



## Important information

We're writing to our customers, past and present, claimants and their representatives. We are proposing a change to our organisation and want to tell you about it to help protect your interests.

We are proposing to transfer parts of Zurich's UK general insurance business, from Zurich Insurance plc (ZIP) to Zurich Insurance Company Ltd (ZIC). This is an internal reorganisation between two companies within the Zurich Group and is in response to the UK's exit from the European Union on 31 January 2020 (Brexit).

The transfer will be carried out using an insurance business transfer scheme under Part VII of the Financial Services and Markets Act 2000, subject to approval by the High Court in the UK. If the proposal is approved, we will transfer this business to the UK branch of ZIC. We expect this transfer to take place on 1 January 2023. Policy terms will not be affected.

### Why are we writing to you?

Our records show that you (or someone you represent) have an interest in one or more policies that will be included within the transfer. This could be because you (or someone you represent):

- took out a policy directly with the UK branch of ZIP,
- took out a policy through a third party, which is underwritten by or on behalf of the UK branch of ZIP, or
- are dealing or have dealt with ZIP or one of its agents or representatives in relation to a claim in respect of a policy.

### Why is this transfer necessary?

Since Brexit, Zurich's general insurance business in the UK has been written through the UK branch of ZIP (an insurer based in Ireland) under the Temporary Permissions Regime (TPR). The TPR is overseen by the Prudential Regulation Authority (PRA) and is currently due to end on 31 December 2023. To remain compliant with our legal and regulatory obligations, we intend to transfer the relevant business to the UK branch of ZIC (a Swiss-based insurance company).

### How does this affect your policy or claim?

As the transfer forms part of an internal reorganisation within the Zurich Group, policy coverage, administration and service levels will not be affected. There will be no change to how you currently deal with Zurich in the UK, including in relation to any claim or complaint. You can continue to use your current policy or claim number. Your policy cover, premium, terms and conditions, rights and obligations will stay the same.

If you hold a policy that provides cover for risks based only in the EEA or EEA Affiliated Territories, this will not be included in the transfer and will remain with ZIP. If you have a policy that provides cover for risks in the EEA or EEA Affiliated Territories, as well as in the UK or elsewhere in the world, the policy will be split. The part relating to risks in the EEA or EEA Affiliated Territories will remain with ZIP, while the part relating to risks in the UK or otherwise elsewhere in the world will transfer to ZIC. Please see section 2 of the enclosed guide for further information, including what we mean by EEA and EEA Affiliated Territories.

## How are your interests protected?

Your interests and the interests of other policyholders and claimants are protected by the legal process we are required to follow:


- We are writing to tell you what is proposed and to give you an opportunity to raise any concerns before the transfer takes effect. You and other policyholders and claimants can object if you think you would be adversely affected.
- We will seek approval for the transfer from the High Court in the UK. The High Court will only approve the transfer if it is satisfied it is appropriate in all circumstances.
- We've appointed an Independent Expert who has been approved by the PRA in consultation with the Financial Conduct Authority (FCA). The Independent Expert has reviewed the terms of the transfer and produced a report for the High Court. This report concludes that the proposed transfer will not have a material adverse effect on any transferring or non-transferring policyholders or claimants.
- We have consulted with the PRA and FCA, our industry regulators, who will assess the proposed transfer alongside their statutory objectives. Each will provide a report to the High Court.


## What should you do next?


We recommend you read this letter in full, together with the enclosed guide. This includes questions and answers providing further information of the changes, plus copies of the Legal Notice and Direct Debit Notice. You can find more information about the proposed transfer, including summaries and full copies of both the scheme document and the Independent Expert's report, on our website at [zurich.co.uk/brexit-transfer](https://zurich.co.uk/brexit-transfer).


If you represent someone, or if there is anyone else, with an interest in, or entitlement to, the benefits under your policy (such as a named driver on a motor policy), please make them aware of these proposals as soon as possible.

If, after reading this letter and the enclosed guide, you believe the proposed transfer would adversely affect you, you are entitled to object. You can contact us by email, phone or post, using the details shown below. We will pass your objection to all relevant parties, including the High Court, the PRA, the FCA and the Independent Expert, who will also consider your objection.

 **Call us on**  
0800 917 9507 (freephone in the UK) or +44 203 467 4611 (international)  
Monday to Friday 8.30am to 5.30pm (except bank holidays). We may record or monitor calls to improve our service.

 **Email us at**  
[transfer.queries@uk.zurich.com](mailto:transfer.queries@uk.zurich.com)

 **Visit us at**  
[zurich.co.uk/brexit-transfer](https://zurich.co.uk/brexit-transfer)

 **Write to us at**  
Zurich Insurance Transfer Query, Unity Place, 1 Carfax Close, Swindon SN1 1AP, United Kingdom

You also have the right to raise an objection at the court hearing on 20 October 2022 either in person, by written representation or by legal representation. We explain the process in more detail in section 4 of the enclosed guide.

Unless you want to raise an objection, you do not need to take any other action.

## Keeping you informed

If the High Court approves the transfer, or if there are any changes to the process (such as the dates of the court hearings or the date of the transfer), we will provide details on our website.

If you would prefer paper copies of the documents available on our website, or an alternative format such as large print, braille or audio, please contact us. Our dedicated team is on hand to answer any questions relating to the transfer. Please continue to use your normal contact details for general questions about your policy or claim.

Zurich Management Team

Enclosed: Policyholders, claimants and representatives' guide

Zurich Insurance plc, a public limited company incorporated in Ireland. Registration No. 13460. Registered Office: Zurich House, Ballsbridge Park, Dublin 4, Ireland. UK Branch registered in England and Wales Registration No. BR7985. UK Branch Head Office: The Zurich Centre, 3000 Parkway, Whiteley, Fareham, Hampshire PO15 7JZ. Zurich Insurance plc is authorised and regulated by the Central Bank of Ireland. Authorised by the Prudential Regulation Authority and with deemed variation of permission. Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. Details of the Temporary Permissions Regime, which allows EEA-based firms to operate in the UK for a limited period while seeking full authorisation, are available on the Financial Conduct Authority's website. Our FCA Firm Reference Number is 203093.