



FAQs

Q1 Do I have to pay for access?

Answer: You don't have to pay. The LMG has paid the license fee. Our agreement runs from 1st August 2019 for 12 months. If the LMG decides to renew their contract your access to EventWatch will roll over.

Q2 Who do I go to for help?

Answer: If you have any issues please contact the LMG and we will liaise with the supplier to ensure a speedy resolution.

Q3 Can I upload my site locations to the site/app?

Answer: Sadly not. Enabling this functionality and the resulting contractual requirements on data transfer make providing this option too complicated for a market wide utility.

Q4 Does the LMG have an exclusive agreement with the supplier?

Answer: No we don't. London Market Firms are free to negotiate their own agreement with the supplier.

Q5 Can I request changes to the application?

Answer: You cannot request software changes as this is an off the shelf product; however, you can tailor what you see and how often you see it yourself within the application.

Q6 Why has the LMG invested in this product?

Answer: We want to give the London Insurance Market a competitive advantage over other insurance centres by enhancing our client service. We believe that this product will help enrich your conversations with your clients and help to make us more proactive in claims situations.

Q7 How will I know that I have been registered?

If you fill in your details on our website we will contact the supplier and ask them to send you an email once your account has been set up. It usually takes a couple of days. The email will be from Resilinc and will include a link that will allow you to complete set-up.