

Our ref: AGS/GB/RG/JW//SKTC/JE/AT/PG/O327271

TO ALL KNOWN CREDITORS / FORMER POLICYHOLDERS

For queries in relation to insurance policies:

- via Live Chat on the website (<https://gr123.gi/>)
- By email:
Claims: motorclaims@gr123.gi
Return of Premium: ReturnofPremium@gr123.gi
Complaints: Complaints@gr123.gi
Other: Customersupport@gr123.gi
Telephone: 0333 242 5141

For queries in relation to the Administration:

- email: mce@kroll.com
- website: <https://gr123.gi/>

17 March 2022

Dear Sir / Madam

Green Realisations 123 Limited (formerly MCE Insurance Company Limited) (In Administration) (“the Company”)

Further to the Joint Administrators’ letter dated 22 November 2021 (a copy of which can be found, viewed and downloaded from the website <https://gr123.gi/>, see below for further information), the Joint Administrators write to provide you with some important updates.

Claims Management

From 21 March 2022, all ongoing claims arising from insurance policies issued by the Company are being transferred and handled by the Joint Administrators and their appointed agents, replacing MCE Insurance Limited (“MCE UK”) from this date.

Motor insurance policyholders should direct all communications in connection with claims as follows:

- Live Chat via website: <https://gr123.gi/>
- email: motorclaims@gr123.gi
- telephone: 0333 242 5141

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UK and Gibraltar Licensed Insolvency Practitioners acting as office holders act without personal liability, are bound by the Insolvency Code of Ethics and unless otherwise stated are authorised by the Insolvency Practitioners Association and Gibraltar Financial Services Commission

The Joint Administrators are working closely with the UK's Financial Services Compensation Scheme ("FSCS"). Eligible policyholders will receive a compensation payment from FSCS once their claim has been agreed. The Joint Administrators will liaise with FSCS to arrange this and there is no need for policyholders to contact the FSCS direct to make a claim for compensation. Further information can be found on the FSCS website at: <https://www.fscs.org.uk/making-a-claim/failed-firms/mce-insurance/>.

The Joint Administrators are also liaising with the Republic of Ireland's compensation scheme to ascertain whether it will respond and meet insurance claims. An update will be provided in due course.

Disclaimed policies of insurance and Return of Premium

The Joint Administrators disclaimed all policies of insurance held with the Company via disclaimers filed at the Supreme Court of Gibraltar on 14 and 31 January 2022. Copies of the Disclaimers can be viewed and downloaded by clicking on the relevant link from the <https://gr123.gi/> website, see below for further information.

Policyholders do not have to take any action to receive a return of premium payment if one is due. The Joint Administrators and their agents are working hard to provide the FSCS with the necessary information to enable return of premiums to be processed and paid to policyholders as soon as reasonably possible. The FSCS' website (<https://www.fscs.org.uk/making-a-claim/failed-firms/mce-insurance/>) provides regular updates regarding the payment of return of premium and the Joint Administrators recommend you regularly review this website for updates.

Should policyholders be due a return of premium, the FSCS will issue a cheque to policyholders' addresses. They will also send an email providing further information regarding their return of premium. Any refund processed by the FSCS would be issued at 90% of the total return premium due. This cheque will be sent to the address on policyholders' policies, please check this is correct on your documents and if it's not let us know by emailing ReturnofPremium@gr123.gi if you have not already done so.

You can also find information on the FSCS' website at <https://www.fscs.org.uk/what-we-cover/insurance/> and <https://www.fscs.org.uk/making-a-claim/failed-firms/mce-insurance/>.

For queries that relate to Return of Premium, please email: ReturnofPremium@gr123.gi

Due to the ongoing process and the number of policyholders involved, it could take several weeks for all cheques to be issued.

Complaints

The Joint Administrators and their appointed agents are working hard to progress matters and appreciate the Company being placed into Administration has resulted in some disruption. The Joint Administrators appreciate your patience.

The Joint Administrators confirm that they, and their appointed agents, continue to work hard to progress and address matters appropriately. Should however you wish to raise a concern or complaint, please do so by emailing: Complaints@gr123.gi.

Other

For all other policyholder queries, please contact: Customersupport@gr123.gi

Use of website

The Joint Administrators set up a dedicated website, being <https://kroll.com/en/mce-insurance-company-limited> to generally communicate with creditors. As at 18 March 2022, the Joint Administrators have set up a newly dedicated website to communicate with creditors, being: <https://gr123.gi/>

Updates concerning the Administration will be uploaded to the website (<https://gr123.gi/>) and will be available to you for viewing and downloading for the duration of the Administration.

Please check the website for updates regularly.

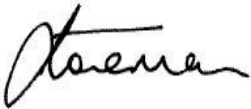
Other

Should the Joint Administrators need to communicate with you about your specific circumstances or requests, they will do this directly and not via the website.

Yours faithfully

For and on behalf of

Green Realisations 123 Limited (formerly MCE Insurance Company Limited)



Andrew Stoneman
Joint Administrator