

IMPORTANT INFORMATION REGARDING GAP AND TOTAL LOSS PROTECTION POLICIES THROUGH LAMP INSURANCE

This information is only relevant to you if you have a LAMP Insurance GAP or Total Loss Protection policy arranged by Business Choice Direct through Strategic Insurance Services Limited.

Business Choice Direct were made aware on 21st May 2019 that LAMP Insurance submitted an application to the Supreme Court of Gibraltar for the Company to enter liquidation as they have declared themselves insolvent. The Court will hear the application on Friday 31st May 2019.

It is important to note that this only effects GAP or Total Loss Protection policies and not any other motor policy you may hold with us.

Insurance policies issued by Lamp Insurance have not been cancelled but currently they are unable to pay any claims arising under such policies due to their insolvency.

If you have a GAP or Total Loss Protection policy through us, it is still in force, but we would encourage you to source alternative cover should this still be required. Business Choice Direct are, unfortunately, unable to offer an alternative policy at this time.

Below is a copy of the full announcement from Lamp Insurance containing further information. Please also refer to the Frequently Asked Questions section below which will be continuously updated on this website as we receive more information.

Please note that the insurer is currently unable to provide any refund of premium. However, UK policy holders have some protection in place as they may be eligible for a refund through the Financial Services Compensation Scheme. More information regarding the FSCS is contained within the Frequently Asked Questions below.

All information we currently have is detailed here, however, if you wish to contact us to discuss the information we have provided, please email us at help@businesschoicedirect.co.uk or use our GAP/Lamp Assistance Team option on our Live Chat service on this website. If you are unable to use these facilities, please call us on 0344 7768307.

LAMP INSURANCE ANNOUNCEMENT

The announcement from LAMP Insurance can be found at; <http://www.lampinsurance.com/>

Please follow the link to see LAMP's statement.

FREQUENTLY ASKED QUESTIONS

Q. I am an existing policyholder, what happens to my policy?

A. Your policy is still in force. The current position does not terminate the contract of insurance. More information will follow when further information is released by LAMP Insurance.

Q. As an existing policyholder, do I need to take any action?

A. As a policyholder you are entitled to take action at your discretion. However, as LAMP Insurance are unable to pay claims we would recommend you consider taking out alternative cover with another Insurer.

Q. Can I cancel my policy? Do I have the right to a refund of my premium?

A. The terms and conditions of your existing policy remain applicable in the event that you cancel your insurance policy. Please see your policy wording in relation to cancellations. At present, there is no recommendation from the Gibraltar Financial Services Commission (GFSC), advising policyholders to cancel their insurance policy. We are unable to provide assurances regarding a refund of the premium. However, you may be eligible to make a compensation claim for a refund through the Financial Services Compensation Scheme (FSCS).

Q. Who are the Gibraltar Financial Services Commission (GFSC)?

A. The GFSC provide financial services regulation for Gibraltar based firms.

Q. I have a loan with Close Brothers Premium Finance (CPF) because I pay my policy on direct debit. How does this situation impact my loan?

A. All policyholders have an obligation to repay a loan to the provider under the terms and conditions of the loan agreement entered into. If you have any questions in respect of your loan, please contact CPF on 0333 3218 566.

Q. What is the Financial Services Compensation Scheme (FSCS)? Am I eligible and protected under the scheme?

A. The FSCS is the compensation scheme for UK policyholders. The FSCS can compensate customers if a firm has stopped trading or does not have enough assets to pay claims made against it. It is our understanding that BCD policyholders insured with LAMP Insurance will be eligible to claim under the FSCS.

www.fscs.org.uk

Q. I have an existing claim or want to make a new claim. What should I do?

A. Claims should be reported in accordance with the instructions on the policy documents. The Liquidator, when appointed, may admit claims as insurance creditors in the liquidation or submit claims to a compensation scheme (FSCS) as above.

A statement made on the GFSC website reads:

“Claims should be reported in accordance with the instructions on the policy documents. The Liquidator, when appointed, may admit claims as insurance creditors in the liquidation or submit claims to a compensation scheme if such a scheme is available for eligible policyholders. Claims will not be paid by the Liquidator. Claims for eligible UK policyholders would be submitted to the Financial Services Compensation Scheme (FSCS). It should be noted that for claims on policies written in countries on a non-admitted basis there may be no compensation scheme available.”

LAMP Insurance will continue to process claims but are unable to fund any claims.

Q. When were Business Choice Direct made aware of the situation?

A. We were made aware of the situation on 21/05/2019.

Q. I still have some questions about this situation. Who do I contact?

A. This dedicated website page contains all the most up to date information.

You can use our live chat facility which can also be found on this website. Please use the GAP/LAMP Assistance Team option. Alternatively, you can email the team who will respond at: help@businesschoicedirect.co.uk or, should you be unable to use any of these services, you can call the team on 0344 7768307.

Q. How do I seek further advice?

A. Further information is available from the following sources:

Update on LAMP from FSCS website:

<https://www.fscs.org.uk/news/2019/lamp-insurance-receivership/>

GFSC (Gibraltar Financial Services Commission)

<https://www.fsc.gi/news/gfsc-statement-on-lamp-insurance-company-limited-lamp-316>

LAMP Insurance website

<http://www.lampinsurance.com/>