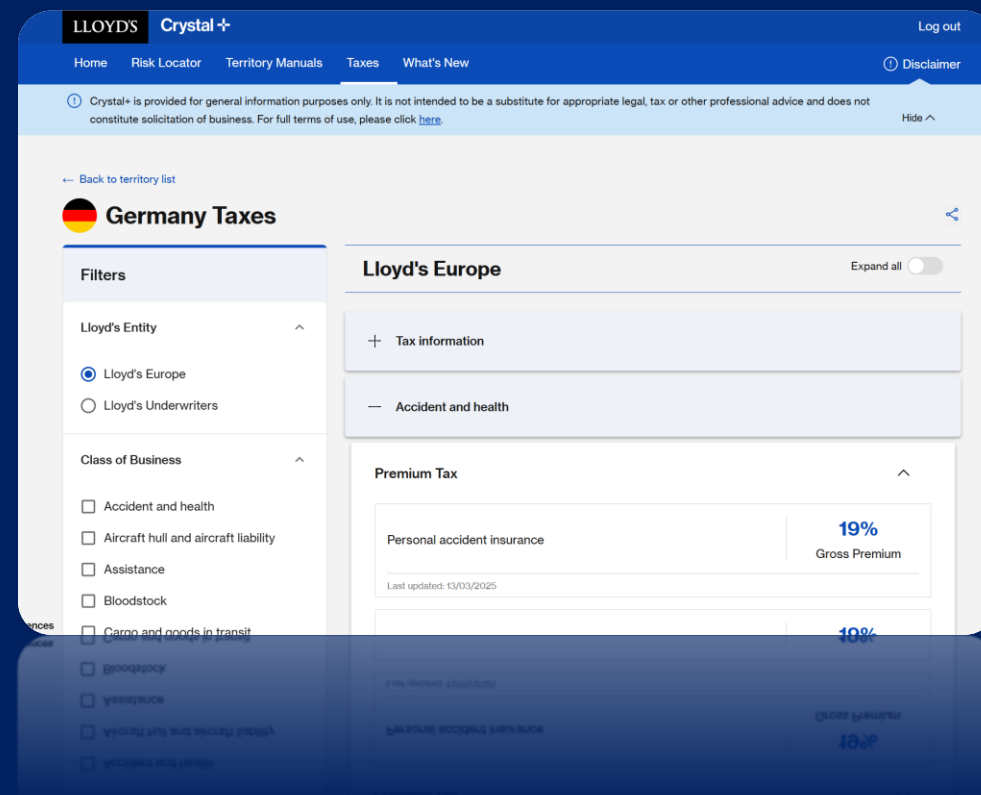
Easily navigate to the territory manual



How to use our tax dashboard

View global tax requirements applicable to Lloyd's underwriters and Lloyd's Europe

- 01 Select a territory from the territory lists or drop-down search box
- 02 When viewing a territory's tax page, ensure you have selected the correct Lloyd's entity: Lloyd's Europe for policies with a Lloyd's Europe stamp or Lloyd's underwriters for policies with a syndicate stamp
- 03 Select the class of business you are interested in to view the applicable taxes. For each rate, you can see the value, method of calculation, and any footnotes to provide additional information about specific rates
- 04 For further details about how taxes are calculated and administered, select the relevant tax type within the Tax Information section at the top of the page
- 05 To refine your search, use the filter panel to filter by class of business, or hide any classes of business where no taxes apply (where applicable)
- 06 Use the 'Share' icon to copy the link to a territory taxes page, or share it with another user in your organisation via email



How to view compliance e-Alerts

View global tax requirements applicable to Lloyd's underwriters and Lloyd's Europe

01

You will land on the e-Alerts card view, displaying the title and summary for all e-Alerts, starting with the most recent first. You can switch to the grid view using the toggle on the right-hand side of the page to view more e-Alerts on one screen

02

You can use the filters to refine results:

- View e-Alerts published from / to a particular date, or within a date range
- Search for e-Alerts based on the title, summary, or main body content
- Filter by category (regulatory or financial crime), topic (sub- categories), entity (Lloyd's Europe or Lloyd's underwriters), or territory

