

9th May 2018

Dear Alpha Insurance policy holder,

IMPORTANT INFORMATION ABOUT YOUR INSURANCE POLICY – THIS IS NOT A CIRCULAR

We are writing to you about your Motor Insurance Policy, that we arranged, and is underwritten by Alpha Insurance A/S. Yesterday evening we received the following information;

On 8 May 2018, the liquidators of the insurance company Alpha Insurance A/S under frivillig likvidation (“under frivillig likvidation” means in voluntary liquidation) filed a petition for bankruptcy. This means that policyholders’ insurance coverage will be terminated as of 8 May 2018.

The bankruptcy means that policyholders no longer can report their claims to Alpha Insurance A/S. Policyholders must report their claims to the Danish Guarantee Fund for non-life insurance undertakings (hereinafter Guarantee Fund), provided that the claims are covered by the Guarantee Fund. Otherwise, policyholders must report their claims to the bankruptcy estate of Alpha Insurance A/S.

As your insurance broker, we would like to answer some of the questions you may have.

How has this happened?

Alpha Insurance A/S is a Danish insurance company, which operates in Denmark and is authorised to write business in all EU/EEA countries on a freedom to provide services basis. On 4 March 2018, Alpha Insurance A/S announced that the company was placed into liquidation. On 8 May 2018, the liquidators filed a petition for bankruptcy.

Is my Policy still valid?

No, existing policies have been terminated and you have to purchase a new insurance policy before you drive your vehicle to be covered.

My premium is by direct debit. Should I stop paying my premium?

You will be required to pay the remaining balance on your direct debit agreement with Close Brothers Premium Finance, you can pay this in full by credit or debit card. Alternatively, at the current time you can continue to make the monthly repayments.

You are covered by the Danish Guarantee Fund for non-life insurance undertakings you will get a premium refund for the remainder of your insurance period, subject, however, to a deductible of 1000 DKK per policy (approximately £117.45 based on today’s exchange rate). You will need to contact them directly to register your claim.

I paid my policy premium in full, will I get a refund?

If your insurance policy is covered by the Danish Guarantee Fund for non-life insurance undertakings you will get a premium refund for the remainder of your insurance period, subject, however, to a deductible of 1000 DKK per policy (approximately £117.45 based on today’s exchange rate). If your insurance policy

is not covered by the Danish Guarantee Fund for non-life insurance undertakings, you can vindicate your claim for a premium refund to the bankruptcy estate.

I have had an accident, will my claim be paid?

If your claim has already been reported to Alpha Insurance A/S, you do not have to do anything further. If you have not reported your claim already, you have to report it to the Danish Guarantee Fund for non-life insurance undertakings or the bankruptcy estate. You should report your claim as fast as possible and no later than 8 November 2018 if your claim is covered by the Danish Guarantee Fund for non-life insurance undertakings.

The Danish Guarantee Fund for non-life insurance undertakings covers claims in the following categories:

- Policyholders with private insurance policies
- Third-parties protected from personal injuries or property damage according to motor vehicle liability insurance
- Third-parties protected from personal injuries according to other liability insurance
- Collective insurance to the extent that an insurance policy of its kind corresponds to the covered individual insurance policies
- Claims regarding building fire on all types of real estate

The Danish Guarantee Fund for non-life insurance undertakings covers claims incurred before the date of bankruptcy and four weeks after, i.e. until 5 June 2018.

If your claim does not fall in the above categories or if it has not incurred before 5 June 2018, you must report your claim to the bankruptcy estate.

If your claim is covered by the Danish Guarantee Fund for non-life insurance undertakings, you will be fully compensated. If your claim is to be covered by the bankruptcy estate, you cannot be sure to be fully compensated, but only partially compensated in the form of dividends from the bankruptcy estate.

If you have any questions for the Danish Guarantee Fund for non-life insurance undertakings, you can find information at <http://www.skadesgarantifonden.dk/Sider/Forside.aspx>

As my broker, what do you suggest I do?

These are very unfortunate circumstances and we are here to help. If you would like to call us then we will be more than happy to discuss your options in more detail. Please call us on 01323 819753. Alternatively, you can email us on customerservices@1answer.co.uk

Will One Answer charge me a fee for cancelling my policy?

Our Terms of Business allow us to charge you a fee if you cancel your policy. However, given that the circumstances surrounding Alpha Insurance A/S are beyond yours and our control we have decided not to charge you a fee.

What should I do next?

Please contact us immediately on **01323 819753**.

We have written this letter on the basis of what we know to be the facts today however the latest information regarding this can be found at www.alphagroup.dk

As a customer of One Answer, you benefit from our long-standing expertise and strength of relationships in the marketplace. As one of the largest independent Insurance Brokers in the country, specialising in taxi, courier and minibus, we are doing everything in our power to arrange you alternative cover with very little inconvenience.

We are here to help you in any way we can. Please contact one of our trained advisors to discuss your individual circumstances on 01323 481444 or email us on customerservices@1answer.co.uk and we will do everything we can to help find a solution for your needs.

Yours sincerely



Trevor Cutts
Managing Director