

## **Alpha Insurance A/S (“Alpha”)**

### **Commercial Taxi policies – payment of premium refund compensation claims**

#### **Background**

Alpha, a Danish insurance company, was declared bankrupt on **8 May 2018**. All Alpha insurance policies lapsed on **11 August 2018** in accordance with Danish legislation re. insurance contracts.

Capital Underwriting Agencies Group Ltd (“CUAL”) was a broker who had authorisation from Alpha to sell commercial taxi policies in the UK on their behalf. CUAL are what is called a Managing General Agent (“MGA”) and are a large broker through whom smaller brokers will approach to obtain insurance policies for individual clients.

#### **Questions & Answers**

**Q How has my premium refund been calculated? I paid a lot for this policy and I should have received more in premium refund compensation.**

Your premium refund claim has been calculated on a pro-rata basis in accordance with the terms of your Alpha policy. It represents the unused portion of any premium that was paid.

FSCS protection in relation to premium refund claims is limited to 90%.

FSCS were not involved in the calculation of your ROP compensation. FSCS paid premium compensation based on policy data provided to the Alpha Liquidator by CUAL. That policy data was then checked and verified by the Liquidator and passed to FSCS for payment.

If you have a question on how your premium refund payment has been calculated, you should contact the Broker through whom you purchased the policy and they should be able to help.

**Q When will I receive my cheque?**

Cheques are being sent out currently and over the coming days. If you were an Alpha commercial taxi policyholder and have not received a cheque payment inside the next 21 days, please contact us and we will investigate.

**Q I have received a letter/ email from CUAL asking me to repay the credit taken out to pay for the premium. What should I do?**

If you have received a letter from CUAL which asks you to repay credit taken out to pay for the Alpha/CUAL policy premium, you should follow the instructions in that letter or contact CUAL if you have any questions.

FSCS does not hold any information regarding money you might owe to CUAL. You will need to contact CUAL if you have any questions.

**Q Does the Danish Guarantee Fund (“DGF”) protect me for my loss of premium?**

The DGF does not protect commercial taxi policies.

**Q I have an existing claim. What happens?**

You should contact the claims contact number provided in your policy documentation and continue to liaise with the Claims Handler assigned to your claim.

**Q The cheque I have received is in the wrong name and I need it to be reissued. What shall I do?**

You will need to return the cheque to FSCS along with details of who a reissued cheque should be made payable to and evidence to support this.

Examples of suitable evidence:

- Copy of the Alpha/CUAL insurance policy certificate
- Proof of name change (i.e. if the policyholder has married and assumed their partner’s surname).