

26 November 2020

Our Ref: MLP/RB/DC/GMR

Telephone: 0333 4000 393

Email:

enquiries@east-west-insurance.com

Dear Sirs

East West Insurance Company Limited (in Administration) (the “Company”)

Why you have received this letter

This letter is being sent to all known policyholders and claimants who may have an unexpired policy or open claim with the Company, and to all other creditors of the Company.

For policyholders and claimants, this letter is for the owner of the property. If you are not the owner of the property, please pass this letter on to the owner.

If you hold more than one policy with the Company, you may receive a separate letter for each policy. If any of your policies are in joint names, you should make each joint policyholder aware of this letter.

Notification that documents will be made available on the website

On 12 October 2020, the Company entered Administration and Richard Barker and Simon Jamie Edel were appointed as Joint Administrators. The appointment was made by the High Court following an application under the provisions of paragraph 12(1)(b) of Schedule B1 to the Insolvency Act 1986.

I am writing to inform you that the following documents will be made available for viewing and downloading at the following web address www.ey.com/en_uk/eastwestinsurance at the latest by 7 December 2020. Alternatively, hard copies can be requested from the Joint Administrators as set out on the following page:

- ▶ **Joint Administrators’ Statement of Proposals** – this provides details of the Joint Administrators’ strategy including an update on the process for dealing with claims and the proposed future conduct of the Administration, as required by paragraph 49 of the Schedule B1 to the Insolvency Act 1986.
- ▶ **Joint Administrators’ fee estimate and details of expenses** – this provides details of the expected activities to be undertaken in the Administration, and the estimated fees and expenses to be incurred for this work and expected to be paid from the Administration.
- ▶ **Formal notice of deemed consent of Joint Administrators’ proposals** – this sets out the process for approval of the Joint Administrators’ proposals and the actions required if you wish to make a request for a meeting of creditors to be held to consider the proposals or to object to the proposals.

- ▶ **Creditors' notice of claim** - if you wish to make a request for a meeting of creditors to be held to consider the proposals or to object to the proposals, you should use this form to provide notice of your claim to the Joint Administrators. Please note this is only in connection with the approval of the Joint Administrators' proposals and is separate to the claims handling process where policyholders are making claims.
- ▶ **Invitation to form a creditors' committee** – creditors are invited to form a creditors' committee to assist the Joint Administrators in discharging their duties, further details are provided in the notice.

Please note that in addition to the documents listed above, future documents in the Administration will be made available at www.ey.com/en_uk/eastwestinsurance without any further notification from the Joint Administrators.

In order to reduce costs, the Joint Administrators do not intend to send out paper copies of the documents unless they are specifically requested. If you wish to receive a hard copy of any of the documents currently available on the website, or any future document which is made available there, please write to the Joint Administrators' office at East West Insurance Company Limited (In Administration), C/O Ernst & Young LLP, 1 More London Place, London SE1 2AF or email eastwestinsurance@uk.ey.com and a copy will be sent to you.

There are some exceptions to this where we will continue to send hard copy documents by post, as follows:

- ▶ Any document for which personal delivery is required.
- ▶ Any notice of intention to declare a dividend.
- ▶ Any document which is not delivered generally, for example documents which are not sent to all known creditors.

Should you have queries for the Joint Administrators, you may submit your request to eastwestinsurance@uk.ey.com. All queries relating to your policy or claims should be directed to the claims handling team either by email to enquiries@east-west-insurance.com or by telephone on 0333 4000 393.

Yours faithfully
for the Company



Richard Barker
Joint Administrator

Richard Barker and Simon Jamie Edel are licensed in the United Kingdom to act as Insolvency Practitioners by The Insolvency Practitioners Association.

The affairs, business and property of the Company are being managed by the Joint Administrators, Richard Barker and Simon Jamie Edel, who act as agents of the Company only and without personal liability.

The Joint Administrators may act as data controllers of personal data as defined by the General Data Protection Regulation 2016/679, depending upon the specific processing activities undertaken. Ernst & Young LLP and/or the Company may act as a data processor on the instructions of the Joint Administrators. Personal data will be kept secure and processed only for matters relating to the Joint Administrator's appointment. The Office Holder Data Privacy Notice can be found at www.ey.com/uk/officeholderprivacy.