03

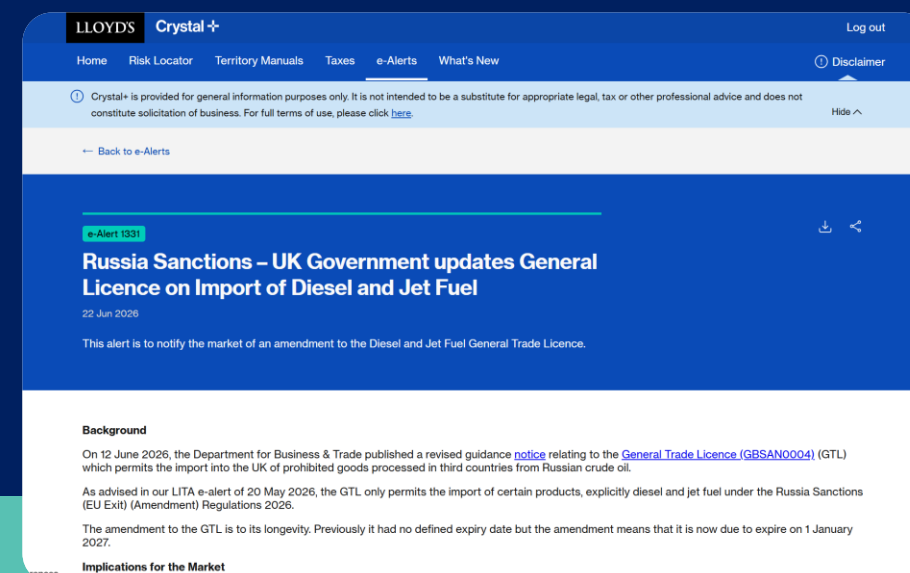
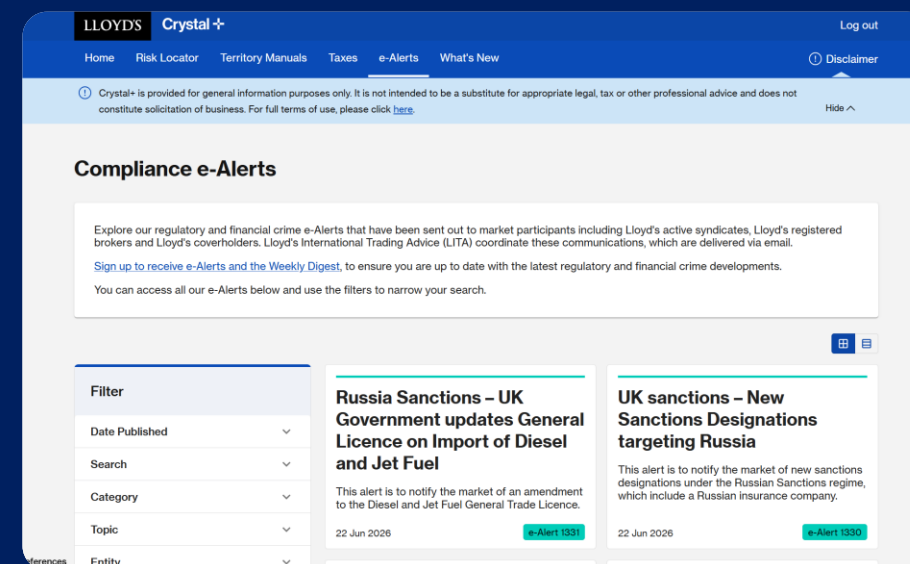
Select an e-Alert to view the full content and contacts for further information by clicking on the relevant card or on the relevant row / eye icon in the grid depending on the view you have selected

04

Each e-Alert has an ID to allow you to easily identify and share e-Alerts

05

Use the 'Download' icon to download a PDF and save it to your device, or the 'Share' icon to copy the link to an e-Alert, or share it with another user via email



Do you need help?

Crystal+ Market Support Portal

Create a support request

To create your request, we need to know what sort of help you need. Choose a category from the below menu or search for something, if you can't find what you need, choose 'General support' from the below menu.

CrystalPlus

Search support requests

Support request categories

General support

1 support request types in total

General support

CrystalPlus

Use this form for all Crystal Plus Requests

Create Support Request

What can we help you with?

CrystalPlus

Search knowledge articles and support requests for CrystalPlus

Support requests

Your latest support requests

Support request	Submitted for	Status	Service	Category	Date updated
CrystalPlus	ME	Not working	CrystalPlus	General support	24 Jan 20
CrystalPlus	ME	Not working	CrystalPlus	General support	23 Jan 20
CrystalPlus	ME	Not working	CrystalPlus	General support	23 Jan 20

Find a knowledge article

Requires identity account – same as Crystal+

User can check the status of the ticket

Knowledge articles – How to guides

[Log a ticket](#)

Lloyd's User Support

Something broken or not working

Report things broken/not working which were working before

Incident Details

Who is the impacted user? *

Please enter the email address for the impacted user? *

Please enter a contact phone number for the impacted user? *

Which application or service is not now accessible or not functioning as required? *

How can we help you? *

Date / Time that the incident occurred? *

Enter a full description of the issue please include details of the relevant application or service impacted? *

Reset Submit

Requires identity account – same as Crystal+

Problems accessing Lloyd's applications and services

User can check the status of the ticket

[Log a ticket](#)